



OVERVIEW AND SCRUTINY COMMITTEE

Thursday 21 November 2019 at 6.30 pm

Council Chamber, Ryedale House, Malton

Agenda

1 Emergency Evacuation Procedure

The Chairman to inform Members of the Public of the emergency evacuation procedure.

2 Apologies for absence

3 Minutes of the meetings held on 24th October and 4th November 2019 (Pages 3 - 10)

4 Urgent Business

To receive notice of any urgent business which the Chairman considers should be dealt with at the meeting as a matter of urgency by virtue of Section 100B(4)(b) of the Local Government Act 1972.

5 Declarations of Interest

Members to indicate whether they will be declaring any interests under the Code of Conduct.

Members making a declaration of interest at a meeting of a Committee or Council are required to disclose the existence and nature of that interest. This requirement is not discharged by merely declaring a personal interest without further explanation.

6 Chair's Announcements

7 Standards Complaints Overview and Annual Report (Pages 11 - 14)

8 Local Government Ombudsman Annual Review Letter 2019 (Pages 15 - 32)

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| 9 | Customer Complaints and Compliments Q2 2019/20 | (Pages 33 - 48) |
| 10 | Performance Report Q2 2019/20 | (Pages 49 - 72) |
| 11 | Decisions from other Committees Policy and Resources Committee held on 14 November 2019 (To follow) | |
| 12 | O & S Workplan | (Pages 73 - 74) |
| 13 | Exempt item That under Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972 (as amended), the public be excluded from the meeting for the following items as they contain information relating to the financial or business affairs of any particular person (including the authority holding that information). | |
| 14 | Provision of Learn to Swim Programme - Compensatory Payment | (Pages 75 - 86) |
| 15 | Any other business that the Chairman decides is urgent. | |