

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

Published on Monday 2 December 2013

Agenda Item 4

Cherwell District Council

Overview and Scrutiny Committee

Minutes of a meeting of the Overview and Scrutiny Committee held at Bodicote House, Bodicote, Banbury, OX15 4AA, on 7 November 2013 at 6.30 pm

Present: Councillor Ann Bonner (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 Sean Woodcock

Also Present: Councillor Michael Gibbard, Lead Member for Planning
Councillor Nicholas Turner, Lead Member for Performance and Customers

Apologies for absence: Councillor Daniel Sames
Councillor Douglas Williamson

Officers: Andy Preston, Head of Development Management
Claire Taylor, Corporate Performance Manager
Louise Tustian, Senior Performance & Improvement Officer
Bob Duxbury, Development Control Team Leader
Natasha Clark, Team Leader, Democratic and Elections
Dave Parry, Democratic and Elections Officer

30 **Declarations of Interest**

There were no declarations of interest.

31 **Urgent Business**

There was no urgent business.

32 **Minutes**

The Minutes of the Overview and Scrutiny Committee held on 24 September 2013 were agreed as a correct record and signed by the Chairman.

Draft Quarter 2 Performance Monitoring Exceptions Report

The Chairman welcomed Councillor Turner, Lead Member for Performance and Customers, Councillor Michael Gibbard, Lead Member for Planning, the Head of Development Management, the Corporate Performance Manager, the Senior Performance and Improvement Officer, and the Development Control Team Leader to the meeting.

The Lead Member for Performance and Customers presented the report of the Head of Transformation which set out the areas the Performance team had extracted from the Quarter 2 performance report as areas of concern and achievement as measured through the Performance Management Framework.

In considering the report, the Committee commented that performance reference CBP1 3.5c, Planning appeals allowed against refusal decision, did not sit well with the concept of localism, particularly in the case of overturns of Planning Committee decisions. Members noted that the measure was volatile as it was based on low appeal numbers and that compared with the government's stated threshold for the quality of a local planning authority's performance (i.e. no more than 20 per cent of an authority's decisions on applications for major development should be overturned at appeal) measured over a two year period, the current performance was 7 %. The Development Control Team Leader confirmed that each appeal allowed was carefully analysed in order to identify any trends

In relation to the processing of minor and other planning applications, the Development Control Team Leader explained that registration of all applications had now been brought down to 2 to 3 days, and he was confident this current level of performance could be maintained, and that this improved registration performance was already impacting positively upon the overall process timing of minor and other applications. The Head of Development Management reported that, following the recent changes in joint management team responsibilities, the Registration and Administration team now reported directly to him, which allowed for a greater degree of control.

In response to Members' queries regarding the Preparation of Design Guidance for Major Developments performance indicator, the Head of Development Management reported that funds had been identified to allow for an additional member of staff to be appointed for a period of 18 months. The Committee commented that consideration should be given to charging for giving design guidance for major developments.

The Committee commented that there were a number of indicators where the Council had limited control, for example, whilst planning approval was granted by CDC as local planning authority, developers were responsible for the delivery. With regard to the Task / Measure Description, Members suggested revised wording for inclusion, e.g. rather than a target to 'Deliver 500 new homes.....', the target should instead be 'Deliver Planning Consents for 500 new homes.....'.

The Committee noted that there had been an increase in the number of fly-tips and agreed that more should be done to highlight the prosecution action the Council could take and has taken against perpetrators.

The Chairman thanked the Lead Member for Performance and Customers, the Lead Member for Planning and Officers for their presentation and updates.

Resolved

- (1) That the highlighted areas in the draft Quarter 2 Performance Monitoring Exceptions report be noted.
- (2) That no immediate performance related matters for future review by the Overview and Scrutiny Committee be identified.
- (3) That the Executive be advised of the Committee's concern with regards to instances of fly tipping and recommended to increase publicity about action the Council can take.

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Cherwell District Council Five Year Business Strategy

The Chairman welcomed Councillor Turner, Lead Member for Performance and Customers, the Corporate Performance Manager and the Senior Performance and Improvement Officer to the meeting.

The Corporate Performance Manager presented the report of the Head of Transformation, which requested the Committee review the Council's draft five year Business Strategy and emerging priorities for the annual business plan. The Committee was advised that the Strategy and Plan were currently in an early draft stage, and would be refined further before a draft was submitted to the Executive in December. It would subsequently be published for public consultation. This was therefore an opportunity for the Overview and Scrutiny Committee to influence and propose changes to the strategy.

The Lead Member for Performance and Customers explained that the Council's current corporate priorities had been set seven years ago when public sector finances were very different from the current situation. He encouraged the Committee to give careful consideration to the document, not only with regard to what should be included, but also whether anything should be removed.

In response to Members concerns that the opening of the new incinerator at Ardley might cause a decline in the Council's recycling rates, the Corporate Performance Manager undertook to amend key objective b1, "Provide high quality recycling and waste services, aimed at helping residents recycle as much as possible" to ensure monitoring took place.

The Committee also expressed concern that future cuts by central Government and the County Council would impact on key objectives C4, "Work to promote and support health and wellbeing across the district", C5, "Provide high quality and accessible leisure opportunities" and C6, "Provide

support to the voluntary and community sector". Members agreed that consideration should therefore be given to CDC's involvement, measures the Council could take and whether business and other third parties could provide support.

The Committee discussed options for giving the draft five year Business Strategy further detailed consideration and agreed to add the item to the Work Programme for the January meeting and invite all Members and key officers.

The Committee then gave consideration to the annual Service Plan process, and agreed that the Housing Service Plan should be reviewed in detail at the February meeting. It was also agreed that all Members be invited to attend.

Resolved

- (1) That the draft strategic priorities be supported.
- (2) That the draft Cherwell District Council Five Year Business Strategy be added to the work programme for the January 2014 meeting to which all Members and key officers be invited, to undertake a detailed review of the Year 1 targets, measures and key projects.
- (3) That a briefing for all Members be arranged for February 2014 to undertake a review of the Housing Service Plan.

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Overview and Scrutiny Work Programme 2013/14

The Committee considered the report of the Head of Law and Governance, which presented the Overview and Scrutiny Work Programme 2013/14.

