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5 July 2024

Dear Councillor

NOTICE IS HEREBY GIVEN THAT a meeting of the **OVERVIEW AND SCRUTINY COMMITTEE** will be held in the Council Chamber at these Offices on Monday 15 July 2024 at 6.00 pm when the following business will be transacted.

Members of the public who require further information are asked to contact Democratic Services on 01304 872304 or by e-mail at [democraticservices@dover.gov.uk](mailto:democraticservices@dover.gov.uk).

Yours sincerely

Chief Executive

Overview and Scrutiny Committee Membership:

T J Bartlett (Chairman)  
M W Rose (Vice-Chairman)  
M Bates  
S H Beer  
D R Friend  
S Hill  
J P Loffman  
M J Nee  
D J Parks  
L M Wright

AGENDA

- 1 **APOLOGIES** (Page 5)  
To receive any apologies for absence.
- 2 **APPOINTMENT OF SUBSTITUTE MEMBERS** (Page 6)  
To note appointments of Substitute Members.
- 3 **DECLARATIONS OF INTEREST** (Page 7)

To receive any declarations of interest from Members in respect of business to be transacted on the agenda.

4 **MINUTES** (Page 8)

To confirm the Minutes of the meeting of the Committee held on 10 June 2023 (to follow).

5 **DECISIONS OF THE CABINET RELATING TO RECOMMENDATIONS FROM THE OVERVIEW AND SCRUTINY COMMITTEE** (Page 9)

To receive the Cabinet decisions in respect of recommendations of the Overview and Scrutiny Committee.

6 **ISSUES REFERRED TO THE COMMITTEE BY PUBLIC PETITION, COUNCIL, CABINET, OR ANOTHER COMMITTEE** (Page 10)

To receive any public petitions or issues referred by Council, Cabinet or another Committee.

7 **NOTICE OF FORTHCOMING KEY DECISIONS** (Pages 11 - 12)

It is intended that Members should use the Notice of Forthcoming Key Decisions to identify topics within the remit of the Committee for future scrutiny.

8 **SCRUTINY WORK PROGRAMME**

It is intended that the Committee monitor and prioritise its rolling work programme (to follow).

9 **PUBLIC SPEAKING** (Page 13)

Please note that in accordance with the agreed Protocol for Public Speaking at Overview and Scrutiny, the right to speak only applies to agenda items 11 to 13 (inclusive).

Members of the public wishing to speak must register to do so by no later than 2.00 pm on the second working day (Thursday) before the meeting.

10 **EUROPEAN ENTRY/EXIT SYSTEM (EES) ARRANGEMENTS AND SUMMER TRAVEL PREPARATION AT THE PORT OF DOVER** (Page 14)

To scrutinise progress in respect of preparedness for the implementation of EES, the recent traffic issues at half-term and what is being done to prepare for the summer holiday getaway and the Paris Olympics.

Representatives from the Port of Dover and the Kent and Medway Resilience Forum (KMRF) will be in attendance.

11 **REVISED COMPLAINTS POLICY** (Pages 15 - 40)

To consider the attached report of the Head of Corporate Services and Democracy.

12 **FIRST HOMES POLICY 2024** (Pages 41 - 77)

To consider the attached report of the Head of Housing.

13 **CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM** (Pages 78 - 82)

To consider the attached report of the Strategic Director (Corporate and Regulatory).

14 **EXCLUSION OF THE PRESS AND PUBLIC** (Page 83)

The recommendation is attached.

MATTERS WHICH THE MANAGEMENT TEAM SUGGESTS SHOULD BE CONSIDERED IN PRIVATE AS THE REPORT CONTAINS EXEMPT INFORMATION AS DEFINED WITHIN PART 1 OF SCHEDULE 12A OF THE LOCAL GOVERNMENT ACT 1972 AS INDICATED AND IN RESPECT OF WHICH THE PROPER OFFICER CONSIDERS THAT THE PUBLIC INTEREST IN MAINTAINING THE EXEMPTION OUTWEIGHS THE PUBLIC INTEREST IN DISCLOSING THE INFORMATION

15 **UPDATE ON DEVELOPMENT TO PROVIDE 8 FLATS AT MILITARY ROAD, DOVER** (Pages 84 - 90)

To consider the attached report of the Head of Housing.

16 **PURCHASE OF NEW AFFORDABLE HOUSING AT WALLERS FIELD, DEAL** (Pages 91 - 99)

To consider the attached report of the Head of Housing.

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