

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 November 2016 at 6.45 pm

Present: Councillor Neil Prestidge (Chairman)
Councillor Jolanta Lis (Vice-Chairman)

Councillor Chris Heath
Councillor David Anderson
Councillor Mike Bishop
Councillor Hugo Brown
Councillor Mark Cherry
Councillor Andrew McHugh
Councillor Sandra Rhodes
Councillor Jason Slaymaker
Councillor Bryn Williams

Substitute Members: Councillor Sean Woodcock (In place of Councillor Claire Bell)

Also Present: Councillor D M Pickford, Lead Member for Clean and Green
Councillor Barry Wood, Leader of the Council

Apologies for absence: Councillor Claire Bell

Officers: Ed Potter, Head of Environmental Services
Paul Almond, Street Scene & Landscape Manager
Ed Bailey, Corporate Performance Manager
Nicola Riley, Shared Community Services Manager
Nicola Leonard, Consultation and Engagement Officer
Lesley Farrell, Democratic and Elections Officer
Emma Faulkner, Democratic and Elections Officer

20 **Declarations of Interest**

There were no declarations of interest.

21 **Urgent Business**

There were no items of urgent business.

22 **Minutes**

The Minutes of the meeting of the Committee held on 1 September 2016 were confirmed as a correct record and signed by the Chairman.

23 **Chairman's Announcements**

The Chairman welcomed Councillor Andrew McHugh to the Committee, following his election to the Adderbury, Bloxham and Bodicote Ward in September 2016.

Councillor McHugh had replaced Councillor Nick Mawer, who the Chairman thanked for his time on the Committee.

24 **Area Amenity Maintenance Report**

The Committee considered a report from the Head of Environmental Services, which detailed a response to a motion submitted to the 18 July 2016 Council meeting regarding maintenance of amenity space across the district.

In response to questions from the Committee, the Head of Environmental Services explained that maintenance of grass verges was the responsibility of Oxfordshire County Council.

With regards to areas of unregistered land, the Street Scene and Landscape Services Manager explained that the preference would be for the local town or parish council to take over responsibility for maintenance of the land, but acknowledged that this might not be possible in every case.

The Head of Environmental Services advised the Committee to contact the Street Scene and Landscape Services Manager directly if there were any specific areas of concern across the district.

Resolved

- (1) That the co-ordinated activities currently taking place be noted.
- (2) That the high levels of customer satisfaction with Parks and Open spaces be noted.
- (3) That the proposed actions to improve co-ordinated activity be supported.

25 **Quarter Two Performance Update**

The Committee considered a report from the Director – Strategy and Commissioning which provided an update on performance during quarter two, 1 June to 30 August 2016.

The Corporate Performance Manager introduced Nicola Leonard, the new Consultation and Engagement officer who had recently joined the Council. Nicola would be involved in work to enhance the Customer Satisfaction Survey, as well as supporting consultation activities.

In response to questions from the Committee, the Corporate Performance Manager agreed to clarify whether the target time for indicators 3.2.2a, b and c, average time taken to process change of circumstances, housing benefit claims and new housing benefit claims, was working days or calendar days.

Resolved

- (1) That the highlighted exceptions and proposed actions be noted.
- (2) That no performance related matters be referred to Executive.

26

Results of the Customer Satisfaction Survey 2016

The Committee considered a report from the Director – Strategy and Commissioning which detailed results of the Annual Customer Satisfaction Survey.

The Corporate Performance Manager explained that a different process has been used for completing the survey, with a paper questionnaire being posted to 3,500 residents who had been chosen at random, rather than via a Citizens' Panel. A breakdown of the responses received ward by ward had been circulated to all Members.

In response to questions from the Committee, the Corporate Performance Manager confirmed that the results of the survey would be used to inform future priority setting.

Resolved

- (1) That the report and appendices be noted.
- (2) That it be noted that Executive agreed that the 2016 results are used as a baseline for future target setting and benchmarking.

27

Safeguarding - Update on Internal Review Action Plan and Draft Section 11 Return Submission

The Committee considered a report from the Community Services Manager which detailed the draft Section 11 audit for submission to the Oxfordshire Safeguarding Children Board.

The Community Services Manager explained that good progress had been made on the action plan. A part time Safeguarding Officer would be joining the council in 2017 whose role would be concentrating on further training to include Members.

Resolved

- (1) That action plan progress made to date be noted.
- (2) That the draft Section 11 audit for 2016/17 be endorsed for submission to Oxfordshire Safeguarding Children Board in December 2016.

28

Work Programme 2016/17

The Committee considered the draft work programme.

With regard to the Youth Engagement review, the Committee felt it was important for the review to continue in some way, as it was possible that interest from the schools could increase at the time of major elections. It was agreed that the membership of the working group be increased to include Councillors Anderson, McHugh, Prestidge, Slaymaker and Rhodes from the Committee, and also Councillor Sean Woodcock.

In connection with the A361 traffic review, the Committee approved the draft scoping document.

The Committee discussed other areas of concern, and officers agreed to gather more information from relevant Cherwell officers in relation to gym and leisure facilities and how the management contracts were monitored; housing numbers; and issues around parking on grass verges.

With regard to concerns over mobile phone signal in the district, the Committee agreed to set up a working group comprising of Councillors Anderson, Brown, Lis, Prestidge and Williams, to look at the issue in more detail.

The Committee also expressed an interest in inviting each of the Executive Lead Members to future meetings of the Committee to find out more about their roles.

It was also agreed that officers involved with the website improvement project be invited to a future meeting of the Committee to provide an update.

Resolved

- (1) That the draft work programme be approved, subject to the inclusion of an item relating to an update on the website project.
- (2) That the Youth Engagement Review be continued, with a working group comprising of Councillors Anderson, McHugh, Prestidge, Slaymaker, Rhodes and Woodcock.
- (3) That the scoping document relating to the A361 traffic review (annex to the Minutes as set out in the Minute Book) be approved.
- (4) That Executive Lead Members be invited to future meetings of the Committee, to explain their role and responsibilities.

- (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.

The meeting ended at 8.25 pm

Chairman:

Date: