

NOTICE  
OF  
MEETING

# CORPORATE OVERVIEW AND SCRUTINY PANEL

will meet on

**THURSDAY, 17TH NOVEMBER, 2022**

**At 7.00 pm**

In the

**COUNCIL CHAMBER - TOWN HALL, MAIDENHEAD AND ON [RBWM YOUTUBE](#)**

TO: MEMBERS OF THE CORPORATE OVERVIEW AND SCRUTINY PANEL

COUNCILLORS GERRY CLARK (CHAIRMAN), JOHN STORY (VICE-CHAIRMAN),  
SIMON BOND, KAREN DAVIES, GREG JONES, LYNNE JONES, HELEN PRICE,  
JULIAN SHARPE, SHAMSUL SHELM, LEO WALTERS AND SIMON WERNER

SUBSTITUTE MEMBERS

COUNCILLORS SAYONARA LUXTON, GARY MUIR, JOHN BOWDEN,  
JOSHUA REYNOLDS, GEOFF HILL, MAUREEN HUNT, CATHERINE DEL CAMPO,  
CHRIS TARGOWSKI, AMY TISI, GURPREET BHANGRA AND NEIL KNOWLES

Karen Shepherd – Head of Governance - Issued: 9<sup>th</sup> November 2022

Members of the Press and Public are welcome to attend Part I of this meeting. The agenda is available on the Council's web site at [www.rbwm.gov.uk](http://www.rbwm.gov.uk) or contact the Panel Administrator **Mark Beeley** [Mark.Beeley@RBWM.gov.uk](mailto:Mark.Beeley@RBWM.gov.uk)

**Recording of Meetings** – In line with the council's commitment to transparency the Part I (public) section of the virtual meeting will be streamed live and recorded via Zoom. By participating in the meeting by audio and/or video, you are giving consent to being recorded and acknowledge that the recording will be in the public domain. If you have any questions regarding the council's policy, please speak to Democratic Services or Legal representative at the meeting.

## AGENDA

### PART I

<u>ITEM</u>	<u>SUBJECT</u>	<u>PAGE NO</u>
1.	<u>APOLOGIES FOR ABSENCE</u>  To receive any apologies for absence.	-
2.	<u>DECLARATIONS OF INTEREST</u>  To receive any declarations of interest.	5 - 6
3.	<u>MINUTES</u>  To consider the Part I minutes of the meeting held on 12 <sup>th</sup> September 2022.	7 - 12
4.	<u>CORPORATE PLAN REVIEW</u>  To consider the report.	13 - 44
5.	<u>CORPORATE PLAN 2021-26 PERFORMANCE REPORT</u>  To consider the report.	45 - 76
6.	<u>ANNUAL COMPLAINTS AND COMPLIMENTS REPORT</u>  To consider the report.	77 - 114
7.	<u>CUSTOMER JOURNEY, COMMUNICATION AND RBWM APP</u>  To consider the briefing note.	115 - 118
8.	<u>WORK PROGRAMME</u>  To consider the Panel's work programme for the remainder of the municipal year and the scoping document produced by Councillor Price.  To include consideration of items scheduled on the <a href="#">Cabinet Forward Plan</a> .	119 - 122
9.	<u>LOCAL GOVERNMENT ACT 1972 - EXCLUSION OF THE PUBLIC</u>  "That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the remainder of the meeting whilst discussion takes place, on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of part I of Schedule 12A of the Act."	-

## PART II - PRIVATE MEETING

<u>ITEM</u>	<u>SUBJECT</u>	<u>PAGE NO</u>
i.	<u>PART II MINUTES</u>  To consider the Part II minutes from the meeting held on 12 <sup>th</sup> September 2022.  <b><i>(Not for publication by virtue of Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972)</i></b>	123 - 128