



Notice of meeting of

Effective Organisation Overview & Scrutiny Committee

To: Councillors Steward (Chair), Douglas, Firth, Funnell, Hodgson, McIlveen (Vice-Chair), Scott and Warters

Date: Tuesday, 22 November 2011

Time: 5.00 pm

Venue: The Guildhall, York.

AGENDA

1. Declarations of Interest

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on this agenda.

2. Minutes (Pages 3 - 6)

To approve and sign the minutes of the meeting held on **13 September 2011**.

3. Public Participation

At this point in the meeting, members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the Committee's remit can do so. The deadline for registering is **Monday 21st November 2011**.

4. Scoping Report - Sickness Absence (Pages 7 - 10)
Management Scrutiny Review.

This report provides information on the work of the Absence Management Task Group to date, and based on their findings asks the Committee to agree a formal remit for the Sickness Absence Management Scrutiny Review.

**5. Update on Implementation of (Pages 11 - 22)
Recommendations from the Scrutiny
Review of Customer Complaints Procedure.**

This report provides Members with an update on the implementation of the recommendations arising from the previously completed scrutiny reviews which fall within the remit of this overview & scrutiny committee.

6. Second Quarter Monitoring Report. (Pages 23 - 38)

This report provides a summary of the finance and performance progress for the second monitor period of 2011-12. This is the first monitor produced after the new Council Plan has been introduced and performance has therefore been structured under the 5 priority themes. Supporting analysis and data are available in the 5 priority scorecards listed as background papers.

7. Work Plan. (Pages 39 - 40)

Members are asked to consider the work plan for the forthcoming year in particular any additions and/or amendments they may wish to make to the plan.

8. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972

Democracy Officer

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For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting whose contact details are given above.

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports