

**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**

Published on Monday 6 July 2015

# 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 2 June 2015 at 6.30 pm

Present: Councillor David Hughes (Chairman, for agenda item 8 only as apologies given for late arrival)  
Councillor Lynn Pratt (Vice-Chairman, in the Chair for agenda items 1 - 7)  
Councillor Claire Bell  
Councillor Timothy Hallchurch MBE  
Councillor Matt Johnstone  
Councillor Alastair Milne Home  
Councillor Sandra Rhodes  
Councillor Lawrie Stratford  
Councillor Bryn Williams

Also Present: Councillor Barry Wood, Leader of the Council  
Alexandra Bailey, Oxfordshire County Council

Apologies for absence: Councillor Chris Heath  
Councillor James Porter  
Councillor Neil Prestidge

Officers: Jo Pitman, Head of Transformation  
Kevin Larnar, Countryside and Communities Manager  
Natasha Clark, Team Leader, Democratic and Elections  
Emma Faulkner, Democratic and Elections Officer

### 3 **Declarations of Interest**

8. Draft Work Programme 2015/16.  
Councillor Lawrie Stratford, Declaration, as a Member of the County Council, and would not be taking part in the debate on the supported transport/Dial-a-Ride item.

8. Draft Work Programme 2015/16.  
Councillor Timothy Hallchurch MBE, Declaration, as a member of the County Council.

### 4 **Urgent Business**

There were no items of urgent business.

5 **Minutes**

The Minutes of the meetings of the Committee held on 24 February and 19 May 2015 were agreed as correct records and signed by the Chairman.

6 **Chairman's Announcements**

There were no Chairman's announcements.

7 **Performance Report 2014-15 Quarter 4 / End of Year**

The Head of Transformation submitted a report which detailed the Quarter 4/end of year performance details for 2014-2015.

With regard to social media indicators CBP4 2.1a and CBP4 2.1b, Facebook 'likes' and Twitter followers, updated figures were circulated to the Committee.

In response to questions from the Committee, the Head of Transformation explained that social media was a high value resource, and it was an excellent way of getting important messages out to a high volume of people quickly, and therefore it was important for the Council to establish a presence.

With regard to indicator CBP3 5.1a, number of visits to District leisure centres, the Head of Transformation agreed to follow up with officers to try and find out the number of individuals that the visits referred to, to see if it was an overall increase in people or the same people making more visits.

**Resolved**

(1) That the report be noted.

8 **Draft Overview and Scrutiny Annual Report 2014/15**

The Committee considered the draft Annual Report for the Committee for the 2014-2015 year.

The Committee paid tribute to former Chairman, Councillor Ann Bonner and thanked her for her hard work in the role.

In response to a request from the Committee, officers agreed that future annual reports would be submitted to the last meeting of the Municipal Year, in order to allow the current committee to sign off the details.

**Resolved**

(1) That the draft Overview and Scrutiny Committee Annual Report 2014/15 be noted.

- (2) That authority be delegated to the Head of Law and Governance, in consultation with the Chairman of the Committee, to complete the foreword before submission to Council.

## 9 **Draft Work Programme 2015/16**

The Committee considered a report of the Head of Law and Governance which presented the draft Overview and Scrutiny Work Programme for information.

### **Supported Transport and Dial-a-Ride**

Kevin Lerner, Countryside and Communities Manger for Cherwell District Council, and Alexandra Bailey, Service Manager for Supported Transport at Oxfordshire County Council (OCC), attended to update the Committee on the County Council's position regarding funding for Supported Transport and Dial-a-Ride.

A report had been submitted to the 26 May 2015 OCC Cabinet meeting which set out how the county council was intending to realise the total targeted savings of £6.25m in supported transport by 2017/8. OCC were proposing to withdraw funding for Dial-a-Ride, and instead help community transport groups set up an equivalent service with OCC provided 'pump-prime' funding, a one-off payment to help establish or extend existing services.

The OCC Service Manager for Supported Transport explained that the proposals were subject to consultation, which would start in June.

### **Council Website**

Councillor Lawrie Stratford advised the Committee that he and the Chairman of the Committee had met with Balvinder Heran, Head of Joint ICT Business Service, to discuss the current Council website. A review of the existing website would be taking place in the next 12 months, and Councillor Stratford had requested that the Committee be involved in the review at the relevant time.

Councillor Johnstone agreed to replace former councillor and committee member Diana Edwards and former committee member Councillor Dan Sames on the website panel.

### **Youth Engagement**

Councillor Bryn Williams provided an update to the Committee and members noted that former committee member Cllr Dan Sames and former councillor and committee member Alaric Rose would no longer sit on the Youth Engagement Panel.

### **Recycling Review**

Councillor Claire Bell reported that she had met with the Head of Environmental Services to discuss the Council's performance in terms of

recycling. The highest achieving Councils were achieving a 66% recycling rate, and Cherwell was not far off that figure. To achieve any further significant increase in performance would require financial input.

At the request of the Committee Councillor Bell agreed to produce a short report summarising her findings so far, for the Committee to consider at a future meeting.

