

NOTICE OF MEETING

Meeting:	RESOURCES AND TRANSFORMATION OVERVIEW AND SCRUTINY PANEL
Date and Time:	THURSDAY, 20 NOVEMBER 2025, AT 10.00 AM
Place:	COUNCIL CHAMBER - APPLETREE COURT, BEAULIEU ROAD, LYNDHURST, SO43 7PA
Enquiries to:	Email: lee.ellis@nfdc.gov.uk Lee Ellis Tel: 023 8028 5719

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, 17 November 2025.

Kate Ryan
Chief Executive

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

AGENDA

Apologies

1. APPOINTMENT OF VICE-CHAIRMAN

To appoint a Vice-Chairman of the Panel.

2. MINUTES

To confirm the minutes of the meeting held on 18 September 2025 as a correct record.

3. 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.

4. PUBLIC PARTICIPATION

To receive any public participation in accordance with the Council's public participation scheme.

5. HALF YEAR UPDATE COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT (Pages 5 - 50)

To receive the half yearly update complaints performance and service improvement report (to include the annual complaints performance and service improvement report 2024/25).

6. TRANSFORMATION PROGRAMME UPDATE (Pages 51 - 56)

To receive an update on progress with the Transformation programme.

7. FINANCIAL STRATEGY TASK & FINISH GROUP REPORT (Pages 57 - 64)

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

8. COUNCIL TAX SUPPORT SCHEME, COUNCIL TAX PREMIUMS, S13A POLICY, DISCRETIONARY HOUSING PAYMENTS POLICY AND CRISIS RESILIENCE FUND (Pages 65 - 92)

To consider a report regarding Council Tax Support Scheme, Council Tax Premiums, S13A Policy, Discretionary Housing Payments Policy and Crisis Resilience Fund.

9. PORTFOLIO HOLDER'S UPDATE

An opportunity for the Portfolio Holder's to provide an update to the Panel on developments within their portfolio.

10. WORK PROGRAMME (Pages 93 - 94)

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

11. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

To: **Councillors**

Alan O'Sullivan (Chairman)
Alan Alvey
Jack Davies
Jacqui England
Barry Rickman

Substitutes

John Adams
Peter Armstrong
Philip Dowd

Councillors

John Sleep
Alex Wade
Christine Ward
Phil Woods

Substitutes

David Harrison
Alvin Reid
Joe Reilly