Executive Work Programme

The Committee agreed that there were no additional items in the Executive Work Programme for December 2013 to March, 2014 that they wished to include on their Work Programme in 2013/14.

Electronic Document and Records Management (EDRM) – The Committee noted that this formed part of the joint Cherwell District Council and South Northamptonshire Council Transformation project. Members requested that a briefing note be submitted to the Committee six months after implementation.

Concessions Policy – The draft policy was supported, and it was agreed that, subject to endorsement by legal and finance officers, if necessary it be recommended to the Budget Planning Committee and the Lead Member for sign off.

Contract Scrutiny: Landscape Maintenance Contract – Councillor Lawrie Stratford reported that he had met the Head of Environmental Services and the Street Scene and Landscape Services Manager and would subsequently be meeting with Councillors Williamson and Woodcock prior to consideration by Executive.

Wind Turbines and their Locations – Councillor O'Neill reported that he would be meeting with officers shortly.

CDC Employment initiatives – Councillor Magee reported that she had met with the Economic Development Officer and would be progressing a scoping document.

Resolved

- (1) That the Overview and Scrutiny Committee Work Programme 2013/14 be noted.
- (2) That the update on Electronic Document and Records Management (EDRM) be noted and officers be requested to submit an update briefing note six months after implementation.
- (3) That the draft Concessions Policy be supported and, subject to endorsement by legal and finance officers, recommended, if necessary, the Budget Planning Committee and the Lead Member for sign off.
- (4) That the update on the Landscape Maintenance Contract be noted.

The meeting ended at 8.23 pm

Chairman:

Date:

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Agenda Item 6
Overview and Scrutiny Committee
Briefing Note



DISTRICT COUNCIL
NORTH OXFORDSHIRE

Subject:
Head of Service /
Officer Responsible

Commissioning of Services to Banbury CAB
Head of Regeneration and Housing

Background and Reason for Briefing Note	<p>In May 2011 Executive resolved to commence a commissioning process to fund strategically relevant Advice, Volunteering and Volunteer Car Driving services across three geographical areas within Cherwell with effect from April 2012.</p> <p>Executive referred the issue to the Overview and Scrutiny Committee for further consideration of the issues and implications.</p> <p>In summer 2011 the Committee agreed to add this as a work item and nominated Members to meet with officers to discuss the specific issues relating to:</p> <ul style="list-style-type: none">• Advice• Volunteering• Voluntary Car Transport Schemes <p>The review concluded that it was important that the Council used the commissioning exercise to ensure that the funds available were channelled towards strategically relevant services and projects which would meet the needs of residents securing positive outcomes for them. It was also acknowledged that the understanding of customer needs will become more refined as the commissioning exercise progresses and in this context a degree of flexibility is required in terms of the amount set aside to support the development of a County Council dial-a-ride service</p> <p>The Overview and Scrutiny Committee submitted a report to the Executive (5 September 2011) confirming their support for the Executive's decision to proceed with the commissioning project and agreed that it was important that the project progressed according to the set timetable to ensure that no residents were disadvantaged in April 2012 because contracts and suppliers were not in place.</p> <p>The Overview and Scrutiny Committee agreed to retain the item on the work programme to monitor the service arrangements (Volunteering / coordinating role; giving advice; Voluntary Driver scheme) in place 12 months after implementation.</p>
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**Head of
Service update**

CAB was successfully commissioned in the above tendering process. The contract included 9 separate lots to provide Debt & Money Advice, Volunteer Car Driving and Services to increase Volunteering. Services were commissioned to be provided proportionately across the 3 geographical areas of the District aligned with Banbury, Bicester and Kidlington. At the time tendering was undertaken, analysis was undertaken showing data on population and housing benefits claims to give an indication of needs for each area. The contract was commissioned for a 3 year period (1st April 2012 to 31 March 2015 with an option to be extended for a further two years to March 2017).

Since the commencement of the contract in 2012, the structures of the Council have changed which has meant the community service elements of the contract, volunteer car driving and volunteering are no longer the responsibility of the Housing service. This report therefore pertains to the Debt & Money Advice service provision lots which continue to be monitored by the Housing service due to its close affiliation with the prevention of homelessness (which is a statutory responsibility of the Council).

Contract monitoring forms an important part of the commissioning. It has not just been about 'checking on performance' but also about working in the context of continuous improvement seeking opportunities to develop services, secure funding from other sources and work collaboratively. CAB have complied with the monitoring as required. They have developed a close working partnership with the Council meeting with Officers quarterly and providing electronic statistical returns which are starting to be entered onto the Council's Performance monitoring system.

Quarterly monitoring consists of

- Number of advice sessions and method of delivery
- Number of new clients
- Number of repeat clients
- Number of Debt/money cases closed
- Number of debts
- Value of Debt
- Benefit realisation
- Homeless Prevention cases
- Equalities information

Services are provided through

- A triage service available through drop in, telephone, letter and email.
- Appointments for follow up casework for issues which cannot be dealt with through triage
- Resources for people to 'self help' through access to computers, information, leaflets etc
- Undertaking targeted publicity to engage people who are currently under represented in accessing advice services. This includes young people and people from ethnic minority
- CAB is a key partner in the delivery of the Homelessness Prevention Action Plan (approved by Executive in November 2013), delivering advice services to support the Personal responsibility and personal resilience strands of the plan
- CAB has been keen to participate in the development of the Cherwell Credit Union and has become a member of the Credit Union Project

	<p>Development Board, bring expertise from the wider organisation.</p> <ul style="list-style-type: none"> • CAB has been a key partner with the District Council to assist homeowners in mortgage difficulty to be successful in accessing the government's Mortgage Rescue Scheme where Cherwell have become the top performing Council in the south east outside London. • CAB have taken up opportunities to develop partnership working and have lead a successful bid to the Big Lottery in conjunction with 2 other community organisations ,MIND and BYHP, to improve and standardise the quality of advice given, working efficiently in partnership without duplication. <p>Barbara Shaw, CAB Chief Executive will be attending the meeting to give a presentation on the current work and performance of CAB in relation to the work of CAB in Cherwell and in particular the Debt and Money element of the contract.</p>
<p>Completed by: Marianne North</p> <p>Presented to: Overview and Scrutiny Committee</p>	<p>Date: 2/12/13</p> <p>Date:</p>

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Cherwell District Council

Overview and Scrutiny Committee

10 December 2013

Customer Insight Report Quarter Two
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Report of Head of Transformation

This report is public

Purpose of report

To provide a quarterly update on customer feedback, including customer complaints.

1.0 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.

2.0 Introduction

- 2.1 The Customer Insight Report is a new approach to ensuring that complaints and customer feedback is reported, reviewed and that any issues are addressed.
- 2.2 The Customer Insight Report brings together various elements of customer feedback (including complaints) into a single report with the aim of improving access to this information, which was previously held in a number of service areas, and highlighting any themes or issues of concern.
- 2.3 This second quarter Customer Insight Report is significant as it is the first report since the Council adopted a new two stage complaints process and centralised complaints management.

3.0 Report Details

3.1 The Customer Insight Report for quarter 2 is included as Appendix 1 which contains detailed information on the following areas:-

- Latest News / Consultation Results;
- GovMetric Customer Feedback;
- Customer Complaints;
- Media Enquiries and Social Media;
- Website Interaction;

3.2 Overall satisfaction with Council services measured through the GovMetric system is slightly lower than for quarter 1, with 88.1% of respondents rating the service they received as 'Good'; Telephone satisfaction rates remain exceptionally high at 98%.

3.3 A total of 73 complaints were received and recorded during the period 1 July to 30 September 2013. This is higher than the 57 complaints recorded during Quarter 2 in 2012/13.

3.4 There remains a data quality issue with regard to how complaints are being recorded in LAGAN. A number of complaints (21.9%) do not have a response date logged on the system and the validity of a number of complaints (23.3%) has been recorded as 'Unknown'.

3.5 To address these data quality issues, responsibility for complaints management will be centralised. As of 1 January 2014, the Performance and Insight Team will assume responsibility for recording all information in relation to stage 1 and stage 2 complaints. Local Government Ombudsman complaints will continue to be managed by the Democratic Services team.

4.0 Conclusion and Reasons for Recommendations

4.1 The Customer Insight Report brings together various elements of customer feedback (including complaints) into a single report with the aim of improving access to this information, which was previously held in a number of service areas, and highlighting any themes or issues of concern.

4.2 This report covers the period following the adoption of a new two stage complaints management process which was introduced on 1 July 2013.

5.0 Consultation

No consultation has taken place on the Customer Insight Report itself; however the report provides a summary of consultations undertaken by the Council during the previous quarter.

6.0 Alternative Options and Reasons for Rejection

6.1 The following alternative options have been identified and rejected for the reasons as set out below.

- N/A - report is a for review/information item.

7.0 Implications

Financial and Resource Implications

7.1 There are no financial implications associated with this report.

Comments checked by: Tim Madden, Interim Head of Finance and Procurement,
Tel: 0300 003 0106, E-mail: tim.madden@cherwellandsouthnorthants.gov.uk

Legal Implications

7.2 There are no legal implications associated with this report.

Comments checked by: Kevin Lane, Head of Law and Governance,
Tel: 0300 0030 107, Email: kevin.lane@cherwellandsouthnorthants.gov.uk

8.0 Decision Information

Wards Affected

None

Links to Corporate Plan and Policy Framework

Link to Business Plan Priority: An accessible, value for money Council

Document Information

Appendix No	Title
1	CDC Customer Insight Report – Quarter Two
Background Papers	
• None	
Report Author	Claire Taylor, Corporate Performance Manager Hedd Vaughan-Evans, Research and Intelligence Officer
Contact Information	Tel: 0300 0030113 Email: claire.taylor@cherwellandsouthnorthants.gov.uk 01295 227978 Hedd.VaughanEvans@cherwellandsouthnorthants.gov.uk

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Cherwell District Council

**Customer Insight
Report**

1st July – 30th September 2013

1. Introduction

1.1 What is customer insight?

Customer insight is the broad term used to describe the process of using data and information about our residents to help improve our understanding of their needs, expectations, behaviours and experiences. This information can then be used to target services and communications around the needs of different customer groups.

1.2. What information is available about our residents?

Information about our customers (our residents) is available from a variety of sources. The results of the 2011 Census provides a vast amount of demographic data on those living within the district. This information is summarised in a number of profiles currently available on the Cherwell website and detailed ward profiles are currently in development.

However, information about our customers is also collected through our interactions with residents. This can be through formal consultations, focus groups, customer feedback, customer complaints, and our website and through social media. Elected Members also provide officers with an important source of customer insight, often being the first to hear of issues impacting local areas.

1.2. What is the purpose of this report?

The purpose of this report is to pull together various customer insight sources available to the Council on a quarterly basis and to attempt to highlight trends and areas of importance to our customers.

2. Latest News / Consultation Results

During this period, the Council carried out its annual 'Customer Satisfaction Survey' which received 745 responses from residents. The overall results were very positive with 76% of residents satisfied with the services provided by Cherwell District Council. The full report can be accessed through the following link: <http://www.cherwell.gov.uk/index.cfm?articleid=1570>

Cherwell residents also had an opportunity to have their say on three further consultations, the 'Homelessness Strategy', 'Licensing Policy' and the 'Sex Establishment Policy'. All consultations were available on our Online Consultation Portal <http://consult.cherwell.gov.uk/portal/>. The number of responses received for these consultations were low, with only 5 responses received in total.




For more information on consultations or community engagement events please contact Michal Gogut, Consultation and Engagement Officer on 01295 221575 or michal.gogut@cherwellandsouthnorthants.gov.uk.

3. GovMetric Report

The Council uses GovMetric as a mechanism for capturing customer feedback about its services. GovMetric asks customers to rate their experience as either 'Good', 'Average' or 'Poor' based on a system of smiley faces. Feedback can be provided by telephone and via the website.






Overall satisfaction




			
Number Of Respondents	3219	130	306
Percentage Of Respondents	88.1%	3.6%	8.4%
Trend (compared to Q1)	↓ 1.4%	↑ 0.7%	↑ 0.7%

A total of 3,655 responses were logged with the GovMetric system during the period 1st July 2013 to 30th September 2013. Overall satisfaction with Council services was slightly lower than in Quarter 1 at 88.1%, while 8.4% of respondents said the service they received was poor.