With regard to other items on the work programme, the Committee decided to remove the following items:

Report and proposed actions from LGA Growth Study into Business Growth; Oxfordshire Growth Board; Combating Female Genital Mutilation in the Thames Valley area; and Council car parking charges.

With regard to the proposed item on Joint three-way scrutiny, the Committee agreed to amend it to a general update on joint working, as three-way working would not be progressing at the moment.

The Democratic and Elections Team Leader advised the Committee that at their 1 June meeting, the Executive had considered a report on revisions to the Housing Allocation Scheme. The Executive had resolved to recommend to the Overview and Scrutiny Committee that it undertake a review of rural exception sites to consider any disconnect between planning policy and the Allocations Policy. The Committee agreed to add the item to its work programme as a potential scrutiny review and requested that relevant officers be invited to a future meeting to brief the Committee on the current position.

In considering other potential topics for Scrutiny review, the Committee noted that the Cherwell Communities Safer Partnership would be reviewing the Safer Communities Strategy and agreed that this should be added to the work programme for consideration at the appropriate time.

### **Resolved**

- (1) That the work programme updates be noted
- (2) That the following items be removed from the work programme: report and proposed actions from LGA Growth Study into Business Growth; Oxfordshire Growth Board; Combating Female Genital Mutilation in the Thames Valley area; and Council parking charges
- (3) That the following items be added to the work programme for consideration at the appropriate time: Safer Communities Strategy; and Rural Exception Sites and Allocations Policy

The meeting ended at 8.20 pm

Chairman:

Date:



## Cherwell District Council

### Overview and Scrutiny Committee

14 July 2015

<b>Customer Insight Report</b>
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### Report of Head of Transformation

This report is public

#### **Purpose of report**

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

#### **1.0 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.

#### **2.0 Introduction**

- 2.1 The Customer Insight Report ensures 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 Overview and Scrutiny received their last Customer Insight Report at the end of Quarter Two 2014/2015.

#### **3.0 Report Details**

- 3.1 The Customer Insight Report for Quarter 3 and 4 is included as Appendix 1 and 2 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 shows there were 658 responses in the period 1st January to 31st March 2015, compared to a total of 717 responses during the previous quarter. Overall satisfaction with Council services remained exactly the same as the previous quarter at 49%, compared to 57% in Q2. There was a slight reduction of 3% in the number of people rating the service as poor.

3.3 For quarters 3 and 4 the Council have received 131 complaints, 114 Stage 1 complaints and 17 Stage 2 complaints.

42% of the total complaints received during quarters 3 and 4 were recorded as valid.

50% of the total complaints were against 'services not being delivered' or 'delivered at a lower standard', with Council receiving the most complaints over the first two quarter periods of this year.

3.4 Local Government Ombudsman complaints continue to be managed by the Democratic Services Team. 7 Ombudsman complaints were received during the last 2 quarters of this year with the following breakdown of outcomes throughout 2014/2015:

- 3 x "not upheld - no maladministration"
- 1 x on going at end of Q4 but closed in Q1 2015/16
- 7 x closed after initial investigation – no further action
- 1 x premature

## **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 historically was held in a number of service areas, and highlighting any themes or issues of concern. This method of reporting has now been in place for a year and the Corporate Policy Officer and Performance Officers have undertaken a review of its success.

4.2 The Corporate Policy Officer held responsibility for introducing and embedding a more effective Corporate Complaints Management Process. The figures suggest that the new approach continues to capture true figures in terms of complaints information. The focus of the Corporate Policy Officer moving forwards is to ensure the complaints process captures and can report on areas of improvement and lessons learnt.

4.3 Following a review it is clear that the current Customer Insight reporting mechanism is not supporting areas of improvement and lessons learnt. The improved

Customer Insight Report will be more in depth as to the reasons of satisfaction and dissatisfaction with the Council and its services.

## **5.0 Consultation**

No specific consultation has taken place on the Customer Insight Report itself. However, Heads of Service feedback was included within the review of Customer Insight Reporting which included the following feedback:

- Only the service areas with the highest amount of complaints gets included within the report
- Information is difficult to interpret
- Report is addressed to the wrong audience and Service Managers should be included

## **6.0 Alternative Options and Reasons for Rejection**

5.1 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: Paul Sutton, Head of Finance and Procurement,  
Tel: 0300 003 0106, E-mail: [Paul.Sutton@cherwellandsouthnorthants.gov.uk](mailto:Paul.Sutton@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](mailto:kevin.lane@cherwellandsouthnorthants.gov.uk)

## **8.0 Decision Information**

**Key Decision – No**

**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 Three
2	CDC Customer Insight Report – Quarter Four
Background Papers	
• None	
Report Author	Caroline French, Corporate Policy Officer Shirley Vaughan, Performance Officer
Contact Information	Tel: 01295 221586 Email: <a href="mailto:caroline.french@cherwellandsouthnorthants.gov.uk">caroline.french@cherwellandsouthnorthants.gov.uk</a>

Cherwell District Council

# Customer Insight Report

1<sup>st</sup> October – 31<sup>st</sup> December 2014

## 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 three consultations:  
Creative Activities for young people in Bicester – 12 responses  
Council Tax Reduction Scheme – 2 responses  
Draft Budget and business Plan – 0 responses

The Voluntary Organisations Forum consultation closes in January 2015.

All consultations were available on our Online Consultation Portal  
<http://consult.cherwell.gov.uk/portal/>.




For more information on consultations or community engagement events please contact Louise Tustian, on 01295 221786 or [louise.tustian2@cherwellandsouthnorthants.gov.uk](mailto:louise.tustian2@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




			
<b>Number Of Respondents</b>	349	67	301
<b>Percentage Of Respondents</b>	49%	9%	42%
<b>Trend (compared to Q1)</b>	↓ 8%	↓ 3%	↓ 11%

There were 717 responses in the period 1 October – 31 December 2014 compared to a total of 694 responses during the previous quarter. Overall satisfaction with Council services was down on the previous quarter at 49% compared to 57%, while 42% of respondents said the service they received was poor - which is an increase of 11% on the previous quarter.

#### 1.1 Overall satisfaction by channel

<u>Telephone Satisfaction</u>			
<b>Number Of Respondents</b>	110	9	6
<b>Percentage Of Respondents</b>	88%	7%	5%




Telephone satisfaction rates have dropped from the previous quarter

<u>Website Satisfaction</u>			
<b>Number Of Respondents</b>	239	58	205
<b>Percentage Of Respondents</b>	48%	12%	41%

Website satisfaction rates are considerably lower than those for telephone satisfaction; however this is to be expected and the percentage satisfaction levels remain constant reach quarter.

## 1.2 Service satisfaction

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

Service	Number Of Respondents			
Benefits	54	94%	2%	4%
Council Tax	93	70%	15%	15%
Environmental Services	55	76%	0%	24%
Housing	42	50%	19%	31%
Planning & Building Control	36	47%	22%	31%
Streets & Parking	23	48%	9%	43%
Waste & Recycling	96	58%	12%	30%
Other Services*	24	37%	8%	54%
Uncategorised**	123	37%	11%	52%

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

Service areas receiving the most number of responses were, Council Tax and Waste and Recycling. as in previous quarters.

Streets and Parking again received the highest percentage of respondents stating that the service they received was poor

## 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. From the 1<sup>st</sup> January 2014 the responsibility of complaints policy, management and reporting transferred into the Performance and Insight Team.



#### **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	72	65	51	
Stage 2 Complaints	6	11	8	

A total of 59 complaints were received and recorded during the period 1<sup>st</sup> October to 30<sup>st</sup> December 2014. There were 51 'Stage 1' complaints and 8 'Stage 2' complaints.

No of Complaints Received	Acknowledged within 3 working days		Responded to within 10 working days		Unknown (No response date logged)	
	No.	%	No.	%	No.	%
59	58	98%	50	84%	1	2%

Of the 59 complaints received, 98% were acknowledged within 3 days. The majority of these complaints were acknowledged on the same day that they were received.

84% of complaints were recorded as being responded to within 10 working days. Of the 9 which exceeded the 10 day response time none were granted extensions and 1 was still open at the end of the quarter.

No of Complaints Received	Valid Complaints		Invalid Complaints		Unknown	
	No.	%	No.	%	No.	%
59	26	44%	32	54%	1	2%

20 out of 76 complaints (26%) were recorded as valid during this period

#### **4.2 Complaints by service area**

Service Area	No of Complaints Received	Acknowledged within 3 working days		Responded to within 10 working days		Valid Complaints	
		No.	%	No.	%	No.	%
Waste Services	9	9	100%	9	100%	7	78%
Council Tax	12	12	100%	8	66%	4	33%
Benefits	7	7	100%	6	85%	5	71%
Planning	12	12	100%	9	75%	3	25%
Housing	3	3	100%	2	66%	1	33%

During the period no extensions were granted

### **4.3 Reasons for complaint**

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

<b>Reason for complaint</b>	<b>Number of complaints</b>	<b>% of all complaints</b>	<b>% Valid Complaints</b>
<b>Services not being delivered / Delivered at a lower standard</b>	30	51%	50% (15)
<b>Disagreement about a decision</b>	8	13%	25% (2)
<b>Attitude of staff</b>	3	5%	66% (2)
<b>Neglect or delay in responding to customer</b>	5	9%	60% (3)
<b>Failure to follow agreed policy and/or procedure</b>	1	2%	0% (0)
<b>Policy decision</b>	2	3%	0% (0)
<b>Poor communication</b>	5	9%	80%(4)

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

### **4.4 Identifying Trends**

20% of complaints received in Quarter 3 were in relation to Council Tax, however only 4 out of the 12 were deemed to be valid complaints.

