

NOTICE OF MEETING

Meeting: CORPORATE OVERVIEW AND SCRUTINY PANEL

Date and Time: THURSDAY, 27 SEPTEMBER 2018, 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

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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 21 June 2018 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. PORTFOLIO HOLDERS' UPDATES

To receive an oral update from the Portfolio Holders for:

- Leader & Corporate Affairs
- Finance, Corporate Services & Improvement
- Local Economic Development, Property & Innovation

- on developments within their Portfolio areas.

5. SMARTER WORKING - THE CASE FOR CHANGE (Pages 1 - 6)

To consider the strategic approach to Smarter Working, together with related implementation and budget plans for the period 2018/21.

6. COUNCIL TAX REDUCTION SCHEME TASK AND FINISH GROUP (Pages 7 - 14)

To receive the recommendations of the Council Tax Reduction Scheme Task and Finish Group on various aspects of the Scheme.

7. COUNCIL TAX DISCOUNTS AND EXEMPTIONS, VOLUNTARY PAYMENTS AND RELATED POLICIES (Pages 15 - 36)

To consider the recommendations of the Council Tax Reduction Scheme Task and Finish Group, concerning various Council Tax discounts and exemptions, voluntary payments, and related policies.

8. COMPLAINTS ANNUAL REPORT (Pages 37 - 56)

To receive an overview of complaints received by the Corporate Complaints Team in 2017/18, including statistical data from the Local Government Ombudsman.

9. FILM NEW FOREST - UPDATE (Pages 57 - 60)

To receive an update on activities.

10. WORK PROGRAMME (Pages 61 - 62)

- (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.

11. MEETING DATES FOR THE MUNICIPAL YEAR

27 June 2019
26 September 2019
23 January 2020
26 March 2020

(All Thursdays, at 9.30am).

12. DATE FOR SPECIAL PANEL MEETING

RECOMMENDATION:

That in order to receive the recommendations of the Budget Task and Finish Group and deal with other issues, it is proposed to hold a Special Meeting on the following date:

Thursday, 22 November 2018 at 9.30am in Committee Room 1, Appletree Court.

13. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

To: **Councillors:**

M A Steele (Chairman)
A K Penson (Vice-Chairman)
A R Alvey
W G Andrews
G C Beck

Councillors:

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