

**Summary of the Decisions Taken at the Meeting  
of Overview and Scrutiny Committee held on 22 November 2016**

<b>Agenda Item No.</b>	<b>Agenda Item</b>	<b>Decision</b>
<p align="center"><b>5</b></p>	<p><b>Area Amenity Maintenance Report</b></p> <p>Report of Head of Environmental Services</p> <p><b>Purpose of report</b></p> <p>The purpose of this report is for the Overview &amp; Scrutiny Committee to consider the proposed response to the Council motion regarding grass cutting</p> <p><b>Recommendations</b></p> <p>The committee is recommended:</p> <p>To note the co-ordinated activities which currently take place</p> <p>To note the high levels of customer satisfaction with Parks and Open spaces</p> <p>To support the proposed actions to improve co-ordinated activity.</p>	<p><b>Resolved</b></p> <p>(1) That the co-ordinated activities currently taking place be noted</p> <p>(2) That the high levels of customer satisfaction with Parks and Open spaces be noted</p> <p>(3) That the proposed actions to improve co-ordinated activity be supported</p>
<p align="center"><b>6</b></p>	<p><b>Quarter Two Performance Update</b></p> <p>Report of Director – Strategy &amp; Commissioning</p> <p><b>Purpose of report</b></p> <p>To provide an update on the Cherwell Business Plan progress to the end of Quarter Two 2016/17.</p>	<p><b>Resolved</b></p> <p>(1) That the highlighted exceptions and proposed actions be noted</p> <p>(2) That no performance related matters be referred to Executive</p>

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	<p><b>Recommendations</b></p> <p>The meeting is recommended to:</p> <p>1.1 Note the exceptions highlighted and proposed actions.</p> <p>1.2 Identify any performance related matters which the Overview and Scrutiny Committee may wish to review or refer to Executive.</p>	
7	<p><b>Results of the Customer Satisfaction Survey 2016</b></p> <p>Report of Director – Strategy &amp; Commissioning</p> <p><b>Purpose of report</b></p> <p>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.</p> <p><b>Recommendations</b></p> <p>The meeting is recommended to:</p> <p>1.1 Note the contents of the report and appendices.</p> <p>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</p>	<p><b>Resolved</b></p> <p>(1) That the report and appendices be noted</p> <p>(2) That it be noted that Executive agreed that the 2016 results are used as a baseline for future target setting and benchmarking</p>

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	receiving information from respondents).	
8	<p><b>Safeguarding - Update on Internal Review Action Plan and Draft Section 11 Return Submission</b></p> <p>Report of Community Services Manager</p> <p><b>Purpose of report</b></p> <p>To review the progress made against the actions of the 2015 Safeguarding review and to consider the Section 11 return for 2016.</p> <p><b>Recommendations</b></p> <p>The meeting is recommended:</p> <p>1.1 To note the action plan progress made to date.</p> <p>1.2 To endorse the draft Section 11 audit for 2016/ 17 for submission to the NSCB in December 2016</p>	<p><b>Resolved</b></p> <p>(1) That action plan progress made to date be noted</p> <p>(2) That the draft Section 11 audit for 2016/17 be endorsed for submission to Oxfordshire Safeguarding Children Board in December 2016</p>
9	<p><b>Work Programme 2016/17</b></p> <p>Report of Head of Law and Governance</p> <p><b>Purpose of report</b></p> <p>To give an update on the Overview and Scrutiny work programme for 2016-2017</p> <p><b>Recommendations</b></p> <p>The meeting is recommended:</p> <p>1.1 To review the draft work programme (Appendix 1).</p> <p>1.2 To decide whether or not to continue with the Youth Engagement Review</p>	<p><b>Resolved</b></p> <p>(1) That the draft work programme be approved, subject to the inclusion of an item relating to an update on the website project</p> <p>(2) That the Youth Engagement Review be continued, with a working group comprising of Councillors Anderson, McHugh, Prestidge, Slaymaker, Rhodes and Woodcock</p> <p>(3) That the scoping document relating to the A361 traffic review be approved</p> <p>(4) That Executive Lead Members be invited to future meetings of the Committee, to explain their</p>

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	<p>1.3 To approve the draft scoping document relating to the A361 Traffic review (Appendix 2)</p> <p>1.4 Identify any items from the Executive Work Programme to form part of the Overview and Scrutiny Committee Work Programme for 2016/17.</p> <p>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.</p>	<p>role and responsibilities</p> <p>(5) That a working group be established comprising of Councillors Anderson, Brown, Lis, Prestidge and Williams to look at the issue of mobile phone signal across the district</p>