1.1 Overall satisfaction by channel

<u>Telephone Satisfaction</u>			
Number Of Respondents	2918	48	6
Percentage Of Respondents	98%	2%	0%




Telephone satisfaction rates are exceptionally high, with 98% of respondents stating that the service they received was good.

<u>Website Satisfaction</u>			
Number Of Respondents	301	82	300
Percentage Of Respondents	44%	12%	44%

Website satisfaction rates are considerably lower than those for telephone satisfaction; however this is to be expected. 44% of respondents through the website rated their satisfaction as good, however 44% of respondents rated their satisfaction as poor. It should be noted that the number of website responses are considerably lower than the number of telephone responses and only represents a fraction of the number of visitors to the Council's website during this period.

1.2 Service satisfaction

The following tables provide a breakdown of the GovMetric responses by service areas.

Service	Number Of Respondents			
Benefits	667	98%	2%	0%
Council Tax	1253	96%	1%	3%
Environmental Services	252	88%	4%	9%
Housing	305	88%	5%	7%
Planning & Building Control	50	16%	14%	70%
Streets & Parking	39	44%	10%	46%
Waste & Recycling	646	89%	4%	7%
Other Services*	225	75%	6%	19%
Uncategorised**	212	52%	11%	37%

* Service areas with fewer than 25 responses are included in 'Other Services' along with responses that cannot be attributed to one specific service area.

** Officers are working with GovMetric on a potential re-launch in January which would significantly reduce the number of uncategorised responses.

Council Tax remains the service area with the highest number of responses and achieved an exceptionally high satisfaction rate with 96% rating their experience as good.

Other service areas receiving a high number of responses include Benefits, Environmental Services, Housing and Waste and Recycling. The overall satisfaction rate for these services during this period was excellent.

Planning and Building Control and Streets and Parking received the highest percentage of respondents stating that the service they received was poor, with 70% of Planning and Building Control respondents describing the service they received as poor. However it should be noted that the number of responses received for these service areas are considerably lower than for the other service areas reported on here.

3. Complaints Report

A new Corporate Management Process for both Cherwell District and South Northamptonshire Council was introduced on 1 July 2013. Both councils have now moved to a more effective two phase approach, replacing the old three stage complaints system.

4.1 Total number of complaints

	Quarter 1 (Apr – June)	Quarter 2 (Jul – Sept)	Quarter 3 (Oct – Dec)	Quarter 4 (Jan-March)
Stage 1 Complaints	56	66	-	-
Stage 2 Complaints	5	5	-	-
Stage 3 Complaints	2	n/a (new 2 stage process)	n/a (new 2 stage process)	n/a (new 2 stage process)

A total of 73 complaints were received and recorded during the period 1st July to 30th September 2013. This is higher than the 57 complaints recorded during Quarter 2 in 2012/13. 66 of the complaints received this quarter were ‘Stage 1’ complaints and 5 were ‘Stage 2’ complaints; however 2 of these complaints were not logged as a specific stage.

No of Complaints Received	Acknowledged within 3 working days		Responded to within 10 working days		Unknown (No response date logged)	
	No.	%	No.	%	No.	%
73	66	90.4%	38	52.1%	16	21.9%

Of the 73 complaints received, 90.4% were acknowledged within 3 days. The majority of these complaints were acknowledged on the same day that they were received.

Just over half (52.1%) of these 73 complaints were recorded as being responded to within 10 working days. A number of the complaints received during this period (21.9%) do not have a response date logged on the system. While this remains an issue, this does represent a significant improvement compared to Quarter 1 where 55.6% of complaints received do not have a response date logged.

No of Complaints Received	Valid Complaints		Invalid Complaints		Unknown	
	No.	%	No.	%	No.	%
73	28	38.4%	28	38.4%	17	23.3%

28 out of 73 complaints (38.4%) were recorded as valid during this period, with a further 28 (38.4%) being recorded as invalid. However, 17 out of the 73 complaints were recorded as “unknown”.

4.2 Complaints by service area

Complaints are logged in LAGAN in line with the new reporting process. However, there is a need to update the service categories that complaints are recorded against. This issue is being addressed and service categories will be updated to reflect the new service structure implemented by JMT on 1st September 2013.

Service Area	No of Complaints Received	Acknowledged within 3 working days		Responded to within 10 working days		Valid Complaints	
		No.	%	No.	%	No.	%
Amenity Services	18	18	100%	14	77.8%	12	66.7%
Council Tax	8	6	75%	3	37.5%	2*	25%
Customer Service	7	7	100%	0	0%	2*	25%
Benefits	7	7	100%	7	100%	4	57.1%
Planning	10	10	100%	4	40%	2	20%
Urban & Rural Services	8	5	62.5%	6	75%	2	25%
Other Services	15	14	93.3%	6	40%	4*	26.7%

* A large proportion of these complaints in this service area were recorded as “unknown” in terms of whether the complaint was valid or not.

4.3 Reasons for complaint

The following table provides a breakdown of the reasons for each complaint received.

Reason for complaint	Number of complaints	% of all complaints
Services not being delivered / Delivered at a lower standard	30	41.1%
Disagreement about a decision	17	23.3%
Attitude of staff	10	13.7%
Neglect or delay in responding to customer	9	12.3%
Failure to follow agreed policy and/or procedure	4	5.5%
Policy decision	1	1.4%
Unknown	2	2.7%

The main reason for complaints received during this period was services not being delivered or delivered at a lower standard.

4.4 Identifying Trends

25% of complaints received in Quarter 2 were in relation to Amenity Services, with 12 of out those 18 complaints recorded as valid.

Amenity Services - Reason for complaint	Number of complaints	% of service complaints
Services not being delivered / Delivered at a lower standard	10	55.6%
Attitude of staff	5	27.8%
Other	3	16.7%

The majority of complaints received against Amenity Services (10 out of 18) were in relation to services not being delivered or delivered at a lower standard. Of these 10 complaints, five of them were recorded as valid.

4.5 Local Government Ombudsman (LGO) Complaints

Service Area	Quarter 1 (Apr – June)	Quarter 2 (Jul – Sept)	Quarter 3 (Oct – Dec)	Quarter 4 (Jan-March)
Benefits	0	1	-	-
Planning & Building Control	1	1	-	-
Highways & Transport	1	0	-	-
Other	0	2	-	-

Two LGO complaints were received in Quarter 1 with a further four received in Quarter 2.

