

HAVANT BOROUGH COUNCIL  
PUBLIC SERVICE PLAZA  
CIVIC CENTRE ROAD  
HAVANT  
HAMPSHIRE P09 2AX



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## SCRUTINY BOARD AGENDA

**Membership:** Councillor Shimbart (Chairman)

Councillors Bastin, Mrs Blackett, Bolton, Cousins, Edwards, Farrow, Galloway, Gibb-Gray, Hart, Heard, Hilton, Keast, Kennedy, Lenaghan, Mackey, Pierce Jones, Ponsonby, Mrs Smallcorn, Smith G, Smith J, Smith K, Tarrant and Turner

**Meeting:** Scrutiny Board  
**Date:** Tuesday 10 September 2013  
**Time:** 5.00 pm  
**Venue:** Hurstwood Room - Public Service Plaza

The business to be transacted is set out below:

Jo Barden-Hernandez  
Service Manager – Legal & Democratic Services

2 September 2013

Contact Officer: Penny Milne and Tristan Fieldsend 02392 446233/02392 446234  
Email: [tristan.fieldsend@havant.gov.uk](mailto:tristan.fieldsend@havant.gov.uk)

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### PART 1 (Items open for public attendance)

**1. Apologies**

To receive apologies for absence.

**2. Minutes**

1 - 4

To confirm the minutes of the Scrutiny Board held on 21 May 2013.

**3. Matters Arising**

**4. Declarations of Interests**

<b>5.</b>	<b>Chairman's Report</b>	
<b>6.</b>	<b>Customer Access and Channel Shift - 12 Month Review</b>	<b>5 - 14</b>
<b>7.</b>	<b>Policy Review - Marketing Strategy</b>	<b>15 - 38</b>
<b>8.</b>	<b>Work Programme 2013/14</b>	<b>39 - 50</b>

**PART 2 (confidential items - closed to the public)**

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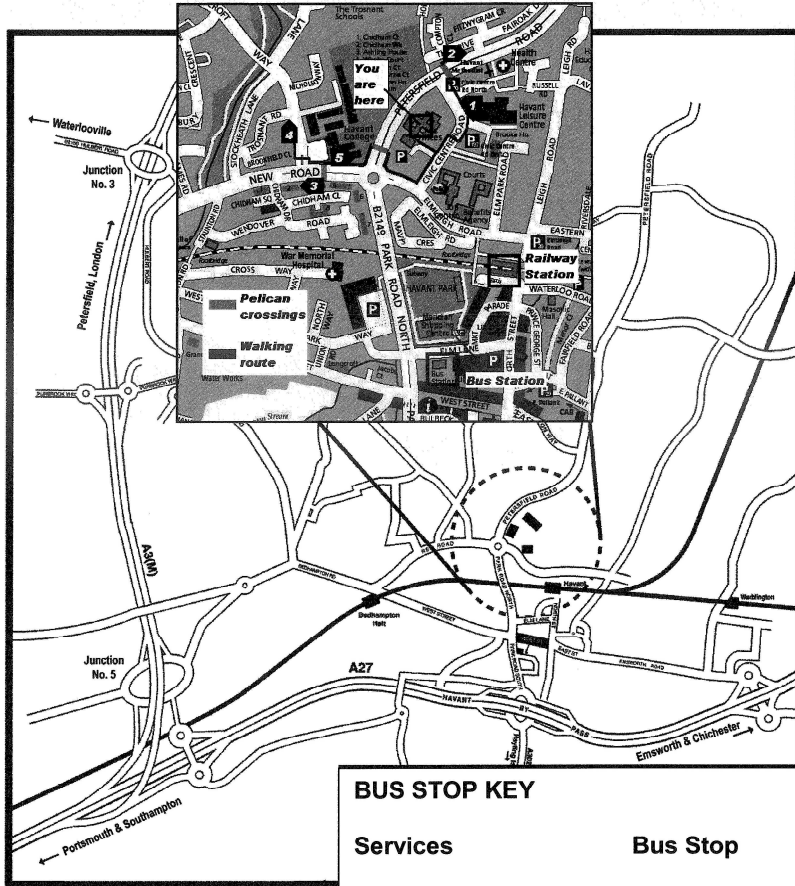
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23, 36**	3
23, 27**, 37	4
23, 27**, 36**, 37	5

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