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WEST DEVON OVERVIEW AND SCRUTINY COMMITTEE - TUESDAY, 24TH JUNE, 2014

Agenda, Reports and Minutes for the meeting

Agenda No Item

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Agenda Item 1

AGENDA – OVERVIEW & SCRUTINY COMMITTEE – 24th JUNE 2014

PART ONE - OPEN COMMITTEE

1. Apologies for absence

2. Declarations of Interest

Members are invited to declare any personal or disclosable pecuniary interests, including the nature and extent of such interests they may have in any items to be considered at this meeting.

If Councillors have any questions relating to predetermination, bias or interests in items on this Agenda, then please contact the Monitoring Officer in advance of the meeting.

3. Items Requiring Urgent Attention

To consider those items which, in the opinion of the Chairman, should be considered by the Meeting as matters of urgency.

4. Confirmation of Minutes

Meeting held on 18th March 2014 (previously circulated)

5. Update on Transformation Programme T18

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12. Annual Report of O&S Committee

Report of Member Services Manager

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13. Draft Work Programme for 2014/15

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**14. Regulation of Investigatory Powers Act 2000:
Report on Inspection and Authorisation**

Members to note that there have been no requests to use the powers under RIPA during the last quarter

PART TWO ITEMS WHICH MAY BE TAKEN IN THE ABSENCE OF THE PUBLIC AND PRESS ON THE GROUNDS THAT EXEMPT INFORMATION IS LIKELY TO BE DISCLOSED (if any)

If any, the Committee is recommended to pass the following resolution:-

“RESOLVED that under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the Meeting the grounds that exempt information may be disclosed as defined in Part I of Schedule 12A to the Act”.

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STRATEGIC RISK ASSESSMENT

Reports to Members

Members will be aware of the requirement to take account of strategic risk in decision making. This note is designed to support Members consider strategic risks as part of the assessment of reports from officers.

There are an increasing number of issues that we have a statutory requirement to take into account which affect all aspects of the Council's policies and service delivery (e.g. Human Rights Act). There are also discretionary issues we choose to highlight in our reports (e.g. Financial Implications, and Impact on Council Priorities and Targets). Common Law duty requires Local Authorities to take into account all things they need to take into account! The Courts hearing Judicial Review applications make this their starting point in deciding whether any decision is reasonable.

Officers have a responsibility to assess the implications of recommendations to Members. Members should ensure that before making a decision they have undertaken a similar consideration relating to the risks associated with the report.

Examples of risk to be considered:-

Statutory Requirement :

- Equalities and Discrimination, particularly Race Equality. (Consider the impact on each of the following equality areas: Race, Religion and Belief, Gender, Sexual Orientation, Disability, Age)
- Human Rights
- Crime and Disorder
- Health and Safety
- Employment Legislation
- Data Protection
- Freedom of Information
- Corporate activity with an impact on Areas of Outstanding Natural Beauty, National Parks, Sites of Special Scientific Interest, and biodiversity

Corporate Requirement :

- Impact on Council's Reputation
- Impact on Priorities, Cross-Cutting themes, Targets and / or Commitments
- Impact on Standing Orders / Financial Regulations
- Impact on Council's Assets
- Financial Risks
- Compliance with National Policies and Guidance
- Impact on Sustainability

Members' attention is drawn to the Risk Assessment section within each report. Members are encouraged to consider whether the report has satisfactorily identified all likely negative impacts and mitigating action that will be taken. Members also need to consider the opportunities presented by actions, noting that any change entails an element of risk. The challenge is to effectively manage that risk.

RISK SCORING MATRIX

Impact/Severity		Target impact	Stakeholder impact	Finance impact
1	Insignificant	Low impact on outcome & target achievement & service delivery	Low stakeholder concern	Low financial risk
2	Minor	Minor impact on outcome & target achievement & service delivery	Minor stakeholder concern	Minor financial risk
3	Moderate	Moderate outcome & target achievement & service delivery	Moderate stakeholder concern	Moderate financial risk
4	Serious	High impact on outcome & target achievement & service delivery	High stakeholder concern	High financial risk
5	Very serious	Very high impact on outcome & target achievement & service delivery	Very high stakeholder concern	Very high financial risk
Likelihood/Probability		Risk	Opportunity	
1	Very low	Negligible chance of occurrence; has not occurred	Possible opportunity yet to be investigated with low likelihood of success	
2	Low	Low chance of occurrence; has occurred infrequently but within internal control	Opportunity being investigated with low likelihood of success	
3	Medium	Equal chance of occurrence or non occurrence; could occur more than once and be difficult to control due to external influences	Opportunity may be achievable with careful management	
4	High	More likely to occur than not occur; has occurred more than once and difficult to control due to external influences	Good opportunity which may be realised	
5	Very high	Very high chance of occurrence but not a certainty; has occurred recently	Clear reliable opportunity with reasonable certainty of achievement	

Risk score = Impact/Severity x Likelihood/Probability

Likelihood	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
	0	1	2	3	4	5
Impact						

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NAME OF COMMITTEE	OVERVIEW AND SCRUTINY COMMITTEE
DATE	24 JUNE 2014
REPORT TITLE	TRANSFORMATION PROGRAMME PROGRESS REPORT
REPORT OF	EXECUTIVE DIRECTOR (RESOURCES)
WARDS AFFECTED	ALL

Summary of report: In order to ensure effective scrutiny of the T18 Transformation Programme this report sets out progress to date.

Financial implications: There are no financial implications arising directly from this report.

RECOMMENDATIONS:

That the Overview and Scrutiny Committee note progress to date on the Transformation Programme.

Officer contact: Tracy Winsor, Executive Director (Resources) – tracy.winsor@swdevon.gov.uk – 01803 861277

1. BACKGROUND

- 1.1 Last autumn the Council agreed to adopt the T18 Programme which aims to deliver a new operating model in partnership with South Hams District Council which will ensure that both Councils can continue to deliver quality services for its customers and communities.

- 1.2 Since this time considerable work has taken place to develop the Programme in detail and to ensure its successful delivery.

- 1.3 The Programme is structured with a number of workstreams and progress on these is set out below.

2. WORKSTREAM PROGRESS

2.1 *Human Resources*

2.1.1 The detail of our current position is set out in the Council report of 24 June 2014. This workstream is on target to deliver the Phase 1a (Support Services) restructure on the 29 September 2014.

2.1.2 Work has been undertaken to ensure an appropriate selection process is in place and there has been significant engagement with Unison and staff during the past few months.

2.2 *ICT*

2.2.1 A five year contract was agreed with Civica which includes the following benefits:

- The software, implementation and support costs have been successfully secured at a figure of £200,000 under the budget allocated in the business case.
- The ongoing support and maintenance costs have been fixed for 5 years with no CPI or RPI increase.
- A reward model has been agreed whereby we will receive a fee for any additional partners that procure Civica software through our procurement framework. The value of the reward will vary dependent upon the size of the partner but is likely to be between £35,000 to £80,000 per new partner.
- A clause was added, which allows for us to benefit from Intellectual Property Rights at the end of the programme where we have developed the existing software.
- We will receive a reduction of £2,500 per year on our existing support and maintenance agreement for the Financials software we already use.

2.2.2 Project initiation meetings were held in May and a team of both Civica and internal resources are now fully engaged in the initial stages of software installation and development planning.

2.2.3 Workshops have started with staff across the organisation looking at how the new software will enable the new model; early feedback from staff has been very positive with regard to the functionality of this software. Wider demonstrations will be available for staff and Members in the near future which will show how customer requests will flow through the software.

2.2.4 A new version of the website will be launched this month for those using mobile devices such as Smartphones and Tablets (30% of our users). This introduces an 'app' feel to touch screen devices and provides users with a user friendly way of interacting on small screens.

2.3 *Business Processes*

2.3.1 In order to reduce the number of staff required to deliver our services we need to review and reengineer a large number of our existing processes. By doing this we can maximise the technology that is being procured by the ICT workstream.

This Business Processes workstream is responsible for delivering over 35% of the total programme savings.

2.3.2 Preparations for Phase 1a began in April with the secondment of four additional staff into the Business Development Team. A survey of service representatives from across the two councils guided the team towards the key areas of focus. A four week period of process mapping was completed in May and the results were fed into the HR workstream in order to produce an Organisational Design and the staff resource recommendations for the Support Services Delivery Unit.

2.3.3 The next steps for Phase 1a will include developing a plan to ensure a smooth transition into the new way of working and the new team structure.

2.3.4 For Phase 1b which is due to go live in June 2015 the Business Development team will need to work closely with the ICT workstream to create the end-to-end processes, online portal and call operator scripts required to operate the New Model. The outcome of process development work will be fed into the HR workstream to inform the Organisational Design for the Customer Contact Teams.

2.4 ***Accommodation***

2.4.1 Kilworthy accommodation layouts for new T18 office space are being developed, and we are taking this opportunity to consider air handling / cooling solutions to overcome reported summer over heating issues.

2.4.2 We are currently identifying touch-down points for council staff in the community. The focus at the moment is within the West Devon area and we are seeking to use suitable public sector partner accommodation.

2.4.3 The accommodation refurbishment of Follaton is well underway and a decant plan is in place to ensure minimal disruption to staff.

