

**Summary of the Decisions Taken at the Meeting  
of Overview and Scrutiny Committee held on 22 July 2014**

Agenda Item No.	Agenda Item	Decision
6	<p><b>Customer Insights</b></p> <p>Report of Head of Transformation.</p> <p><b>Purpose of report</b></p> <p>The report provides an annual update on customer feedback, including customer complaints.</p> <p><b>Recommendations</b></p> <p>The meeting is recommended:</p> <p>1.1 To note the position and information provided regarding customer complaints.</p> <p>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.</p>	<p><b>Resolved</b></p> <p>(1) That the position and information provided regarding customer complaints be noted.</p> <p>(2) That further information be advised in future reports in respect of: statistics regarding face-to-face customer interactions; information regarding the reasons for the good, indifferent and bad customer responses; effectiveness of links within web-pages; what issues are covered by the complaint heading 'uncategorised'; confirmation that, when complaints are raised by a Councillor on behalf of a resident, the Councillor will be included in the response to the resident; a link being included between section 4.2 (Complaints by Service area) and the 'Attitude of staff' figure detailed in section 4.3; proportion of customers interacting via the Council's social media, and the uptake of services as a result; statistics detailing the number of people watching Council webcasts (per Committee) – both live and after the event.</p>
7	<b>Overview and Scrutiny Work</b>	<b>Resolved</b>

Agenda Item No.	Agenda Item	Decision
	<p><b>Programme</b></p> <p>Report of Head of Law and Governance</p> <p><b>Purpose of Report</b></p> <p>This report presents the Overview and Scrutiny work programme 2014/15 for consideration.</p> <p><b>Recommendations</b></p> <p>The meeting is recommended:</p> <p>1.1 To consider the Overview and Scrutiny Committee Work Programme 2014/15 as set out at Appendix 1 of the report.</p> <p>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.</p> <p>1.3 To consider if there are any other items Members would like to include on the Overview and Scrutiny Committee Work Programme.</p>	<p>(1) That the Overview and Scrutiny Committee Work Programme 2014/15 be noted.</p> <p>(2) That the following item in the current version of in the Executive Work Programme (August to November, 2014) be included on the Overview and Scrutiny Committee Work Programme for 2014/15: Report and proposed actions from LGA Study into Business Growth.</p> <p>(3) That Councillors Edwards, Hughes and Lawrie Stratford be nominated to work with Democratic and Elections Officers and appropriate IT and Communications Officers to complete a scoping document for the potential scrutiny review of the Council's website for consideration by the Committee at a future meeting (November).</p> <p>(4) That the following items be added to the Overview and Scrutiny Committee Work Programme: overview presentation on Service Plan process (September); initial briefing regarding the Oxfordshire Growth Board (TBC).</p> <p>(5) That the Briefing Note submitted regarding Empty properties be noted, and that the item be removed from the Work Programme.</p>