

Time: 6.30pm Date: 26th September 2011

Venue: Council Chamber, The Business Centre, Futures Park, Bacup, OL13 0BB



Supported by: Patricia Couch, Scrutiny Support Officer, Tel: 01706 252426 or email patriciacouch@rossendalebc.gov.uk

The Council Chamber is located on the 464 bus route (Lee Mill bus stop). The 464 bus runs between Accrington and Rochdale, calling at stops in Haslingden, Rawtenstall, Waterfoot, Bacup and Whitworth.

ITEM		Lead Member/Contact Officer
A.	BUSINESS MATTERS	
A1.	Apologies for Absence	
A2.	To approve and sign as a correct record the Minutes of the meeting held on 25 th July 2011	
A3.	Declarations of Interest <i>Members are advised to contact the Monitoring Officer in advance of the meeting to seek advice on interest issues if necessary.</i> 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.	Patricia Couch, Scrutiny Support Officer: (01706) 252426 Email: patriciacouch@rossendalebc.gov.uk
A4.	Urgent Items of Business To note any items which the Chair has agreed to add to the Agenda on the grounds of urgency	
B.	COMMUNITY ENGAGEMENT	
B1.	Public Question Time	Pat Couch, Scrutiny Support Officer: (01706) 252426
C.	Chair's Update To receive any communications from the Chair.	
D.	PERFORMANCE MONITORING	
D1.	Annual Complaints Report and Ombudsman Annual Letter	Councillor Marriott/Sian Roxborough, Head of Legal and Democratic Services (01706) 252496
D2.	Capita Monitoring and Performance Report	Councillor Serridge/Andrew Buckle, Head of ICT and Customer Services (01706)

The agenda and reports are also available for inspection at the Council's One Stop Shop, Lord Street, Rawtenstall. Other formats are available on request. Tel 01706 21777 or contact Rossendale Borough Council, Futures Park, Bacup, OL13 0BB

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D3.	Quarter 1 Integrated Performance Report (April to June 2011)	Councillor Marriott/Liz Sandiford, Head of People and Policy (01706) 252452
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Helen Lockwood

Helen Lockwood
Chief Executive

Date Published: 16th September 2011