

Committee: Overview and Scrutiny Committee
Date: Tuesday 26 March 2019
Time: 6.45 pm
Venue: Bodicote House, Bodicote, Banbury, OX15 4AA

Membership

Councillor Neil Prestidge (Chairman)	Councillor Sean Gaul (Vice-Chairman)
Councillor Mike Bishop	Councillor Phil Chapman
Councillor Mark Cherry	Councillor Chris Heath
Councillor Tony Mepham	Councillor Cassi Perry
Councillor Sandra Rhodes	Councillor Les Sibley
Councillor Bryn Williams	Councillor Lucinda Wing

AGENDA

Overview and Scrutiny Members should not normally be subject to the party whip. Where a member is subject to a party whip they must declare this at the beginning of the meeting and it should be recorded in the minutes.

1. Apologies for Absence and Notification of Substitute Members

2. Declarations of Interest

Members are asked to declare any interest and the nature of that interest which they may have in any of the items under consideration at this meeting.

3. Urgent Business

The Chairman to advise whether they have agreed to any item of urgent business being admitted to the agenda.

4. **Minutes** (Pages 1 - 4)

To confirm as a correct record the minutes of the meeting held on 19 February 2019.

5. **Chairman's Announcements**

To receive communications from the Chairman.

6. **Show and Tell - Customer Services** (Pages 5 - 8)

Geoff Kent – Assistant Director: Customers and Corporate Service.

The Committee will receive an overview of the “Customer Services Marathon” which is a project to improve the performance and effectiveness of the Council’s Customer Services function.

A briefing note is attached for information.

7. **Show and Tell - Landscape Maintenance Contract**

Graeme Kane – Chief Operating Officer

Ed Potter – Assistant Director: Environmental Services

The Assistant Director: Environmental services will give a verbal presentation on the Landscape Maintenance Contract.

8. **Emergency Planning** (Pages 9 - 12)

Richard Webb - Assistant Director- Regulatory Services and Community Safety.

The Committee will receive an overview of Emergency Planning and Business Continuity arrangements.

The attached Briefing Note provides a summary of our emergency planning and business continuity arrangements and the partnership approach with Oxfordshire County Council.

9. **Overview and Scrutiny Committee Annual Report 2018/19** (Pages 13 - 24)

Report of Director – Law and Governance (Interim)

Purpose of report

This report presents the draft Overview and Scrutiny Committee Annual Report for 2018/19.

Recommendations

The meeting is recommended:

- 1.1 To consider the draft Overview and Scrutiny Committee Annual report 2018/19
- 1.2 To delegate authority to the Director – Law and Governance (Interim), in consultation with the Chairman of the Overview and Scrutiny Committee, to finalise the areas highlighted in the report prior to its submission to Council

10. Committee Work Programme - 2018/2019 (Pages 25 - 28)

Democratic and Elections Officers will give an update on progress regarding subjects raised at previous Committee meetings (appendix 1, attached).

The Committee to consider the work programme (appendix 2, attached).

Councillors are requested to collect any post from their pigeon hole in the Members Room at the end of the meeting.

Information about this Meeting

Apologies for Absence

Apologies for absence should be notified to democracy@cherwellandsouthnorthants.gov.uk or 01327 322043 / 01295 221591 prior to the start of the meeting.

Declarations of Interest

Members are asked to declare interests at item 2 on the agenda or if arriving after the start of the meeting, at the start of the relevant agenda item.

Local Government and Finance Act 1992 – Budget Setting, Contracts & Supplementary Estimates

Members are reminded that any member who is two months in arrears with Council Tax must declare the fact and may speak but not vote on any decision which involves budget setting, extending or agreeing contracts or incurring expenditure not provided for in the agreed budget for a given year and could affect calculations on the level of Council Tax.

Evacuation Procedure

When the continuous alarm sounds you must evacuate the building by the nearest available fire exit. Members and visitors should proceed to the car park as directed by Democratic Services staff and await further instructions.

Access to Meetings

If you have any special requirements (such as a large print version of these papers or

special access facilities) please contact the officer named below, giving as much notice as possible before the meeting.

Mobile Phones

Please ensure that any device is switched to silent operation or switched off.

Queries Regarding this Agenda

Please contact Emma Faulkner / Lesley Farrell, Democratic and Elections
emma.faulkner@cherwellandsouthnorthants.gov.uk, 01327 322043 /
lesley.farrell@cherwellandsouthnorthants.gov.uk, 01295 221591

Yvonne Rees
Chief Executive

Published on Monday 18 March 2019

Cherwell District Council

Overview and Scrutiny Committee

Minutes of a meeting of the Overview and Scrutiny Committee held at Bodicote House, Bodicote, Banbury, OX15 4AA, on 19 February 2019 at 6.45 pm

Present: Councillor Neil Prestidge (Chairman)

Councillor Phil Chapman
Councillor Mark Cherry
Councillor Chris Heath
Councillor Cassi Perry
Councillor Les Sibley
Councillor Lucinda Wing

Also Present: Councillor John Donaldson - Lead Member for Housing

Apologies for absence: Councillor Sean Gaul
Councillor Mike Bishop
Councillor Tony Mephram
Councillor Sandra Rhodes
Councillor Bryn Williams

Officers: Graeme Kane, Chief Operating Officer (Deputy CEO)
Gillian Douglas, Assistant Director: Housing
Hedd Vaughan Evans, Assistant Director Performance and Transformation
Tim Mills, Private Sector Housing Manager
Yvonne Markie, Strategic Housing Facilitator
Natasha Clark, Governance and Elections Manager
Emma Faulkner, Democratic and Elections Officer

43 **Declarations of Interest**

There were no declarations of interest.