2.5 ***Customer***

2.5.1 The Customer Workstream relates to the engagement required with our customers to maximise the benefits of the future operating model. These benefits are both for the customer, in terms of improved customer service and greater access to on-line services and for the Authority through reduced costs.

2.5.2 This workstream is in its early planning and development phase as the current emphasis is on the internally focussed elements of the Programme.

2.6 ***Finance***

2.6.1 As of the 31st March £129,536 of the £4.85 million budget has been spent. This was £28,000 for ICT workstation costs, £18,000 on accommodation costs and £83,000 on blueprinting work with iESE. The profiled budget for Quarter 4

(January to March 2014) was £108,500 – therefore the spend of £129,536 is £21,036 higher than the profiled budget. This is merely due to timing of payments.

- 2.6.2 The IT procurement exercise was very successful and it is predicted that costs will be around £200,000 below the budget set.
- 2.6.3 The Accommodation workstream is within the current budget. The Assets team have been very successful in attracting tenants into our office accommodation earlier than anticipated which provides a further positive contribution for the business case.
- 2.6.4 We are currently re-profiling both expenditure and savings as the decision to create an earlier Phase (Phase 1a for Support Services) was taken after the initial Business Plan was agreed. Although the earlier Phase now brings forward the timing of some staff exit costs, the financial benefit of the earlier saving being achieved (£750,000) will benefit the overall payback period of the Programme in a positive way.
- 2.6.5 The Phase 1a selection process will be starting shortly and the costs associated with staff exits cannot be finalised until the completion of the recruitment process.
- 2.6.7 Members will receive a further report in July 2014 at the Council meeting (WDBC) and the Executive (SHDC) to request the release of funding for Key Milestones 2 and 3 of the Programme. It is not envisaged that between now and July the Programme expenditure will exceed the Key Milestone 1 total of £1.275 million which has already been approved by Members.
- 2.6.8 The overall Programme is currently on target.
- 2.6.9 In addition, there is also an opportunity for our Councils to make a further bid to the Transformation Funding being made available. The Government are committed to transformation and if we are successful with our expression of interest, there will be somebody made available to work with us on shaping our bid for funding.

3. LEGAL IMPLICATIONS AND STATUTORY POWERS

- 3.1 The Council has delegated to the Overview & Scrutiny Committee, the powers to scrutinise the T18 Programme and to provide a quality control function.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no financial implications arising directly from this report.

5. RISK MANAGEMENT

- 5.1 A Programme of this size and complexity clearly brings a significant number of risks which have to be carefully managed. The Risk Management implications are shown at the end of this report in the Strategic Risks Template and the

comprehensive Programme risks are reviewed every four weeks by the Transformation Programme Board.

6. OTHER CONSIDERATIONS

Corporate priorities engaged:	This report relates to the future delivery of the council's four corporate priorities during a period of increasing financial constraint.
Considerations of equality and human rights:	This report updates Members on the opportunity for developing improved access to a range of council services and meeting a wide range of customer needs.
Biodiversity considerations:	None.
Sustainability considerations:	The emerging model is designed to ensure that both councils are sustainable in the medium term. Greater agile working linked to better use of technology should reduce the councils' carbon footprints.
Crime and disorder implications:	None.

STRATEGIC RISKS TEMPLATE

No	Risk Title	Risk/Opportunity Description	Inherent risk status				Mitigating & Management actions	Ownership
			Impact of negative outcome	Chance of negative outcome	Risk score and direction of travel			
1.	Financial risk	Funding availability for initial investment to implement the Programme	5	2	10	↓	<ul style="list-style-type: none"> Profile investment and the availability of resources in the context of a business plan Explore external funding opportunities 	Directors and Head of Finance and Audit
2.	Financial risk	Higher than anticipated costs and/or lower than anticipated savings arising from the Programme. Key variable risk is the cost of staff redundancies.	4	3	12	↔	<ul style="list-style-type: none"> Proof of concept work has demonstrated high level business case Detailed business case in place before committing to implementation of the Programme Sensitivity analysis undertaken Ongoing monitoring of costs and savings within the Programme In recognition of uncertainty of some costs, introduce contingency sum into detailed business plan 	Directors and Head of Finance and Audit
3.	Financial risk	Unexpected events leading to a delay in delivery which could include delays in recruitment or external cost pressures which divert funding from the Programme.	3	3	9	↔	<ul style="list-style-type: none"> Use of unearmarked reserves to fund a delay in delivery of the programme. Each month of delay could cost between £50,000 at the start of the programme to £250,000 at the end (combined figure). Review the level of corporate priority of the Programme against any new cost pressure 	SMT

No	Risk Title	Risk/Opportunity Description	Inherent risk status				Mitigating & Management actions	Ownership
			Impact of negative outcome	Chance of negative outcome	Risk score and direction of travel			
4.	Management risk	Management capacity to deliver the Programme	4	2	8	↔	<ul style="list-style-type: none"> • Programme identified as the key corporate priority • Commission external support as required to ensure the Programme is delivered in line with the timetable 	SMT
5.	Management risk	Maintaining the shared vision for the Programme during a period of significant changes	4	3	12	↔	<ul style="list-style-type: none"> • Effective communication strategy to engage with Members, staff and other stakeholders embedded within the Programme 	Directors
6.	Management risk	Managing organisational transition to the new operating model, in particular reduction in customer satisfaction and/or drop in service standards	4	2	8	↔	<ul style="list-style-type: none"> • Create sufficient organisational capacity to achieve programme timeframes • Managing ongoing individual service performance 	Directors Heads of Service
7.	Management risk	Loss of key staff during implementation of the Programme	4	4	16	↑	<ul style="list-style-type: none"> • Ensure effective transition plan in place 	Directors and Head of Corporate Services
8.	Political risk	Early interest from potential partner organisations to join Programme	3	3	9	↔	<ul style="list-style-type: none"> • New partners able to join Programme but based on SH/WD model and timelines, following assessment of risk to the Programme • Create flexible model that enables new partners to join at different 'levels' of the model, provided there is no adverse impact on service delivery within SH/WD 	Directors

No	Risk Title	Risk/Opportunity Description	Inherent risk status				Mitigating & Management actions	Ownership
			Impact of negative outcome	Chance of negative outcome	Risk score and direction of travel			
9.	Staffing risk	Officer capacity and retention of staff morale during significant corporate change	4	3	12	↔	<ul style="list-style-type: none"> • Effective communication strategy embedded as part of the Programme • Maintain the pace of the change to ensure that key staff are not lost to the organisation 	Directors and Head of Corporate Services
10.	Staffing risk	Securing successful implementation of major cultural change in relation to the development of skills and approaches to working arrangements within the new operating model	4	2	8	↔	<ul style="list-style-type: none"> • Support cultural change with a comprehensive corporate training and development programme and develop recruitment, induction, appraisal and performance management frameworks • Communication strategy embedded as a key element of the Programme • Procure external skills to respond to expertise or capacity gaps • Ensure new systems and processes are resilient and sustainable 	Directors and Head of Corporate Services Directors and Head of ICT and Customer Services

No	Risk Title	Risk/Opportunity Description	Inherent risk status				Mitigating & Management actions	Ownership
			Impact of negative outcome	Chance of negative outcome	Risk score and direction of travel			
11.	Staffing risk	Potential Union/staff response to elements of the Programme	4	2	8	↔	<ul style="list-style-type: none"> • Ongoing engagement with key staff stakeholder groups and develop corporate understanding of those issues which are essential to successful implementation of the Programme and therefore must be subject to change • Communicate potential staff benefits within the model such as developing skills and achieving better work/life balance through agile working 	Directors and Head of Corporate Services

Direction of travel symbols ↓ ↑ ↔

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NAME OF COMMITTEE	Overview and Scrutiny Committee
DATE	24 June 2014
REPORT TITLE	Annual review of the South Devon and Dartmoor Community Safety Partnership
Report of	Senior Community Safety Officer
WARDS AFFECTED	All

Summary of report:

The purpose of this report is to provide Members with the opportunity to scrutinise the work of the Community Safety Partnership (CSP) as defined by Sections 19 and 20 of the Police and Justice Act 2006 and the Crime and Disorder (Overview & Scrutiny) Regulations 2009.

Financial implications:

There are no direct financial implications for the Council arising from this report.

RECOMMENDATIONS:

It is recommended that the **Overview and Scrutiny Committee** notes the report and the achievements of the South Devon and Dartmoor Community Safety Partnership in 2013/14 and makes any recommendations with respect to the discharge of the functions of the partnership.

Officer contact:

Becca Hewitt – Senior Community Safety Officer South Devon and Dartmoor Community Safety Partnership. Rebecca.Hewitt@Teignbridge.gcsx.gov.uk Tel: (01626) 215873

Ian Bollans - Head of Environmental Health and Housing.

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Tel: (01822) 813711

1. INTRODUCTION

1.1 Community Safety Partnerships were set up as statutory bodies under Sections 5-7 of the Crime and Disorder Act 1998.

1.2 The South Devon and Dartmoor Community Safety Partnership (CSP) consists of a number of ‘responsible authorities’ who have a legal responsibility to work in partnership to tackle crime and disorder. The authorities are the:

- Police;
- Local Authorities;
- Fire and Rescue Authority;
- Health Service; and
- Probation Service.

- 1.3 The South Devon and Dartmoor CSP is a merger of the South Hams, Teignbridge and West Devon CSP's. The merger allows for the effective use of limited resources across the three authorities. It has been operating since 2007.
- 1.4 The responsible authorities work together to develop and implement strategies to protect their local communities from crime and disorder and to help people feel safe. They work out local approaches to deal with issues including antisocial behaviour, drug or alcohol misuse and re-offending. They also work with others who have a key role, including community groups and registered housing providers.
- 1.5 Section 19 of the Police and Justice Act 2006 requires that every local authority shall ensure that it has a committee with power to review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions.
- 1.6 This report looks at the work of the CSP over the last 12 months with particular reference to activities within the West Devon area.
- 1.7 Although there are no direct financial implications associated with this report, the CSP continues to operate in a restrictive financial environment.

2. BACKGROUND

Police and Crime Commissioner

- 2.1 In November 2012 Tony Hogg was elected as the first Police and Crime Commissioner for Devon, Cornwall and the Isles of Scilly. He published his Police and Crime Plan for 2013 - 2017 which has the vision of Devon, Cornwall and the Isles of Scilly being the safest area of the country, served by the best police force. His mission is to cut crime and the fear of crime by bringing policing closer to the public.

On 3rd April he published a revised plan following a period of consultation which set new priorities

- 2.2 His objectives are laid out under the following headings:

- Cutting crime, keeping Devon and Cornwall safe;
- Reducing the harm caused by alcohol related crime;
- Efficiency and long-term financial security;
- An improved criminal justice system;
- High quality, accessible help for victims of crime;
- Greater public involvement in policing.

- 2.3 Across the Peninsular, the Community Safety Partnerships have worked together to produce a Strategic Assessment for 2013/14. The Strategic Assessment is a 'snapshot' of crime and community safety produced using factual data. It identifies 4 priorities which most affect communities in the peninsular

- Domestic, family and sexual abuse;
- Alcohol, violence and the night time economy;
- Anti-social behaviour;
- Reoffending.

-
- 2.4 It also identifies two additional risks of Hate crime and hidden harm, and Preventing Violent Extremism. In his plan the PCC makes reference to the Community Safety Partnerships' Peninsular Strategic Assessment, stating that he supports the priorities identified and that they are built into his Crime and Policing Plan.
- 2.5 The South Devon and Dartmoor (SD&D) CSP's have chosen to mirror the priorities as laid out in the Strategic Assessment:
 - Domestic, family and sexual abuse;
 - Alcohol, violence and the night time economy;
 - Anti-social behaviour;
 - Reoffending.
- 2.6 It also works across Devon to tackle issues such as drug misuse, youth crime, prejudice related crime, preventing violent extremism and domestic violence and abuse.
- 2.7 2013/14 income to the CSP included a £9,000 grant of Safer Communities funding from the PCC via the Safer Devon Partnership, small contributions from agencies and income to support specific projects. The mobile CCTV cameras generated incomes over the year but did not generate in income above their operating costs. The Honest Truth project board have generated incomes to be reinvested into the project by selling resources to other areas across the Country.

3. PARTNERSHIP ACHIEVEMENTS IN THE LAST 12 MONTHS

- 3.1 The following projects are examples of those delivered across the SD&D Partnership.
- 3.2 Local delivery plan – A Local Delivery Plan is produced by the CSP each year. This year there are more than 60 projects detailed. The delivery of the plan is monitored at each CSP meeting and supports the CSP priorities. Excellent Anti-Social Behaviour achievements – a 95% success rate with referrals from a number of agencies.
- 3.3 Police tasking – CSP staff continue to attend fortnightly tasking processes to enable effective sharing of information and targeting of resources. They are also involved in more local level sector meetings with Police to monitor crime performance and work in partnership to resolve any emerging issues.
- 3.4 The Honest Truth – Over 1,300 Driving Instructors are now signed up to work in Partnership to get key messages regarding anti-social driving and ways to avoid becoming a fatality on our roads to new drivers. The messages are given directly to new drivers and their parents across Devon and Cornwall.
- 3.5 The project is now operating in Hertfordshire, Swindon, Wiltshire, Nottinghamshire, Staffordshire, Cumbria and Somerset and are working with the AA and BSM nationally. Presentations are booked for Bedfordshire, Luton, Dorset and Essex who have all expressed an interest in rolling out the scheme. The project Board is currently progressing with an application to establish a Charitable Incorporated Organisation to deliver the Project.

- 3.6 Prevent – We work with partners, including the Police, to implement a strategy known as Prevent. Prevent is about trying to intervene with individuals who appear to be adopting radical views to avoid them becoming terrorists. Each Council in Devon has appointed a Prevent special point of contact (SPOC). Peter Dale is the SPOC for South Hams and West Devon and Becca Hewitt is the SPOC for Teignbridge.
- 3.7 Project H2O – H2O project – The Community Safety Officer (CSO) is running this project which has been taken up across Devon. The project is to place water coolers in licensed premises based on good practice from other places in the UK to reduce violent behaviour. She is working closely with Dr Dan Gilling from Plymouth University on an evaluation of the project. There has been some delay over obtaining data analysis for evaluation due to change of personnel but this has now resolved and we hope to finalise the project shortly.
- 3.8 Targeted Families Support – one of the four key elements of the Government’s programme for Troubled families is reducing ASB and crime. In Devon the scheme is known as Targeted families and is now fully operational across the CSP area. CSP staff are involved at both operational and strategic levels and we are starting to see some excellent results from the initiative.
- 3.9 Street pastors – The CSP has supported the development of street pastor schemes across the area.
- 3.10 Novel Psychoactive Substances (NPS) – The CSO and Senior CSO (Rebecca Hewitt) have represented CSP’s in Devon on the Devon-wide group which has recently been set up to look at the increase in NPS’s (previously known as Legal Highs.) This group sits monthly and has the strategic overview to discuss the growing concerns and increase in the availability of NPS. The themes of this meeting include mapping the areas of greatest concern, Devon’s media response to queries, Police intelligence, how to monitor, contain and raise awareness of these sometimes lethal and often highly addictive substances in our communities.
- 3.11 Prisons- work continues with both HMP Channings Wood and HMP Dartmoor to address issues which impact on community safety.
- 3.12 Licensing Meetings – Monthly meetings take place in Teignbridge to bring together both Council and Police Licensing staff, Police Officers and representatives from Environmental Health, ASB and the CSP. The meetings ensure good information sharing and agreed multi-agency plans to address any concerning issues in relation to licensed premises.
- 3.13 Forum Event – The annual Forum event took place on the 30th April 2014. There were over 50 delegates and presentations included Integrated Offender Management, Domestic Violence and Abuse, Targeted families, Phoenix project, Last Orders Project, Police and a representative from the office of the Police and Crime Commissioner.

4. WEST DEVON PROJECT WORK

- 4.1 Louisa Daley is the West Devon Community Safety Officer (CSO) who works with partner agencies mainly based in Tavistock and Okehampton to tackle community safety issues. A community safety meeting is held every quarter in West Devon and agencies that attend include Police (Local Policing Partnership Teams), West Devon Borough Council representatives, Registered Social Landlords, Tavistock and Okehampton Colleges, Youth Service, Fire and Rescue Service and the Youth Offending Team.
- 4.2 Community Days have been held in Tavistock and Okehampton where the Community Safety Partnership has worked in conjunction with West Devon's Connect Initiative and engaged with hundreds of members of the public, providing targeted crime prevention advice – such as shed and garage security and ways to prevent theft from your vehicle.
- 4.3 The CSO continues to chair and co-ordinate the Okehampton and Tavistock Matters meetings and the number of borough and town Councillors attending continues to increase. This is an excellent way of representing views of the local community through their elected member to Community Safety and Police colleagues and also helps with any issues that may require resolving. Councillors continue to report that they find the meetings very useful – hence the increase in interest and attendees.
- 4.4 The CSO is engaged with the Police tactical tasking meetings at Local Policing Area Head Quarters in Barnstaple on a fortnightly basis. Involvement is through conference calls in addition to attending the meetings to reduce costs.
- 4.5 A “Home Fire Safety Professionals Event” was held in conjunction with the CSP, Devon and Somerset Fire and Rescue Service (DSFRS) and the Older Peoples Service in West Devon in 2012 and 2013. 32 health and social care professionals, with caseloads of 50+ vulnerable people in West Devon attended the sessions, which were held at the Fire Station in Tavistock. Social Services and NHS workers reported to find the session very helpful and informative and have asked for these sessions to become an annual fixture. Dates have already been fixed for 2014 and the Fire Service in North Devon are running the events in their area due to positive feedback and an increase in home fire safety checks for DSFRS.
- 4.6 The CSO has made strong links with The Probation Service who are keen to highlight their work and continue to increase their delivery in the rural community. The CSO has coordinated the delivery of one community payback scheme in West Devon and two further projects are underway in the area. Feedback from local Councillors was extremely positive and there was also positive comment from Cllr John Hart of DCC when the information regarding budget spend was fed back at Council. A press release was published and more are planned to go out in the public domain to show how local offenders are “paying back” to the community that they offended in.
- 4.7 Two Drink Drive events were run in West Devon in conjunction with Police and DSFRS. The events ran on concurrent Saturdays in late November and early December in Okehampton and Tavistock Town Centre. The events ran

between 1000 hours and 1300 hours in order to impact on the most people at the Christmas markets. There was a strong visual impact with a crashed car and demonstrations of cutting equipment used which simulated the end result of a drunken journey. There was coverage in both local papers and further information in the CSP newsletter. Police used the Drunk Goggles and 'Alcoblows' as interactive tools to use with members of the public.

