

Committee: Overview and Scrutiny Committee
Date: Tuesday 10 December 2013
Time: 6.30 pm
Venue: Bodicote House, Bodicote, Banbury, OX15 4AA

Membership

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

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 7 November, 2013.

5. **Chairman's Announcements**

To receive communications from the Chairman.

6. **Commissioning of Services to Banbury CAB** (Pages 7 - 10)

To consider a briefing note from the Head of Regeneration and Housing, on the current work and performance of CAB in relation to the commissioning of services in Cherwell to CAB.

Barbara Shaw, CAB Chief Executive, will be in attendance at the meeting and will give a presentation to Members.

7. **Customer Insight Report Quarter Two** (Pages 11 - 24)

Report of Head of Transformation.

Purpose of report

To provide a quarterly 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.

8. **Update on Planning Enforcement Service** (Pages 25 - 28)

Report of Head of Development Management.

Purpose of report

To update Members on the impact of the additional human resource added to this service.

Recommendations

The meeting is recommended:

- 1.1 To note this report.

9. Overview and Scrutiny Work Programme 2013/14 (Pages 29 - 40)

Report of Head of Law and Governance

Purpose of Report

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

Recommendations

The meeting is recommended:

- 1.1 To consider the Overview and Scrutiny Committee Work Programme 2013/14 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 2013/14.
- 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 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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