

Meeting: **Overview and Scrutiny Committee**  
Date: **9 June 2020**  
Time: **7.00 pm**  
Place: **Remote Meeting**

To: **All members of the Overview and Scrutiny Committee**

The committee will consider the matters, listed below, at the date and time shown above. The meeting will be open to the press and public and will be streamed live at [bit.ly/YouTubeMeetings](https://bit.ly/YouTubeMeetings).

If members have any particular questions on the reports it would help the management of the meeting if they could send these on to [committee@folkestone-hythe.gov.uk](mailto:committee@folkestone-hythe.gov.uk) or by contacting the report author. Members can raise matters in the meeting of course, however, knowledge of the areas of any concern prior to its commencement will aid the running of the meeting.

1. **Apologies for Absence**
2. **Declarations of Interest (Pages 3 - 4)**

Members of the committee should declare any interests which fall under the following categories:

- a) disclosable pecuniary interests (DPI);
- b) other significant interests (OSI);
- c) voluntary announcements of other interests.

3. **Minutes (Pages 5 - 12)**

To consider and approve, as a correct record, the minutes of the meeting held on 19 May 2020.

### **Queries about the agenda? Need a different format?**

Contact Kate Clark – Tel: 01303 853267  
Email: [committee@folkestone-hythe.gov.uk](mailto:committee@folkestone-hythe.gov.uk) or download from our  
website  
[www.folkestone-hythe.gov.uk](http://www.folkestone-hythe.gov.uk)

4. **Update for discussion on the development of the New Corporate Plan 2021 - 2031 (Pages 13 - 20)**

Report OS/20/04 provides an overview of the work of the Corporate Plan Working Group and the development of the key themes emerging for the new Corporate Plan for the Council. The report seeks feedback from the Overview & Scrutiny committee on the emerging key themes of the proposed Corporate Plan.

5. **COVID-19 Response to Date and Recovery Plan Framework (Pages 21 - 32)**

Report C/20/08 report provides an overview of the Council's response to date in relation to COVID-19 and seeks approval of a framework which will guide the development and delivery of the Council's COVID-19 Recovery Plan.

6. **Customer Access Strategy (Pages 33 - 50)**

A central part of the Council's transformation programme is the relationship with the customer. The Customer Access Strategy seeks to set out the Council's future approach to that relationship enhancing new technology and the benefits of the digital age whilst also ensuring those most in need are not excluded. This is the draft strategy which sets out this approach and the move to channel shift and will form the basis of how the relationship on the future.

7. **Revised Hackney Carriage and Private Hire (Taxi) Licensing Policy (Pages 51 - 128)**

Report OS/20/02 sets out proposed revisions to the Council's Hackney Carriage and Private Hire (Taxi) Licensing Policy. The policy was last reviewed in 2012 and whilst not time limited it is good opportunity to refresh the policy. The new policy will be sent for public consultation and then to Planning and Licensing Committee for approval. The purpose of this report is to give the Overview & Scrutiny Committee the opportunity to review the proposed changes and give feedback that can be incorporated in the development of the final policy.