

**Committee:** Overview and Scrutiny Committee  
**Date:** Tuesday 9 March 2010  
**Time:** 6.30 pm  
**Venue** Bodicote House, Bodicote, Banbury, OX15 4AA

### **Membership**

<b>Councillor Daniel Sames (Chairman)</b>	<b>Councillor Lynda Thirzie Smart (Vice-Chairman)</b>
<b>Councillor Ann Bonner</b>	<b>Councillor Nick Cotter</b>
<b>Councillor John Donaldson</b>	<b>Councillor Alastair Milne Home</b>
<b>Councillor Tony Ilott</b>	<b>Councillor Leslie F Sibley</b>
<b>Councillor P A O'Sullivan</b>	<b>Councillor Chris Smithson</b>
<b>Councillor Trevor Stevens</b>	<b>Councillor Lawrie Stratford</b>

### **Substitutes**

<b>Councillor Devena Rae</b>	<b>Councillor Simon Holland</b>
<b>Councillor George Parish</b>	<b>Councillor Rose Stratford</b>
<b>Councillor John Wyse</b>	

## **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 - 8)

To confirm as a correct record the minutes of the meeting held on 9 February 2010.

**5. Built Environment Conservation Areas** (Pages 9 - 22)

The Portfolio Holder for Planning and Housing, the Strategic Director, Planning Housing and Economy and officers from Planning and Housing Services will be present at the meeting.

This is an opportunity for the Committee to find out more about the policies and regulations applicable to conservation areas and to question officers on the Council's use of those policies.

Following the discussion the Committee will wish to consider whether to make recommendations to the Executive or to add the topic to their work programme for more detailed scrutiny in 2010/11.

**6. Customer Access by Phone** (Pages 23 - 30)

Report of Head of Customer Service & Information Services

**Summary**

This report outlines a new approach to using the contact centre and switchboard telephone systems to improve their resilience, make it quicker for customers to get the information they need, and improve the quality of information available to the Council about how calls are handled.

The Portfolio Holder for Customer Service and ICT and the Head of Customer Service and Information Systems will be present at the meeting to present the report.

**Recommendations**

The Committee is invited to consider the proposed changes to the Council's telephony system and to make recommendations as appropriate to the Executive for its meeting on 12 April 2010.

**7. Overview and Scrutiny Work Programme** (Pages 31 - 38)

Report of the Head of Legal and Democratic Services

## Summary

To agree topics for future meetings, to identify issues arising from the Forward Plan (March – June 2010) and to monitor the status of items on the work programme.

The Chairman of the Anti Social Behaviour Task & Finish Group will be present at the meeting to discuss the conclusions of that review and the draft recommendations to Executive. The Strategic Director, Planning Housing and Economy will also be present and will brief the Committee on the Kidlington Pedestrianisation Capital Bid.

## Recommendations

The Overview and Scrutiny Committee is recommended to:

- (1) Note the current overview and scrutiny work programme for 2009/10 as set out at Appendix 1 and make amendments as necessary;
- (2) Note the contents of the Forward Plan and identify any possible topics for scrutiny;
- (3) Note the draft report of the Anti Social Behaviour Task & Finish Group and consider whether they wish to amend or add to the recommendations to the Executive.

## Information about this Agenda

### Apologies for Absence

Apologies for absence should be notified to [democracy@cherwell-dc.gov.uk](mailto:democracy@cherwell-dc.gov.uk) or (01295) 221583 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. The definition of personal and prejudicial interests is set out in the constitution. The Democratic Support Officer will have a copy available for inspection at all meetings.

**Personal Interest:** Members must declare the interest but may stay in the room, debate and vote on the issue.

**Prejudicial Interest:** Member must withdraw from the meeting room and should inform the Chairman accordingly.

With the exception of the some very specific circumstances, a Member with a personal interest also has a prejudicial interest if it is one which a Member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the Member's judgement of the public interest.

## **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.

### **Queries Regarding this Agenda**

Please contact Catherine Phythian, Legal and Democratic Services  
catherine.phythian@cherwell-dc.gov.uk (01295) 221583

**Mary Harpley**  
**Chief Executive**

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