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SHADOW OVERVIEW & SCRUTINY COMMITTEE

Date: Monday, 30 September 2019

Time: 6.30 pm

Location: Mezzanine Rooms 1 - 2, Buckinghamshire County Council, Walton Street, HP20 1UA - Aylesbury

Membership: Councillors: R Bagge, P Birchley, L Clarke OBE, A Cole, A Collingwood (Chairman), P Cooper, C Ford, B Gibbs, J Gladwin (Vice-Chairman), G Hall, G Hollis, P Jones, P Kelly, S Lambert, R Newcombe, S Renshell, R Stuchbury, P Turner, J Waters and C Whitehead

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AGENDA

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| 1. CHAIRMAN'S INTRODUCTIONS | 6.30 pm |
| 2. APOLOGIES FOR ABSENCE | 6.35 pm |
| To receive any apologies for absence. | |
| 3. DECLARATIONS OF INTEREST | 6.40 pm |
| Members to declare any interests. | |
| 4. MINUTES OF THE LAST MEETING (Pages 1 - 10) | 6.45 pm |
| To approve the Minutes of the Shadow Overview & Scrutiny Committee meeting held on 5 August 2019. | |
| 5. COUNCIL ACCESS POINTS | 6.50 pm |
| The Committee will receive a presentation on Council Access Points. Members will then have an opportunity to ask questions and comment on the proposals to help inform the Shadow Executive's decision. | |

- 6. CUSTOMER STRATEGY** **7.20 pm**
- The Committee will receive a presentation on the customer strategy, focussing on the impact on residents from day one of the new Council. Members will then have an opportunity to ask questions and comment on the proposals to help inform the Shadow Executive's decision.
- 7. SHADOW EXECUTIVE FORWARD PLAN** (Pages 11 - 24) **7.50 pm**
- To consider the Shadow Executive Forward Plan.
- 8. COMMITTEE AND TASK AND FINISH WORK PROGRAMME** (Pages 25 - 40) **7.55 pm**
- To discuss the proposed Work Programme.