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West Devon  
Borough  
Council

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Date:

Dear Councillor

**WEST DEVON COUNCIL - TUESDAY, 6TH DECEMBER, 2016**

I refer to the agenda for the above meeting and attach papers in connection with the following item(s).

## **Agenda No    Item**

10.    **To receive the Minutes of the following Committees, to note the delegated decisions and to consider the adoption of those Unstarred Minutes which require approval: (Pages 1 - 14)**

(i)    **Overview and Scrutiny (Internal) Committee**  
Meeting held on 8 November 2016

(v)    **Hub Committee**  
Meeting held on 29 November 2016

### **HC 36 Adoption of a UAV/Drone Policy**

**RESOLVED to RECOMMEND to:**

1. consider formal adoption of the UAV/Drone Policy as set out at Appendix A of the presented report, if not already addressed by the use of bye laws; and
2. authority be delegated to the COP Lead Assets in consultation with the Lead Member for Environment to make minor amendments as necessary.

### **HC 38 Council Tax Reduction Scheme**

**RESOLVED to RECOMMEND to:**

1. To note the results of the public consultation for the Council Tax Reduction Scheme; and
2. That the 2016/17 scheme be retained for 2017/18

## HC 40 Economy Working Group Recommendations

### RESOLVED to RECOMMEND to:

1. Adopt the proposed WDBC Our Plan Annual Delivery Plan, as shown in Appendix 1, for the period to March 2018
2. Increase funding to Business Information Point for business support services from £8,340 in 2015/16 to £15,100 in 2016/17 (pro-rata) & maintain this funding level for 2017/18
3. Reduce funding to Villages in Action from £8,000 in 2015/16 to £4,000 in 2016/17 and 2017/18
4. Reduce funding to South West Museum Development (SWMD) from £2,000 in 2015/16 to £1,000 in 2016/17
5. Cease offering economy grants in WDBC with immediate effect
6. Support the Youth Markets initiative from 2016/17 with funding of £1,000
7. Task the Head of Paid Service with utilising the staffing establishment to deliver the activities detailed in paragraph 3.6 of this report, identifying a lead officer of a suitable grade
8. Establish a West Devon Economy Working Group (WDEWG) consisting of 4 Members
9. Request that the WDEWG submit periodic reports to the Hub Committee

Yours sincerely

Darryl White  
Senior Specialist – Democratic Services

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In discussion, particular reference was made to:

- the Devolution agenda item. As an update, the Head of Paid Service informed that this agenda item was now likely to be deferred to a Hub Committee meeting in the new year; and
- the Joint Local Plan. The lead Hub Committee Member was invited to provide an update on the JLP and, in so doing, reference was made to:
  - o a Special Council meeting having been added to the Member Meeting Calendar to consider the JLP. The Committee was reminded that this meeting would be held on Tuesday, 28 February 2017;
  - o an update report on the five year land supply would be considered by the Hub Committee at its meeting on 29 November 2016. In referring to a recent appeal decision, the lead Hub Committee Member had since concluded that the Planning Inspector had used the wrong methodology to calculate the housing need in the Borough. Nonetheless, a number of previously held concerns were reiterated by Members. Further disappointment was also expressed that a recent case officer report presented to the Planning and Licensing Committee had given emphasis to the lack of a five year land supply, which it was felt conveyed the wrong message to Developers;
  - o two small sites having come forward during the recent consultation exercise. The lead Member confirmed that he was in the process of contacting the local ward Members for these potential sites;
  - o two Member Workshops being arranged during November to consider the draft policies that would underpin the JLP and specific site allocations;
  - o the Member Steering Group meeting on a fortnightly basis at Plymouth City Council offices;
  - o the project still working towards the timetable that the public examination would take place during the late summer / early autumn of 2017.

**O&S(I) 40 ECONOMY WORKING GROUP RECOMMENDATIONS**

The Committee considered a report that summarised the findings of the Economy Working Group.

The lead Hub Committee Member for the Economy provided a detailed introduction on the report and explained the justification for each of the nine recommendations made by the Working Group

In the subsequent discussion, the following points were raised:-

- (a) In respect of the inevitable cost pressures arising from the proposal to increase the Council's Establishment by virtue of employing a part-time Level 4 Economy Specialist, there was a general acceptance that this recommendation required more consideration prior to its presentation to the Hub Committee on 29 November 2016. In particular, the principle of investigating a matrix type approach (e.g. where the economy work strand was the responsibility of a number of different officers) was felt to require greater consideration;
- (b) A number of Members expressed their opposition at the recommendation to reduce funding from Villages In Action (VIA) from £8,000 to £4,000. In their opposition, these Members felt that VIA made an invaluable contribution to rural communities in the Borough and had a knock-on economic benefit. In support of the Working Group recommendation to reduce funding, other Members were of the view that the proposal to increase the funding to Business Information Point would need to be funded from somewhere and economic vibrancy was considered to be more critical than maintaining the current level of funding for VIA. When put to the vote, this part of the recommendation was declared **LOST**;
- (c) In stating the importance of supporting the voluntary sector, a Member also expressed her opposition to the proposal to reduce funding to South West Museum Development. Such were the heritage, cultural and tourism benefits arising from Museums that the Member felt it would be a retrograde step to reduce their funding;
- (d) Widespread support was expressed at the recommendation to financially support the Youth Markets initiative;
- (e) As a general point, a Member stated his regret that the recommendations of the Working Group were not sufficiently focused on creating wealth or charging for Council services;
- (f) In paying tribute to the work undertaken by the Working Group, some Members were of the view that the profile of the Economy agenda had now been raised and a way forward suggested. Therefore, it would be considered a great shame if the recommendation was not advanced to the Hub Committee on the basis of a lack of support for some relatively minor issues.

It was then **RECOMMENDED** to the Hub Committee that:

1. the proposed Our Plan Annual Delivery Plan (as outlined at Appendix 1 to the presented agenda report) be adopted for the period to March 2018;

2. funding be increased to Business Information Point for business support services from £8,340 in 2015/16 to £15,100 in 2016/17;
3. funding be reduced to South West Museum Development from £2,000 in 2015/16 to £1,000 in 2016/17;
4. the practice of the Council offering economy grants be ceased with immediate effect;
5. the Youth Markets initiative be supported from 2016/17 with funding of £1,000;
6. a part-time level 4 Economy Specialist be recruited to focus on the Council's economy work. Funding for this post in 2016/17 to be drawn from the Innovation Fund (Invest to Earn) Earmarked Reserve. Ongoing funding for this role will be via the staffing establishment, which is to be increased for 2017/18 onwards;
7. a West Devon Economy Working Group (comprising of 4 Members) be established; and
8. this Working Group submit periodic reports to the Hub Committee.

**\*O&S(I) 41 TRANSITIONAL RESOURCES MONITORING REPORT**

Consideration was given to report that provided Members with an update on the impact on services areas of the temporary, fixed-term transitional resources approved by the Council on 28 June 2016 (Minute CM 21 refers) to improve customer satisfaction and public perception of the Council.

In discussion, the following points were raised:-

- (i) Officers were invited to expand upon the comment in the presented agenda report whereby the recruitment of apprentices had proven to be challenging. In so doing, officers informed that the volume of applications had been less than anticipated and, on several occasions, those who had applied had failed to turn up for an interview. Officers had subsequently sought feedback from the Department for Work and Pensions and had been informed that local authorities were not deemed to be exciting organisations to work for;
- (ii) A number of Members acknowledged the extreme work pressures that were being placed on Development Management Specialists and the Committee wished to put on record its gratitude for those officers who were working in very difficult circumstances;
- (iii) In recognising the risk that the upward trend in performance could be affected once the transitional resources had left, Members questioned the likelihood of this eventuality. In reply, officers confirmed that they were confident that, at the end of this period, the upward trend would be maintained and continued. The only exception where officers could not be so confident was the Development Management service, which was the one area that continued to give cause for concern;

- (iv) There was a general recognition that overall performance had now stabilised and was improving in certain areas. In sharing their own experiences, a number of Members subsequently welcomed and commended this performance trend.