- 4.8 The CSO has recently set up social media accounts and maintains the Community Safety Twitter account for South Hams and West Devon, the account is @CommSafetySHWD

5. ANTI-SOCIAL BEHAVIOUR WITHIN WEST DEVON

- 5.1 The information covers the period 1st April 2013 to 31st March 2014

Referrals made to ASB Officer from WDDC, Police, Fire, Registered Social Landlords etc.	49
First stage letters & Alcohol letters	34
Second stage letters	2
Acceptable Behaviour Contracts	2
Anti-Social Behaviour Orders	0
Closure order	0
ASB Repossessions	3

- 5.2 Monthly ASB meetings take place to discuss information sharing and case management of high level or persistent ASB perpetrators. These are multi-agency meetings which are chaired by the ASB Officer, John Ward. The agencies attending the meetings include the Youth Offending Team, West Devon Borough Council, Registered Housing Providers, Police, Children and Young Peoples Services, Education Welfare Officers. Also discussed at this meeting are vulnerable individuals. The purpose of discussing these individuals is to ensure they are receiving the full help and support they require and ensuring all relevant agencies are aware and engaged.

- 5.3 Over the past year 3 ASB related housing repossessions were obtained. All were as a direct result of intensive multi-agency work. There are currently 2 individuals who are subject of a CrASBO. Since the issue of the orders, neither has come to the attention of the Police for anti-social behaviour. Both still live in the area. Their orders expire in July 2014

- 5.4 The following are example case studies to demonstrate the multi-agency work the ASB Officer is engaged with on a daily basis

- In December 2012 a Sec 30 Dispersal Order was signed in relation to Anti-Social Driving caused by 'boy racers' in Bedford Car Park, Tavistock. The order expired in May 2013. Following a review of the Order while a number of drivers were identified and received 1st stage ASB letters, the order did not completely solve the problem.

Following further discussions between West Devon Borough Council and Tavistock Police the Council made substantial changes to the layout of the car park. As a result the 'boy racers' are unable to use the car park as a race track or demonstration arena.

- In April 2013 West Devon Homes successfully won possession of a property in Tavistock. This was after the property was subject of a closure order. The tenant has since moved into Tavistock Town Centre. She has not caused the problems she had at her previous address.
- In July 2013 Plymouth County Court issued Westward Housing with a demotion of tenancy against a tenant in Lamerton. This followed a number of incidents of anti-social behaviour and criminal behaviour directed towards their neighbours. Despite having the demotion of tenancy the same behaviour continued. Following a multi-agency meeting Westward Housing took the decision to seek full possession which they were granted.
- In the period between January & March 2014 there was a spike in anti-social behaviour and criminal behaviour in the Simmons Park area in Okehampton. As a result the Police asked for a Sec. 30 Dispersal Order for the park. John Ward the anti-social behaviour officer carried out a consultation gathering the views of district and town councillors, YOT and youth services. The order was signed in April 2014.
- Following a number of incidents of anti-social behaviour in Godolphin House, Tavistock a tenants meeting was called by John Ward the ASB officer and Louisa Daley the Community Safety Officer. The meeting was chaired by John ward and was attended by tenant's members of WDBC and West Devon Homes (WDH) the Registered Provider responsible. As a result of the meeting incidents of ASB greatly reduced and WDH started the process of organising a tenants Association to deal with such problems in the future.

6 Crime data – Recorded Crimes – 01/04/2013 to 31/03/2014

Crime Group	Recorded crimes this year	Recorded crimes last year	% Change Crime Year on Year
Violence with Injury	217	220	-1.4%
Violence without Injury	201	127	58.3%
Rape	17	14	21.4%
Other Sexual Offences	44	26	69.2%
Robbery	4	3	33.3%
Burglary Dwelling	49	49	0.0%
Burglary Non-Dwelling	95	148	-35.8%
Vehicle Offences	143	121	18.2%
Shoplifting	157	124	26.6%
Other Theft	319	301	6.0%
Criminal Damage	349	343	1.7%
Public Order Offences	112	94	19.1%
Possession of Weapons	7	9	-22.2%
Trafficking of Drugs	16	21	-23.8%
Possession of Drugs	66	103	-35.9%
Other Offences	27	45	-40.0%
Total	1823	1748	4.3%

7. THE NEXT 12 MONTHS

- 7.1 There are a number of significant changes due to take place in the next twelve months for the CSP and also contributing partners' agencies. Significant changes are currently taking place to the delivery of probation services as a result of the Government's *Transforming Rehabilitation* agenda. Partnership remains key to delivering a reduction in re-offending and protecting the public from future harm. As part of these changes the Devon & Cornwall Probation Trust will cease to exist from 31 May. From this point offenders will either be supervised by the National Probation Service (NPS) if they pose a high risk of harm or there are significant public protection issues, or by the new Community Rehabilitation Companies (CRCs) recently established, if they pose a low or medium risk.
- 7.2 In the autumn the Anti-Social Behaviour, Crime and Policing Act 2014 is due to come into force. The existing Anti-Social Behaviour Orders will be replaced by civil injunctions and a separate Behaviour Order on conviction. The Act also contains New Absolute grounds for possession, Dispersal Powers, Public Spaces Protection Orders, Closure Power, Community Protection Notice and the Community Trigger. Training will be required to ensure these powers are used effectively to the benefit of our communities.
- 7.3 The Police and Crime Commissioner has granted £20,000 to the CSP via the Safer Devon Partnership. This funding is to be spent on Anti Social Behaviour and also locality projects. The Local Delivery Plan for the coming twelve months has been drafted and includes 73 separate projects and initiatives. This builds on good practice from our CSP and other areas.

8. ISSUES FOR MEMBERS TO CONSIDER

- 8.1 Home Office Guidance suggests that the role of the scrutiny function in relation to the work of the CSP should relate to:
- Policy development;
 - Contribution to the development of strategies;
 - Holding to account at formal hearings;
 - Performance management, looking at performance by exception;
 - Overview and Scrutiny function to scrutinise the work of the CSP and the partners who comprise it, insofar as their activities relate to the partnership itself.
 - The role of the committee should be applied as a 'critical friend' of the CSP, providing constructive challenge at a strategic level, rather than fault finding at an operational level.

9. LEGAL IMPLICATIONS

- 9.1 There are no direct legal implications associated with this report. Any comments from the Overview and Scrutiny Committee will be reported to the next Community Safety Partnership meeting. The Council's statutory powers are set out in the body of this report.

10. FINANCIAL IMPLICATIONS

- 10.1 Although there are no direct financial implications associated with this report, the CSP does operate in an restrictive financial environment. All funding streams have now been transferred to the Police and Crime Commissioner. He has continued to provide funding to the CSP but has stated that continued

funding will depend on achieving results against priorities.

11. CONCLUSION

11.1 The CSP is a statutory partnership with a wide remit. With so many individual agencies being responsible, in one form or another, for tackling crime and disorder within the District, the CSP provides a coordinated approach between partner organisations to ensure effective targeting of resources.

11.2 Crime figures have increased by 4.3% against 2012/13 figures.

11.3 The CSP continues to face a challenging future with partners facing pressure on resources

12. RISK MANAGEMENT

12.1 The risk management implications are:

Corporate priorities engaged:	Community Life; Environment; Customer First
Statutory powers:	Sections 5-7 of the Crime and Disorder Act 1998
Considerations of equality and human rights:	Restrictions placed upon individuals who are causing anti-social behaviour need to be balanced and proportionate
Biodiversity considerations:	Not applicable
Sustainability considerations:	Not applicable
Crime and disorder implications:	The work of the Community Safety Partnership directly impinges on crime and disorder issues within the District
Background papers:	None
Appendices attached:	None

STRATEGIC RISKS TEMPLATE

No	Risk Title	Risk/Opportunity Description	Inherent risk status				Mitigating & Management actions	Ownership
			Impact of negative outcome	Chance of negative outcome	Risk score and direction of travel			
1	Partnership	Failure to support the work of the PCC	2	1	2	↔	The CSP allows key agencies to work together to tackle crime and disorder. An annual Delivery Plan is produced and monitored to ensure delivery of key projects	CSP Members
2	Finance	The CSP is operating in a restrictive financial environment.	2	2	4	↔	The merger arrangements have generated savings, while maintaining levels of service. Future funding will be results-driven. The PCC has provided additional funding to the CSP this year to tackle his priority areas	CSP Members
3	Strategic	Divergence of PCC and CSP priorities	2	2	4	↓	The PCC relies heavily on the Peninsular Strategic Assessment to shape his priorities. The CSP has an active input into the production of that strategic assessment	CSP Members

Direction of travel symbols ↓ ↑ ↔

NAME OF COMMITTEE	Overview & Scrutiny Committee
DATE	24 June 2014
REPORT TITLE	Monitoring of West Devon Community and Voluntary Services, Citizens Advice Bureau & Young Devon Service Level Agreements for 2013/14
Report of	Community Projects & Policy Officer Planning, Economy & Community
WARDS AFFECTED	All

Summary of report:

To review the operation in 2013/14 of the Service Level Agreements (SLAs) with West Devon Community and Voluntary Services (WDCVS), including West Devon Volunteer Centre (WDVC), West Devon Citizens Advice Bureau (WDCAB) and Young Devon – Tavistock Youth Enquiry Service – (YD).

Financial implications:

The existing SLA annual financial support of:

- £8,500 to WDCVS;
- £32,900 to WDCAB.
- £7,500 to YD

RECOMMENDATIONS:

It is recommended that Members review the performance of WDCVS, including WDVC, WDCAB and YD against the outcomes agreed in the SLAs and advise officers as to whether any further action is required.

Officer contact:

Sarah Brown - Community Projects & Policy Officer – slbrown@westdevon.gov.uk – 01822 813624

1. BACKGROUND

1.1 From 1st April 2013 WDBC entered into revised SLAs with the local CVS, CAB & YD. These agreements were for an initial period of one year with the ability to extend for a further two years, to reflect the Council’s budget position. All three agreements are continuing in 2014/15. The funding supplied under the

agreements is to be used for the delivery of specific outcomes for the residents and communities of West Devon.

- 1.2 As members will be aware officers have reported to this committee on the CAB & CVS SLAs for the last 2 yrs, in addition this year we have added the YD SLA to this report. Officers meet with the chief officers for all organisations on a 6 monthly basis to review the SLA outcomes and on other occasions to discuss specific projects or initiatives. Both the CAB & CVS have delivered presentations to members of this committee within the last year to allow members the opportunity to scrutinise the value for money being achieved from these arrangements.
- 1.3 The CVS supports and represents hundreds of voluntary and community sector organisations in West Devon.
- 1.4 The CAB provides a range of quality advice and support services to individuals, who are often vulnerable or isolated.
- 1.5 YD provides support for young people in WD with the main focus providing counselling; accepting referrals from a variety of agencies, a young carers project for 5 – 25 yr olds, sexual health advice & screening and housing & homelessness advice for 16 – 25 yr olds.
- 1.6 In all cases it is likely that without the provision of this advice and assistance the Council would find itself in the position of having to, at least partly, take on some of this role or deal with the consequences of a reduced service. At members request some additional work was carried out to evaluate value for money being received in respect of the CAB SLA which was presented to members in March 2014. Whilst it proved difficult to fully quantify the benefit or any additional costs to the council of not making any contribution it is felt likely that the council would incur additional costs over and above that of the funding provided to these organisations if the contribution was not made.
- 1.7 WDCVS have this year formalised partnership working with 5 other CVS in Devon under the Devon Voluntary Action banner, in order to sustain their local presence and accessibility and increase the number of opportunities for local groups.

2. MONITORING OF SERVICE LEVEL AGREEMENTS 2013/14

CVS

- 2.1 WDCVS has produced an annual monitoring report for 2013/14 which includes the information required by the SLA and provides an overview of its work; this is set out in Appendix A.
- 2.2 42% of the organisations supported by CVS were in the North of the Borough and 57% in the South. 53% of organisations were delivering services in the

towns of Okehampton & Tavistock and 47% were delivering services in rural areas.

- 2.3 375 new volunteers were registered this year, 33% of these were young people.

CAB

- 2.4 WDCVS has produced an annual monitoring report for 2013/14 which includes the information required by the SLA and provides an overview of its work; this is set out in Appendix B.
- 2.5 As requested by members of committee the CAB have provided some information split between Tavistock & Okehampton – Appendix B1 & B2
- 2.6 In total both Bureaux advised 4,039 clients on over 6,500 issues. For Okehampton this was 2,391 on 3,781 issues and for Tavistock 1,648 clients on 2,760 issues. In both areas welfare benefits and tax credits were by far the biggest subject dealt with, followed by debt.
- 2.7 99% of clients were satisfied with the service and would recommend the CAB
- 2.8 Value of financial outcomes generated was £560,497, with an average income gain of £3781 and average value of debt written off being £13,372.

YD

- 2.9 YD has produced an annual monitoring report for 2013/14 which includes the information required by the SLA and provides an overview of its work; this is set out in Appendix C.
- 2.10 YD's tenancy has ended at Pixon Lane, they are currently awaiting the completion of the Youth Service building in Tavistock however keen to ensure there is a local presence in Tavistock they make use of the Abbey surgery building in Tavistock and are based at Room 13 in Okehampton temporarily.
- 2.11 In these challenging times there are waiting lists for all services that YD provide with increased demand for support for our young people who are presenting with more than one issue.
- 2.12 There were 38 referrals made for counselling services, 17 aged 16 or under & 21 aged 17-24. More males than females were referred.
- 2.13 The number of young carers being supported is 109, of which 103 are receiving one to one support. This year alone 14 under 12 yr old young carers were referred to the service.

3. LEGAL IMPLICATIONS

- 3.1 The Council has powers under the Localism Act 2011 to support voluntary services in the community.

3.2 Under the Children’s Act 2004 (section 11) the Council has statutory requirements in relation to safeguarding young people.

3.3 The Council’s requirements and commitments are secured in the SLAs for WDCVS, WDCAB & YD.

4. FINANCIAL IMPLICATIONS

4.1 Current annual contributions are:

- £8,500 to WDCVS;
- £32,900 to WDCAB.
- £7,500 to YD

4.2 The councils contributions are reviewed annually at budget setting, however it should be noted that government has issued Best Practice guidance that sets out expectations for the way in which local authorities will work with the Voluntary and Community Sector when making funding decisions. In making a decision as to whether or not to cease or reduce funding members should be aware that the authority is under a Duty to Consult representatives of a wide range of local persons; this is not optional, therefore should the council be minded to reduce its contribution, time will be required to allow for this work to be carried out. Furthermore there is a 6 month notice period in each of the SLA’s.

5. RISK MANAGEMENT

5.1 The Risk Management implications are shown at the end of this report in the Strategic Risks Template.

6. OTHER CONSIDERATIONS

Corporate priorities engaged:	Community Life; Economy; Homes
Statutory powers:	Localism Act 2011 (Section 1 – Powers of General Competence) The Children Act 2004 (Section 11)
Considerations of equality and human rights:	The services provided by WDCVS, WDCAB & YD promote equal opportunities and help prevent discrimination in our communities.
Biodiversity considerations:	None
Sustainability considerations:	The SLAs with WDCVS, WDCAB & YD promote sustainability by supporting the VCS, promoting community-led actions, local decision making & helping young people to be independent, give them direction and advice about how to access services appropriately.
Crime and disorder implications:	The work of WDCVS, WDCAB & YD provides advice, support and volunteering opportunities which reduce the potential for anti-social behaviour.

Background papers:	WDCVS/WDBC SLA 2013/2014 WDCAB/WDBC SLA 2013/2014 WDCAB/WDCVS MONITORING REPORT 2012/13 WDCAB REVIEW OF SERVICES MARCH 2014
Appendices attached:	Appendix A – WDCVS SLA Monitoring Report 2013/14 Appendix B – WDCAB SLA Monitoring Report 2013/14 Appendix B1 & B2 – ‘Dashboard’ statistics 2013/2014 Appendix C – YD SLA Monitoring Report 2013/14

STRATEGIC RISKS TEMPLATE

No	Risk Title	Risk/Opportunity Description	Inherent risk status				Mitigating & Management actions	Ownership
			Impact of negative outcome	Chance of negative outcome	Risk score and direction of travel			
1	Delivery of Outcomes and Value for Money	Failure to deliver outcomes to the community and provide value for money for the Council's contributions	3	2	6	↔	<ol style="list-style-type: none"> 1. Annual monitoring report 2. Regular meetings with chief officers of funded organisations 3. Contributions reviewed at annual budget setting 4. SLAs reviewed on a regular basis 5. Organisations are nationally recognised with set standards and reporting mechanisms 	Community Manager

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Direction of travel symbols ↓ ↑ ↔

West Devon CVs Progress Report for West Devon Borough Council Apr 2013 – March 2014

This report contains an overview of the activity of West Devon CVS. This year the CVS has been able to deliver the breadth of services through a core funding package from West Devon Borough Council and Devon County Council of £39,500 to which WDBC contributed 21%.

In order to safeguard services which are available to groups throughout West Devon, we have formalised our partnership working with 5 other CVS in Devon under the Devon Voluntary Action banner this year. We believe that this will enable us to sustain our local presence and accessibility and increase the number of opportunities for our local groups.

