



OVERVIEW AND SCRUTINY COMMITTEE

Thursday 11 February 2021 at 6.30 pm

Virtual Meeting

IMPORTANT: The Council fully recognises and respects the role and importance of democratic meetings and is committed to protecting the health and safety of Elected Members and Officers who participate.

This meeting will be held virtually. The meeting will take place via Microsoft Teams and details of how to join the meeting have been provided to Members of the Committee. A telephone dial-in facility will also be available.

For the purpose of public transparency and accountability, the meeting will be live streamed online. The live stream can be accessed here:

<https://www.youtube.com/channel/UCZCvPUsJOLwMJ9ukDsGf0Hw>

The media will be able to report on proceedings from the live stream.

Agenda

- 1 Apologies for absence**
- 2 Minutes of the meeting held on 21 January 2021** (Pages 3 - 6)
- 3 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.
- 4 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.

- 5 **Customer Complaints and Compliments Q3 2020/21** (Pages 7 - 14)
- 6 **Decisions from other Committees**
Policy and Resources Committee held on 4 February 2021, minutes to follow.
- 7 **O&S Forward Plan** (Pages 15 - 16)
- 8 **Any other business that the Chairman decides is urgent.**