It was then **RESOLVED** that the Committee note the contents of the Transitional Resources Monitoring Report and the progress made to date.

**\*O&S(I) 42    PROGRESS REPORT FOR CONTACT CENTRE**

The Committee was presented with the latest progress report on the performance of the Contact Centre.

In discussion, reference was made to:-

- (a) recent service improvements. Members welcomed both the recent improvements in the Contact Centre and the issues being resolved following the switchover to the new telephony system;
- (b) decreasing footfall. The Committee noted the comment that footfall continued to decrease across all sites and requested that this matter be kept under review.

It was then **RESOLVED** that the Committee:

1. continue to support the work being undertaken to improve Customer Services and monitor performance through regular updates; and
2. note and endorse the updated Action Plan.

**\*O&S(I) 43    OVERVIEW OF THE WEBSITE DEVELOPMENT**

The Group Manager – Support Services and Customer First provided a demonstration of the new Council website and advised that the underlying principles included it being:

- designed from the perspective of the customer and not the Council;
- accessible from a mobile phone;
- low band width and cloud hosted;
- critical to get it 'right first time';
- essential to reduce the number of webpages on the site. In expanding upon this point, officers informed that the current website contained 10,000 pages, with 30% of these not being viewed once in the last twelve months; and
- possible to deploy webchat.

Following the presentation, there was widespread support for the new website. In terms of next steps, it was noted that Members would be invited to test the new website (before it went live) in the next few weeks, prior to a Customer Focus Group then being invited to do the same. Ultimately, it was intended that the new website would go live early in the new year.

**\*O&S(I) 44 OMBUDSMAN ANNUAL REVIEW LETTER 2016**

The Committee was presented with a report that presented the Ombudsman's Annual Letter 2016 for review.

In discussion, the following points were raised:-

- (a) Officers were congratulated for the positive nature of the Annual Review Letter and the fact that the Council received the lowest number of complaints in Devon. The view was expressed that this was an example of the benefits of an increased corporate emphasis being given to complaint handling;
- (b) It was confirmed that the Ombudsman would not get involved in a complaint until all aspects of the Council's own Complaints process had been followed.

It was then **RESOLVED** that the Committee has reviewed the Ombudsman Annual Letter for 2016 (as outlined at Appendix A of the presented agenda report) and welcomes the improved performance in this respect.

**\*O&S(I) 45 Q2 PERFORMANCE MEASURES**

The Committee considered a report that presented the performance measures for Quarter 2. In summary, the report noted that performance had generally improved slightly in comparison to the previous quarter.

In discussion, reference was made to:-

- (a) the ability for Members to be able to see live performance dashboard information as and when they wished. To support Members in accessing and maximising the benefits of the dashboard information, a Member Drop-in session had been arranged;
- (b) performance information relating to the percentage of customer contact through online interaction. In emphasising the importance of channel shift, the Committee recognised that this was a key indicator to demonstrate whether or not customers were self-serving.

It was then **RESOLVED** that:

1. the performance levels against target communicated in the Balanced Scorecard and the performance figures supplied in the background and the exception report be noted; and
2. the Committee has reviewed the new online dashboards and has taken the opportunity to make comments (as outlined in the content of the minutes above).

**\*O&S(I) 46 TASK AND FINISH GROUP UPDATES**

**(a) T18 Programme – Interim Review**

As an update, a Group Member reminded the Committee of the terms of reference that were underpinning this review.

The next meeting was still to be reconvened and the main purpose of that meeting would be to consider a list of potential questions that would be asked of the identified key witnesses.

**\*O&S(I) 47 COMMITTEE DECISIONS LOG**

The latest version of the Committee decisions log was presented to the meeting and, with no debate or discussion, it was:

**RESOLVED**

That the published Decisions Log be noted.