44 **Urgent Business**

There were no items of urgent business.

45 **Minutes**

The Minutes of the meeting of the Committee held on 22 January 2019 were confirmed as a correct record and signed by the Chairman.

46 **Chairman's Announcements**

There were no Chairman's announcements.

47 **Monthly Performance, Risk and Finance Monitoring Report - December 2018**

The Committee considered a report from the Assistant Director – Performance and Transformation that detailed the monthly Performance, Risk and Finance monitoring for December 2018.

In response to questions from the Committee regarding Air Quality Monitoring processes, the Assistant Director – Performance and Transformation agreed to circulate further information after the meeting.

With regard to Wellbeing Activity Maps, the Committee asked how the information about various activities and events was collated for inclusion on the Map. The Assistant Director – Performance and Transformation agreed to seek clarification on the process from the Leisure team and advise the Committee accordingly.

In response to questions regarding taxi suspensions made during December 2018, the Assistant Director – Performance and Transformation agreed to seek further information from the Licensing team and circulate this to the Committee.

Resolved

- (1) That the monthly Performance, Risk and Finance Monitoring report for December 2018 be noted.

48 **Draft Housing Strategy 2019-2024: 'Cherwell - A Place to Prosper'**

The Committee considered a report from the Assistant Director – Social Care Commissioning and Housing, that detailed the draft Housing Strategy for the period 2019 to 2024, 'Cherwell – A Place to Prosper' and included an action plan for implementation of the strategy.

The Assistant Director – Social Care Commissioning and Housing explained that sections of the draft Strategy had been amended following feedback received during the public consultation process.

With regard to a recent change in legislation concerning Houses of Multiple Occupation (HMOs), the Committee asked about the impact of changes on the Council in terms of workload. The Assistant Director – Social Care Commissioning and Housing explained that no impact was anticipated, as the change related to the number of storeys in the house rather than the number of occupants.

Following a request from the Committee the Assistant Director – Social Care Commissioning and Housing agreed to provide an update on progress of the

action plan. The Committee noted that the action plan started on 4 March 2019 and agreed an update in 12 months' time should be added to their work programme.

Resolved

- (1) That, having given due consideration, the results of the public consultation and proposed changes to the Strategy in response to feedback from the public, stakeholders and partners be noted.
- (2) That, having given due consideration, the draft Strategy and action plan be supported for adoption by Executive.
- (3) That officers be requested to provide an update to the Overview and Scrutiny Committee on progress against the action plan in 12 months' time.

49

Work Programme - 2018/2019

The Democratic and Elections Officers gave an update on the status of topics suggested for Scrutiny, and the indicative Committee Work Programme.

The Chief Operating Officer advised the Committee that consideration of car parking review recommendations would be carried over to the new municipal year.

Resolved

- (1) That, subject to the addition of 'Draft Annual Overview and Scrutiny Report', and 'Authorised Encampment sites in the Local Plan' to the 26 March meeting, and the 'Consideration of Car Parking Review Recommendations' being moved to items to be allocated section, the work programme be noted.

The meeting ended at 7.40 pm

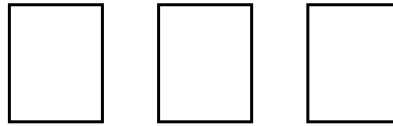
Chairman:

Date:

This page is intentionally left blank



DISTRICT COUNCIL
NORTH OXFORDSHIRE



Subject: Customer Service Improvement project

Director: Customers and Service Development, Claire Taylor

Officer Responsible: Assistant Director Customers and Corporate Services, Geoff Kent

Background and Reason for Briefing Note	The aim of this briefing is to provide an overview of the “Customer Services Marathon” which is a project to improve the performance and effectiveness of the Council’s Customer Services function.
--	---

The starting point

Customer Services is currently operated as a shared team between Cherwell and South Northants Councils; the team is the Council’s “front door” as first point of contact for most Council enquiries.

Last year the team took 111k phone-calls from Cherwell customers, answered 40k emails, helped 4k customers with face to face enquiries and “metted and greeted” a further 10k callers to our offices. The team also processes incoming and outgoing post at Bodicote House.

Telephone calls come in to us through a range of 01295 numbers and are routed into the team to be answered. The same applies to a range of service email boxes. Face to face appointments are offered to customers who ask for our help to make applications for things like Benefits or would prefer to meet someone face to face to go through their enquiries. Face to face appointments are available at Bodicote House and our local offices at Banbury Castle Quay, Bicester Franklins House and Kidlington. These local offices are called “LinkPoints” and also offer PCs to access our services on-line as well as a self-service phone to contact us as well.

From missed bins through to stray dogs, electoral registration, Council Tax and Business Rates and everything in between (and enquiries that relate to our public bodies, for which we signpost customers to another organisation as appropriate), the team helps our customers.

The Customer Services Marathon



The improvement plan in progress for Customer Services has been called the “Customer Service Marathon”. This is to energise the team, emphasise the scale and length of the improvement journey and also to use the 26 mile marathon distance to make a point of reference, as the marathon is a 26 week journey that started last October and concludes next month.

customer-first ethos and also to move into 2019-20 on a more focussed footing.

One thing is clear; the team were already showing high standards of customer service and want to offer the best service. However they were hampered by systems used in the team and its culture. There was also a lack of praise and recognition for great customer service.

The Customer Services Marathon has focused on four themes; the principles of and progress of which are set out below.

Theme 1 – Customer Service Excellence

Principles:-

Champion a customer-first ethos in the team, work closer with Council departments, celebrate exemplary customer service, train staff to be better equipped to do the job and leadership to be more engaged with the team. In addition, mistakes will be examined more effectively, lessons learnt and acted upon.

Progress:-

All 60 staff who serve customers directly have received in-depth Revenues and Benefits training as well as training to help them focus on providing the best service to customers including techniques for managing pressure and challenging situations in order to promote personal resilience.

Compliments are captured and shared with the team, Director and Portfolio Holder weekly with the Assistant Director expressing personal thanks collectively.

A “lessons learnt” process has been put in place to examine why mistakes are made to ensure they are not repeated as well as implementing clear, auditable actions to move forward that include training and procedural changes.

Theme 2 – Maximise capacity

Principles:-

Make emails more urgent to ensure effective responses. Stagger lunches in the team to create additional capacity at a time when more customers look for our help in their free moments. Reduce the non-productive time of meetings so that they are more focused and capacity is not lost before or after the meetings. Use flexible working to maximise resources at peak times and process emails at times during the day when there is a more immediate need to answer phone-calls.

Progress:-

There are now three lunch slots in the team over the 1200-1500 period and staff “buddy up” with colleagues to handover the reigns for the phones at the start of their break so that lunches do not reduce capacity excessively. There are now clear rules with regards the use of meeting time out of the office. Flexible working is used to resource email work outside of core Contact Centre opening hours so that we are better able to manage times of peak demand.

Theme 3 – Staffing

Principles:-

Key roles in the office are reviewed and resources realigned to give more capacity for direct customer service (phone-calls and emails). At the same time, resources at Supervisor level have been repurposed to work on the Jadu website project that is delivering more self-service for customers. In addition, the staffing budget is “sweated” to ensure that capacity generated from vacancies at any time is used quickly and effectively to retain capacity within budget.

Progress:-

One admin role has been repurposed to take routine work and tasks such as managing the rota for the team away from more senior staff, so that they can concentrate on performance management and leadership. Two staff have been seconded to the Digital Customer transformation project, working on new self-service web forms. They have key customer service skills and knowledge to make these forms customer-centric.

One partial senior vacant post (0.4 FTE) has been held vacant and the budget used for flexing customer facing capacity.

Theme 4 – Using IT

Principles:-

The team uses a number of computer systems, reflecting the range customer enquiries they help with. The telephony used in the team was not fit for purpose and at end of life. There was a “knowledge base” information and guidance system on our intranet that was clumsy to use and update, not searchable and not fit for purpose.

Progress:-

As part of a corporate project the telephony has been replaced and moved from an on-premise to internet based system. For the first time one telephone system is used across the Council rather than separate systems for the Contact Centre and the remainder of the Council. In addition, the new system offers significantly better management information and the forthcoming ability to translate call recording data into searchable transcripts that will give benefits to quality assurance, training and service development. The knowledge base is being replaced with a new intranet product that is more current, concise and searchable as well as having been quality assured by other departments.

What next?

By the end of this month, the Customer Services team will be ready to take on the challenges of delivering great, timely and effective customer service in the new financial year. In particular, they will have the highest levels of resilience and knowledge to more effectively help the spike in customer demand that is now underway as our annual Council tax Bills are sent to residents and their first payment of the new financial year becomes due.

The Customer Services Marathon is not a destination and not the end. We are now in a culture of continuous improvement and the next phase will encompass:-

- Using the new telephony system to give higher quality management reporting, demand forecasting, targeted training, and greater quality assurance.
- Implementing more self-service opportunities for customers through our website. In addition, working with CSN colleagues to rollout a new self-service portal for Revenues and Benefits that allows customers to look up account and claim information and update their own records without the need to speak to us.
- Driving out future efficiencies in team resourcing within the current budget.
- Examining how to make workforce management more automated.

