

Notice of a Meeting

Performance & Corporate Services Overview & Scrutiny Committee

Friday, 11 March 2022 at 10.00 am

Council Chamber - County Hall, New Road, Oxford OX1 1ND

These proceedings are open to the public

Please note If you wish to view proceedings online, please click on this [Live Stream Link](#)

In line with current Government advice, those attending the meeting are asked to consider wearing a face-covering. Members of the public who wish to speak at this meeting can attend the meeting in person or 'virtually' through an online connection. In line with current Government advice, those attending the meeting in person are asked to consider wearing a face-covering.

Normally requests to speak at this public meeting are required by 9 am on the day preceding the published date of the meeting. However, during the current situation and to facilitate 'hybrid' meetings we are asking that requests to speak are submitted by no later than 9am four working days before the meeting i.e. 9 am on Monday 7 March 2022. Requests to speak should be sent to khalid.ahmed@oxfordshire.gov.uk .

If you are speaking 'virtually', you may submit a written statement of your presentation to ensure that if the technology fails, then your views can still be taken into account. A written copy of your statement can be provided no later than 9 am 2 working days before the meeting. Written submissions should be no longer than 1 A4 sheet.

Membership

Chair - Councillor Eddie Reeves

Deputy Chair - Councillor Michael O'Connor

<i>Councillors:</i>	Brad Baines	Andrew Gant	David Rouane
	Ian Corkin	Damian Haywood	
	Donna Ford	Ian Middleton	

Notes: *Date of next meeting: 17 June 2022*

For more information about this Committee please contact:

Chair	-	Councillor Eddie Reeves Email: eddie.reeves@oxfordshire.gov.uk
Scrutiny Officer	-	Khalid Ahmed, Tel: 07990 368048 Email: khalid.ahmed@oxfordshire.gov.uk



Stephen Chandler
Interim Chief Executive

March 2022

What does this Committee review or scrutinise?

All corporate services and budget scrutiny, including customer services, property, assets, procurement, finance, corporate policy matters such as consultation and public engagement; takes a lead role in scrutiny of the budget and corporate plan.

How can I have my say?

We welcome the views of the community on any issues in relation to the responsibilities of this Committee. Members of the public may ask to speak on any item on the agenda or may suggest matters which they would like the Committee to look at. **Requests to speak must be submitted to the Committee Officer below no later than 9 am 4 working day before the date of the meeting.**

About the County Council

The Oxfordshire County Council is made up of 63 councillors who are democratically elected every four years. The Council provides a range of services to Oxfordshire's 678,000 residents.

These include:

schools	social & health care	libraries and museums
the fire service	roads	trading standards
land use	transport planning	waste management

Each year the Council manages £0.9 billion of public money in providing these services. Most decisions are taken by a Cabinet of 9 Councillors, which makes decisions about service priorities and spending. Some decisions will now be delegated to individual members of the Cabinet.

About Scrutiny

Scrutiny is about:

- Providing a challenge to the Cabinet
- Examining how well the Cabinet and the Authority are performing
- Influencing the Cabinet on decisions that affect local people
- Helping the Cabinet to develop Council policies
- Representing the community in Council decision making
- Promoting joined up working across the authority's work and with partners

Scrutiny is NOT about:

- Making day to day service decisions
- Investigating individual complaints.

What does this Committee do?

The Committee meets up to 4 times a year or more. It develops a work programme, which lists the issues it plans to investigate. These investigations can include whole committee investigations undertaken during the meeting, or reviews by a panel of members doing research and talking to lots of people outside of the meeting. Once an investigation is completed the Committee provides its advice to the Cabinet, the full Council or other scrutiny committees. Meetings are open to the public and all reports are available to the public unless exempt or confidential, when the items would be considered in closed session.

If you have any special requirements (such as a large print version of these papers or special access facilities) please contact the officer named on the front page, giving as much notice as possible before the meeting

A hearing loop is available at County Hall.

AGENDA

1. **Apologies for Absence and Temporary Appointments**
2. **Declaration of Interests - see guidance note on the back page**
3. **Minutes (Pages 1 - 8)**

To approve the minutes of the meeting held on 17 January 2022 and to receive information arising from them.

4. **Petitions and Public Address**
5. **Outcomes Framework and Performance Reporting (Pages 9 - 14)**

The Committee is **RECOMMENDED** to

i. **Consider the outcomes framework and performance management arrangements set out in this report and its annexes, and provide any comments, suggestions or feedback to Cabinet.**

ii. **Note the progress to date developing a public performance portal with a planned go-live in the second quarter of the year and consider whether the committee would like a demonstration of the portal.**

6. **Customer Service Centre - delivery model and plans for transformation presentation**

Report to Follow.

7. **Complaints Management Improvement Project (Pages 15 - 20)**

During 2021, as part of the customer service transformation programme, complaints management was taken on by the 'voice of the customer' team within the customer service function. The council's complaints management process is managed centrally with a focus on the statutory process in adults and children's services, the central team liaising with the service to investigate and resolve complaints.

Following a review of the complaints management function in November 2021, a number of performance issues and associated risks relating to the operation of the corporate and statutory complaints service were identified. These issues related to backlogs, data quality and reporting, resources and workflow and case management.

The Committee is RECOMMENDED to consider the content of the briefing note with a view to suggestions for performance and development within this function.

Declarations of Interest

The duty to declare.....

Under the Localism Act 2011 it is a criminal offence to

- (a) fail to register a disclosable pecuniary interest within 28 days of election or co-option (or re-election or re-appointment), or
- (b) provide false or misleading information on registration, or
- (c) participate in discussion or voting in a meeting on a matter in which the member or co-opted member has a disclosable pecuniary interest.

Whose Interests must be included?

The Act provides that the interests which must be notified are those of a member or co-opted member of the authority, **or**

- those of a spouse or civil partner of the member or co-opted member;
- those of a person with whom the member or co-opted member is living as husband/wife
- those of a person with whom the member or co-opted member is living as if they were civil partners.

(in each case where the member or co-opted member is aware that the other person has the interest).

What if I remember that I have a Disclosable Pecuniary Interest during the Meeting?.

The Code requires that, at a meeting, where a member or co-opted member has a disclosable interest (of which they are aware) in any matter being considered, they disclose that interest to the meeting. The Council will continue to include an appropriate item on agendas for all meetings, to facilitate this.

Although not explicitly required by the legislation or by the code, it is recommended that in the interests of transparency and for the benefit of all in attendance at the meeting (including members of the public) the nature as well as the existence of the interest is disclosed.

A member or co-opted member who has disclosed a pecuniary interest at a meeting must not participate (or participate further) in any discussion of the matter; and must not participate in any vote or further vote taken; and must withdraw from the room.

Members are asked to continue to pay regard to the following provisions in the code that *“You must serve only the public interest and must never improperly confer an advantage or disadvantage on any person including yourself”* or *“You must not place yourself in situations where your honesty and integrity may be questioned.....”*.

Please seek advice from the Monitoring Officer prior to the meeting should you have any doubt about your approach.

List of Disclosable Pecuniary Interests:

Employment (includes *“any employment, office, trade, profession or vocation carried on for profit or gain”*.), **Sponsorship, Contracts, Land, Licences, Corporate Tenancies, Securities.**

For a full list of Disclosable Pecuniary Interests and further Guidance on this matter please see the Guide to the New Code of Conduct and Register of Interests at Members’ conduct guidelines. <http://intranet.oxfordshire.gov.uk/wps/wcm/connect/occ/Insite/Elected+members/> or contact democracy@oxfordshire.gov.uk for a hard copy of the document.