The outcome of the six LGO complaints received so far in 2013/14 is summarised below:

- 1 x *“Not Investigated (LGO Discretion)”*
- 1 x *“No Maladministration (letter only)”*
- 3 x *“Not in jurisdiction & discretion not exercised”*
- 1 x *“Premature”*

4. Media Enquiries

The Communications Team produces a monthly media monitoring report, detailing how the Council has been reported on in the local news, whether the news item was positive or negative and what media enquiries and news releases occurred during the month. This section is a high level summary of those reports for the period 1st July to 30th September 2013.

	Total number of media items	Positive	Neutral	Negative
July	199	44%	47%	9%
August	219	37%	59%	4%
September	183	49%	47%	4%
Total Quarter 2	601	43%	51%	6%

During this period, the Council received 273 enquiries and issued 54 press releases. For further detail on the nature of these enquiries and press releases please contact the Communication Team on 01295 227941 or communications.team@cherwell.gov.uk.

5. Social Media

Social Media is a powerful tool for engaging and communicating with customers. The Council has a Facebook page and a Twitter account which allows us to communicate directly with any residents who have decided to 'like' or 'follow' us on these social media sites. They also allow residents to communicate directly with the Council. The Communications Team manages the Council's social media presence.

5.1 Twitter

The council currently has 3,935 followers on Twitter, an increase of 270 since the Quarter 1 report. The Council is also following 73 and has tweeted 1,506 times. Follow us on Twitter [@CherwellCouncil](https://twitter.com/CherwellCouncil)



The Council's Waste and Recycling department also has its own Twitter account with 849 followers and have tweeted 1,678 times. Follow them on Twitter on [@CherwellRecycle](https://twitter.com/CherwellRecycle)

5.2 Facebook

The Council is also on Facebook and currently has 1,142 likes, which is significantly higher than the 226 likes reported on in Quarter 1. Take a look and start following us - click on the link to our page:

<https://www.facebook.com/cherwelldistrictcouncil>



6. Website Interaction



The following provides an overview of how customers access the Cherwell website and how they behave on the site.

6.1 Visitor Statistics

	01/07/13 – 30/09/13	Compared to Quarter 1
Number of visitors	181,364	+ 2,181
Number of unique visitors	91,149	+ 282
Number of page views	857,337	+ 12,634

6.2 How customers access our website (search engine terms)

The following are the top 5 search terms that have been used across all search engines and referred visitors to the website during the period 1st April – 30th June 2013.

Rank	External Search Term	Number of visits
1.	Cherwell district council	15,047
2.	Cherwell council	1,329
3.	Cherwell district council planning	1,107
4.	Cherwell	814
5.	Cherwell district council jobs	597

6.3 What customers search for on our website (search function on website)

There has been a technical issue with recording internal search terms during this quarter. As a result, it is not possible to provide an accurate picture of what customers have been searching for on the Council's website. This issue has been resolved and further details should be provided in the Quarter 3 report.

6.4 Most popular pages

Rank	External Page	Page Views
1.	Homepage	76,703
2.	Public Access search results	48,169
3.	Public Access homepage (publicaccess.cherwell.gov.uk)	37,434
4.	View/comment on a planning application	28,500
5.	Site search results	25,198
6.	Planning landing page	19,156
7.	Recycling and waste landing page	9,778
8.	Job vacancies	8,712
9.	Council Tax landing page	7,844
10.	Public Access planning applications weekly list	7,058

Five of the ten most popular pages for the period 1st July – 30th September 2013 were planning web pages. Search results from the planning register was by far the most popular page, however this figure is likely to be inflated by users carrying out multiple searches.

7. Summary

Customer Satisfaction

Overall customer satisfaction through GovMetric was slightly down compared to Quarter 1, however face-to-face and telephone satisfaction rates remain high. Website satisfaction, while remaining low has improved slightly from Quarter 1.

Complaints

28 out of 73 complaints were recorded as valid during this period with just over half of the complaints received (38 out of 73) were responded to within 10 working days.

There remains an issue with how complaints are being recorded as 16 out of 73 (21.9%) of complaints received do not have a response date recorded on the system. However this represents a significant improvement from Quarter 1 where 55.6% of complaints did not have a response date logged.

Website Interactions

'Planning' or information related to planning applications remains the most popular area on the website for visitors.

Cherwell District Council

10 December 2013

Update on Planning Enforcement Service

Report of Head of Development Management

This report is public

Purpose of report

At the Committee's request to update Members on the impact of the additional human resource added to this service.

1.0 Recommendations

The meeting is recommended:

- 1.1 To note this report.

2.0 Introduction

- 2.1 In October 2012 the Lead member for Planning, Head of Public Protection and Development Management, and Development Control Team Leader submitted an information document explaining the background to a recently completed review of the service. The review had concluded that, notwithstanding current budgetary pressures, some additional resource was necessary if the Council's enforcement function was to meet its targets and remain effective.
- 2.2 The proposed solution was to increase resources for a two year duration to be funded Planning Reserve fund. It was considered a measured response to the issue and allowed for further monitoring and review.
- 2.3 The Lead member for Planning advised the Committee that whilst planning enforcement was a discretionary service, the need to correct planning errors and strengthen the council's reputation as Local Planning authority was imperative.
- 2.4 In the minutes of this Committee it was recorded that the Committee was strongly of the view that any reduction in service provision, or even continuation of the status quo, would be counter productive for the District as a whole and for the credibility of the planning process in particular. The effective implementation of planning regulations and policy played a key role in ensuring the creation of a business friendly District of opportunity, and the proposals were fully supported.