**\*O&S(I) 48 DRAFT WORK PROGRAMME 2016/17**

The Committee took the opportunity to express its views in relation to its 2016/17 Work Programme.

In so doing, reference was made to the request made by the Overview and Scrutiny (External) Committee at its meeting held on 11 October 2016 whereby responsibility for considering the Joint Local Plan should be transferred to this Committee as a standing agenda item (Minute \*O&S(E) 38 refers). The Committee subsequently endorsed this request and agreed that its future work programme should be updated accordingly.

**\*O&S(I) 49 MEMBER LEARNING AND DEVELOPMENT OPPORTUNITIES ARISING**

The Committee noted that Member Briefings were to be held in the upcoming months in relation to the Joint Local Plan and the Performance Dashboards.

Furthermore, Members were also reminded of the opportunity for them to trial and test the new Council website prior to it being launched.

(The meeting terminated at 4.35 pm)

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Chairman

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At a Meeting of the **HUB COMMITTEE** held at the Council Chamber, Council Offices, Kilworthy Park, Drake Road, **TAVISTOCK** on **TUESDAY** the **29<sup>th</sup>** day of **NOVEMBER, 2016** at **2.00pm**

**Present:**

Cllr P R Sanders – Chairman  
Cllr R E Baldwin – Vice-Chairman

Cllr M J R Benson	Cllr C Edmonds
Cllr J B Moody	Cllr R J Oxborough
Cllr G Parker	Cllr R F D Sampson
Cllr L Samuel	

**In attendance:**

Executive Director (Strategy and Commissioning)  
Executive Director (Service Delivery and Commercial Development)  
Group Manager Commercial Services  
Group Manager Business Development  
COP Lead Assets  
COP Lead Housing, Revenues and Benefits  
COP Lead Place Making  
COP Lead Development Management  
Benefit Specialist  
Senior Case Manager Strategy & Commissioning

**Other Members in attendance:**

Cllrs Cheadle, Leech, Moyse, Musgrave and Roberts

**\*HC 33**

**DECLARATIONS OF INTEREST**

Members were invited to declare any interests in the items of business to be discussed but none were made.

**\*HC 34**

**MINUTES**

The Minutes of the Hub Committee Meeting held on 1<sup>st</sup> November, 2016 were confirmed and signed by the Chairman as a correct record, subject to the inclusion of comments made by the Chairman at that meeting under 'Urgent Business' (Minute \*HC 25 refers) in respect of an update on the progress made by the Heart of the South West (HotSW) Devolution Project Group. The Chairman had advised the Committee that he had recently attended a meeting with the Executive Directors and Tracy Lee, Chief Executive of Plymouth City Council who had responsibility for one of the work streams within the HotSW Devolution project. Discussions were ongoing with colleagues across Devon and many agreed that the concept of an elected Mayor would be a red line to the proposals. Regardless of this, authorities were continuing to look at arrangements for a Combined Authority as the intention was to make sure the good work undertaken so far was not lost. A number of similar bids across the country had collapsed, and all eyes were on the Autumn Statement for any further information.

**URGENT BUSINESS**

**(a) 1Life (formerly Leisure Connections)**

The Chairman invited representatives of 1Life, formerly Leisure Connections, to update the Hub Committee on progress in respect of Meadowlands Pool. Theresa England, the Regional Director, Lauren Parker, the West Devon Contract Manager and Nick Cotton, Meadowlands Pool Duty Manager were all in attendance. Theresa England confirmed that an issue had been discovered with the flue during preventative maintenance work. The flues had been replaced and the work completed to a good standard, however, it was subsequently discovered that there was a fault with a pressurised unit. It was expected that the Pool would reopen no later than Monday 5 December, and they were working with Fusion, the new leisure contractor from 1 December 2016, to ensure a consistent message was going out to the public.

The Chairman thanked the representatives for attending, and thanked them for the work undertaken during their time as contractors for the West Devon leisure centres. Theresa England thanked the Members and stated that they had worked well in partnership and that there had been a real sense of collaboration and partnership working. Other Members asked that appreciation be recorded to 1Life for their work in developing leisure services, and that the positive attitude of staff and management be noted.

**(b) Lead Hub Committee Member Update – Cllr Edmonds**

As agreed at the previous meeting (minute \*HC25 refers), the Chairman invited Cllr Edmonds to update the Hub Committee on matters within his area of responsibility. Cllr Edmonds advised that a special meeting of the Hub Committee had been convened for 19 December, 2016 to discuss budget and capital programme matters. He updated the Committee on the headlines from the Chancellor's Autumn Statement and brought Members attention to a letter from SPARSE to the Local Government Minister that made the case for rural areas who currently received less funding per head of population compared to urban areas. In terms of the other areas within his remit, the Transition Resources monitoring report was presented to the O&S (Internal Committee on 8 November and all fixed term resources were now recruited. An ICT Strategy was currently being developed and the new website should be available in the New Year. He had attended the Standards Committee meeting that morning and since January 2016, there had been only three Code of Conduct complaints made against Borough and Parish Councillors. This was testament to the professionalism of the councillors and the sound guidance of the Monitoring Officer.

Members thanked Cllr Edmonds for his comprehensive update.

**HC 36****ADOPTION OF A UAV/DRONE POLICY**

The Lead Member for Environment introduced a report that proposed formal adoption of the UAV/Drone Policy. Members had a number of questions of clarity on the policy such as:

- Was the fee appropriate?
- How would the policy be enforced?
- What was the definition of UAVs and were kites included? and
- Did the proposed policy align with neighbouring authorities?

The COP Lead Assets advised that the purpose of the policy was to ensure a consistent approach to anyone who applied to fly drones from Council owned land. The fee would ensure that any costs were covered.

As there were a number of queries, Members agreed to amend the recommendation to enable the Policy to be amended prior to presentation with the minutes at full Council.

It was then **RESOLVED** that Council be **RECOMMENDED** to:

1. consider formal adoption of the UAV/Drone Policy as set out at Appendix A of the presented report, if not already addressed by the use of bye laws; and
2. authority be delegated to the COP Lead Assets in consultation with the Lead Member for Environment to make minor amendments as necessary.

**\*HC 37****HOMELESSNESS STRATEGY 2017-2022 – PUBLIC CONSULTATION**

The Lead Member for Health and Wellbeing presented a report that requested Members to consider the draft South Hams and West Devon Homeless Strategy 2017-2022. The strategy would be subject to public consultation during December and January with a view to Council adoption and approval from 1 April 2017.

Members welcomed this Strategy and officers were congratulated on an excellent report.

It was then **RESOLVED** that:

1. The content of the draft homeless strategy 2017-2022 be noted; and
2. The Homeless Strategy be presented for public consultation from 1 December 2016 – 1 February 2017.

**HC 38****COUNCIL TAX REDUCTION SCHEME**

The Lead Member for Health and Wellbeing presented a report that asked Members to consider the results of the public consultation scheme and recommended that no changes were made to the scheme so that the 16/17 scheme continued for 17/18.

The Leader advised that across Devon there had been plans to put a single scheme in place, however, that was no longer appropriate for 2017/18 and a full review of the scheme would take place in time for next year.

It was then **RESOLVED** that Council be **RECOMMENDED**:

1. To note the results of the public consultation for the Council Tax Reduction Scheme; and
2. That the 2016/17 scheme be retained for 2017/18

**\*HC 39**

### **WEST DEVON FIVE YEAR HOUSING LAND SUPPLY ASSESSMENT 2016 UPDATE**

The Lead Member for Strategic Housing and Planning presented a report that informed Members of the updated five year housing land supply for West Devon based on a monitoring point of 31 March 2016. He set out the mechanism for how the figures within the presented report had been arrived at. He also introduced Richard Grant, Local Planning Manager, Plymouth City Council who was leading the joint work on the Joint Local Plan. Richard Grant responded to a number of detailed questions, particularly in light of recent appeals and how the figures could be used, and the weight to be given to Neighbourhood Plans. The Chairman also brought Members attention to the second recommendation as it would confirm the figures for minimum housing need for 2014 to 2034.

