

South Hams Overview and Scrutiny Panel



Title:	Agenda		
Date:	Thursday, 1st November, 2018		
Time:	10.00 am		
Venue:	Cary Room - Follaton House		
Full Members:	<div><div>Chairman Cllr Saltern</div><div>Vice Chairman Cllr Smerdon</div><div><div><i>Members:</i></div><div><div>Cllr Baldry</div><div>Cllr Birch</div><div>Cllr Blackler</div><div>Cllr Cane</div><div>Cllr Green</div><div>Cllr Hawkins</div></div><div><div>Cllr Hicks</div><div>Cllr Huntley</div><div>Cllr May</div><div>Cllr Pennington</div><div>Cllr Pringle</div></div></div></div>		
Interests – Declaration and Restriction on Participation:	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.		
Committee administrator:	Member.Services@swdevon.gov.uk		

1. Apologies for Absence	
2. Minutes to approve as a correct record and authorise the Chairman to sign the minutes of the Panel held on 4 October 2018;	1 - 8
3. Urgent Business brought forward at the discretion of the Chairman;	
4. Division of Agenda to consider whether the discussion of any item of business is likely to lead to the disclosure of exempt information;	
5. Declarations of Interest Members are invited to declare any personal or disclosable pecuniary interests, including the nature and extent of such interests they may have in any items to be considered at this meeting;	
6. Public Forum A period of up to 15 minutes is available to deal with issues raised by the public;	9 - 10
7. Executive Forward Plan If any Member seeks further clarity, or wishes to raise issues regarding any future Executive agenda item, please contact Member Services before 5.00pm on Monday, 29 October 2018 to ensure that the lead Executive Member(s) and lead officer(s) are aware of this request in advance of the meeting	11 - 16
8. Customer Satisfaction Action Plan	17 - 26
9. Town Centres Strategy	27 - 32
10. Ombudsman Annual Review Letter 2018	33 - 48
11. Regulation of Investigatory Powers Act 2000 (RIPA) Policy and Update	49 - 100
12. General Data Protection Regulation (GDPR) & Data Protection Policy Update	101 - 116

13. Member Induction 2019: Draft Programme	117 - 128
14. Q2 2018/19 Performance Report	129 - 146
15. Task and Finish Group Updates (if any)	
16. Actions Arising / Decisions Log	147 - 152
17. Draft Annual Work Programme	153 - 154

to consider items for programming on to the annual work programme of the Panel, whilst having regard to the resources available, time constraints of Members and the interests of the local community