

**Committee:** Overview and Scrutiny Committee  
**Date:** Tuesday 24 September 2013  
**Time:** 6.30 pm  
**Venue:** Bodicote House, Bodicote, Banbury, OX15 4AA

### **Membership**

<b>Councillor Ann Bonner (Chairman)</b>	<b>Councillor Daniel Sames (Vice-Chairman)</b>
<b>Councillor Alyas Ahmed</b>	<b>Councillor Melanie Magee</b>
<b>Councillor Alastair Milne Home</b>	<b>Councillor Jon O'Neill</b>
<b>Councillor Lynn Pratt</b>	<b>Councillor Nigel Randall</b>
<b>Councillor Lawrie Stratford</b>	<b>Councillor Rose Stratford</b>
<b>Councillor Douglas Williamson</b>	<b>Councillor Sean Woodcock</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 - 6)

To confirm as a correct record the minutes of the meeting held on 6 August 2013.

5. **Welfare Reform Update** (Pages 7 - 16)

Report of Interim Head of Finance and Procurement

**Summary**

This report provides an update on welfare reform.

**Recommendation**

The Overview and Scrutiny Committee is recommended to

- (1) Note the contents of this report.

6. **Customer Insight Report** (Pages 17 - 32)

Report of the Corporate Performance Manager.

**Summary**

To review the quarter 1 Customer Insight Report with a view to picking up any issues for further consideration, review or addition to the Committee's work programme.

**Recommendations**

- (1) To highlight any issues from the Customer Insight Report for further investigation or addition to the Committee's work programme.
- (2) To review the Customer Insight Report and request any improvements for future versions for the document.

7. **Overview and Scrutiny Work Programme 2013/14** (Pages 33 - 46)

Report of Head of Law and Governance

**Summary**

This report presents the Overview and Scrutiny work programme 2013/14 for consideration.

**Recommendations**

The Overview and Scrutiny Committee is recommended:

- (1) To consider the Overview and Scrutiny Committee work programme 2013/14 as set out at Appendix 1 of the attached report.

- (2) To note any items of interest in the Executive Work programme and consider whether to include them on the work programme 2013/14.
- (3) To consider if there are any other items Members would like to include on the work programme.

**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](mailto:democracy@cherwellandsouthnorthants.gov.uk) or 01327 322365 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 Dave Parry, Democratic and Elections  
dave.parry@cherwellandsouthnorthants.gov.uk, 01327 322365

**Sue Smith**  
**Chief Executive**

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