A meeting of the Economic and Corporate Overview and Scrutiny Panel was held at the Town Hall, Nuneaton on Thursday, 13th March, 2014.

**Present**

Councillor V.N. Fowler – Chair


An apology for absence was received from Councillor K.D. Wilson.

**Minutes**

RESOLVED that the minutes of the meeting held on 13th February, 2014 be confirmed.

**Declarations of Interest**

Councillor K.A. Kondakor declared an Other Interest in any relevant item by reason of him being a member of Warwickshire County Council.

**Equality and Diversity**

The Director – Governance and Recreation asked the panel to scrutinise the Council’s activity in relation to Equality and Diversity from 1st April 2013 to the current date.

RESOLVED that the Equality and Child Protection Officer be thanked for providing such a detailed report for the panel, and that the report be noted and forwarded on accordingly.

**Complaints/FOI Monitoring and Reporting**

The Director – Business Improvement submitted a report asking the Panel to scrutinise Complaints and Freedom of Information (FOI) requests reporting and monitoring.

Members asked questions and raised the following issues:

- Queries over the number of complaints that are received that are not recorded officially.
- Members were encouraged to log their complaints through Customer Services, which can be done via email, face to face or by telephone.
That the name of an officer be put on electronically generated letters, so the public have someone to chase if their complaint is not dealt with in the designated time frame.
That complaints be split down and recorded at ward level.

RESOLVED that the report be noted, and that data on Environmental Information requests be provided to the panel.

421 **Work Programme 2013/14**

The Principal Democratic Services Officer updated the Panel on the current issues relating to the Work Programme 2013/14.

The panel were informed that information on Attendance would not be available until April 2014.

RESOLVED that the work programme be noted.

422 **Any Other Items**

The Chair was thanked for her hard work during this Municipal Year.

The Chair informed the panel that the report on Increasing Democracy and Electoral Uptake had been taken to Cabinet on 12 March, 2014 where it was recommended that the Leader and Managing Director should discuss and take action on the points raised.

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Chair