

**Committee:** Overview and Scrutiny Committee  
**Date:** Tuesday 22 July 2014  
**Time:** 6.30 pm  
**Venue:** Bodicote House, Bodicote, Banbury, OX15 4AA

### **Membership**

|   |  |
|---|--|
| <b>Councillor Ann Bonner (Chairman)</b> | <b>Councillor David Hughes (Vice-Chairman)</b> |
| <b>Councillor Claire Bell</b>           | <b>Councillor Maurice Billington</b>           |
| <b>Councillor Diana Edwards</b>         | <b>Councillor Jon O'Neill</b>                  |
| <b>Councillor Lynn Pratt</b>            | <b>Councillor Neil Prestidge</b>               |
| <b>Councillor Dan Sames</b>             | <b>Councillor Lawrie Stratford</b>             |
| <b>Councillor Bryn Williams</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 17 June 2014.

5. **Chairman's Announcements**

To receive communications from the Chairman.

6. **Customer Insights** (Pages 7 - 20)

Report of Head of Transformation.

**Purpose of report**

The report provides an annual update on customer feedback, including customer complaints.

**Recommendations**

The meeting is recommended:

- 1.1 To note the position and information provided regarding customer complaints.
- 1.2 To review the Customer Insight Report and identify any areas where further information is required and to request any improvements for future versions of the document.

7. **Overview and Scrutiny Work Programme** (Pages 21 - 36)

Report of Head of Law and Governance

**Purpose of Report**

This report presents the Overview and Scrutiny work programme 2014/15 for consideration.

**Recommendations**

The meeting is recommended:

- 1.1 To consider the Overview and Scrutiny Committee Work Programme 2014/15 as set out at Appendix 1 of the report.
- 1.2 To note any items of interest in the Executive Work Programme and consider whether to include them on the Overview and Scrutiny Committee Work programme 2014/15.
- 1.3 To consider if there are any other items Members would like to include on the Overview and Scrutiny Committee 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](mailto:dave.parry@cherwellandsouthnorthants.gov.uk), 01327 322365

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

Published on Monday 14 July 2014