<b>Council Tax- Reason for complaint</b>	<b>Number of complaints</b>	<b>% of service complaints</b>	<b>% Valid Complaints</b>
<b>Services not being delivered / Delivered at a lower standard</b>	8	66%	25%
<b>Attitude of staff</b>	0	0%	0%
<b>Disagreement about a decision and policy</b>	2	16%	50%
<b>Poor communication</b>	1	8%	100%
<b>Policy Decision</b>	1	8%	0%

20% of complaints received in Quarter 3 were in relation to Development Management, however only 3 out of the 12 were deemed to be valid complaints.

Development control - Reason for complaint	Number of complaints	% of service complaints	% Valid Complaints
Services not being delivered / Delivered at a lower standard	4	33%	25%
Attitude of staff	0	0%	0%
Disagreement about a decision and policy	5	42%	20%
Failure to follow agreed policies and /or procedure	1	8%	0%
Policy Decision	1	8%	0%
Neglect or delay in responding	1	8%	100%

#### 4.5 Local Government Ombudsman (LGO) Complaints

Quarter 1 (Apr – June)	Quarter 2 (Jul – Sept)	Quarter 3 (Oct – Dec)	Quarter 4 (Jan-March)
2	2	3	

The outcome of the LGO complaints received so far in 2014/15 is summarised below:

- 1 x “not upheld - no maladministration”
- 2 x ongoing
- 1 x LGO Investigation stage waiting to hear if going to proceed
- 2 x received as assessments and closed after initial investigation
- 1 x closed after initial investigation

## 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 1<sup>st</sup> October to 31<sup>st</sup> December 2014.

	Total number of media items	Positive	Neutral	Negative
October	196	50%	48%	2%
November	123	64%	34%	2%
December	174	63%	34%	3%
Total Quarter 3	493	58%	40%	2%

During this period, the Council received 192 enquiries and issued 89 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](mailto: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 5087 followers on Twitter. The Council has tweeted 3411 times and is following 377. Follow us on Twitter @Cherwellcouncil



### 5.2 Facebook

The Council is also on Facebook and currently has 6363 likes, an increase on 4994 at the end of Quarter 2. 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

	01/10/14 – 31/12/14	Compared to previous quarter
Number of visitors	188887	+7115
Number of unique visitors	109406	+8465
Number of page views	713115	- 6052

### 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 1<sup>st</sup> October – 31<sup>st</sup> December 2014.

Rank	External Search Term	Number of visits
1.	Cherwell District Council	4531
2.	Cherwell District Council planning	416
3.	Cherwell Council	366
4.	www.Cherwell	243
5.	Cherwell	238

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

The following are the top 5 search terms that have been used on the website during the period 1<sup>st</sup> October– 31<sup>st</sup> December 2014

Rank	External Search Term	Number of visits
1.	Malt House	6
=1.	Woodstock South East	6
3.	Deprivation	5
=3.	Garden City	5
5.	Bus passes	4

## 6.4 Most popular pages

Rank	External Page	Page Views
1.	Public access search results	41253
2.	Homepage	40936
3.	Public access homepage	36266
4.	View/comment on a planning application	28736
5.	Site search results	19593
6.	Contact us	11768
7.	Planning landing page (friendly URL '/planning')	12455
8.	Waste	7813
9.	Rubbish and recycling	7447
10.	Bin collection calendar online form	7217

## 7. Summary

### Customer Satisfaction

Overall satisfaction with Council services as measured through Govmetric was down again on the previous quarter at 49% compared to 57% in Q2 and 64% in Q1. 3% of respondents said the service they received was poor, which is an increase of 3% on the previous quarter. Also satisfaction with telephone contact has dropped to 88%

### Complaints

26 out of 59 complaints were recorded as valid during this period.

### Website Interactions

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

Cherwell District Council

# Customer Insight Report

1<sup>st</sup> January– 31<sup>st</sup> March 2015

## 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

Three internal staff consultations:

See it Report It- Child Sexual Exploitation Briefing = 33 responses

See it Report It – PREVENT Briefing = 39 responses

Emergency Planning = 22 responses

One external consultation:

Housing Allocations Policy = 3 responses

All consultations were available on our Online Consultation Portal

<http://consult.cherwell.gov.uk/portal/>.

For more information on consultations or community engagement events please contact Tracie Darke, on 01295 221575 or [tracie.darke@cherwellandsouthnorthants.gov.uk](mailto:tracie.darke@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

			
<b>Number Of Respondents</b>	322	79	257
<b>Percentage Of Respondents</b>	49%	12%	39%
<b>Trend (compared to Q3)</b>	→ same	↑ 3%	↓ 3%




There were 658 responses in the period 1 January – 31 March 2015 compared to a total of 717 responses during the previous quarter. Overall satisfaction with Council services remained exactly the same as the previous quarter at 49%, compared to 57% in Q2. There was a slight reduction (3%) in the number of people rating the service as poor.

