

# Corporate Overview and Scrutiny Committee

## Agenda

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**Date:** Thursday, 4th April, 2019  
**Time:** 2.00 pm  
**Venue:** Committee Suite 1,2 & 3, Westfields, Middlewich Road,  
Sandbach CW11 1HZ

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The agenda is divided into 2 parts. Part 1 is taken in the presence of the public and press. Part 2 items will be considered in the absence of the public and press for the reasons indicated on the agenda and at the foot of each report.

### **PART 1 – MATTERS TO BE CONSIDERED WITH THE PUBLIC AND PRESS PRESENT**

1. **Apologies for Absence**

2. **Minutes of Previous meeting** (Pages 3 - 6)

To approve the minutes of the meeting held on Thursday, 4th April, 2019.

3. **Declarations of Interest**

To provide an opportunity for Members and Officers to declare any disclosable pecuniary and non-pecuniary interests in any item on the agenda.

4. **Declaration of Party Whip**

To provide an opportunity for Members to declare the existence of a party whip in relation to any item on the agenda.

5. **Public Speaking Time/Open Session**

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For any apologies or requests for further information, or to give notice of a question to be asked by a member of the public

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A total period of 15 minutes is allocated for members of the public to make a statement(s) on any matter that falls within the remit of the Committee.

Individual members of the public may speak for up to 5 minutes, but the Chairman will decide how the period of time allocated for public speaking will be apportioned, where there are a number of speakers.

Note: In order for officers to undertake any background research, it would be helpful if members of the public contacted the Scrutiny officer listed at the foot of the agenda, at least one working day before the meeting to provide brief details of the matter to be covered.

6. **Media Relations Protocol** (Pages 7 - 10)

To review the media relations protocol as it relates to Overview and Scrutiny.

7. **Forward Plan** (Pages 11 - 16)

To note the current forward plan, identify any new items, and to determine whether any further examination of new issues is appropriate.

8. **Work Programme Progress Report** (Pages 17 - 40)

To review the work programme.

9. **Digital Customer Services**

To receive a presentation on the Digital Customer Services from Paul Bayley Head of Customer Services.

10. **Best4Business** (Pages 41 - 60)

The Acting Executive Director, Corporate Services to provide an update.

The power point presentation from the meeting of the Best4Business Joint Scrutiny Working Group held on 13 March 2019 is attached for information.

11. **Transparency Working Group** (Pages 61 - 64)

To consider a report of the Acting Executive Director, Corporate Services.