It was then **RESOLVED** that:

1. The updated five year housing land supply for West Devon (excluding Dartmoor National Park) be noted; and
2. The emerging Joint Local Plan minimum need for housing development in West Devon (excluding Dartmoor National Park) of 3200 for the period 2014 to 2034 be endorsed.

**HC 40**

### **ECONOMY WORKING GROUP RECOMMENDATIONS**

The Lead Member for Economy presented a report that set out a number of recommendations that had previously been presented to the Overview and Scrutiny (Internal) Committee, and included their views. He set out the background and reasoning behind each of the recommendations, examples of which include the following:

The Working Group wanted to support the Business Information Point as they undertook consultations and provided advice and, as an organisation, could have a major impact on businesses within the Borough.

The Teenage Market was an initiative that Members had heard about as at a Department of Communities and Local Government event and would result in extra support to local authorities who were willing to engage. This was a programme that had already been rolled out in 26 authorities nationwide, and would provide a complete approach to engaging young people to encourage them to market their own goods by providing marketing, administration, support and advice.

The Group felt it was no longer necessary to support Villages in Action or South West Museum Development to the same extent and prioritised other initiatives. The Group also felt that there was more work to be undertaken in respect of supporting the economy in the Borough, for example, compiling a database of all businesses to better understand the economic demographic in the area.

In respect of the recommendation for additional staffing resource, Members had a detailed debate on how best to achieve the resource, and also on where Members could influence operational decisions. As a result, the published recommendation was amended.

It was then **RESOLVED** that Council be **RECOMMENDED** to:

1. Adopt the proposed WDBC Our Plan Annual Delivery Plan, as shown in Appendix 1, for the period to March 2018
2. Increase funding to Business Information Point for business support services from £8,340 in 2015/16 to £15,100 in 2016/17 (pro-rata) & maintain this funding level for 2017/18
3. Reduce funding to Villages in Action from £8,000 in 2015/16 to £4,000 in 2016/17 and 2017/18
4. Reduce funding to South West Museum Development (SWMD) from £2,000 in 2015/16 to £1,000 in 2016/17
5. Cease offering economy grants in WDBC with immediate effect
6. Support the Youth Markets initiative from 2016/17 with funding of £1,000
7. Task the Head of Paid Service with utilising the staffing establishment to deliver the activities detailed in paragraph 3.6 of this report, identifying a lead officer of a suitable grade
8. establish a West Devon Economy Working Group (WDEWG) consisting of 4 Members
9. request that the WDEWG submit periodic reports to the Hub Committee

**\*HC 41**

**WASTE AND CLEANSING MANAGED SERVICE UPDATE REPORT**

(Resolved that under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting on the grounds that exempt information is likely to be disclosed as defined in Paragraph 3 of Schedule 12(A) to the Act).

The Lead Member for Commercial Services presented a report that updated the Hub Committee on the progress made by the Waste Working Group to date in entering into a two year external waste management arrangement, subject to specific conditions as set out by Council in July 2016 (Minute CM 27 refers). Members discussed the proposals and the Group Manager Commercial Services responded to a number of questions.

It was then **RESOLVED** that

1. The progress made on the negotiations for a two year managed service contract for waste and cleansing with the incumbent contractor and the next steps to be taken at this stage are noted;
2. Providing the conditions are met as outlined at para 1.1 of the presented report, an award is made in line with Council recommendations;
3. Authority be delegated to the Lead Specialist Waste Strategy (Strategy & Commissioning) in consultation with the Lead Hub Member for Commercial Services to make any minor changes to the terms as highlighted that are considered necessary; and
4. Any additional cost pressures identified through the final negotiations requiring urgent decisions to agree funding for the service outside of the base budget are presented to the Hub Committee within the Budget Report at the special meeting on 19 December 2016.

(The Meeting terminated at 5.35 pm)

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Chairman