#### 1.1 Overall satisfaction by channel

##### Telephone Satisfaction

			
<b>Number Of Respondents</b>	77	10	2
<b>Percentage Of Respondents</b>	87%	11%	2%
<b>Trend (compared to Q3)</b>	↓ 1%	↑ 5%	↓ 3%

##### Website Satisfaction




			
<b>Number Of Respondents</b>	245	69	255
<b>Percentage Of Respondents</b>	43%	12%	45%
<b>Trend (compared to Q3)</b>	↓ 5%	→ same	↓ 4%

Website satisfaction rates are considerably lower than those for telephone satisfaction

Website satisfaction levels have remained constant throughout the year. A new website is planned to be developed during 2015/16.

## 1.2 Service satisfaction

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

Service	Number Of Respondents			
Benefits	68	88%	3%	9%
Council Tax	73	52%	16%	32%
Environmental Services	47	55%	13%	32%
Housing	39	49%	13%	38%
Planning & Building Control	125	25%	15%	60%
Streets & Parking	35	17%	17%	66%
Waste & Recycling	100	67%	6%	27%
Other Services*	18	56%	5%	39%
Uncategorised**	18	39%	33%	28%

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

Service areas receiving the most number of responses were for this quarter in Planning and Building Control whereas in previous quarters it has been predominantly Council Tax and Waste and Recycling. However responses for these are still high as they are key service areas.

## 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. From the 1<sup>st</sup> January 2014 the responsibility of complaints policy, management and reporting transferred into the Performance and Insight Team.

#### 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	72	65	51	63
Stage 2 Complaints	6	11	8	9
Total of Stage 1 and 2 complaints	78	76	59	72

A total of 72 complaints were received and recorded during the period 1<sup>st</sup> January to 31<sup>st</sup> March 2015

No of Complaints Received	Acknowledged within 3 working days		Responded to within 10 working days		Unknown (No response date logged)	
	No.	%	No.	%	No.	%
72	65	90%	55	76%	4	5%

Of the 72 complaints received, 90% were acknowledged within 3 days which is a drop from 98% in the last quarter. No specific reason identified for this.

76% of complaints were recorded as being responded to within 10 working days. Of the 13 which exceeded the 10 day response rate – 9 were granted agreed extensions of which 6 of these were responded to within the extended time. Four complaints were still open at the time of running this report.

No of Complaints Received	Valid Complaints		Invalid Complaints		Unknown	
	No.	%	No.	%	No.	%
72	30	42%	38	53%	4	5%

30 out of 72 complaints (42%) were recorded as valid during this period

#### 4.2 Complaints by service area

Service Area	No of Complaints Received	Acknowledged within 3 working days		Responded to within 10 working days		Valid Complaints	
		No.	%	No.	%	No.	%
Waste Services	8	8	100%	8	100%	6	75%
Council Tax	10	10	100%	6	60%	5	50%
Benefits	2	1	50%	1	50%	0	0%

Service Area	No of Complaints Received	Acknowledged within 3 working days		Responded to within 10 working days		Valid Complaints	
		No.	%	No.	%	No.	%
Development Management	6	6	100%	4	66%	1	17%
Building Control	3	3	100%	1	33%	0	0%
Housing	4	4	100%	4	100%	0	0%
Leisure	4	4	100%	3*	75%	3	75%
Licensing	4	3	75%	2*	50%	0	0%
Environmental Services	6	6	100%	5	83%	2	33%
Other Services	25	21	84%	18	75%	13	52%

\*One still open

#### **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	% of all Valid Complaints
Services not being delivered / Delivered at a lower standard	33	46%	63% (19)
Disagreement about a decision	15	21%	7% (2)
Attitude of staff	9	12%	13% (4)
Neglect or delay in responding to customer	1	1%	3% (1)
Failure to follow agreed policy and/or procedure	4	5%	3% (1)
Policy decision	4	5%	0% (0)
Poor communication	3	4%	3% (1)
Bias /unfair discrimination	1	1%	3% (1)
On line information	2	3%	3% (1)

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

Council Tax- Reason for complaint	Number of complaints	% of service complaints	% Valid Complaints
Services not being delivered / Delivered at a lower standard	6	60%	50% (3)
Policy decision	2	20%	0%
Disagreement about a decision and policy	1	10%	100%(1)
Failure to follow agreed policies	1	10%	0%

Waste Services - Reason for complaint	Number of complaints	% of service complaints	% Valid Complaints
Services not being delivered / Delivered at a lower standard	6	75%	67% (4)
Attitude of staff	1	12.5%	100% (1)
Poor communication	1	12.5%	100% (1)

#### 4.5 Local Government Ombudsman (LGO) Complaints

Quarter 1 (Apr – June)	Quarter 2 (Jul – Sept)	Quarter 3 (Oct – Dec)	Quarter 4 (Jan-March)
2	2	3	4

The outcome of the LGO complaints received so far in 2014/15 is summarised below:

- 3 x “not upheld - no maladministration”
- 1 x on-going at end of Q4 but closed in Q1 2015/16
- 7 x closed after initial investigation – no further action
- 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 1<sup>st</sup> January to 31<sup>st</sup> March 2015