Another major current project is that of separation between Cherwell and South Northants. Customer Services is currently fully integrated both in terms of service delivery to customers and staffing. As we make incremental changes, our customers will not see any difference as existing telephone numbers, email addresses and service delivery approach will remain tailored to the two Councils as it is now.

Our absolute priority is to ensure excellent customer service is delivered as the service is separated over the coming months.

Completed by: Geoff Kent

Date: 14/3/19

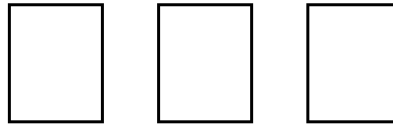
Presented to: Overview & Scrutiny Committee

Date: 26/3/19

This page is intentionally left blank



**DISTRICT COUNCIL
NORTH OXFORDSHIRE**



Subject: Emergency Planning and Business Continuity

Director: Chief Operating Officer: Graeme Kane

Officer Responsible: Assistant Director- Regulatory Services and Community Safety - Richard Webb

Background and Reason for Briefing Note

Emergency Planning is the preparation that we take to respond to any emergency situation which may occur within the district's boundaries. Business continuity management refers to the arrangements we have in place to ensure that we can provide an agreed level of services in the event of an incident that has a detrimental impact on the organisation's ability to operate at normally.

The Council has entered into an arrangement whereby we will receive support from Oxfordshire County Council to help us fulfil our emergency planning and business continuity requirements. This report provides a summary of our emergency planning and business continuity arrangements and the partnership approach with Oxfordshire County Council.

Background

The Civil Contingencies Act 2004 ('the Act') creates a set of roles and responsibilities for those involved in emergency preparation and response at the local level. Under the Act, local authorities are defined as category 1 responders – one of the organisations at the core of emergency response. As a category 1 responder we are required to:

- Assess the risk of emergencies occurring and use this to inform contingency planning;
- Put in place emergency plans;
- Put in place Business Continuity Management arrangements;
- Put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency;
- Share information with other local responders to enhance co-ordination;
- Co-operate with other local responders to enhance co-ordination and efficiency; and
- Provide advice and assistance to businesses and voluntary organisations about business continuity management.

Category 2 organisations (e.g. transport and utility companies) are "co-operating bodies" who, while less likely to be involved in the heart of planning work for emergencies, will be heavily involved in incidents that affect their sector.

Category 1 and 2 responders are also required to come together to form 'Local Resilience Forums' (based on police force areas) which will help co-ordination and co-operation between responders at the local level. We are an active participant in the Thames Valley Local Resilience Forum (LRF).

The Act defines an emergency as an event or situation that threatens serious damage to human welfare if it involves:

- Loss of human life
- Human illness or injury
- Homelessness
- Damage to property
- Disruption of a supply of money, food, water, energy or fuel
- Disruption of an electronic or other system of communication
- Disruption of facilities for transport
- Disruption of services relating to health

An emergency incident can take many forms and includes-

- Severe weather (snow, flooding, wind, etc).
- Loss of utilities to residential properties (e.g. burst water pipe).
- Fire or explosion resulting in the need to evacuate an area.
- Serious accidents blocking major roads for significant periods.
- Terrorist attacks.

Our Current Arrangements

Cherwell District Council maintains an emergency plan which details the council's arrangements for responding to emergency incidents. This plan is in 2 parts. Part A is a public document explaining our role and how we prepare to respond to emergencies. Part B is an internal document detailing our emergency response arrangements. Central to our plans is a command and control structure based on the common and accepted structure used by all emergency responders. This approach is based around the following 3 levels-

- Gold level - with responsibility for policy decisions and determining overall strategy.
- Silver level – responsible for operational control to implement the policy and strategy determined by the gold commanders.
- Bronze level – responsible for tactical arrangements, at the location of the incident or support arrangements, to ensure agreed actions are implemented.

To support this we have in place a 'duty gold' manager arrangement under which there is a senior manager available 24 hours a day, 7 days a week. The duty manager will receive any calls or email alerts from our partners about current or potential emergency incidents. The duty manager will instigate the initial response to any incident, engaging with partners through any conference calls or coordination group meetings that are set-up, and bringing in other council staff as required.

Our emergency plan details the council staff able to fulfil the silver and bronze level roles and the key contacts for supporting services (e.g. ICT and property). The plan also includes our arrangements to establish Disaster Emergency Control Centres (DECCs). DECCs are established in the event of a significant incident the response to which requires cross-council coordination and close communications with partners.

The Emergency Plan also includes details of our arrangements to support the establishment of reception centres in the event that significant numbers of local residents have to be evacuated from their homes, or are unable to return to their homes, as a result of an incident.

