

**Summary of the Decisions Taken at the Meeting
of Overview and Scrutiny Committee held on 14 July 2015**

Agenda Item No.	Agenda Item	Decision
<p align="center">5</p>	<p>Customer Insight Report</p> <p>Report of Head of Transformation</p> <p>Purpose of report</p> <p>To provide an update on customer feedback, including customer complaints.</p> <p>Recommendations</p> <p>The meeting is recommended:</p> <p>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.</p> <p>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.</p>	<p>Resolved</p> <p>(1) That the report be noted</p> <p>(2) That the new reporting practices for the Customer Insight report be agreed</p>
<p align="center">6</p>	<p>Work Programme 2015/16</p> <p>Report of Head of Law and Governance</p> <p>Purpose of report</p> <p>This report presents the Overview and Scrutiny Committee work programme 2015/16 for consideration.</p> <p>Recommendations</p>	<p>Resolved</p> <p>(1) That, subject to the following amendments, the work programme be noted:</p> <ul style="list-style-type: none"> • Update on Youth Engagement to September meeting • Review of Local Plan Process; Wind Turbines and their locations, and the application of the fracturing

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	<p>The meeting is recommended:</p> <p>1.1 To consider the Overview and Scrutiny Committee Work Programme 2015/16 as set out at Appendix 1 of the report.</p> <p>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.</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>	<p>mining technique; and Rural Exception Site and Allocations Policy to be scheduled for the October meeting</p> <ul style="list-style-type: none"> • Management of the self-build element of the Graven Hill Development to be scheduled for the September meeting <p>(2) That the Head of Environmental Services be invited to the September meeting of the Committee to discuss the Strategic Review of Recycling</p>