

NOTICE OF MEETING

Meeting: CORPORATE OVERVIEW AND SCRUTINY PANEL

Date and Time: THURSDAY, 22 SEPTEMBER 2016, AT 9.30 AM*

Place: COMMITTEE ROOM 1, APPLETREE COURT,
LYNDHURST

Telephone enquiries to: Lyndhurst (023) 8028 5000
023 8028 5588 - ask for Andy Rogers
Email: andy.rogers@nfdc.gov.uk

PUBLIC PARTICIPATION:

*Members of the public may speak in accordance with the Council's public participation scheme:

- (a) immediately before the meeting starts, on items within the Panel's terms of reference which are not on the public agenda; and/or
 - (b) on individual items on the public agenda, when the Chairman calls that item.
- Speeches may not exceed three minutes. Anyone wishing to speak should contact the name and number shown above.

Bob Jackson
Chief Executive

Appletree Court, Lyndhurst, Hampshire. SO43 7PA
www.newforest.gov.uk

This Agenda is also available on audio tape, in Braille, large print and digital format

AGENDA

Apologies

1. MINUTES

To confirm the minutes of the meeting held on 16 June 2016 as a correct record.

2. DECLARATIONS OF INTEREST

To note any declarations of interest made by members in connection with an agenda item. The nature of the interest must also be specified.

Members are asked to discuss any possible interests with Democratic Services prior to the meeting.

3. PUBLIC PARTICIPATION

To note any issues raised during the public participation period.

4. CUSTOMER SERVICES REVIEW (Pages 1 - 6)

To consider a Scoping Document for a review of Customer Services.

5. DRAFT ICT STRATEGY - PRESENTATION

To receive a presentation on a proposed ICT strategy.

6. MARINE AND ENGINEERING SECTOR (VERBAL UPDATE)

To consider ways to assist the local marine and engineering sectors, and to facilitate businesses' access to trade fairs.

7. HOSPITALITY SECTOR - UPDATE (Pages 7 - 8)

To receive an update on a programme of work in collaboration with the Hospitality Sector, through the New Forest Tourism Association and Hotel Group, Brockenhurst College and Bournemouth University.

8. WORK PROGRAMME (Pages 9 - 12)

(a) To consider the Panel's future Work Programme, including any reviews of previous work undertaken; and

(b) To receive any updates on Task and Finish Group work.

9. PORTFOLIO HOLDERS' UPDATES

An opportunity for the Portfolio Holders to provide an update to the Panel on any issues.

10. MEETING DATES FOR THE 2017/18 MUNICIPAL YEAR

RECOMMENDATION:

To agree the following suggested dates for meetings 2017/18:
(Thursdays at 9.30 a.m.):

25 May 2017

21 September 2017

16 November 2017

18 January 2018

15 March 2018

11. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

To: **Councillors:**

M R Harris (Chairman)
Mrs A M Rostand (Vice-Chairman)
A R Alvey
W G Andrews
M J Kendal

Councillors:

Mrs A E McEvoy
A D O'Sullivan
M A Steele
D B Tipp
C A Wise