Alongside our emergency plans the Thames Valley Resilience Forum maintains scenario specific plans for incidents which would require a coordinated response by a range of organisations. These plans encompass, as examples, water supply disruptions, fuel supply shortages, heatwaves and loss of use of key strategic roads. Locally, within Oxfordshire, we also maintain plans for incidents at high risk locations (e.g. where hazardous substances are stored) and high impact locations (e.g. Bicester village where an incident could affect a large number of people) in the district or close by.

An important part of planning for emergencies involves engaging with communities to raise awareness of the potential scenarios that could arise and to encourage community emergency planning and community resilience. Whilst we and our partners will always provide assistance in the event of an emergency situation, the need to prioritise helping the most vulnerable and those at greatest risk might mean individuals and communities need to rely on their own resources to ensure they are able to cope and to minimise the impact of an emergency.

Experience has shown that those who have spent time planning and preparing for potential problems are better able to cope and recover more quickly. Community emergency planning enables groups to provide more effective support and also provides better information to responding agencies (emergency services, local authority etc.) to help us plan and coordinate responses on a wider scale. It also helps to minimise the impact of incidents.

Business Continuity

Our business continuity management processes aim to ensure that we can continue to provide services to an acceptable level in the event of an incident that has a detrimental impact on the organisation's ability to operate normally. The Civil Contingencies Act 2004 requires local authorities to put into place effective business continuity management (BCM) systems to ensure that they can continue to perform their functions in the event of an emergency. In addition to this legal duty, councils have a moral duty to seek to maintain the provision of critical services in all eventualities.

A good business continuity management (BCM) system will reduce the risks of business continuity incidents as well as ensuring robust arrangements are in place to respond to incidents. There are a number of important elements in a comprehensive system. Central to the system are-

- **Business Continuity Impact Assessments.** These are assessments of the most important functions performed by teams or services, the impact of a loss of ability to provide these functions, the maximum amount of time we could sustain without providing this function before these impacts become unacceptable, the minimum resources required to continue to provide these services and our dependencies on other parties (e.g. supplies). These assessments form the basis of business continuity plans.
- **Business Continuity Plans.** These are the plans which are held at a team or service level which detail the how we will respond in the event that something occurs which impacts on our ability to provide the service and what we will do in order to reinstate a minimum acceptable level of services.

All our services have recently refreshed their business continuity impact assessments and business continuity plans.

Our Partnership with Oxfordshire County Council

Oxfordshire County Council (OCC) has an Emergency Planning Team consisting of 6 dedicated emergency planning officers. This team sits alongside the Fire and Rescue Service within their Community Safety Services directorate. The team fulfils the emergency planning responsibilities for OCC and also provides a coordinating function for the City and District Councils in Oxfordshire.

An important function provided by OCC's Emergency Planning Team is the development of the Oxfordshire elements of the Thames Valley plans. For example, the Thames Valley Adverse Weather plan includes an Oxfordshire annex which details the arrangements for responding to adverse weather incidents in Oxfordshire. This includes the key risks in Oxfordshire (e.g. locations more likely to flood or be isolated if roads are blocked by snow). The Oxfordshire annex includes more localised plans for each district. OCC's Emergency Planning Team coordinates the development of the Oxfordshire plan by working with each district council.

We have recently commenced a new partnership approach to emergency planning with OCC. Under this partnership OCC now provide direct support to us in order to help us maintain and improve our emergency plans and promote community resilience.

Until early 2018 Cherwell and South Northants Councils employed an Emergency Planning Officer. The separation of the councils would have resulted in a financial pressure for each council to sustain a dedicated emergency planning officer. As a result of the new arrangement with OCC, we will no longer need to directly employ an emergency planning officer. Instead, by working closely with OCC we are able to draw on the expertise of the wider group of emergency planning specialists which increases our resilience in this important area. Other benefits of this arrangement include a reduction in duplication of effort through having a single person represent both authorities at meetings and community events and the ability to undertake joint training and exercising of our plans.

Over the next few months OCC's Emergency Planning Team will be assisting us by-

- Training officers in the use of Resilience Direct (the national website used to share plans, incident response information, etc).
- Refreshing the information provided to our staff through the Intranet about Emergency Planning and Business Continuity.
- Developing training for our gold and silver managers on responding to incidents at sites where hazardous substances are stored (these locations have site specific plans to recognise the increased and unique risks they present in the event of fire, explosion, etc).
- Aligning the key contacts lists that we both maintain and which provide details of stakeholders and partners we may need to work with in the event of an incident. Through aligning these lists we can reduce the effort required to keep them up to date.

In addition, we are currently putting in place the arrangements which will enable OCC to represent us at community events and meetings where we wish to promote community resilience.

OCC are also assisting us in relation to business continuity through developing a new incident response plan and providing some exercises for teams to use to test their business continuity plans.

Whilst this partnership arrangement is being established and developed it will be reviewed quarterly in order to ensure that it fulfils our needs and delivers the benefits intended.

Completed by: Richard Webb

Date: 12/3/19

Presented to: Overview & Scrutiny Committee

Date: 26/3/19

Cherwell District Council

Overview and Scrutiny Committee

26 March 2019

Overview and Scrutiny Annual Report 2018/19
--

Report of Director - Law and Governance (Interim)

This report is public

Purpose of report

This report presents the draft Overview and Scrutiny Committee Annual Report for 2018/19.

