

## **NOTICE OF MEETING**

<b>Meeting</b>	Policy and Resources Select Committee
<b>Date and Time</b>	Thursday, 5th March, 2020 at 10.00 am
<b>Place</b>	Wellington Room, Elizabeth II Court South, The Castle, Winchester
<b>Enquiries to</b>	members.services@hants.gov.uk

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Chief Executive  
The Castle, Winchester SO23 8UJ

## **FILMING AND BROADCAST NOTIFICATION**

This meeting may be recorded and broadcast live on the County Council's website. The meeting may also be recorded and broadcast by the press and members of the public – please see the Filming Protocol available on the County Council's website.

## **AGENDA**

### **1. APOLOGIES FOR ABSENCE**

To receive any apologies for absence.

### **2. DECLARATIONS OF INTEREST**

All Members who believe they have a Disclosable Pecuniary Interest in any matter to be considered at the meeting must declare that interest and, having regard to the circumstances described in Part 3 Paragraph 1.5 of the County Council's Members' Code of Conduct, leave the meeting while the matter is discussed, save for exercising any right to speak in accordance with Paragraph 1.6 of the Code. Furthermore all Members with a Non-Pecuniary interest in a matter being considered at the meeting should consider whether such interest should be declared, and having regard to Part 5, Paragraph 2 of the Code, consider whether it is appropriate to leave the meeting while the matter is discussed, save for exercising any right to speak in accordance with the Code.

### **3. MINUTES OF PREVIOUS MEETING (Pages 3 - 8)**

To confirm the minutes of the previous meeting held on 17 January 2020.

### **4. DEPUTATIONS**

To receive any deputations notified under Standing Order 12.

**5. CHAIRMAN'S ANNOUNCEMENTS**

To receive any announcements the Chairman may wish to make.

**6. UPDATE ON CLIMATE CHANGE (Pages 9 - 18)**

To receive a presentation from the Director of Environment, Transport and Economy giving an update on Climate Change.

**7. THE NEW APPROACH FOR IMPROVING CUSTOMER CONTACT  
(Pages 19 - 32)**

To consider a report of the Director of Corporate Resources providing an overview on the approach being taken to improving customer contact within the County Council.

**8. WORK PROGRAMME (Pages 33 - 40)**

To consider a report of the Director of Transformation and Governance – Corporate Services reviewing the work programme of topics to be considered by the Select Committee at future meetings.

**ABOUT THIS AGENDA:**

**On request, this agenda can be provided in alternative versions (such as large print, Braille or audio) and in alternative languages.**

**ABOUT THIS MEETING:**

**The press and public are welcome to attend the public sessions of the meeting. If you have any particular requirements, for example if you require wheelchair access, please contact [members.services@hants.gov.uk](mailto:members.services@hants.gov.uk) for assistance.**

County Councillors attending as appointed members of this Committee or by virtue of Standing Order 18.5; or with the concurrence of the Chairman in connection with their duties as members of the Council or as a local County Councillor qualify for travelling expenses.