Progress against Delivery Outcomes contained with Appendix A of the Agreement

Measurable outputs

	Outcome	Annual Target	Achievement
1.1	Communities have more services which better meet their needs and are available		
	Existing Groups sustaining enhancing services	12	8
	New Groups	4	5
2.1	Organisations have increased their capacity & development potential		
	Interventions with VCOs	140	116
	No of groups supported	62	73*
2.2	More orgs are planning & implementing workforce development		
	No of organisations attending training/workforce development sessions		15
3.2	Local organisations are better at communicating with each other, have shared learning & make better at communicating		
	No of organisations participating in Events		56
4.1	VCS has a more integral role in planning & policy		
	No of mandated representatives		4
	Orgs from which they come		4
5.1	More people are volunteering		
	No of new volunteers this year		375
	No of Volunteering opportunities		75

*includes groups in 2.2

Communities have more services which better meet their needs and are available

Our local sector has been affected by both the economic environment with groups concentrating on keeping themselves going rather than extending their services and the ongoing review of services from Devon County Council.

Typically in West Devon we have smaller groups who do not seek to become involved in delivering services through a formal contracted agreement.

Our role as a CVS is to encourage communities and groups to become engaged and take advantage of opportunities as they present themselves, thus protecting and enhancing our local community resilience.

As local government plans become clearer we would expect levels of activity to increase and our role of encouraging communities and groups to become engaged also increasing.

New services and groups developed this year include:

- Young peoples Streets Sports Group Chagford
- Highampton Community Group looking at bulk purchasing services such as insurance for community groups;
- Additional Befriending services with TASS in Tavistock and ACOT in Okehampton
- Time for Life – Sunday lunch club & ‘Men in Sheds’
- West Devon Rovers, providing marshalls for community events
- Activity around setting up a mentoring scheme in partnership with CCD and WDBC/SHDC
- Carers Support Group Okehampton

Developing new groups can take time; personal circumstances can affect progress as can external factors.

Three of those mentioned about are still work in progress. One is no longer being pursued do the driving force behind one of them moving out of the area. Personal circumstances meant that a second has not made the progress it was initially hoped would be made.

Organisations have increased their capacity and development potential

1: 1 Support provided throughout the year has included all areas of organisational support. policy development (2), Organisation Healthcheck (1) Funding Advice (21) Trustee Support (7) Volunteer Management Support (6), Business Support (1) as well as loaning resources such as Displayboards and Projectors

Work has been carried out with organisations based throughout the Borough. 42% in the Okehampton end of the Borough and 57% in Tavistock. 53% of these delivering services in the towns of Okehampton & Tavistock, 47% delivering services in the rural areas.

The services delivered by the organisations we have worked with include Arts, Advice organisations, Village Halls, pre schools, those offering social activities, sport and leisure, health and social care activities and transport.

As well as working with organisations in the voluntary sector, we have worked with the Libraries, Dept of Work and Pensions and Okehampton Town Council and Lifton Parish Council.

More organisations are planning & implementing workforce development

We have held 3 learning opportunities in the year on Volunteers & the Law, Fundraising ideas and Social Media attended by 24 individuals as well as signposting organisations to many other opportunities through our newsletters and regular email bulletins.

Training was very well received, and has highlighted areas where further training and development is required. We have amended our feedback forms to better identify the value of learning opportunities and with through our DeVA partnership arrangement will be able to offer an increased number of affordable opportunities.

Locally organisations are communicating with each other....

We have held 5 events which brought groups together, attended by a total of 56 organisations and 448 individuals. There were 2 health & social care focused forums, one targeted at pre schools, one volunteer organisers forum and one providing an opportunity for groups to discuss the challenges facing them and the support needed from organisations like the CVS. These were opportunities for groups to come together with representatives from public agencies to hear about various initiatives and to benefit from networking and peer support.

Feedback from these events again is positive with attendees saying that the events are “great for networking and hearing about different voluntary sector services” and “it has helped me understand better the role of CVS in West Devon, the services in the locality and the health & wellbeing agenda”

Under a separate funding stream we also co-ordinated the Southern Area Car Forum throughout this year which brought together voluntary groups providing car transport services in South Hams, West Devon and Teignbridge, bringing them together on 3 occasions.

VCS has a more integral role in planning & policy

We continue to have four mandated representative on strategic groups in the Borough: The Children & Young Peoples Partnership and the Environment, Homes, Community & Economy Connect delivery groups. However, with the exception of the CYPP there have been no regular opportunities for the mandated voice of the sector to be heard.

WDCVS continues to be a member of the Connect Board at a strategic level.

The Chief Officer participated in a number of county grouping to speak up for and represent West Devon and the sector. These included the Clinical Commissioning Groups Transforming Community Services Stakeholder Group, the Devon Strategic Partnerships Task & Finish Group on Localism

Volunteering

Individuals in West Devon continue to demonstrate a real commitment to volunteering. We offer a wider breadth of opportunities in the areas such as administration, animals Arts, befriending & mentoring, IT, women's groups and the environment.

Of the 375 new volunteers we have registered this year, 33% have been young people (15-25) as volunteers in this period.

Supported by the public health funding we have undertaken a baseline survey on a sample of our volunteers to gain feedback in how they expect volunteer to help them in terms additional skills and improved health and wellbeing, reducing isolation. This has indicated that people believe that it will help their self confidence, will enable them to learn new skills and will make them feel more positive.

With our partners across Devon we have been working on DAVE (Devon Active Volunteering Experience) a project funded through Adult & Social Care aimed at providing volunteering opportunities for those who require additional support. We met our target of working with 11 individuals who would not otherwise be able to do so, to volunteer.

We celebrated volunteers week by hosting a tea at Lydford Gorge to thank those who volunteer in our Borough.

Partnership Working

West Devon CVS is an active member of Devon Voluntary Action. Our involvement with this partnership enables us to provide more extensive services than we would otherwise be able to do, using skills and resources from our partners whilst we continue to provide the local knowledge, expertise and presence.

We continue to work in partnership with the wider CVS network in Devon and co-ordinated the Voluntary Sector Representation on the Complex Care Teams through a separate funding stream.

Case Studies

A. Capacity Building Support

Type of organisation: Small heritage organisation managing woodland/gardens which are open to the public, and holding an annual sculpture display.

1. Main Issues before infrastructure Organisation's involvement

Charity formed 2011, following death of the founder of the site (and collector of the range of trees). Came into contact with the CVS in 2012, initially to discuss gaining new volunteers to support their work. General needs relating to development of this fairly new organisation, particularly income generation/funding and on-going sustainability.

2. Main aims of the Support work

Main aims were initially to respond to direct volunteering related requests and then to support the development and sustainability of the organisation.

3. Work Completed by the infrastructure organisation

The support was provided through meetings, telephone calls and email. Support areas covered included: • Advice on involving and recruiting volunteers, and volunteer policies • Advice on draft business plan • Funding search and advice on draft applications • Advice on cash flow/financial elements • ViP healthcheck & revisit to healthcheck

4. Changes to the organisation

Advice given improved the volunteering policies and procedures. It also enabled the organisation to access some funding for structural improvements to the site (which should in the longer term improve access and therefore visitor numbers). The recent update to the ViP healthcheck shows that the Trustee/management group are clearer about their role and vision for the organisation and are working better as a team.

5. The contribution of the infrastructure organisation to these changes

The ViP follow up healthcheck indicated that the CVS development support had played a role in enabling the group to be clearer about its aims and priorities and to access funding.

6. Other Needs

The CVS continue to work with the group on financial sustainability and funding applications. These needs are on-going.

7. Benefits for the end beneficiaries of the organisation.

This fantastic resource is still available for the general public to visit and as an educational resource for local schools, as well as the general public and tourists.

B. Volunteering

A charity supporting those with mental health problems through the provision of information, advice, one to one and group support and the operation of a community hub in an effort to build their self-esteem, independence and a sense of well being.

1. Main issues before this initiative:

Group not able to function efficiently. The organisation is staffed predominantly by service users living with mental health conditions of varying severity. Some volunteers are also in this category. Availability and accessibility of the service is dependant on the wellness of

staff and volunteers at any given time. The group were encountering difficulties in recruiting and retaining volunteers; volunteers did not feel valued or appreciated. There were also problems with IT including working email address. Engagement of the trustees was limited.

2. Main Aims of the Support Work:

To recruit more volunteers, for them to stay with the organisation so that the organisation can deliver more frequent, consistent and reliable opening times.

3. Action Taken

The group were encouraged to attend the Volunteer Organisers' Forum in January 2014, as a safe space where their issues could be discussed and shared with a peer support group.

Topics discussed by the group included good practice, the potential of identifying a volunteer co-ordinator to look after all the group's volunteers, the payment of volunteers' expenses, the holding of policies e.g. volunteer agreement form, recruitment options such as open days as well as social events.

The group was further supported by West Devon CVS in the following ways:

- We brokered contact with local magazines, parish newsletters and media (leading to better marketing and public awareness of the group);
- We worked with the organisation to develop clearly defined volunteers' roles. Volunteers now know what is expected of them. Their confidence in their ability to deliver that role has increased and in turn their self confidence has benefited as they realise that they can do this!
- The identity of the group has strengthened, with individuals are now feeling they have a common understanding and aim.
- We recommended identifying more experienced volunteers to both 'hold the fort' when staff are not available and to support new volunteers.
- We encouraged the group to sort out their IT problems;

4. Changes resulting from our Action

Support from their peers at the Forum gave the group confidence that they could achieve a much more 'professional' approach with their volunteers and, though the work is on-going, the service is being maintained on a much more even keel, volunteers are much more settled and are staying longer. Availability of the service has improved. The trustee board have been given a new lease of life and recent fund raising efforts have been successful.

