

Meeting of:
Performance Overview and
Scrutiny Committee

Time / Date
15 September 2009
6.30pm

Venue
Hardman Mill
New Hall Hey Road
Rawtenstall

This meeting is being supported by Jenni Cook, Committee Officer, (01706) 252424 or email jennifercook@rossendalebc.gov.uk

ITEM	Lead Member/ Contact Officer
A. BUSINESS MATTERS	Jenni Cook, Committee Officer (01706) 252424 jennifercook@rossendalebc.gov.uk
A1. To confirm the appointment of co-opted Member for a further two years	
A2. Apologies for Absence	
A3. To approve and sign as a correct record the Minutes of the Performance Scrutiny Committee Meeting on 15 July 2009	
<p>A4. Declarations of Interest</p> <p><i>Members are advised to contact the Monitoring Officer in advance of the meeting to seek advice on interest issues if necessary.</i></p> <p>Members are requested to indicate at this stage, any items on the agenda in which they intend to declare an interest. Members are reminded that, in accordance with the Local Government Act 2000 and the Council's Code of Conduct, they must declare the nature of any personal interest and, if the interest is prejudicial, withdraw from the meeting during consideration of the item.</p>	
<p>A5. Urgent Items of Business</p> <p>To note any items which the Chair has agreed to add to the Agenda on the grounds of urgency</p>	



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B. Community Engagement	
B1. Public Question Time	Jenni Cook, Committee Officer (01706) 252424 jennifercook@rossendalebc.gov.uk
C. Chairs Update	Councillor Sandiford
D. Performance Monitoring	
D1. Ombudsman Annual Letter/General Complaints Report	Councillor Essex/Stuart Sugarman, Executive Director, Business (01706) 242447
D2. Capita Monitoring and Performance	Councillor Smith/Andrew Buckle, Head of Customer Services and ICT (01706) 238606
D3. Performance Report – Quarter 1 (April – June 2009)	Councillor Essex/Lee Birkett, Project & Performance Improvement Officer (01706 252454)

Hlockwood

Helen Lockwood
Chief Executive

Date published: 7 September 2009

Transport Arrangements

Rossendale Transport offers the County Rider flexible bus service, available to everyone in Rossendale. This operates Monday to Friday 0700 – 2300 and Saturday 0900 – 1800.

Simply Telephone 01706 390 548

The County Rider Booking Line is open 0900 - 1700 Monday to Friday.

Please note that Rossendale Transport will require sufficient notice to book the service so please bear this in mind. You can book 2 weeks in advance of any meeting.

Fares are broadly similar to fixed route bus services and NoW Card holders will get their usual concession.



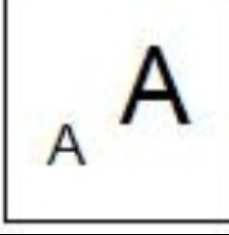



If anyone is having genuine difficulty making transport arrangements to attend Council meetings they can contact Democratic Services on 01706 252423 who will be pleased to see if the Council can offer any further assistance.



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Council Chamber		
		
		
<p>আপনি যদি এসব তথ্যের সার সংক্ষেপ বড় হরফের ছাপায়, অডিও ক্যাসেটে অথবা ইংরেজী ছাড়া অন্য কোন ভাষায় পেতে চান তাহলে অনুগ্রহ করে আমাদেরকে জানালে আমরা অত্যন্ত খুশী মনে তার ব্যবস্থা করব।</p> <p>অনুগ্রহ করে ০১৭০৬ ২১৭৭৭৭ এই নাম্বারে অথবা কমিউনিকেশন সেকশন, টাউন সেন্টার অফিস, রটেস্টল বি.বি.৪ ৭এল.জেড. এই ঠিকানায় যোগাযোগ করুন।</p>		
<p>اگر آپ کو ان معلومات کا خلاصہ بڑے حروف میں، آڈیو کیسٹ پر، یا انگریزی کے علاوہ کسی اور زبان میں درکار ہے تو برائے مہربانی ہمیں بتائیں، ہم بخوشی آپ کے لیے اس کا انتظام کریں گے۔</p> <p>برائے مہربانی 01706 217777 پر ٹیلیفون کریں یا پھر کمیونٹی کیشن سیکشن سے اس پتہ پر رابطہ قائم کریں:</p> <p>Communications Section, Town Centres, Rawtenstall, BB4 7LZ</p>		
<p>If you would like a summary of this information in large print, on audio cassette or language other than English, please let us know and we will be happy to arrange it.</p> <p>Please telephone 01706 217777 or Contact Communications Section, Futures Park, Bacup, Lancashire, OL13 0BB</p>		
<p>The Agenda and reports are also available for inspection at the Council's One Stop Shop, Lord Street, Rawtenstall</p>		



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