

County Offices
Newland
Lincoln
LN1 1YL

21 March 2018

Overview and Scrutiny Management Board

A meeting of the Overview and Scrutiny Management Board will be held on **Thursday, 29 March 2018 at 10.00 am in Committee Room One, County Offices, Newland, Lincoln LN1 1YL** for the transaction of the business set out on the attached Agenda.

Yours sincerely



Richard Wills
Head of Paid Service

Membership of the Overview and Scrutiny Management Board (11 Members of the Council and 4 Added Members)

Councillors R B Parker (Chairman), R Wootten (Vice-Chairman), T Bridges, Mrs J Brockway, M Brookes, R L Foulkes, C S Macey, C E H Marfleet, Mrs A M Newton, N H Pepper and E W Strengiel

Added Members

Church Representatives: Mr S C Rudman and Reverend P A Johnson

Parent Governor Representatives: Mrs P J Barnett and 1 Parent Governor Vacancy

OVERVIEW AND SCRUTINY MANAGEMENT BOARD AGENDA
THURSDAY, 29 MARCH 2018

Item	Title	Pages
1	Apologies for Absence/Replacement Members	
2	Declaration of Members' Interests	
3	Minutes of the meeting of the Overview and Scrutiny Management Board held on 25 January 2018	5 - 18
4	Announcements by the Chairman, Executive Councillor for Resources and Communications and Chief Officers	
5	Consideration of Call-Ins	
6	Consideration of Councillor Calls for Action	
7	Performance of the Corporate Support Services Contract <i>(To receive a report from Sophie Reeve (Chief Commercial Officer) which provides an update on Serco's performance against contractual Key Performance Indicators (KPIs) specified within the Corporate Support Services Contract between November 2017 and January 2018. The report also provides an update on progress made on key transformation projects being undertaken by Serco)</i>	19 - 42
8	Employee Survey 2017 - Results Report <i>(To receive a report by Fiona Thompson (Service Manager – People Management) which provides an overview of the results of the Employee Survey 2017, and also includes the next steps and key themes emerging at a corporate level)</i>	43 - 56
9	Current and Future Scrutiny Reviews <i>(To receive a report by Nigel West (Head of Democratic Services and Statutory Scrutiny Officer) which provides an update on the current scrutiny reviews and invites the Board to consider submissions for topics for future scrutiny reviews)</i>	57 - 66
10	Scrutiny Committee Work Programmes <i>(To receive a report which sets out the work programmes of the Environment and Economy Scrutiny Committee and the Highways and Transport Scrutiny Committee in accordance with the Board's agreed programme)</i>	67 - 78
11	Overview and Scrutiny Management Board Work Programme <i>(To receive a report which enables the Board to consider and comment on the content of its work programme for the coming year to ensure that scrutiny activity is focussed where it can be of greatest benefit)</i>	79 - 92

Democratic Services Officer Contact Details

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Please note: for more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting

- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details set out above.

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www.lincolnshire.gov.uk/committeerecords