

OVERVIEW PANEL

Day: Tuesday
Date: 26 September 2023
Time: 3.30 pm
Place: Committee Room 1 - Tameside One

Item No.	AGENDA	Page No
1.	APOLOGIES FOR ABSENCE To receive any apologies for the meeting from Members of the Panel.	
2.	DECLARATIONS OF INTEREST To receive any declarations of interest from Members of the Panel.	
3.	MINUTES The Minutes of the meeting of the Overview Panel held on 1 August 2023 to be signed by the Chair as a correct record.	1 - 6
4.	SCRUTINY UPDATE To consider the attached report of the Chief Executive.	7 - 12
5.	STRATEGIC DELIVERY & PERFORMANCE FRAMEWORK To consider the attached report of the Executive Leader / Chief Executive.	13 - 16
6.	UNDERSTANDING OUR CUSTOMER CONTACTS AND LEARNING FROM OUR COMPLAINTS To consider the attached report of the Chief Executive / Head of Executive Support / First Deputy (Finance, Resources & Transformation).	17 - 42
7.	IMPROVEMENT TEAM UPDATE To consider the attached report of the Assistant Director (People and Workforce Development).	43 - 48
8.	URGENT ITEMS To consider any additional items the Chair is of the opinion shall be dealt with as a matter of urgency.	
9.	DATE OF THE NEXT MEETING To note that the next meeting of the Overview Panel is scheduled to take place on 21 November 2023.	

From: Democratic Services Unit – any further information may be obtained from the reporting officer or from Natasha Matthews, Senior Democratic Services Officer, to whom any apologies for absence should be notified.