

Committee: Overview and Scrutiny Committee
Date: Tuesday 22 November 2016
Time: 6.45 pm
Venue: Bodicote House, Bodicote, Banbury, OX15 4AA

Membership

Councillor Neil Prestidge (Chairman)	Councillor Jolanta Lis (Vice-Chairman)
Councillor Chris Heath	Councillor David Anderson
Councillor Claire Bell	Councillor Mike Bishop
Councillor Hugo Brown	Councillor Mark Cherry
Councillor Andrew McHugh	Councillor Sandra Rhodes
Councillor Jason Slaymaker	Councillor Bryn Williams

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 1 September 2016.

5. **Chairman's Announcements**

To receive communications from the Chairman.

6. **Area Amenity Maintenance Report** (Pages 5 - 10)

Report of Head of Environmental Services

Purpose of report

The purpose of this report is for the Overview & Scrutiny Committee to consider the proposed response to the Council motion regarding grass cutting

Recommendations

The committee is recommended:

- 1.1 To note the co-ordinated activities which currently take place
- 1.2 To note the high levels of customer satisfaction with Parks and Open spaces
- 1.3 To support the proposed actions to improve co-ordinated activity.

7. **Quarter Two Performance Update** (Pages 11 - 58)

Report of Director – Strategy & Commissioning

Purpose of report

To provide an update on the Cherwell Business Plan progress to the end of Quarter Two 2016/17.

Recommendations

The meeting is recommended to:

- 1.1 Note the exceptions highlighted and proposed actions.
- 1.2 Identify any performance related matters which the Overview and Scrutiny Committee may wish to review or refer to Executive.

8. **Results of the Customer Satisfaction Survey 2016** (Pages 59 - 152)

Report of Director – Strategy & Commissioning

Purpose of report

This report provides a summary of the key messages from the Annual Customer Satisfaction Survey which was undertaken in July 2016. Full details from the survey are contained in Appendix 1 which is the full report delivered by the company who ran the survey independently on behalf of Cherwell District Council (CDC), Marketing Means. This report will also outline some recommended actions to develop the Annual Customer Satisfaction Survey as an integral part of CDC's consultation with residents.

Recommendations

The meeting is recommended to:

- 1.1 Note the contents of the report and appendices.
- 1.2 To note that Executive agreed that the 2016 results are used as a baseline for future target setting and benchmarking (given the change in methodology for identifying and receiving information from respondents).

9. Safeguarding - Update on Internal Review Action Plan and Draft Section 11 Return Submission (Pages 153 - 188)

Report of Community Services Manager

Purpose of report

To review the progress made against the actions of the 2015 Safeguarding review and to consider the Section 11 return for 2016.

Recommendations

The meeting is recommended:

- 1.1 To note the action plan progress made to date.
- 1.2 To endorse the draft Section 11 audit for 2016/ 17 for submission to the NSCB in December 2016

10. Work Programme 2016/17 (Pages 189 - 196)

Report of Head of Law and Governance

Purpose of report

To give an update on the Overview and Scrutiny work programme for 2016-2017

Recommendations

The meeting is recommended:

- 1.1 To review the draft work programme (Appendix 1).

- 1.2 To decide whether or not to continue with the Youth Engagement Review
- 1.3 To approve the draft scoping document relating to the A361 Traffic review (Appendix 2)
- 1.4 Identify any items from the Executive Work Programme to form part of the Overview and Scrutiny Committee Work Programme for 2016/17.
- 1.5 Identify any other possible future topics for scrutiny and consider whether these topics should have scoping documents produced, based on the considerations of risk and what value scrutiny can add through considering the issue.

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 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.

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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