3.0 Report Details

- 3.1 Following the usual recruitment processes the additional member of staff was in post from March 2013. However that Member of staff subsequently gained a permanent position as a member of the development control staff dealing with planning applications and appeals in late August 2013 and following a further recruitment process a new temporary member of staff will commence employment in this role on 16 December 2013.
- 3.2 Inevitably it takes a while for the new appointees to become fully accustomed to their new role, but given the background of the staff member appointed in March that did not take unduly long, and it is hoped that the educational background of the newly recruited post holder will similarly reduce the less productive period to a short time.
- 3.3 Unfortunately, as this Committee will know from previous reports concerning planning application performance it has been necessary to divert a part of this extra resource (either by using this extra person, or by using the Planning Investigator in post, and at times both) to support the planning registration process. This was done partly to ensure the more rapid registration of major applications, and more latterly to ensure that the accumulated backlog of registrations was eliminated. Again as previously reported I am happy to inform the Committee that this has now satisfactorily been dealt with and no enforcement resource is now being diverted.
- 3.4 As a consequence of the above factors it is difficult to give any meaningful statistics to demonstrate the effectiveness of introducing the additional resource. Sufficient to say that the enforcement section leaders report that at those times when the team has been fully resourced (as supplemented by the additional temporary post) the team has been able to ensure that first investigations have been undertaken into new complaints in a timely way and to reduce the previously climbing number of live cases.
- 3.5 At those times when the full 3.2 fte staff have been in place it has been possible to tackle long term complex cases and to do some initial work in planning revisions to the enforcement policy and new methods of working. It is anticipated that this necessary work will again be able to be done in an efficient way once the replacement temporary member of staff is bedded in.
- 3.6 With a full compliment of staff the levels of complaint about the speed of the service, and the impact upon staff, has been reduced to negligible and sustainable levels. Consequently we are confident that a) the extra staff resource was warranted and b) that with the 3.2 fte in place staffing levels would appear to be correct for the amount of incoming work. It is hoped that a prolonged period of adequate staffing will enable us to embark on a more proactive approach to enforcement as well.

4.0 Conclusion and Reasons for Recommendations

- 4.1 As noted in para 3.6 above I am satisfied that with the additional resource the service offered to complainants is has improved.. Any reduction however results in

a rapid increase in response times for initial investigation and in delayed detailed investigations.

5.0 Consultation

No consultation has been undertaken in the preparation of this report

6.0 Alternative Options and Reasons for Rejection

6.1 The following options have been identified and rejected for the reasons as set out below.

Option 1: To note the report.

Option 2: To request that this be added to the work programme for further monitoring. This is considered unnecessary as on the basis of the limited periods when full staffing has been in place it is clear that the service is performing adequately, and we now have the prospect of returning to that position.

7.0 Implications

Financial and Resource Implications

7.1 Financial Effects The temporary resource is funded for 2 years. At the termination of the temporary contract it will be necessary to consider whether this post has proved essential and whether therefore it would be necessary to consider a growth bid for future year.

Comments checked by Kate Drinkwater, Service Accountant,
kate.drinkwater@cherwellandsouthnorthants.gov.uk

Legal Implications

7.2 There are no legal implications arising from this report.

Comments checked by: Nigel Bell, Team Leader – Planning and Litigation,
nigel.bell@cherwell-dc.gov.uk

Risk Implications

7.3 This report provides an update on the steps being taken to maintain and improve performance within planning enforcement. Poor performance in this area represents a reputational risk to the Council and the steps outlined in this report (i.e. to deploy additional enforcement resource) help to mitigate this risk.

Comments checked by:
Claire Taylor, Corporate Performance Manager, Tel: 0300 003 0113,
claire.taylor@cherwellandsouthnorthants.gov.uk

8.0 Decision Information

Wards Affected

All

Links to Corporate Plan and Policy Framework

The enforcement service has implications for the cleaner, greener and district of opportunity strategic priorities.

Lead Councillor

Councillor Michael Gibbard
Leader Member for Planning

Document Information

Appendix No	Title
None	
Background Papers	
None	
Report Author	Bob Duxbury, Team Leader Major Developments
Contact Information	01295 221821 Bob.duxbury@cherwell-dc.gov.uk

Cherwell District Council

Overview and Scrutiny Committee

10 December 2013

Work Programme 2013/14

Report of Head of Law and Governance

This report is public

Purpose of report

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

1.0 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

2.0 Introduction

- 2.1 The work programme report identifies the topics and issues under consideration by the Overview and Scrutiny Committee and allows an opportunity for additional subjects to be identified and included on the programme.

3.0 Report Details

Overview and Scrutiny Work Programme

- 3.1 The Overview and Scrutiny Committee Work Programme 2013/14 is attached at appendix 1.

- 3.2 Members are invited to make any suggestions to improve the appearance of the work programme.
- 3.3 Each future agenda item includes an overview of the item and reason for consideration by the Committee.
- 3.4 In determining the work programme for 2013/14, the Committee will wish to take into account the terms of reference as laid out in the Constitution (Appendix 2).

Westminster Trip

- 3.5 The trip arranged in conjunction with the Parliamentary Outreach Service took place on 12 November 2013. Members of the Committee who attended will give feedback on the day to the rest of the Committee.

Executive Work Programme

- 3.6 As part of the monthly work programme report, the Committee reviews the Executive Work Programme to consider whether there are any issues which they would wish to look at in more detail in advance of the Executive discussion and decision. To facilitate a thorough consideration of the topic the Committee will need to identify the Executive Work Programme items at an early stage of the decision making process.
- 3.7 The Executive Work Programme is updated and published monthly; an electronic copy is available on the council’s website and all councillors are sent a prompt containing the website link. Members of the Committee are encouraged to review the Executive Work Programme outside the committee meetings and to contact the Chairman, Vice-Chairman or Democratic Services Officer if there is a topic that they wish to review.
- 3.8 The Committee will wish to note any items of interest in the current version of the Executive Work Programme and consider whether to include them on the Overview and Scrutiny Committee Work Programme for 2013/14.
- 3.9 At the time of writing this report, the current version of the Executive Work Programme is December 2013 to March 2014 and can be found at: www.cherwell.gov.uk

Future meetings Schedule

- 3.10 The future meetings of the Overview and Scrutiny Committee are listed below:

Overview and Scrutiny Committee	2013/14 14 January 2014, 6.30pm 18 February 2014, 6.30pm 01 April 2014, 6.30pm
	2014/15 27 May, 2014, 6.30pm 08 July, 2014, 6.30pm

4.0 Conclusion and Reasons for Recommendations

- 4.1 The recommendations as set out in the report are believed to be in the best interests of the Council.

