

**Committee:** Overview and Scrutiny Committee  
**Date:** Tuesday 14 July 2015  
**Time:** 6.30 pm  
**Venue:** Bodicote House, Bodicote, Banbury, OX15 4AA

### **Membership**

<b>Councillor David Hughes (Chairman)</b>	<b>Councillor Lynn Pratt (Vice-Chairman)</b>
<b>Councillor Claire Bell</b>	<b>Councillor Timothy Hallchurch MBE</b>
<b>Councillor Chris Heath</b>	<b>Councillor Matt Johnstone</b>
<b>Councillor Alastair Milne Home</b>	<b>Councillor James Porter</b>
<b>Councillor Neil Prestidge</b>	<b>Councillor Sandra Rhodes</b>
<b>Councillor Lawrie Stratford</b>	<b>Councillor Bryn Williams</b>

## **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 - 4)

To confirm as a correct record the minutes of the meeting held on 2 June 2015.

5. **Chairman's Announcements**

To receive communications from the Chairman.

6. **Customer Insight Report** (Pages 5 - 28)

Report of Head of Transformation

**Purpose of report**

To provide an update on customer feedback, including customer complaints.

**Recommendations**

The meeting is recommended:

- 1.1 To note the year end position of customer feedback and the total number of corporate complaints received to the Council during 2014/2015.
- 1.2 To review and agree new reporting practises whereby the current Customer Insight Report will be amalgamated into the Performance Management quarterly reporting process to the Accounts, Audit and Risk Committee and Executive.

7. **Work Programme 2015/16** (Pages 29 - 46)

Report of Head of Law and Governance

**Purpose of report**

This report presents the Overview and Scrutiny Committee work programme 2015/16 for consideration.

**Recommendations**

The meeting is recommended:

- 1.1 To consider the Overview and Scrutiny Committee Work Programme 2015/16 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 2015/16.
- 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](mailto:democracy@cherwellandsouthnorthants.gov.uk) or 01327 322043 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. The definition of personal and prejudicial interests is set out in the constitution. The Democratic Support Officer will have a copy available for inspection at all meetings.

**Personal Interest:** Members must declare the interest but may stay in the room, debate and vote on the issue.

**Prejudicial Interest:** Member must withdraw from the meeting room and should inform the Chairman accordingly.

With the exception of the some very specific circumstances, a Member with a personal interest also has a prejudicial interest if it is one which a Member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the Member's judgement of the public interest.

### **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 Emma Faulkner, Democratic and Elections  
emma.faulkner@cherwellandsouthnorthants.gov.uk, 01327 322043

**Sue Smith**  
**Chief Executive**

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