



OVERVIEW AND SCRUTINY COMMITTEE

Thursday 4 October 2012 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 5 July 2012 (attached) and 25 September 2012 (to follow)** (Pages 1 - 6)
- 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 External Audit Quarterly Progress Report** (Pages 7 - 10)
- 7 Customer Complaints Q1 (2012/13)** (Pages 11 - 18)

- 8 **Local Government Ombudsman Complaints Letter** (Pages 19 - 24)
- 9 **Corporate Risk Register - September 2012** (Pages 25 - 40)
- 10 **Progress of Scrutiny Recommendations** (Pages 41 - 44)
- 11 **Scrutiny Reviews Progress Report** (Pages 45 - 76)
- 12 **Decisions from other Committees** (Pages 77 - 78)
Commissioning Board held on the 20 September 2012 (attached)
Policy and Resources Committee held on the 27 September 2012 (to follow)
- 13 **Any other business that the Chairman decides is urgent.**