	Total number of media items	Positive	Neutral	Negative
January	228	55%	42%	3%
February	186	62%	37%	1%
March	197	69%	27%	4%
Total Quarter 4	611	61%	36%	3%

During this period, the Council received 303 enquiries and issued 112 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](mailto: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 5304 followers on Twitter. Follow us on Twitter @Cherwellcouncil



### 5.2 Facebook

The Council is also on Facebook and currently has 7264 likes, an increase on 6363 at the end of Quarter 3. 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

	01/01/15 – 31/03/15	Compared to previous quarter
Number of visitors	240036	+51149
Number of unique visitors	132474	+23068
Number of page views	713115	+168664

### 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 1<sup>st</sup> January – 31<sup>st</sup> March 2015.

Rank	External Search Term	Number of visits
1.	Cherwell District Council	4672
2.	Cherwell District Council planning	636
3.	Cherwell Council	370
4.	www.Cherwell	282
5.	Cherwell	260

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

The following are the top 5 search terms that have been used on the website during the period 1<sup>st</sup> January– 31<sup>st</sup> March 2015

Rank	External Search Term	Number of visits
1.	Burning rubbish in the garden	6
=1.	14/02004/HYBRID	5
3.	Graven Hill	5
=3.	Waste	5
5.	Community Infrastructure Levy	4

## 6.4 Most popular pages

Rank	External Page	Page Views
1.	Public access search results	52245
2.	Homepage	51276
3.	Public access homepage	45643
4.	View/comment on a planning application	35807
5.	Site search results	23106
6.	Planning landing page (friendly URL '/planning')	14646
7.	Contact us	13817
7.	Planning landing page (friendly URL '/planning')	8929

## 7. Summary

### Customer Satisfaction

Overall satisfaction with Council services as measured through Govmetric remained the same as the previous quarter at 49% compared to 57% in Q2 and 64% in Q1. Satisfaction with telephone contact dropped slightly to 87% from 88% in the previous quarter.

### Complaints

30 out of 72 complaints were recorded as valid during this period.

### Website Interactions

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



## Cherwell District Council

### Overview and Scrutiny Committee

14 July 2015

<b>Work Programme 2015/16</b>
-------------------------------

### Report of Head of Law and Governance

This report is public

#### **Purpose of report**

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

#### **1.0 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.

#### **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 2015/16 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.

**Executive Work Programme**

- 3.4 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.
- 3.5 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.
- 3.6 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 2015/16.
- 3.7 At the time of writing this report, the current version of the Executive Work Programme is August to November 2015 and can be found at: [www.cherwell.gov.uk](http://www.cherwell.gov.uk)

**Update on current work programme items**

**Youth Engagement Review**

- 3.8 Councillor Bryn Williams will give a verbal update at the meeting. The scoping document is attached as Appendix 2 for information.

**Recycling Review**

- 3.9 At the June meeting of the Overview and Scrutiny Committee, Councillor Bell gave an update on the recycling review. The Committee requested that Councillor Bell submit a consolidated briefing of the information gathered to date to enable Members to consider the next steps for the review. Councillor Bell is currently working on this and it will be available in due course. The agreed scoping document for the recycling review is attached as Appendix 3 for information.

**Future meetings Schedule**

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

<b>Overview and Scrutiny Committee</b>	2015/16 01 September 2015, 6.30pm 13 October 2015, 6.30pm 24 November 2015, 6.30pm
--	---

	12 January 2016, 6.30pm 23 February 2016, 6.30pm 5 April 2016, 6.30pm
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## **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:

Kelly Wheeler, Service Accountant, 01327 322224,  
Kelly.wheeler@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: James Doble, Democratic and Elections Manager,  
01295 221587, james.doble@cherwellandsouthnorthants.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 2015/16
Appendix 2	Youth Review scoping document
Appendix 3	Recycling Review scoping document
Background Papers	
None	
Report Author	Emma Faulkner, Democratic and Elections Officer
Contact Information	Tel: 01327 322043 Email – emma.faulkner@cherwellandsouthnorthants.gov.uk

# Overview and Scrutiny Committee Draft Work Programme - 2015/2016

(Updated: July 2015)

Item	Description	Reason for / Date of next Consideration	Contact Officer	Further Action / Note
Website Page 33	To consider report of Scrutiny Panel review of the Council's website	Committee request arising July, 2014. Next consideration – TBC	Balvinder Heran, Joint Head of ICT Business Services	Scrutiny Panel comprising Cllrs Hughes, Johnstone and Lawrie Stratford to undertake a scrutiny review of the Council's website. March update: Task group has met informally in Bicester and discussed area of interest / concern. Cllr Lawrie Stratford liaising with Balvinder Heran re a meeting with appropriate officers. June update: Cllr Lawrie Stratford met with Balvinder Heran who advised the website would be reviewed and re-launched. Scrutiny

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
				involvement welcomed.
<b>Youth Engagement (July, 2015)</b>	Scrutiny Panel investigation into Youth Engagement in the democratic process.	Committee request arising June, 2014. Initial consideration – September, 2014. Scrutiny Panel established – October, 2014. July 2015 – verbal update to be provided to Committee.	Jon Wild Senior Recreation Development Officer	Scoping document prepared by Cllrs Prestidge, Sames and Williams agreed at October 2014 meeting. Scrutiny Panel established comprising Cllrs Bell, Prestidge, and Williams.
<b>Recycling (July, 2015)</b>	Scrutiny Panel investigation into the Councils recycling activities.	Committee request arising June, 2014. Next consideration – July, 2015.	Ed Potter, Head of Environmental Services.	Scoping document prepared by Cllrs Bell and Hughes for consideration by the Committee (October). Scrutiny Panel established comprising Cllrs Bell and Hughes.
<b>Dial-a-Ride scheme - Future</b>	Undertake monitoring of Dial-a-Ride service.	Committee request. Next consideration due – TBC	Nicola Riley Shared Interim Community Partnerships and Recreation Manager	June 2015 Update: The Countryside and Communities Manager, and Alexandra Bailey, OCC's Service Manager (Business Development & Fleet) updated Committee on OCC Cabinet decision to deliver dial-a-ride differently. CDC review of options underway and will be presented to the

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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
				Committee prior to Executive in due course.
<b>Customer Insight Report Q4 (July, 2015)</b>	Regular review of customer insights feedback.	Monitoring by Committee. Next consideration due – July, 2015	Louise Tustian, Acting Corporate Performance Manager.	Leader to be invited to attend.
<b>Customer Insight Report Q1 and Q2 (November, 2015)</b>	Regular review of customer insights feedback.	Monitoring by Committee.	Louise Tustian, Acting Corporate Performance Manager.	Leader to be invited to attend.
<b>Review of Local Plan Process (TBC)</b>	Upon completion of the Local Plan examination, to review the process, and consider lessons learnt for future, similar projects.	Request from Cllr Woodcock with support of Executive.	Adrian Colwell, Head of Strategic Planning and the Economy.	Local Plan to be submitted to July Council meeting following Inspector's report. This review should not take place until after the Local Plan is adopted.
<b>Wind Turbines and their locations, and the application of the fracturing mining technique. (TBC)</b>	Review and development of policy regarding wind turbines and their locations, and the application of the fracturing ('Fracking') mining technique.	Committee decision – June, 2014. Date of next consideration – TBC.	Adrian Colwell, Head of Strategic Planning and the Economy.	Local Plan to be submitted to July Council meeting following Inspector's report. This review should not take place until after the Local Plan is adopted.
<b>Management of the self-build element of the Graven Hill Development</b>	To receive 6 monthly progress update on Graven Hill	Committee request arising February, 2014.	Karen Curtin (Commercial Director, Bicester) Helen	

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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
(TBC)			Town (Delivery Manager)	
<b>Update on joint working (TBC)</b>	To receive updates on joint working	Committee request – June 2015	Sue Smith, Chief Executive	
<b>Use of IT to enable Members to undertake their role more efficiently.</b>	Possible review of the use of IT to enable Members to undertake their role more efficiently.	Committee request arising February, 2015	To be identified	Committee Members to be identified to complete scoping document
<b>Rural Exception Site and Allocations Policy</b>	Review to consider any disconnect between planning policy and the Allocations Policy	Referral from Executive arising June 2015	To be identified	Officers to be invited to a future meeting to brief members
<b>Safer Communities Strategy</b>	Cherwell Safer Communities Partnership will be reviewing the Safer Communities Strategy in 2015/16	Committee request arising June 2015	To be identified	To be considered at the appropriate time
<b>Items retained on Work Programme for update via Briefing Notes</b>				
<b>Joint Cherwell District Council / South Northamptonshire Council Travel Plan (2016)</b>	Review of joint Travel Plan which aims to change to the way people travel to their place of work.	Review by both CDC and SNC Scrutiny Committees – November, 2014 Update: TBC	Adrian Colwell, Head of Strategic Planning and the Economy. David Allen, Lead Officer Transport Policy (SNC).	Following initial consideration, further information to be submitted to future meeting regarding conference calling during 2015, and comparison information in respect of the number of staff journeys

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
				between CDC and SNC.

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

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## Deciding when to scrutinise - prioritisation checklist

- Does the issue have a potential impact for the population of Cherwell?
- Is it an issue of community concern?
- Does the issue match the strategic aims of the council?
- Will the scrutiny activity improve the overall performance and value for money provided by the council?
- Is it likely to get results?
- Is it an issue of concern to partners and stakeholders?
- Are there adequate resources to do the scrutiny?
- Is the activity timely?

**Yes**

**No**

If the answers to the above questions are mainly YES prepare a review scoping document and add to the work programme.

If the answers to the above questions are mainly NO refer the issue back. No further action required.

