

**Summary of the Decisions Taken at the Meeting
of Overview and Scrutiny Committee held on 10 December 2013**

Agenda Item No.	Agenda Item and Recommendations	Decision and Actions
7	<p>Commissioning of Services to Banbury CAB</p> <p>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.</p> <p>Barbara Shaw, CAB Chief Executive, will be in attendance at the meeting and will give a presentation to Members.</p>	<p>Resolved</p> <p>(1) That the monitoring being undertaken regarding the provision of debt and money advice services by the Banbury CAB be acknowledged.</p> <p>(2) That the volunteer and volunteer driver aspects of the commissioning arrangement be retained on the Work Programme, and the Countryside and Communities Manager, the Chief Executive of Banbury CAB and the Transport Coordinator (OCC) be invited to attend a future meeting to provide an update on these elements of the contract.</p>
8	<p>Update on Planning Enforcement Service</p> <p>Report of Head of Development Management.</p> <p>Purpose of report</p> <p>To update Members on the impact of the additional human resource added to this service.</p> <p>Recommendations</p> <p>The meeting is recommended:</p>	<p>Resolved</p> <p>(1) That the report be noted.</p> <p>(2) That the positive impact of the allocation of additional resources to the Enforcement Service be acknowledged, and that this item be removed from the work programme.</p>

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	1.1 To note this report.	
9	<p>Customer Insight Report Quarter Two</p> <p>Report of Head of Transformation.</p> <p>Purpose of report</p> <p>To provide a quarterly update on customer feedback, including customer complaints.</p> <p>Recommendations</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>Resolved</p> <p>(1) That the position and information provided regarding customer complaints be noted.</p> <p>(2) That the Corporate Performance Manager be requested to submit a further report at Q4, and report on the impact of the new complaints process.</p>
10	<p>Overview and Scrutiny Work Programme 2013/14</p> <p>Report of Head of Law and Governance</p> <p>Purpose of Report</p> <p>This report presents the Overview and Scrutiny work programme 2013/14 for consideration.</p> <p>Recommendations</p> <p>The meeting is recommended:</p> <p>1.1 To consider the Overview and Scrutiny Committee Work Programme 2013/14 as set out at Appendix 1 of the report.</p> <p>1.2 To note any items of interest in</p>	<p>Resolved</p> <p>(1) That the Overview and Scrutiny Committee Work Programme 2013/14 be noted.</p> <p>(2) That no items in the current version of the Executive Work Programme (December 2013 to March 2014) be included on the Work Programme for 2013/14.</p>

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	<p>the Executive Work Programme and consider whether to include them on the Overview and Scrutiny Committee Work programme 2013/14.</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>	