

<b>MEETING:</b>	Overview and Scrutiny Committee
<b>DATE:</b>	Tuesday, 6 October 2015
<b>TIME:</b>	2.00 pm
<b>VENUE:</b>	Council Chamber, Barnsley Town Hall

## AGENDA

### Administrative and Governance Issues for the Committee

#### **1 Apologies for Absence - Parent Governor Representatives**

To receive apologies for absence in accordance with Regulation 7 (6) of the Parent Governor Representatives (England) Regulations 2001.

#### **2 Declarations of Pecuniary and Non Pecuniary Interest**

To invite Members of the Committee to make any declarations of pecuniary and non pecuniary interest in connection with the items on this agenda.

#### **3 Minutes of the Previous Meeting** (*Pages 3 - 10*)

To approve the minutes of the previous meeting of the Committee held on Tuesday 1<sup>st</sup> September 2015 (Item 3 attached).

### Overview and Scrutiny Issues for the Committee

#### **4 Corporate Plan Performance Report - Quarter 1: 2015/16: Customer Feedback & Complaints** (*Pages 11 - 18*)

To consider a report of the Director of HR, Performance and Communications and the Interim Executive Director of Communities (Item 4 attached) in respect of Corporate Performance in relation to Customer Feedback and Complaints.

#### **5 Commissioner Working Together Programme** (*Pages 19 - 28*)

To consider a report of the Director of HR, Performance and Communications (Item 5a attached) in respect of a report from Barnsley Clinical Commissioning Group (CCG) (Item 5b attached) in relation to an overview of the Commissioner Working Together Programme.

Enquiries to Anna Morley, Scrutiny Officer

Phone: 01226 775794 or E-mail: [annamorley@barnsley.gov.uk](mailto:annamorley@barnsley.gov.uk)

To: Chair and Members of the Overview and Scrutiny Committee:-

Councillors Ennis (Chair), P. Birkinshaw, D. Birkinshaw, Brook, G. Carr, Cave, Clarke, Clements, Davies, Franklin, Frost, Hand-Davis, Gollick, Hayward, Johnson, Makinson, Mitchell, Morgan, Pourali, Sheard, Sixsmith MBE, Spence, Tattersall, Unsworth, Wilson and Worton.

Co-opted Members Ms P. Gould, Mr M. Hooton, Ms J. Whittaker and Mr J. Winter and Statutory Co-opted Member Ms K. Morritt (Parent Governor Representative).

Electronic Copies Circulated for Information

Diana Terris, Chief Executive  
Andrew Frostdick, Director Legal and Governance  
Rob Winter, Head of Internal Audit and Risk Management  
Press

Paper Copies Circulated for Information

Julia Bell, Director Human Resources, Performance and Communications  
Michael Potter, Service Director Organisation and Workforce Improvement  
Ian Turner, Service Director, Council Governance  
Anna Morley, Scrutiny Officer – 5 copies  
Majority Members Room  
Opposition Members Rooms, Town Hall – 2 copies

Witnesses

**Item 4 (2:00pm)**

- Ann O'Flynn, Service Director of Customer Services, Communities Directorate
- Claire Dobby, Customer Feedback and Improvement Manager, Communities Directorate
- Councillor Jenny Platts, Cabinet Spokesperson for the Communities Directorate

**Item 5 (2:45pm approx.)**

- Lesley Smith, Chief Officer, Barnsley CCG