

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 2 September 2014 at 6.30 pm

- Present: Councillor Ann Bonner (Chairman)
Councillor David Hughes (Vice-Chairman)
- Councillor Claire Bell
Councillor Diana Edwards
Councillor Lynn Pratt
Councillor Lawrie Stratford
- Substitute Members: Councillor Andrew Beere (In place of Councillor Sean Woodcock)
Councillor Rose Stratford (In place of Councillor Bryn Williams)
- Also Present: Councillor Kieron Mallon
Councillor D M Pickford
Councillor G A Reynolds
- Apologies for absence: Councillor Maurice Billington
Councillor Jon O'Neill
Councillor Neil Prestidge
Councillor Dan Sames
Councillor Bryn Williams
Councillor Sean Woodcock
- Officers: Louise Tustian, Acting Corporate Performance and Insight Manager
Marianne North, Housing Needs Manager
Kevin Larner, Countryside & Communities Manager
Michal Gogut, Consultation and Engagement Officer
Natasha Clark, Team Leader, Democratic and Elections
Dave Parry, Democratic and Elections Officer

17 **Declarations of Interest**

There were no declarations of interest.

18 **Urgent Business**

There was no urgent business.

19 **Minutes**

That the Minutes of the Overview and Scrutiny Committee held on 22 July, 2014 were agreed as a correct record and signed by the Chairman.

20 **Chairman's Announcements**

The Chairman advised that Agenda item 13 (Commissioning of Services to Banbury CAB) would now be taken after Agenda item 6 (Community Transport and Dial-a-Ride).

21 **Community Transport and Dial-a-Ride**

The Countryside and Communities Manager presented a briefing note of the Head of Community Services giving an overview of voluntary and community transport provision in the district.

The Committee noted the background and current operation of Dial-a-Ride; Volunteer Car Services; Banbury Volunteer Bureau; Royal Voluntary Service, and the Non-Emergency Patient Transport Service. With regard to the Royal Voluntary Service, the Countryside and Communities Manager advised that the service was available to people over the age of 60 years of age, and not 70 years of age as stated in the briefing note. With regard to the Dial-a-Ride Service, the Committee noted that a further report would be submitted to the October meeting, and the Oxfordshire County Council's Theme Lead Officer, Alexandra Bailey, would be in attendance to advise on the future of the scheme.

Resolved

(1) That the briefing note be noted.

22 **Exclusion of the Press and Public**

Resolved

That, in accordance with Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item of business, on the grounds that they could involve the likely disclosure of exempt information as defined in paragraph 3 of Schedule 12A of that Act.

23 **Commissioning of Services to Banbury CAB.**

The Committee considered an Exempt report of the Head of Regeneration and Housing and the Head of Community Services relating to the commissioning of services to Banbury CAB.

Resolved

- (1) As set out in the exempt minutes.
- (2) As set out in the exempt minutes.

24 **Re-admittance of public and press**

Resolved

That the press and public be readmitted to the meeting.

25 **Overview of Service Plan Process**

The Committee received a briefing from the Acting Corporate Performance and Insight Manager detailing an overview of the Service Plan process. It was noted that details of the eight individual service plans would be submitted to Members with a view to the Committee identifying a particular service for detailed review.

Resolved

- (1) That the overview of the Service Plan process be noted.
- (2) That details of the eight individual Service Plans be provided to Committee members with a view to identifying a particular area for detailed review.

26 **Q1 Performance Monitoring**

The Chairman welcomed Councillor Mallon, Lead Member for Performance and Communications and the Acting Corporate Performance and Insight Manager to the meeting.

The Lead Member for Performance and Communications presented the draft report of the Head of Transformation which set out the areas the Performance team had extracted from the Quarter 1 performance report as areas of concern and achievement, as measured through the Performance Management Framework.

The Committee noted the number of instances of fly-tipping and enquired whether the areas where this occurred could be identified. In response the

Acting Corporate Performance and Insight Manager undertook to look into the matter.

In considering the performance with respect to the processing of minor planning applications, whilst there was some suggestion that additional resources might be allocated, it was acknowledged that much work had been done in this area and, in addition, some officer resources were temporarily allocated to the Local Plan. As such it was anticipated that performance would improve in due course.

The Chairman thanked the Lead Member for Performance and Communications and the Acting Corporate Performance and Insight Manager for their presentation and updates.

Resolved

- (1) That the draft Quarter1 2014/15 Performance Monitoring report be noted.

27

Annual Customer Satisfaction Report

The Chairman welcomed Councillor Mallon, Lead Member for Performance and Communications, the Acting Corporate Performance and Insight Manager and the Consultation and Engagement Officer to the meeting.

The Acting Corporate Performance and Insight Manager presented the results of the Annual Customer Satisfaction survey, which showed overall satisfaction with the Council and perceptions of value for money were now at their highest recorded levels. Notwithstanding this, there were still notable differences across the district, and close monitoring would continue going forward.

The Committee welcomed the results and requested that, where possible, the survey results be broken-down by locality and made available to Councillors. It was also suggested that, for the future, consideration be given to changing some of the descriptions used in order to enable the public to have a better understanding. It was further suggested that the survey results should be included in a future edition of 'Cherwell Link', and they might also be used to help promote the district.

Resolved

- (1) That the results of the annual customer satisfaction survey be noted.
- (2) That, where possible, the annual customer satisfaction survey results be broken-down by locality and made available to Councillors.
- (3) That, following submission to the Executive, the Lead Member for Performance and Communications be recommended to support the results of the annual customer satisfaction survey being publicised via 'Cherwell Link'.

28 **Youth Engagement - Scoping Document**

The Committee considered a scoping document prepared by Councillors Dan Sames and Bryn Williams proposing a scrutiny review with respect to youth engagement.

The Committee was supportive of a review taking place, but it was suggested that the Task and Finish Panel be informal in nature, and that the Member Champion for Youth and one further member be appointed to the Panel along with Councillors Sames and Williams. Caution was also expressed that officer resources required to complete the review should be limited against the benefits likely to accrue.

Resolved

- (1) That the draft scoping document in respect of Youth Engagement be further refined, and submitted to the next meeting of the Committee for approval.

29 **Overview and Scrutiny Work Programme**

The Committee considered the report of the Head of Law and Governance, which presented the Overview and Scrutiny Work Programme 2014/15.

Executive Work Programme

The Committee agreed that there were no additional items in the Executive Work Programme for September to December, 2014 that they wished to include on their Work Programme in 2014/15.

Resolved

- (1) That the Overview and Scrutiny Committee Work Programme 2014/15 be noted.
- (2) That no items in the current version of the Executive Work Programme (September to December 2014) be included on the Work Programme for 2014/15.

The meeting ended at 8.43 pm

Chairman:

Date: