



| Agenda item No and title                                      | Minute   | Action Owner                       | Cabinet Member    | Progress of action: | Date Completed      | Notes  |
|---|--|------------------------------------|-------------------|---------------------|---------------------|--|
| Agenda Item 4 Minutes Arising from the Previous Meeting       | Request to Angela Claridge to circulate details of the training offered by Gloucestershire Domestic Abuse Support Service to members   | Angela Claridge                    | Claire Bloomer    | Complete            | 23/01/2025 by email | Link circulated by email to members <a href="https://www.gdass.org.uk/">https://www.gdass.org.uk/</a>  |
| Agenda Item 7 Public Question                                 | Request re Moreton in Marsh Development Area<br>1. request that O&S continue to monitor developments in the plan.  | Claire Locke                       | Juliet Layton     | Complete            |                     | CL confirmed that an updated strategic plan for the Cotswolds would be available in February 2025  |
| Agenda item 7 Public Question 2                               | Request re Moreton-in-Marsh development area<br>2. can Forward Planning team please give a response as to the make up of the M-I-M working group   | Matthew Britton/<br>Joanne Corbett | Juliet Layton     | Complete            |                     | Please see the proposed Terms of Reference for the Moreton-in-Marsh Working Group, which includes this detail. The Terms of Reference can be accessed in the reports pack for the 22/01/2025 Full Council meeting.<br><i>Please note the Forward Planning team name has changed to Planning Policy &amp; Infrastructure</i>  |
| Agenda Item 9 Climate and Ecological Emergency                | Cabinet response to the following recommendation required:<br>That the Council ensures that it has processes in place for testing and developing the value of the work it is undertaking on the climate and ecological emergency with a view to providing positive ongoing investment in this field. | Olivia McGregor                    | Mike McKeown      | Complete            |                     | Recommendation from Cabinet minutes:<br>That the Council ensures that it has processes in place for testing and developing the value of the work it is undertaking on the climate and ecological emergency with a view to providing positive ongoing investment in this field.   |
| Agenda Item 12 Service Performance Report 2024-25 Quarter Two | Request to add some relevant benchmarking for complaints received.   | Alison Borrett                     | Mike Evemy        | Complete            |                     | "Currently, there is no available benchmarking data on the number of complaints received by other councils during the quarter. The closest comparable metric is the information reported on the number of complaints received by the Ombudsman, the decisions made on these cases, and the Council's compliance with any recommendations issued by the Ombudsman.<br><br>Complaints received by the Ombudsman typically reflect situations where customers, after exhausting the Council's   |
| Agenda Item 12 Service Performance Report 2024-25 Quarter Two | Request to Angela Claridge to circulate the Audit & Governance annual report re complaints concerning Town & Parish conduct  | Angela Claridge                    | Tristan Wilkinson | Complete            |                     | Circulated during the meeting.   |
| Agenda Item 12 Service Performance Report 2024-25 Quarter Two | Request for detail around the public perception of performance of Building Control Services to be added to the report for next quarter. RW to pick up with Building control services re getting a better level of response   | Robert Weaver                      | Tristan Wilkinson | Complete            |                     | Over the years, we've tried various methods to gather customer feedback:<br><ul style="list-style-type: none"> <li>Started with paper feedback forms and stamped addressed envelopes, but stopped due to high costs.</li> <li>Moved to SurveyMonkey links issued with completion certificates, but responses were minimal.</li> <li>Followed up with applicants via tech support to assist with the survey, but this proved too time-consuming and was discontinued.</li> </ul> Currently:<br><ul style="list-style-type: none"> <li>Feedback is addressed individually, but it's infrequent.</li> <li>Low-level complaints (few in number) and compliments (slightly more but still limited) are recorded.</li> </ul> We are currently investigating the use of a simple form of the Survey Monkey issued with the completion certificate, but designed so that the customer can see all of the questions upfront and can appreciate how little time is required to |