1.0 Recommendations

The meeting is recommended:

- 1.1 To consider the draft Overview and Scrutiny Committee Annual report 2018/19
- 1.2 To delegate authority to the Director – Law and Governance (Interim), in consultation with the Chairman of the Overview and Scrutiny Committee, to finalise the areas highlighted in the report prior to its submission to Council

2.0 Introduction

- 2.1 The draft of the Overview and Scrutiny Committee Annual report 2018/19 is submitted to the Committee for consideration before its submission to Council later this year.

3.0 Report Details

- 3.1 The Overview and Scrutiny Committee has a constitutional obligation to “produce a unified annual report for the whole scrutiny process” and to present it to Council.
- 3.2 The draft of the report details work undertaken by the Committee as of the end of February 2019. Areas that require additional information following the conclusion of the March 2019 meeting have been highlighted.

4.0 Conclusion and Reasons for Recommendations

- 4.1 The recommendations as set out in the report are believed to be in the best interests of the Council.

5.0 Consultation

None

6.0 Alternative Options and Reasons for Rejection

- 6.1 The following alternative options have been identified and rejected for the reasons as set out below.

Option 1: To amend the recommendations. This is rejected as the report is considered to be an accurate summary of the Committee's activity in 2018/19.

Option 2: Not to agree the recommendations. This is rejected for the same reason as option 2 above.

7.0 Implications

Legal Implications

- 7.1 There are no legal implications arising from this report.

Comments checked by: Sophie Phillips, Solicitor. 01295 753701,
Sophie.phillips@cherwellandsouthnorthants.gov.uk

8.0 Decision Information

Wards Affected

All

Links to Corporate Plan and Policy Framework

The Corporate Plan themes addressed by each scrutiny topic are detailed in the draft Overview and Scrutiny Annual Report 2018/19.

Lead Councillor

None

Document Information

Appendix No	Title
Appendix 1	Overview and Scrutiny Committee Annual Report 2018/19.
Background Papers	
None	
Report Author	Lesley Farrell/Emma Faulkner, Democratic and Elections Officers
Contact Information	Tel: 01295 221591 / 01327 322043 Email – lesley.farrell@cherwellandosuthnorthants.gov.uk emma.faulkner@cherwellandsouthnorthants.gov.uk

This page is intentionally left blank



Overview and Scrutiny Annual Report 2018/19

March 2019

Foreword

This annual report for overview and scrutiny at Cherwell District Council outlines the work of the Overview and Scrutiny Committee in 2018/19.

[To be completed]

Councillor Neil Prestidge
Chairman, Overview and Scrutiny Committee
2018/19

Overview & Scrutiny Committee

Membership

Councillor Neil Prestidge (Ch)
Councillor Mike Bishop
Councillor Mark Cherry
Councillor Tony Mepham
Councillor Sandra Rhodes
Councillor Bryn Williams

Councillor Sean Gaul (V-Ch)
Councillor Phil Chapman
Councillor Chris Heath
Councillor Cassie Perry
Councillor Les Sibley
Councillor Lucinda Wing

Substitutes

Councillor David Hughes
Councillor Nicholas Mawer

Guests in attendance

Lead members:

Councillor Andrew McHugh – Lead Member Health and Wellbeing
Councillor Debbie Pickford – Lead Member for Clean and Green

External guests:

Gary Brewer, Gypsy and Traveller Service Manager – Oxfordshire County Council
Chief Inspector Emma Garside
Victoria Fletcher – Oxfordshire County Highways

Officers:

Graeme Kane, Executive Director: Environment
Jane Carr, Executive Director: Wellbeing
Ed Potter, Assistant Director: Environmental Services
Trevor Dixon, Environmental Protection Manager
James Doble, Assistant Director: Law and Governance / Monitoring Officer
Adele Taylor, Interim Executive Director: Finance and Governance & Section 151 Officer
Hedd Vaughan Evans, Assistant Director Performance and Transformation
Robert Fuzesi, Assistant Director: Property, Investment and Contract Management
Chris Hipkiss, Property and Investment Consultant
Louise Tustian, Team Leader Insight Team
Paul Almond, Street Scene and Landscape Manager
Rosie Row, Healthy New Towns Officer
Nicola Riley, Assistant Director: Communities
Colin Wilderspin, Interim Community Safety Manager
Maria Wareham, Safeguarding
Richard Webb, Assistant Director: Regulatory Services and Community Safety
[May need further updating post March '19 meeting]

Scrutiny Topics 2018/19 – Links to Corporate Priorities	
What is Scrutiny?	Covers all priorities
Performance Monitoring	Covers all priorities
Draft Business Plan and Budget	Covers all priorities
Castle Quay Shopping Centre	Covers all priorities
Changing Models of Primary Care	Thriving Communities & Wellbeing
Show and Tell – Street Scene, including Markets – Environment Directorate	Protected Green & Clean
Show and Tell - Community Safety	Protected Green & Clean
Safeguarding and to endorse Safeguarding section 11 return	Protected Green & Clean
Unauthorised Encampments	Covers all priorities
Housing Strategy	Thriving Communities & Wellbeing
Show and Tell – Customer Services	Covers all priorities
Show and Tell – Landscape maintenance Contract – Environment Directorate	Protected Green & Clean
Emergency Planning	Thriving Communities & Wellbeing
Car Parking Review Group	Covers all priorities

What is Scrutiny?

