

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 22 July 2014 at 6.30 pm

Present: Councillor Ann Bonner (Chairman)
Councillor David Hughes (Vice-Chairman)

Councillor Claire Bell
Councillor Maurice Billington
Councillor Diana Edwards
Councillor Lynn Pratt
Councillor Neil Prestidge
Councillor Lawrie Stratford

Apologies
for
absence: Councillor Jon O'Neill
Councillor Dan Sames
Councillor Bryn Williams
Councillor Sean Woodcock

Officers: Natasha Clark, Team Leader, Democratic and Elections
Louise Tustian, Senior Performance & Improvement Officer
Dave Parry, Democratic and Elections Officer

11 Declarations of Interest

There were no declarations of interest.

12 Urgent Business

There was no urgent business.

13 Minutes

That, subject the reference to the completion of a scoping document in respect of Youth Engagement (Minute 10 – Overview and Scrutiny Work Programme) including a requirement that Councillors Sames and Williams liaise with the Member Champion for Young People, the Minutes of the Overview and Scrutiny Committee held on 17 June, 2014 were agreed as a correct record and signed by the Chairman.

14 **Chairman's Announcements**

There were no Chairman's announcements.

15 **Customer Insights**

The Committee considered the report of Head of Transformation detailing the annual update on customer feedback, including customer complaints.

Welcoming the current report, the Committee nevertheless noted that future reports would provide more detailed information following further analysis of the data gathered to-date. However, the Committee agreed that, in addition, future reports should include: statistics regarding face-to-face customer interactions; information regarding the reasons for the good, indifferent and bad customer responses; effectiveness of links within web-pages; what issues are covered by the complaint heading 'uncategorised'; a link being included between section 4.2 (Complaints by Service area) and the 'Attitude of staff' figure detailed in section 4.3; proportion of customers interacting via the Council's social media, and the uptake of services as a result; statistics detailing the number of people watching Council webcasts (per Committee) – both live and after the event.

The Committee considered the use of incentives to help increase the uptake of services or increase public participation. It was agreed that, although care needed to be taken when considering this option, it was something worth taking into consideration as part of the scoping exercise into youth engagement.

Resolved

- (1) That the position and information provided regarding customer complaints be noted.
- (2) That officers be requested to include detail in future reports in respect of: statistics regarding face-to-face customer interactions; information regarding the reasons for the good, indifferent and bad customer responses; effectiveness of links within web-pages; what issues are covered by the complaint heading 'uncategorised'; a link being included between section 4.2 (Complaints by Service area) and the 'Attitude of staff' figure detailed in section 4.3; proportion of customers interacting via the Council's social media, and the uptake of services as a result; statistics detailing the number of people watching Council webcasts (per Committee) – both live and after the event.

16 **Overview and Scrutiny Work Programme**

The Committee considered the report of the Head of Law and Governance, which presented the Overview and Scrutiny Work Programme 2014/15.

Executive Work Programme

The Committee agreed that the item 'Report and proposed actions from LGA Study into Business Growth' in the current version of in the Executive Work Programme (August to November, 2014) be included on the Overview and Scrutiny Committee Work Programme for 2014/15.

Committee Work Programme

The Committee gave consideration to its current Work Programme, and agreed the following:

New items for inclusion: Council Website - Councillors Edwards, Hughes and Lawrie Stratford to complete a scoping document for a potential scrutiny review of the Council's website; overview presentation on Service Plan process (September), and initial briefing regarding the Oxfordshire Growth Board.

Items for removal: Update on Empty Homes

Resolved

- (1) That the Overview and Scrutiny Committee Work Programme 2014/15 be noted.
- (2) That the following item in the current version of in the Executive Work Programme (August to November, 2014) be included on the Overview and Scrutiny Committee Work Programme for 2014/15: Report and proposed actions from LGA Study into Business Growth.
- (3) That Councillors Edwards, Hughes and Lawrie Stratford be nominated to work with Democratic and Elections Officers and appropriate IT and Communications Officers to complete a scoping document for the potential scrutiny review of the Council's website for consideration by the Committee at a future meeting (November).
- (4) That the following items be added to the Overview and Scrutiny Committee Work Programme: overview presentation on Service Plan process (September); initial briefing regarding the Oxfordshire Growth Board (TBC).
- (5) That the Briefing Note submitted regarding Empty properties be noted, and that the item be removed from the Work Programme.

The meeting ended at 7.20 pm

Chairman:

Date: