

NOTICE OF MEETING

Meeting:	RESOURCES AND TRANSFORMATION OVERVIEW AND SCRUTINY PANEL
Date and Time:	THURSDAY, 21 NOVEMBER 2024, AT 10.00 AM
Place:	COUNCIL CHAMBER - APPLETREE COURT, BEAULIEU ROAD, LYNDHURST, SO43 7PA
Enquiries to:	Email: andy.rogers@nfdc.gov.uk Andy Rogers Tel: 023 8028 5070

PUBLIC INFORMATION:

This agenda can be viewed online (<https://democracy.newforest.gov.uk>). It can also be made available on audio tape, in Braille and large print.

Members of the public are welcome to attend this meeting. The seating capacity of our Council Chamber public gallery is limited under fire regulations to 22.

Members of the public can watch this meeting live, or the subsequent recording, on the [Council's website](#). Live-streaming and recording of meetings is not a statutory requirement and whilst every endeavour will be made to broadcast our meetings, this cannot be guaranteed. Recordings remain available to view for a minimum of 12 months.

PUBLIC PARTICIPATION:

Members of the public may speak in accordance with the Council's [public participation scheme](#):

- (a) on items within the Resources and Transformation Overview and Scrutiny 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 attend the meeting, or speak in accordance with the Council's public participation scheme, should contact the name and number shown above no later than 12.00 noon on Monday, 18 November 2024.

Kate Ryan
Chief Executive

Appletree Court, Lyndhurst, Hampshire. SO43 7PA
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AGENDA

Apologies

1. MINUTES

To confirm the minutes of the meeting held on 19 September 2024 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 receive any public participation in accordance with the Council's public participation scheme.

4. INFORMATION GOVERNANCE AND COMPLAINTS - HALF YEARLY UPDATE

(Pages 5 - 56)

To receive the half yearly update complaints performance and service improvement report (to include the annual complaints performance and service improvement report 2023/24)

(Members of the Housing and Communities Overview and Scrutiny Panel have been invited to attend for this item).

5. FINANCIAL STRATEGY TASK AND FINISH GROUP REPORT (Pages 57 - 64)

To receive the report of the Financial Strategy Task and Finish Group.

6. COUNCIL TAX REDUCTION SCHEME TASK AND FINISH GROUP REPORT

(Pages 65 - 84)

To receive the report of the Council Tax Reduction Scheme Task and Finish Group.

7. TRANSFORMATION PROGRAMME UPDATE (Pages 85 - 108)

To receive an update on the Transformation Programme including Digital Principles.

8. PORTFOLIO HOLDERS' UPDATES

An opportunity for the Portfolio Holders to provide an update to the Panel on developments within their portfolios.

9. WORK PROGRAMME (Pages 109 - 110)

To agree the work programme to guide the Panel's activities over the coming months.

10. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

To:

Councillors

Alan O'Sullivan (Chairman)
Barry Dunning (Vice-Chairman)
Alan Alvey
Jack Davies
Jacqui England

Councillors

Barry Rickman
Alex Wade
Christine Ward
Phil Woods