



RUSHMOOR BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

*at the Council Offices, Farnborough on
Tuesday, 2nd January, 2024 at 7.00 pm*

To:

Cllr M.D. Smith (Chairman)
Cllr Mrs. D.B. Bedford (Vice-Chairman)
Cllr K. Dibble (Vice-Chairman)

Cllr Gaynor Austin
Cllr Jessica Auton
Cllr D.E. Clifford
Cllr Jules Crossley
Cllr Mara Makunura
Cllr S.J. Masterson
Cllr Sophie Porter
Cllr S. Trussler

Standing Deputy

Cllr Abe Allen
Cllr Peter Cullum
Cllr Nem Thapa
Cllr Gareth Williams

Enquiries regarding this agenda should be referred to the Administrator, Adele Taylor, Democratic Services, Tel. (01252) 398831, Email. adele.taylor@rushmoor.gov.uk.

A G E N D A

1. **MINUTES OF THE PREVIOUS MEETING –** (Pages 1 - 6)

To confirm the Minutes of the Meeting held on 9th November, 2023 (copy attached).

2. **APPOINTMENTS –**

To note the appointment of Cllr D.E. Clifford as a Member of the Overview and Scrutiny Committee in place of Cllr A. Adeola for the remainder of the 2023/24 Municipal Year. The appointment has been made by the Leader of the Conservative Group in accordance with Standing Orders and arrangements to secure political balance.

3. **CUSTOMER SERVICE CONTACT INDICATORS –** (Pages 7 - 22)

To receive a further update on the current customer contact data following the meeting in June, 2023, in particular around customer feedback, reception arrangements, promotion of the dedicated Nepali speaking phone line, and automated messaging.

4. **COUNCIL BUSINESS PLAN - QUARTER 2 PERFORMANCE MONITORING –**

The Assistant Chief Executive will report on the delivery against the Council's Business Plan 2022-2025 as at the end of Quarter 2. Report number ACE2308 submitted to the Cabinet on 21st November, 2023 can be found [here](#).

5. **WORK PLAN –** (Pages 23 - 34)

To consider the Work Plan for the 2023/24 Municipal Year (copy attached).

MEETING REPRESENTATION

Members of the public may ask to speak at the meeting on any of the items on the agenda by writing to the Committee Administrator at the Council Offices, Farnborough by 5.00 pm two working days prior to the meeting.

Applications for items to be considered for the next meeting must be received in writing to the Committee Administrator fifteen working days prior to the meeting.
