

Agenda

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Scrutiny Committee

Date: **Tuesday 2 February 2016**

Time: **6.15 pm**

Place: **St Aldate's Room, Town Hall**

For any further information please contact:

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As a matter of courtesy, if you intend to record the meeting please let the Contact Officer know how you wish to do this before the start of the meeting.

Scrutiny Committee

Membership

Chair	Councillor Craig Simmons
	Councillor Tom Hayes
	Councillor Van Coulter
	Councillor Roy Darke
	Councillor James Fry
	Councillor Andrew Gant
	Councillor Sam Hollick
	Councillor David Henwood
	Councillor Ben Lloyd-Shogbesan
	Councillor Linda Smith
	Councillor Sian Taylor
	Councillor Jennifer Pegg

The quorum for this Committee is four, substitutes are permitted.

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AGENDA

Pages

1 APOLOGIES FOR ABSENCE

2 DECLARATIONS OF INTEREST

3 TAXI LICENSING

9 - 114

Background Information
<p>The Scrutiny Committee requested a report on taxi licensing that covers the following:</p> <ul style="list-style-type: none"> • Types and volumes of licenses issued by the Council; • Policies and rules governing these licences; • Any issues or challenges faced by the licensing team and taxi drivers; • Safeguarding the public; • Taxis operating in Oxford that are licensed elsewhere.
Why is it on the agenda?
<p>For the Scrutiny Committee to scrutinise the Council's taxi licensing policies and operation.</p> <p>The Committee may wish to make one or more recommendations to the City Executive Board meeting on 17 March (note: it will not be possible to report to CEB sooner due to a large number of pre-scrutiny reports in February).</p>
Who has been invited to comment?
<p>Julian Alison, General Licensing Team Leader, will attend to answer the Committee's questions.</p>

4 CUSTOMER CONTACT PERFORMANCE

115 - 122

Background Information
<p>The Scrutiny Committee requested a report on Customer Contact performance that covers the following:</p> <ul style="list-style-type: none"> • Volumes of contacts handled by the Customer Contact across different channels (e.g. telephone, face to face); • Rates of calls answered and abandoned; • Average call queuing times; • First contact resolution rates; • Customer satisfaction levels; • Key priorities for the service and any future plans/options.
Why is it on the agenda?
<p>For the Scrutiny Committee to scrutinise the Council's Customer Contact performance.</p>

The Committee may wish to make one or more recommendations to the City Executive Board meeting on 17 March (note: it will not be possible to report to CEB sooner due to a large number of pre-scrutiny reports in February).

Who has been invited to comment?

Michelle Iddon, Customer Contact Manager, will attend to present the report and answer the Committee's questions.

5 CORPORATE PLAN 2016 - 20

123 - 154

Contact Officer: Sadie Paige, Policy Officer Tel 01865 252250, spaige@oxford.gov.uk

Background Information

The Scrutiny Committee has asked for The Corporate Plan 2016-20 to be included on the agenda for pre-decision scrutiny.

Why is it on the agenda?

The City Executive Board will be asked to approve the Corporate Plan at its meeting on 11 February 2016. This is an opportunity for the Scrutiny Committee to make recommendations to the City Executive Board.

A supplement to this agenda will be published later to include:

- Appendix 3 with the proposed corporate performance measures;
- An updated version of Appendix 4 containing a more detailed response to the consultation comments.

Who has been invited to comment?

Caroline Green will attend to answer the Committee's questions.

6 GRANT ALLOCATIONS TO COMMUNITY AND VOLUNTARY ORGANISATIONS FOR 2016-2017

155 - 194

Contact Officer: Julia Tomkins, Grants & External Funding Officer, Tel 01865 252685, jtomkins@oxford.gov.uk

Background Information

The Scrutiny Committee has asked for this item to be included on the agenda for pre-decision scrutiny.

Why is it on the agenda?

The City Executive Board will be asked to approve the recommendations set out in the report at its meeting on 11 February 2016. This is an opportunity for the Scrutiny Committee to make recommendations to the City Executive Board.

Who has been invited to comment?

Julia Tomkins, Grants & External Funding Officer will attend to answer the Committee's questions.