C Governance Support

Existing health and social care organisation serving isolated older people in Mortenhampstead on the border of Teignbridge and West Devon.

1. Main Issues before infrastructure Organisation's involvement

An existing registered charity supporting people in Moretenhampstead (patients from the surgery). The organisation is entirely volunteer led and has around 44 volunteers providing transport, befriending, odd jobs etc which has had much success in providing services to patients of in Moretenhampstead surgery but at cross-roads to further development.

The organisation was experiencing more demand and more complex needs than they could cope with and were having difficulty managing expectation and the willingness within the organisation to change to meet the demand.

Problems with governance structure – constitution outdated and cumbersome no longer suited to mission of organisation. The management committee role was undefined and much of the work was left to one or two active committee members. Very few policy documents to guide the organisation which has resulted in misunderstanding by volunteers of correct procedures. There was a danger that things were going out of control and a possibility that the reputation of the organisation being compromised.

2. Main aims of the Support work

The main aim was to:

- Identify the organisations strength and weaknesses
- Help draw up constitutional change documentation
- Support the organisation to identify future need and strategies to meet the need
- Provide guidance on recommended policies and good practice

3. Work Completed by the infrastructure organisation

The support was provided through meetings, telephone calls and email. Support areas covered included:

- legal structures – guidance given on how to make changes to the Charities constitution
- Policy advice on regulation – H&S, disclosure and barring
- Information on good practice – particularly around befriending services

4. Changes to the organisation

The organisation was supported to create a new constitutional document that would be accepted by the Charities Commission and to be voted on at the Annual General Meeting. Advice was provided on committees roles. Advice and template policy documents were provided along with attendance at the organisations quarterly volunteers meeting to discuss the changes with volunteers. The organisation attended a CVS peer support network for rural befriending organisations.

5. The contribution of the infrastructure organisation to these changes

A development worker and specialist health and social care support officer from Teignbridge and West Devon CVS supported the organisation by attending meetings, providing advice and template documentation.

6. Things to be proud of and lessons learnt

- This organisation was doing well BUT could do better. There was a danger that things were going out of control and a possibility that the reputation of the organisation being compromised. CVS attendance at the volunteers meeting was vital to demonstrate support for the committee and help remind the volunteers of the need to meet the mission of the organisation and that that might require change.
- Lessons learnt; change takes time, the process took over 6 months to complete. The need to consult all stakeholders in an organisation is paramount to ensure acceptance.

7. Benefits for the end beneficiaries of the organisation

So far the end beneficiaries have been unaware of the changes to the organisation which in this case is a good thing as there has been no disruption to their service – the future is more sustainable and expanded services for the patients of the surgery.

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**Torrige, North, Mid and West Devon
Citizens Advice Bureau
Impact Report
West Devon Borough Council**

Published April 2014

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Torrridge North, Mid and West Devon Citizens Advice Bureau

A charity for the local community

Torrridge, North, Mid and West Devon CAB, in one form or another, has been part of the local community since 1970. Our service is an independent charity. Our offices in West Devon are located at the Ockment Centre, Okehampton and Kingdon House, Tavistock. We also offer an outreach service in Hatherleigh, which offers a service of signposting clients to our West Devon Bureaux. The service in West Devon is run by 5 paid staff and approximately 50 volunteers. Together, our team makes a huge contribution to the local community.

We also have a contract to provide a service at the children's centres in Okehampton, Tavistock and Hatherleigh. Clients are provided with a gateway appointment at the centre by a specialist caseworker, which usually leads to a full advice appointment, either in the Bureau or at the Children's Centre. In 2013/14 the specialist caseworker attended the Children's Centre on average, two days per week.

The funding to operate our core service is helped with a grant from West Devon Borough Council and Devon County Council (via CAB Devon). We also receive donations from Tavistock Town Council and Okehampton Town Council, local Parish Councils, plus our own local fundraising.

We have a contract with the Big Lottery Fund (Advice Services Transition Fund). The funding is being used to set up and develop the OATIS (Okehampton and Tavistock Information Service) project over the next two years. The aim of the project is to improve access to information, advice and cross-cutting support for all West Devon residents through better collaborative working, joined up service delivery and increased capacity by existing providers. To create a more stable financial future for advice and information providing agencies through generating/procuring diverse and sustainable funding streams. To prevent client problems becoming severe by promoting and providing the easy availability of free information and advice.

Torrridge, North, Mid and West Devon Citizens Advice Bureau helps people to solve problems. Our service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

Clients can access our service face-to-face or by phone. Some clients are empowered to solve problems by themselves; those requiring more support receive specialist casework. By offering advice across key areas such as benefits, debt, housing and employment, we aim to bring about positive changes in people's lives. This ranges from hard outcomes, such as maximising household income and improving health and wellbeing, through to softer benefits, such as improved family relationships.

The Citizens Advice service is the UK's largest provider of free advice for members of the public. Torrridge, North, Mid and West Devon Citizens Advice Bureau is part of a network comprising 338 Citizens Advice Bureaux. Each bureau operates as an individual charity. Together, the service delivers advice services from over 3,300 community locations in England and Wales. In addition to the advice provided through bureaux, Citizens Advice is responsible for the national consumer helpline and offers self-help through our website, Adviceguide.

Aims and principles of Citizens Advice

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. The service aims are;

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives.

Information and advice services across West Devon should be underpinned by the following principles:

Clients:

- Engaging with service users to influence decisions about service developments;
- Using a range of tools which empower clients to obtain the level of service appropriate to their needs and abilities;
- Access which is appropriate to client's needs, using a range of channels, e.g. telephone, email, home visit, outreach, face-to-face;
- A service that is holistic and that addresses and prioritises the needs of those in greatest need and those living in poverty.

Social Policy:

- Providing feedback on client concerns to local and national policy makers;
- Having tools available to contribute to policy and service developments through effective and appropriate reporting and monitoring systems.

Services:

- Free at the point of delivery, confidential, impartial and independent of public services;
- Providing services meeting the Citizens Advice, or other, high quality standards;
- Making full use of new and emerging technologies to provide a joined-up service as resources allow;
- Sourcing volunteers from the local community to provide local services;
- Services that are efficient and cost effective;
- A service that has face-to-face access at its core;
- A service that provides generalist support for clients and specialist support when available or by referral.

Working in Partnership:

- Working with partners to develop a range of co-ordinated and integrated services to best meet the needs of clients;
- Making full use of the strengths of the best advice agencies across West Devon and using best practice and collaboration to strengthen the quality of the services on offer;
- Seeks and responds to opportunities to develop new core funding streams, e.g. health service, public and private sectors, which contribute to advice needs.

Service Specification

Bureau Opening Hours – Okehampton

Tuesday, Wednesday and Thursday

10.00am to 2.00pm



Bureau Opening Hours – Tavistock

Monday, Wednesday and Friday

10.00am to 2.00pm

Adviceline

Adviceline is a national Citizens Advice phone number providing extended hours of telephone help and advice, which has been operating at in the West Devon area since September 2010.

The national number for clients to phone is; 08444 111 444

The service is operated in West Devon, Monday to Friday, from 9.30am to 4.00pm



Adviceguide

Adviceguide is a self-help website operated by Citizens Advice the web address is:

www.adviceguide.org.uk



The value of CAB volunteering

Torrige, North, Mid and West Devon Citizens Advice Bureau (Okehampton and Tavistock offices) benefits from the contribution of approximately 50 local volunteers - working in partnership with staff in a variety of roles to provide quality advice, and our trustees providing direction in the governance of our bureau.

The majority of generalist services are delivered by volunteers who deliver gateway assessments, by telephone and face-to-face; deliver generalist advice to clients by telephone and face-to-face; deliver administration support; make up the Governing Body of the organisation as members of the Trustee Board. Volunteers also play a key role in developing social policy on issues such as, social security benefits, tax credits and social care.

In order to deliver a high-quality service for our clients, we continually invest in our volunteers' recruitment, development and management. Each volunteer is given extensive support and training. By ensuring a supportive and constructive working environment, we enable a full range of local residents with different skills and backgrounds to volunteer. CAB volunteering can counter the barriers that might otherwise prevent disabled people, or those whose circumstances prevents them from taking up employment, from taking an active role in society and their community.

As well as enabling us to provide quality advice provision, our ongoing investment in volunteer development has tangible benefits for the individual, our community, and society at large as a result. Our understanding of the impact we have on our volunteers, as well as forthcoming Citizens Advice research with 1,500 CAB volunteers, illustrates this value. CAB volunteering improves individuals' personal skills and abilities, and crucially develops the way that they feel about themselves, their capabilities and their community.

- All CAB volunteers gain at least one practical skill (such as problem solving, communication skills and team work).
- 4 in 5 gained in confidence
- 9 in 10 have an increased sense of purpose or self-esteem
- 9 in 10 feel more engaged with their locality
- 3 in 4 feel better equipped to be an advocate for their community

This can have a significant impact on individual lives:

- 4 in 5 believe that they have increased their employability
- 4 in 5 believe volunteering has a positive effect on their physical or mental health
- 9 in 10 feel better equipped and empowered to deal with issues in their lives
- 4 in 5 also helped friends and families with their problems.