In July 2018 Overview and Scrutiny was re-launched with the Assistant Director Law and Governance giving a presentation on what good Scrutiny looks like. Members were asked to consider Topics for scrutiny.

The Committee could scrutinise issues that were not part of the Council's responsibility, as long as members were mindful of the need to make meaningful recommendation.

James Doble, the (former) Assistant Director; Law and Governance emphasised that potential review subjects didn't have to be raised at a formal meeting, and reiterated the 'iceberg' analogy regarding two thirds of the work of the Committee being carried out outside the formal meeting structure with the remaining third in committee meetings.

"Show and Tell" items had been scheduled on the work programme It was explained to Members that it was important for members to understand the work of each directorate and team within it, and to have an overview of what each department was looking at to help them select possible review subjects.

Performance Monitoring

In August 2018 The Assistant Director; Performance and Transformation and the Strategic Intelligence and Insight Team Leader gave a presentation on how performance management was used throughout the council.

Each quarter the Overview and Scrutiny Committee reviewed the Council's performance as measured through the Performance Management Framework.

The Council had maintained generally excellent performance as in previous years.

Draft Budget and Business Plan

In January 2019 Adele Taylor, Interim Executive Director: Finance and Governance & Section 151 Officer and Hedd Vaughan Evans, Assistant Director Performance and Transformation attended the Committee to present the draft business plan and budget for 2019.

The Directors explained that 2019/20 was the last year of a four year financial settlement from Central Government. Figures for subsequent years were therefore an estimate. A more detailed report went to Budget Planning Committee on 29 January 2019.

Castle Quay Shopping Centre – Castle Quay II

In November 2018 Chris Hipkiss, the Interim Property Investment Manager, Regeneration and Estates gave an exempt presentation to the Committee on the progress made with Castle Quay Shopping Centre and Castle Quay II.

Changing Models of Primary Care

The Committee considered a briefing paper by Rosie Rowe, Healthy New Towns Officer which informed the Committee of the Changing Models of Primary Care and its implication for Cherwell District Council.

The Oxfordshire Clinical Commissioning Group (OCCG) approach to planning for future health and care services involved working collaboratively with local government and health and care providers to focus on how to meet the specific needs of their local population.

The Healthy New Towns Officer explained that OCCG were keen to engage with Cherwell District Council on future planning of primary care in the district and that there would be opportunity to make sure any concerns were taken into consideration.

Show and Tell – Street Scene, including Markets – Environment Directorate

The presentation covered; Overall Strategy; Street Cleansing Team; Vehicle Fleet; Scope of work; Performance and Enforcement.

Victoria Fletcher of Oxfordshire County Council Highways gave an update on the Air Quality Action Plan. The AQMA was reviewed every year, with actions being updated as required. The location of the diffusion tubes which collected the data was also kept under review.

Show and Tell - Community Safety

Colin Wilderspin, the Interim Community Safety Manager gave a presentation giving details of the current work and challenges of community safety in Cherwell District.

Chief Inspector Garside gave a verbal update on the perspective of the police force and their work with regards to community safety in the district.

Safeguarding – Training Framework and Draft Section 11 Audit Return

Jane Carr the Executive Director for Wellbeing attended the meeting of the Committee in November 2018 and gave details of the draft Cherwell District Council Section 11 return ahead of its submission to the Oxfordshire Safeguarding Children Board (OSCB) and Oxfordshire Safeguarding Adults Board (OSAB)

The Committee endorsed the return alongside a summary of outcomes of a practitioner survey carried out on front line staff and a summary of safeguarding training.

Unauthorised Encampments

In January 2019, Gary Brewer, Gypsy and Traveller Service Manager, Oxfordshire County Council gave a presentation on Unauthorised Encampments within Cherwell District.

The process of dealing with unauthorised encampments was explained to the Committee.

The Committee raised concerns at the lack of official sites available to travellers in the Cherwell District. The Committee anticipates a briefing note from the Executive Director; Place and Growth (Interim) relating to the current position on Authorised Encampment sites in the Local Plan part 2.

Housing Strategy

[To be updated]

Show and Tell – Customer Services

[To be updated post March '19 meeting]

Show and Tell – Landscape maintenance Contract – Environment Directorate

[To be updated post March '19 meeting]

Emergency Planning

[To be updated post March '19 meeting]

Task and Finish Working Groups - Car Parking Review Group

One task and finish group was established during the 2018/19 Municipal Year. Following the request for possible topics for scrutiny Cost versus benefit of delivering free parking in town centres and decriminalisation of parking were two suggestions received.

The Car Parking Review Group was formed, and the terms of reference agreed that the group would hear from officers about the council's current car parking provision and arrangements, as well as any future proposals with a view to producing a new Car Parking Strategy.

The group has met four times and a draft strategy is due for consideration by the Committee in May.

This page is intentionally left blank

Topic and suggested by	Update	Status / Proposed action
<p>Car Parking</p> <p>Councillor Sean Gaul: (Feasibility of free parking in Bicester Town Centre) (Councillor Neil Prestidge: Decriminalised parking in Kidlington)</p>	<p>The most recent meeting of the review group took place on 6 March, and the group gathered final pieces of information to complete the proposed Car Parking Strategy.</p>	<p>The draft Strategy will be submitted to the May 2019 Overview & Scrutiny Committee meeting for consideration.</p>
<p>Canalside Strategy.</p> <p>Councillor Cassi Perry: If done well, canals can be very successful in drawing people to a town. What is the strategy to include the Oxford Canal as an attraction to Banbury Town</p>	<p>A report 'Banbury Strategic Investment Vision' went to the 1 October Executive. The report set out how CDC would use its own resources to enable the overall vision for Banbury and Banbury Canal-side to be realised.</p>	<p>The timetable for the Supplementary Planning Document for Banbury and Canal-side is being reviewed</p>
<p>Kidlington and Bicester Town Centre – Progress against master plans</p> <p>Councillor Neil Prestidge Councillor Lucinda Wing: Should a strategy to encourage High Street Retailers to town centres be in the Masterplan?</p>	<p>At the meeting of the Committee in October 2018, clarification was sought regarding reference to 'failing' town centres. Committee clarified that it was action against masterplans that was sought, therefore the topic title has been amended.</p>	<p>Officers have been advised of the clarification provided by Committee. Officers from Planning Policy have indicated they would be willing to respond to any relevant questions and the item is currently listed under "items to be allocated" pending confirmation of officers' availability to attend a meeting.</p>
<p>Emergency Planning</p> <p>Councillor Cherry</p>	<p>The item has been scheduled for the 26 March 2019 meeting of the Committee</p>	<p>Following consideration of this item at the meeting it will be removed from the Topic list.</p>
<p>Youth Provision</p>	<p>This topic arose following the Show and Tell on Community Safety to the November 2018 meeting and added as a potential topic for 2019/20</p>	<p>This item will be considered as part of the 2019/20 work programme</p>

This page is intentionally left blank

Overview and Scrutiny Work Programme¹

Item	Description	Contact Officer
Standing Item at Every Meeting		
Work Programme	Standing item: Updates on topics suggested for consideration and review of work programme	Emma Faulkner, Democratic and Elections Lesley Farrell, Democratic and Elections
Reports to be submitted quarterly		
Performance risk and finance monitoring	Full quarterly Performance report	Hedd Vaughan Evans – Assistant Director Performance and Transformation and Louise Tustian – Team Leader, Insight Team
28 May 2019		
Consideration of Car Parking Review Recommendations	Outcome of Car Parking Scrutiny Review Working Group	Graeme Kane – Chief Operating Officer Ed Potter – Assistant Director – Environmental Services Natasha Clark, Democratic and Elections Lesley Farrell, Democratic and Elections
17 March 2020		
Housing Strategy - update	Review of progress against the action plan one year after implementation	Gillian Douglas, Assistant Director Social Care Commissioning and Housing
Overview and Scrutiny Committee Annual Report 2019/20	The Constitution requires that the Overview and Scrutiny Committee submit an annual report to Council. This is an	Emma Faulkner, Democratic and Elections Lesley Farrell, Democratic and Elections

¹ As no further meetings are scheduled for 2018/19, items allocated for 2019/20 are indicated and other items to be allocated, subject to review by the Committee at their first meeting of the 2019/20 municipal year.

Item	Description	Contact Officer
	opportunity for the Committee to review the draft Annual Report	
Items to be allocated		
Masterplan update focus on supporting thriving town centres	Information on progress of masterplan implementation and support being offered to town centres to assist regeneration	Paul Feehily, Interim Executive Director Place and Growth David Peckford, Deputy Manager – Planning Policy and Growth Strategy
CDC's support of Veterans	Request from Cllr Corkin for the Committee to add to their workplan.	Nicola Riley - Assistant Director Wellbeing
How and Tell – Wellbeing Directorate	Overview of the Wellbeing Directorate	Nicola Riley – Assistant Director Wellbeing
Youth Provision	Previous topic for discussion for the Committee, request for it to be added to the work plan for 2019/2020.	To be confirmed.

Meeting Dates 2019/20 (All Tuesday, 6.45pm)

28 May 2019; 9 July 2019; 3 September 2019; 15 October 2019; 3 December 2019; 21 January 2020; 17 March 2020