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GO ULTRA LOW OXFORD GRANT FUNDING

195 - 202

Contact Officer: Mairi Brookes, OxFutures Programme Manager Tel 01865 252212, mbrookes@oxford.gov.uk

Background Information
The Scrutiny Committee has asked for this item to be included on the agenda for pre-decision scrutiny.
Why is it on the agenda?
The City Executive Board will be asked to approve the recommendations set out in the report at its meeting on 11 February 2016. This is an opportunity for the Scrutiny Committee to make recommendations to the City Executive Board.
Who has been invited to comment?
Jo Colwell, Service Manager Environmental Sustainability and Elizabeth Bohun, Environmental Sustainability Projects Officer will attend to answer the Committee's questions.

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WORK PROGRAMME AND FORWARD PLAN

203 - 230

Contact Officer: Andrew Brown, Scrutiny Officer
Tel 01865 252230, abrown2@oxford.gov.uk

Background Information
The Scrutiny Committee operates within a work programme which has been set for the 2015/16 council year. This programme will be reviewed at every meeting so that it can be adjusted to reflect the wishes of the Committee and take account of any changes to the latest Forward Plan (which outlines decisions to be taken by the City Executive Board or Council).
Why is it on the agenda?
The Scrutiny Committee is asked to review its work programme for the 2015/16 council year. This is an opportunity for the chairs of the standing panels and review groups to provide update since the last meeting. The Committee is also asked to select which Forward Plan items they wish to pre-scrutinise based on the following criteria: <ul style="list-style-type: none">• Is the issue controversial / of significant public interest?• Is it an area of high expenditure?• Is it an essential service / corporate priority?• Can Scrutiny influence and add value? A maximum of three items for pre-scrutiny will normally apply.
Who has been invited to comment?
Andrew Brown, Scrutiny Officer, will present the work programme and support the Committee in its decision making.

9 REPORT BACK ON RECOMMENDATIONS

231 - 242

Contact Officer: Andrew Brown, Scrutiny Officer,
Tel 01865 252230, abrown2@oxford.gov.uk

Background Information
The Committee makes a number of recommendations to officers and decision makers, who are obliged to respond in writing.
Why is it on the agenda?
This item allows Committee to see the results of recommendations since the last meeting. Since the last meeting the following items have resulted in recommendations to the City Executive Board: <ul style="list-style-type: none">• Oxpens Revised Delivery Strategy• Choice Based Lettings• Rent performance
Who has been invited to comment?
Andrew Brown, Scrutiny Officer will present the report.

10 MINUTES

243 - 248

Minutes from 12 January 2016.

Recommendation: That the minutes of the meeting held on 12 January 2016 be APPROVED as a true and accurate record.

11 DATES OF FUTURE MEETINGS

Meetings are scheduled as followed:

Scrutiny Committee

7 March 2016

5 April 2016

All meetings start at 6.15 pm.

Standing Panels

Housing Standing Panel – 1 February 2016 & 9 March 2016

Finance Standing Panel – 28 January 2016 & 7 April 2016

DECLARING INTERESTS

General duty

You must declare any disclosable pecuniary interests when the meeting reaches the item on the agenda headed "Declarations of Interest" or as soon as it becomes apparent to you.

What is a disclosable pecuniary interest?

Disclosable pecuniary interests relate to your* employment; sponsorship (ie payment for expenses incurred by you in carrying out your duties as a councillor or towards your election expenses); contracts; land in the Council's area; licences for land in the Council's area; corporate tenancies; and securities. These declarations must be recorded in each councillor's Register of Interests which is publicly available on the Council's website.

Declaring an interest

Where any matter disclosed in your Register of Interests is being considered at a meeting, you must declare that you have an interest. You should also disclose the nature as well as the existence of the interest.

If you have a disclosable pecuniary interest, after having declared it at the meeting you must not participate in discussion or voting on the item and must withdraw from the meeting whilst the matter is discussed.

Members' Code of Conduct and public perception

Even if you do not have a disclosable pecuniary interest in a matter, the Members' Code of Conduct says that a member "must serve only the public interest and must never improperly confer an advantage or disadvantage on any person including yourself" and that "you must not place yourself in situations where your honesty and integrity may be questioned". What this means is that the matter of interests must be viewed within the context of the Code as a whole and regard should continue to be paid to the perception of the public.

*Disclosable pecuniary interests that must be declared are not only those of the member her or himself but also those of the member's spouse, civil partner or person they are living with as husband or wife or as if they were civil partners.