## Deciding when to scrutinise - scoping the review

<b>Topic</b> Name of Scrutiny Review	Youth Engagement in democratic processes.
<b>Rationale</b> Key issues &/ or reason for scrutiny of topic – explain how scrutiny will add value to the decision-making or policy development process	Informing young people of the role of local government in society, encourage involvement in decision making processes, widening knowledge of public services, and encouraging involvement in democratic process (possibly considering becoming Councillors in the future).
<b>Purpose of Review</b> Specify clearly what the Scrutiny Review should achieve and refer where possible to VFM issues of service cost, service performance and/or customer satisfaction.	Review would seek to identify ways to better inform young people of the activities of, and encourage involvement in local government in general and Cherwell District Council in particular.
<b>Approach</b> (a) One-off item at Select Committee meeting (b) Task & Finish Panel If (b) (c) which members and (d) how long will it take?	Informal Task and Finish Panel Cllrs Prestidge, Sames and Williams Seek to complete by February, 2015.
<b>Key dates</b> Identify key meeting dates and any deadlines for reports or decisions	Report deadline for submission to February meeting – 13 February, 2015.
<b>Resources to support Scrutiny Review</b> Identify lead officers and an initial estimate of time and any other resource requirements	Jon Wild Senior Recreation Development Officer
<b>Witnesses/ Experts</b> Who would need to be interviewed or consulted? Would site visits or external meetings be needed?	Year Heads, School Governors, School Councils, youth groups, and third sector organisations. Review would probably require site visits and possibly external meetings.
<b>Completed by:</b>	Cllrs Bryn Williams, Dan Sames and Neil Prestidge
<b>Date:</b>	October, 2014



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## Deciding when to scrutinise - prioritisation checklist

- Does the issue have a potential impact for the population of Cherwell?
- Is it an issue of community concern?
- Does the issue match the strategic aims of the council?
- Will the scrutiny activity improve the overall performance and value for money provided by the council?
- Is it likely to get results?
- Is it an issue of concern to partners and stakeholders?
- Are there adequate resources to do the scrutiny?
- Is the activity timely?

**Yes**

**No**

If the answers to the above questions are mainly YES prepare a review scoping document and add to the work programme.

If the answers to the above questions are mainly NO refer the issue back. No further action required.

## Deciding when to scrutinise - scoping the review

<p><b>Topic</b> Name of Scrutiny Review</p>	<p>Recycling</p>
<p><b>Rationale</b> Key issues &amp;/ or reason for scrutiny of topic – explain how scrutiny will add value to the decision-making or policy development process</p>	<p>For 2013/14 amount of waste sent to landfill exceeded the target set by 2,426 tons. This was suggested to be ‘significantly impacted’ by not being able to recycle street sweepings. Q1 of 2014 shows an improvement. The rationale for scrutiny is to:</p> <ol style="list-style-type: none"> <li>1) Seek assurance that recent improvement in performance is sustainable and not a seasonal variable, and reviewing whether the current target (57%) is sufficiently challenging.</li> <li>2) To ascertain the relationship between this target and the 2013/14 target which was expressed in tons rather than as a percentage of total waste. As CDC has to pay a tax on each ton sent to landfill an increase in this costs money.</li> <li>3) Look at the possibility of involving Schools and Colleges and thereby educating and informing younger people.</li> <li>4) Investigate possibility of community-wide competition to raise public awareness.</li> </ol>
<p><b>Purpose of Review</b> Specify clearly what the Scrutiny Review should achieve and refer where possible to VFM issues of service cost, service performance and/or customer satisfaction.</p>	<p>Demonstrate what the targets for the two years <i>really</i> mean and how they relate to one another.</p> <p>Provide conformation that current recycling target is appropriate and sufficiently ambitious (whilst still being realistic).</p> <p>Identify what the material is that is not currently being recycled.</p> <p>Identify the areas where recycling is not happening effectively.</p> <p>Identify possible means of increasing recycling rates in all areas.</p> <p>Find out what systems are used by similar</p>



	authorities who have higher recycling rates.
<p><b>Approach</b></p> <p>(a) One-off item at Select Committee meeting</p> <p>(b) Task &amp; Finish Panel</p> <p>If (b)</p> <p>(c) which members and</p> <p>(d) how long will it take?</p>	<p>Informal Task &amp; Finish Working Group Members - Councillors Bell and Hughes; plus additional member to be identified (potential member – Cllr Sames)</p> <p>Target completion date – January, 2015</p>
<p><b>Key dates</b></p> <p>Identify key meeting dates and any deadlines for reports or decisions</p>	<p>O&amp;S Committee meeting – 13 January, 2015.</p>
<p><b>Resources to support Scrutiny Review</b></p> <p>Identify lead officers and an initial estimate of time and any other resource requirements</p>	<p>Appropriate officer input from Environment, Performance and Communications teams.</p>
<p><b>Witnesses/ Experts</b></p> <p>Who would need to be interviewed or consulted? Would site visits or external meetings be needed?</p>	<p>Appropriate officers – possibly customer; particularly in areas with low recycling rates. Possible site visit(s) required.</p> <p>Liaison with other authorities and the wider recycling industry</p>
<p><b>Completed by:</b></p>	<p>Councillors Bell and Hughes</p>
<p><b>Date:</b></p>	<p>6 October, 2014</p>

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