

# NOTICE OF MEETING

<b>Meeting:</b>	<b>RESOURCES AND TRANSFORMATION OVERVIEW AND SCRUTINY PANEL</b>
<b>Date and Time:</b>	<b>THURSDAY, 25 JULY 2024, AT 10.00 AM</b>
<b>Place:</b>	<b>COUNCIL CHAMBER - APPLETREE COURT, BEAULIEU ROAD, LYN DHURST, SO43 7PA</b>
<b>Enquiries to:</b>	<b>Email: <a href="mailto:andy.rogers@nfdc.gov.uk">andy.rogers@nfdc.gov.uk</a> Andy Rogers Tel: 023 8028 5070</b>

## **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, 22 July 2024.**

**Kate Ryan**  
Chief Executive

Appletree Court, Lyndhurst, Hampshire. SO43 7PA  
[www.newforest.gov.uk](http://www.newforest.gov.uk)

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# AGENDA

## Apologies

### 1. MINUTES

To confirm the minutes of the meetings held on 28 March 2024 and 13 May 2024 as correct records.

### 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. ANNUAL PERFORMANCE AND PROVISIONAL BUDGET OUT TURN (Pages 5 - 30)

To receive the Annual Performance and Provisional Budget Out turn report.

### 5. PERFORMANCE MANAGEMENT FRAMEWORK (Pages 31 - 164)

To consider a new Performance Management Framework.

### 6. CUSTOMER STRATEGY (Pages 165 - 186)

To consider a proposed Customer Strategy.

### 7. TRANSFORMATION BUSINESS CASE (Pages 187 - 272)

To consider the business case for the Council's Transformation Programme.

### 8. COMMERCIAL AND RESIDENTIAL PROPERTY STRATEGY ANNUAL REPORT (Pages 273 - 290)

To receive the Annual update on progress with Commercial and Residential Property Strategy (Presentation).

### 9. ICT WORK PROGRAMME 2024/25 (Pages 291 - 302)

To receive the ICT Work Programme 2024/25.

### 10. FINANCIAL STRATEGY TASK AND FINISH GROUP ARRANGEMENTS (Pages 303 - 304)

To note proposed arrangements for the operation of the Financial Strategy Task and Finish Group in 2024.

### 11. PORTFOLIO HOLDERS' UPDATES (Pages 305 - 308)

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

developments within their portfolios and on performance data from January to March 2024.

**12. WORK PROGRAMME (Pages 309 - 310)**

To note the Panel's work programme.

**13. 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