5.0 Consultation

None

6.0 Alternative Options and Reasons for Rejection

- 6.1 The following alternative options have been identified and rejected for the reasons as set out below.

Option 1: To agree the recommendations as set out in the report.

Option 2: To amend the recommendations.

Option 3: Not to agree the recommendations.

7.0 Implications

Financial and Resource Implications

- 7.1 There are no financial implications arising directly from this report. The report of the individual scrutiny reviews will address any specific legal issue.

Comments checked by:
Sarah Best, Service Accountant, 01295 221982,
sarah.best@cherwellandsouthnorthants.gov.uk

Legal Implications

- 7.2 There are no legal implications arising directly from this report. The report of the individual scrutiny reviews will address any specific financial issues.

Comments checked by: Paul Manning, Solicitor Advocate
01295 221691, paul.manning@cherwell-dc.gov.uk

Risk Management

- 7.3 If too many items are included on the work programme there is a risk that scrutiny agenda become overloaded. This undermines effective scrutiny because Members are unable to concentrate on the key issues and officer resources are over-stretched. It may be necessary to hold further meetings during the year if the risk of not achieving the work programme becomes apparent. The reports of the individual scrutiny reviews will address any specific risk issues.

Comments checked by:
James Doble, Democratic and Elections Manager,
01295 221587, james.doble@cherwellandsouthnorthants.gov.uk

8.0 Decision Information

Wards Affected

Each scrutiny review will identify the wards affected.

Links to Corporate Plan and Policy Framework

Each Scrutiny Review will identify the relevant Corporate Plan and Policy framework links.

Lead Councillor

None

Document Information

Appendix No	Title
Appendix 1	Overview and Scrutiny Committee Work Programme 2013/14
Appendix 2	Overview and Scrutiny Committee Terms of Reference
Background Papers	
None	
Report Author	Dave Parry, Democratic and Elections Officer
Contact Information	Tel: 01327 322365 Email – dave.parry@cherwellandsouthnorthants.gov.uk

Overview and Scrutiny Committee

Work Programme items - 2013/2014

(Updated: December 2013)

Item	Description	Reason for / Date of next Consideration	Contact Officer	Further Action / Note
Planning Enforcement (Dec) Page 33	Delivery of Planning Enforcement Service Plan (review impact of additional staffing resources)	Monitoring - Originally considered by former Overview and Scrutiny Committee in October 2012 and January 2013. Further Committee request (August 2013) for update report.	Andy Preston - Head of Development Management.	Lead Member for Planning (Cllr Gibbard) to be invited to attend.
Commissioning of services to Banbury CAB (Dec)	Undertake monitoring of recommendations once new service arrangements (Volunteering / coordinating role; giving advice; Voluntary Driver scheme) in place 12 months.	Committee request	Chris Stratford, Head of Regeneration & Housing	Originally scheduled for consideration at September meeting, but slipped to December due to reallocation of responsibilities.
Customer Insights	To undertake regular review of	Committee decision arising	Claire Taylor –	

Key to Reason for Consideration:

Scrutiny review – agreed topics for consideration at committee meetings; Policy development – to support the development of Council Policy; Monitoring – to examine responses to scrutiny reports and to check on progress on implementation of recommendations; Scheduling – to identify and agree potential topics for scrutiny; Information/Standing Item – to update/advise members on issues related to overview and scrutiny or regular committee item

Appendix 1

Item	Description	Reason for / Date of next Consideration	Contact Officer	Further Action / Note
(Dec)	customer complaints and feedback, and ensure issues are addressed.	September, 2013	Corporate Performance Manager	
Air Quality (Jan)	To review monitoring across the District, and review progress of Hennef Way Action Plan objectives.	Briefing note to meeting in January, 2014 advising on how objectives being met following consideration by O&S Committee - October, 2012 and May, 2013. Full report to future meeting.	Sean Gregory Environmental Protection Officer	Lead Member for Public Protection (Cllr Ilott) to be invited to attend (full report only).
Five Year Business Strategy - Review of Year 1 targets, measures and key projects (Jan)	To undertake a review of the year 1 targets, measures and key projects.	Committee request arising November, 2013	Claire Taylor – Corporate Performance Manager	
Wind Turbines and their locations (TBC)	To undertake a Scrutiny Review regarding the Council's Planning Policy in respect of Wind Turbines and their locations.	Committee request arising April and August, 2013.	TBC	Scrutiny Review to be undertaken by Cllrs. Ann Bonner, Michael Gibbard and Jon O'Neill, supported by Planning and other officers as appropriate. November update: Cllr. O'Neill would be meeting with Officers shortly.
CDC Employment	To consider a scoping document	Committee request arising April,	TBC	November update; Councillor

Key to Reason for Consideration:

Scrutiny review – agreed topics for consideration at committee meetings; Policy development – to support the development of Council Policy; Monitoring – to examine responses to scrutiny reports and to check on progress on implementation of recommendations; Scheduling – to identify and agree potential topics for scrutiny; Information/Standing Item – to update/advise members on issues related to overview and scrutiny or regular committee item

Item	Description	Reason for / Date of next Consideration	Contact Officer	Further Action / Note
Initiatives (TBC)	regarding a potential review of the effectiveness of the various employment initiatives introduced by the Council.	2013		Magee had met with the Economic Development Officer, and would be drafting a scoping document.
Contract Scrutiny: Landscape Maintenance Contract (TBC)	To receive updates as appropriate. Councillors Lawrie Stratford, Douglas Williamson and Sean Woodcock nominated to be involved in the procurement of the landscape maintenance contract	Scrutiny review – contract scrutiny	Ed Potter, Head of Environmental Services; Paul Almond, Streetscene and Landscape Services Manager	The nominated Members will provide updates to the Committee as appropriate. November update: Councillor Lawrie Stratford had met with the Head of Environmental Services and Street Scene & Landscape Services Manager, and would be meeting with Cllrs. Williamson and Woodcock prior to consideration by Executive.
Review of Local Plan process (TBC)	Upon completion of the Local Plan examination, to review the process, and consider lessons learnt for future, similar projects.	Request from Councillor Woodcock with support of Executive.	TBC	
Community Transport and Dial-a-Ride (TBC)	Undertake monitoring of operation; ascertain value received following addition contribution.	Committee Request	Chris Rothwell, Head of Community	Briefing note submitted in August. Item to be retained on work programme. Countryside and Communities Manager

Key to Reason for Consideration:

Scrutiny review – agreed topics for consideration at committee meetings; Policy development – to support the development of Council Policy; Monitoring – to examine responses to scrutiny reports and to check on progress on implementation of recommendations; Scheduling – to identify and agree potential topics for scrutiny; Information/Standing Item – to update/advise members on issues related to overview and scrutiny or regular committee item

Item	Description	Reason for / Date of next Consideration	Contact Officer	Further Action / Note
			Services	and OCC Transport Coordinator to be invited to attend future meeting to advise on the future of the scheme.
Items retained on Work Programme for update via Briefing Notes				
Update on Empty Homes	Update on progress in bringing empty homes and other empty property back into use	Originally considered by former Overview and Scrutiny Committee in March, 2013. Update via Briefing Note – March 2014	Chris Stratford (Head of Regeneration and Housing)	
Electronic Document and Records Management (EDRM) (Joint CDC/SNC Transformation Project)	To receive updates as appropriate on the Electronic Document and Records Management (EDRM) project	Scrutiny and Monitoring. Outcomes from pilot (commencing July, 2013). Briefing note to be submitted to Committee six months after implementation.	Jo Pitman, Head of Transformation and Gareth Jones, ICT Manager	Update included in November 2013 report. Scheme now part of Joint CDC/SNC Transformation Project. Committee to receive Briefing note six months after implementation.

Key to Reason for Consideration:

Scrutiny review – agreed topics for consideration at committee meetings; Policy development – to support the development of Council Policy; Monitoring – to examine responses to scrutiny reports and to check on progress on implementation of recommendations; Scheduling – to identify and agree potential topics for scrutiny; Information/Standing Item – to update/advise members on issues related to overview and scrutiny or regular committee item

Overview and Scrutiny Committee

The Overview and Scrutiny Committee will:

- Innovate and challenge the way the Council operates
- Exercise the call in powers contained in the Constitution
- Add value to the Council through in-depth studies
- Add value to the Council through selective studies of external crosscutting issues
- Promote more informal smaller group working.
- Open up the local democratic process to greater public involvement.
- Add value to the Council through pre-decision scrutiny of Key Decisions through using the 28 day notice
- Be involved in performance management on a selective and strategic basis.
- Develop effective and positive channels of communication between itself and the Executive.
- Adopt a Select Committee style and approach wherever possible.
- Require effective and reliable officer support
- Be involved in the development of Policy
- Scrutinise areas of interest or concern and make recommendations to Executive and where appropriate full Council following the completion of such scrutiny

Terms of Reference

The Committee will be appointed to discharge the functions conferred by Section 21 of the Local Government Act 2000 or Regulations under Section 32 of the Local Government Act 2000

Scrutiny Committee

Co-ordinating and managing the scrutiny Work Programme and ensuring that there is effective and timely scrutiny of Council Policy and authority wide performance as well as holding the Executive to account.

The Overview and Scrutiny Committee will have a membership of 12 Councillors who are not members of the Executive, appointed on a Proportional Representation basis by Council.

Functions

Within its scope and terms of reference, the Overview and Scrutiny Committee will:

- (a) review and monitor the performance of the Council's services;
- (b) review and/or scrutinise policies, proposals, decisions made or actions taken in connection with the discharge of any of the Council's functions;
- (c) make reports and/or recommendations to the Council and/or the Executive in connection with the discharge of any functions;
- (d) consider any matter affecting the area or its inhabitants;
- (e) exercise the right to Call-in, for reconsideration, decisions made, but not yet implemented by the Executive.

- (f) consider matters arising from a Councillor Call for Action (CCfA) under Section 119 of the Local Government and Public Involvement in Health Act 2007 and Regulations thereunder; and
- (g) undertake the functions of the Council's crime and disorder committee for the purposes of Section 19 of the Police and Justice Act 2006, including CCfA relating to crime and disorder matters.

Specific Functions

- (a) **Scrutiny** - Within its scope and terms of reference Scrutiny may:
- (i) review and scrutinise the decisions made by and performance of the Executive and/or Committees and the appropriate Officers both in relation to individual decisions and over time;
 - (ii) review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or particular service area;
 - (iii) question Members of the Executive and/or Committees and appropriate Officers about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions, initiatives or projects;
 - (iv) make recommendations to the Executive and/or appropriate Committees and/or Council and/or any external bodies arising from the outcome of the scrutiny process;
 - (v) review and scrutinise the performance of major partnerships and other public bodies in the area and invite written reports and/or request them to address the Committee and local people about their activities and performance;
 - (vi) require Members of the Executive, the Chief Executive, Directors and Service Heads to attend to answer questions and give evidence on receipt of at least 5 days' written notice.
 - (vii) question and gather evidence from any person, not a Member or an Officer of the Council, with their consent;
- (b) **Advisory and Review** – Within its scope and terms of reference the Overview and Scrutiny Committee may:
- (i) assist the Council and the Executive in the development of its Policy Framework by in-depth analysis of policy issues, excluding those policy areas which fall under the remit of the Strategic Planning and Regeneration Committee;
 - (ii) conduct research, community and other consultation in the analysis of policy issues and possible options
 - (iii) consider and implement mechanisms to encourage and enhance community participation in the development of policy options,
 - (iv) make recommendations to Executive and/or appropriate Committees and/or Council and/or any external bodies arising from the outcome of the scrutiny process.
 - (v) review and scrutinise the performance of major partnerships and other public bodies in the area and invite written reports and/or request them to address Councillors and local people about their activities and performance.
- (c) **Annual Report** – The Overview and Scrutiny Committee will report annually to Council on function on their workings and make recommendations for future work programmes and amended working methods if appropriate.
- (d) **Work Programme** – The Overview Scrutiny Committee will exercise overall responsibility for the Overview and Scrutiny Work Programme and for ensuring that

this is sustainable with regard to the support and resources that are available to it and that is considered in conjunction with other committees of the Council and their respective work programmes in order to minimise duplication of effort.

Proceedings of Overview and Scrutiny

The Overview Scrutiny Committee will conduct their proceedings in accordance with the Overview and Scrutiny Procedure Rules set out in this Constitution.

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