

# AGENDA

## Community Overview and Scrutiny Panel

**Thursday, 31 March 2016 AT 10:00**  
**In the Flensburg Room, Civic Centre, Carlisle, CA3 8QG**

**Please note: Members should allocate at least 2 hours for Scrutiny Meetings**

**\*\*Briefing meeting for Members will be at 9.30 am in the Flensburg Room\*\***

### **Apologies for Absence**

To receive apologies for absence and notification of substitutions

### **Declarations of Interest**

Members are invited to declare any disclosable pecuniary interests, other registrable interests and any interests, relating to any item on the agenda at this stage.

### **Public and Press**

To agree that the items of business within Part A of the agenda should be dealt with in public and that the items of business within Part B of the agenda should be dealt with in private.

### **Minutes of Previous Meeting**

**5 - 12**

To approve the minutes of the meetings held on 14 January 2016  
[Copy Minutes in Minute Book 42(5)]

To note the minutes of the meeting held on 18 February 2016.  
(Copy Minutes herewith)

## **PART A**

**To be considered when the Public and Press are present**

### **A.1 CALL-IN OF DECISIONS**

To consider any matter which has been the subject of call-in.

### **A.2 YOUTH COUNCIL**

(Culture, Leisure and Young People Portfolio)

The Partnership Manager to give a presentation on the role and programme of the Youth Council.

(Copy Presentation to follow)

### **A.3 FLOOD UPDATE REPORT**

**13 - 22**

(Cross Cutting)

The Deputy Chief Executive to submit an update on the flood recovery programme of the Council's assets.

(Copy Report SD.04/16 herewith)

### **A.4 CUSTOMER SERVICES**

**23 - 34**

(Communities, Health and Wellbeing Portfolio)

The Customer Services Manager to deliver a presentation on the performance of the new website, the effects of the flood and the future of CRM and customer services.

(Copy presentation herewith)

## **A.5 HOUSING STRATEGY UPDATE**

**35 - 46**

(Economy, Enterprise and Housing Portfolio)

The Housing and Health Manager to submit a report updating the Panel on the progress of the 2012-16 Housing Strategy.

(Copy ED.14/16 Report herewith)

## **A.6 OVERVIEW REPORT AND WORK PROGRAMME**

**47 - 66**

To consider a report providing an overview of matters related to the work of the Community Overview and Scrutiny Panel, together with the latest version of the Work Programme and details of the Key Decisions items relevant to this Panel as set out in the Notice of Executive Key Decisions.

(Copy Report OS.07 /16 herewith)

## **PART B**

**To be considered when the Public and Press are excluded from the meeting**

NIL

### **Members of the Community Overview and Scrutiny Panel**

**Conservative** – Ellis, Mrs McKerrell (Vice Chairman), Mrs Vasey, Bainbridge (sub), Bloxham (sub), Mrs Mallinson (sub)

**Labour** – Burns (Chairman), Ms Franklin, Osgood, Mrs Warwick, Ms Williams, Mrs Atkinson (sub), Caig (sub), Harid (sub)

**Enquiries, requests for reports, background papers,  
etc to Committee Clerk: Jacqui Issatt - 817557**