

## **SCRUTINY BOARD (CITIZENS AND COMMUNITIES)**

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Meeting to be held in Civic Hall, Leeds, LS1 1UR on  
Monday, 7th November, 2016 at 10.00 am

*(A pre-meeting will take place for ALL Members of the Board at 9.30 a.m.)*

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### **MEMBERSHIP**

#### **Councillors**

|                    |                                |
|--------------------|--------------------------------|
| B Anderson (Chair) | Adel and Wharfedale;           |
| C Campbell         | Otley and Yeadon;              |
| R Grahame          | Burmantofts and Richmond Hill; |
| M Harland          | Kippax and Methley;            |
| G Hyde             | Killingbeck and Seacroft;      |
| J Illingworth      | Kirkstall;                     |
| K Maqsood          | Gipton and Harehills;          |
| M Robinson         | Harewood;                      |
| R. Stephenson      | Harewood;                      |
| K Wakefield        | Kippax and Methley;            |
| N Walshaw          | Headingley;                    |

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*Please note: Certain or all items on this agenda may be recorded*

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**Agenda compiled by:**  
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**Scrutiny Support Unit**  
**Tel: 39 50878**

**Principal Scrutiny Adviser:**  
**Angela Brogden**  
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# A G E N D A

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|---------|--------------------------|---------------|---|---------|
| 1       |                          |               | <p><b>APPEALS AGAINST REFUSAL OF INSPECTION OF DOCUMENTS</b></p> <p>To consider any appeals in accordance with Procedure Rule 25* of the Access to Information Procedure Rules (in the event of an Appeal the press and public will be excluded).</p> <p>(* In accordance with Procedure Rule 25, notice of an appeal must be received in writing by the Head of Governance Services at least 24 hours before the meeting).</p>   |         |
| 2       |                          |               | <p><b>EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC</b></p> <p>1 To highlight reports or appendices which officers have identified as containing exempt information, and where officers consider that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report.</p> <p>2 To consider whether or not to accept the officers recommendation in respect of the above information.</p> <p>3 If so, to formally pass the following resolution:-</p> <p><b>RESOLVED –</b> That the press and public be excluded from the meeting during consideration of the following parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information, as follows:</p> <p><b>No exempt items have been identified.</b></p> |         |

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| 3       |                          |               | <p><b>LATE ITEMS</b></p> <p>To identify items which have been admitted to the agenda by the Chair for consideration.</p> <p>(The special circumstances shall be specified in the minutes.)</p>  |         |
| 4       |                          |               | <p><b>DECLARATION OF DISCLOSABLE PECUNIARY INTERESTS</b></p> <p>To disclose or draw attention to any disclosable pecuniary interests for the purposes of Section 31 of the Localism Act 2011 and paragraphs 13-16 of the Members' Code of Conduct.</p>  |         |
| 5       |                          |               | <p><b>APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTES</b></p> <p>To receive any apologies for absence and notification of substitutes.</p>  |         |
| 6       |                          |               | <p><b>MINUTES - 10 OCTOBER 2016</b></p> <p>To confirm as a correct record, the minutes of the meeting held on 10<sup>th</sup> October 2016.</p>   | 1 - 4   |
| 7       |                          |               | <p><b>DEVELOPMENT OF A REVISED COUNCIL TAX SUPPORT SCHEME - DRAFT SCRUTINY REPORT</b></p> <p>To receive a report from the Head of Governance Services and Scrutiny Support presenting the Board's draft report following its review of the development of a revised Council Tax Support Scheme.</p> | 5 - 6   |
| 8       |                          |               | <p><b>UPDATE ON DELIVERY OF THE COMMUNITY HUBS PROGRAMME</b></p> <p>To receive an update report from the Chief Officer Customer Access on the delivery of the Community Hubs programme.</p>   | 7 - 54  |

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| 9       |                          |               | <p><b>SCRUTINY INQUIRY INTO REDUCING REPEAT CUSTOMER CONTACTS THROUGH TACKLING FAILURE DEMAND.</b></p> <p>To receive a report of the Head of Governance Services and Scrutiny Support presenting draft terms of reference for the Board's forthcoming inquiry into reducing repeat customer contacts through tackling failure demand. The Board will also receive a presentation in line with session 1 of the inquiry.</p> | 55 - 62 |
| 10      |                          |               | <p><b>WORK SCHEDULE</b></p> <p>To consider the Board's forthcoming work schedule.</p>   | 63 - 82 |
| 11      |                          |               | <p><b>DATE AND TIME OF NEXT MEETING</b></p> <p>Monday, 5 December 2016 at 10 am (Pre-meeting for all Board Members at 9.30 am)</p>  |         |

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|         |                          |               | <p><b>THIRD PARTY RECORDING</b></p> <p>Recording of this meeting is allowed to enable those not present to see or hear the proceedings either as they take place (or later) and to enable the reporting of those proceedings. A copy of the recording protocol is available from the contacts on the front of this agenda.</p> <p>Use of Recordings by Third Parties – code of practice</p> <ul style="list-style-type: none"> <li>a) Any published recording should be accompanied by a statement of when and where the recording was made, the context of the discussion that took place, and a clear identification of the main speakers and their role or title.</li> <li>b) Those making recordings must not edit the recording in a way that could lead to misinterpretation or misrepresentation of the proceedings or comments made by attendees. In particular there should be no internal editing of published extracts; recordings may start at any point and end at any point but the material between those points must be complete.</li> </ul> |         |