Such improvements have knock-on effects for society, or example:

- Volunteering in a bureau can reduce the barriers that prevent people moving into work - 9 in 10 agree that CAB volunteering is helping them to move into employment, education or training.
- Citizens Advice research shows that all retired volunteers believe volunteering keeps them mentally active. Stopping work can have detrimental effects to older people's wellbeing, through reduced sense of purpose, structure and loneliness.

By strengthening communities and bringing people closer together, this improves social cohesion and gives people a greater stake in their locality. This can lead to greater action on behalf of a community, and CAB volunteering can inspire and prepare individuals for this. CAB volunteers can also act as sources of advice, support and knowledge for their friends and families – with 4 in 5 saying that they have fulfilled this role. Overall, the informal networks of advice that stem from the CAB volunteering experience create resilient communities

Part of the CAB service

Torrige, North, Mid and West Devon Citizens Advice Bureau benefits from being part of the Citizens Advice service.

Our established brand makes us a household name, and clients access a well-known and trusted service. Out of 22 national charities, the Citizens Advice service is ranked by the general public as being the most helpful, approachable, professional, informative, effective/cost effective, reputable and accountable. Stakeholders recognise our wealth of insight and expertise, making us a valuable local partner.

Being part of a national infrastructure, that provides support and additional services, adds to our credibility and reliability. This includes our access to specialist insight, up-to-date advice information systems, and policy expertise. Our national network of CAB also allows for joint learning and working between bureaux, including best practice in advice delivery and community engagement.

Torrige, North, Mid and West Devon Citizens Advice Bureau takes on board all of the benefits of being part of a national service, delivering a better local service as a result.

Torrige, North, Mid and West Devon CAB is evolving to continue to provide the best support for our clients, embrace new opportunities and meet the challenges faced by the local community.

At Torrige, North, Mid and West Devon CAB, we ensure that we deliver the most effective support possible for our clients, including making changes to the way we deliver our service and trialling new methods.

Social value

Torrige, North, Mid and West Devon CAB creates a range of additional benefits to the community through the way we deliver our services, as well as the outcomes achieved from our advice provision. This is our social value: generated through work we already do with local people and communities, and our investment in them. This covers working with volunteers, our community positioning, our campaigning and influencing work, and being part of the Citizens Advice service and brand.



- **Value of volunteering:** local residents benefit from personal development and gaining new skills, as well as better wellbeing and greater community engagement
- **Campaigning and influencing:** our unique and extensive knowledge of issues that affect our clients' lives enables us to solve joint problems and make society fairer
- **CAB service:** local people have the benefit of accessing a well-known and trusted service and stakeholders recognise our wealth of insight and expertise

Grant – 2013/14

The grant we receive from West Devon Borough Council supports the core service we provide to residents of West Devon. Whilst the contribution from West Devon Borough Council does not cover the entire costs of running the Okehampton and Tavistock offices, it is significant. It provides a stable footing on which we can bid and very often secure, significant external project funding for services for the people of West Devon. The grant contributes to the following:

- rent for both the Okehampton and Tavistock offices as well as making a contribution towards the running costs of the core service on a pro-rata basis.
- utility costs on a pro- rata basis across the West Devon offices.
- professional fees (auditors\legal fees)
- insurance policies we need
- volunteer expenses for travel, recruitment, training.
- stationery and communication costs.
- IT requirements for the core service and the purchase of various software to enable the volunteers to provide effective and up to date advice.
- Finance Officer to manage the finances.
- management responsibilities for running the core service.
- maintenance and office equipment for the core service.
- Citizens Advice Membership fee and the quality of advice and organisational audit on a pro-rata basis.

Torridge, North, Mid and West Devon Citizens Advice Bureau provides the following:

- Gateway Assessment
- Honorary Legal Advisors
- Employment Caseworker
- Debt Caseworker
- Community Involvement
- Campaigning

Our impact in 2013/14

Service profile

In 2013/14, Torridge, North, Mid and West Devon Citizens Advice Bureau (Okehampton and Tavistock Bureaux) advised 4039 clients on over 6,500 problems. Okehampton Bureau advised 2391 clients on 3781 issues. Tavistock Bureau advised 1648 clients on 2760 issues. Our client profile is broad and inclusive. The top 5 advice issues in Okehampton and Tavistock in 2013/14 were as follows:

Top 5 Categories of Advice – Okehampton – Q1	Issues
Welfare benefits and tax credits	57%
Debt	12%
Housing	5%
Employment	7%
Relationships	4%

Top 5 Categories of Advice – Okehampton – Q2,Q3,Q4	Issues
Welfare benefits and tax credits	43%
Debt	16%
Housing	5%
Employment	8%
Relationships	6%

Top 5 Categories of Advice – Tavistock – Q1	Issues
Welfare benefits and tax credits	44%
Debt	18%
Housing	5%
Employment	9%
Relationships	4%

Top 5 Categories of Advice – Tavistock – Q2,Q3,Q4	Issues
Welfare benefits and tax credits	43%
Debt	16%
Housing	6%
Employment	11%
Relationships	5%

Client Satisfaction

Our clients' experience of the service is positive, we carried out an annual survey in October 2013 and the results were:

- **99%** were satisfied with the service
- **99%** said they would recommend us to a friend

Outcomes of advice

We measure the impact of our advice by assessing whether clients achieve outcomes. In cases where we are able to identify the outcome, we record it in our case management system. However, clients often do not return after advice to let us know whether their problems were solved, so the number of outcomes recorded is likely to be lower than the actual number achieved

Outcomes often include financial gains for clients, such as ongoing benefits awarded or debts written off. These can help to maximise clients' income.

The problems that clients seek advice about often have a significant negative impact on their lives, ranging from stress and depression through to difficulties in relationships with partners or family.

Some clients can become trapped in a 'vicious cycle', with problems in different areas of their life reinforcing each other over time. In this situation, clients may struggle to think clearly and solve problems, and this is when they turn to us for help.

In addition to solving specific problems, Torridge, North, Mid and West Devon Citizens Advice Bureau's holistic support can help clients to achieve a range of outcomes beyond their immediate advice needs, from better health and wellbeing through to improved capacity to deal with problems independently.

A summary of the outcomes recorded by Torridge, North, Mid and West Devon Citizens Advice Bureau in 2013/14 for Okehampton and Tavistock offices is shown below.

Advice outcomes – Okehampton and Tavistock Bureaux	
Clients achieving one or more outcome	215 clients
Clients achieving financial outcomes	226 clients
Value of Financial Outcomes	£560,497
Average value of outcomes involving income gain	£3,781
Average value of outcomes involving debt written off	£13,372

Welfare reform

Welfare reform is significantly altering the way that people receive benefits, and we act as a first port of call for many looking to get advice about how this will affect their lives.

Citizens Advice research shows that 50 per cent of our clients will be affected by universal credit, and that 9 in 10 will need help managing the transition successfully, e.g. help with budgeting or getting online. We are working to understand how we can best help individuals affected, recognising that in a time of continuing austerity, our holistic help will be in increasing demand.

Torrige, North, Mid and West Devon Citizens Advice Bureau offers a combination of generalist and specialist advice so that we can tailor the service to clients' needs.

The extra money that clients gain helps to improve living standards because it enables additional spending on fuel, food, education, recreation and transport. This in turn may contribute to the reduction of social exclusion. In addition, clients tend to experience better mental health after receiving welfare rights advice.

Financial capability

Information and advice can only go so far in helping people with problem debt if they do not have the skills to manage their money. Even those without problem debt may struggle with living costs, or to provide for their future, if they lack important financial capability skills.

Financial capability is about the skills, knowledge and confidence required to make the right financial choices and avoid crises. A recent study conducted by the Money Advice Service (MAS) surveyed over 5,000 adults about managing their money. The results were then used to model levels of financial capability in the UK. MAS estimate that around 31.5 million or 65% of UK adults require some level of financial capability support.

Torrige, North, Mid and West Devon Citizens Advice Bureau offers a combination of generalist and specialist advice, so that we can tailor the service to clients' needs. We work with clients to assess their liabilities, draw up a financial statement and identify ways to resolve their problems. In some cases we may act on clients' behalf, for example by liaising with creditors.

Debt advice outcomes

Successful prioritisation and rescheduling of debts is a key outcome of our service. Repayment rescheduling includes: debt management programmes, individual voluntary arrangements, administration orders, remortgages and mortgage rescue schemes.

When debts are rescheduled, priority debts will be paid first. Priority debts include Council Tax, Local Authority housing arrears and income tax. Therefore rescheduling debts creates direct benefits to both local and national government.

In some circumstances, debts may be written off entirely. Examples include: bankruptcy, debt relief orders and the waiving of unpaid charges.

Torrige, North, Mid and West Devon CAB - Opportunities 2014/15

- To continue to deliver services in an environment of increasing demand with clients who have more and more multifaceted complex issues.
- To continue to deliver a quality service and train volunteers to a high level.
- To attract the best calibre of volunteers to provide our service, bearing in mind the growing competition of other third sector organisations.
- To continue to support and challenge and work in partnership with statutory bodies.
- To continue to diversify income streams for a sustainable future.
- To change and adapt the way our service is delivered to meet the needs of the clients in the provision of advice and information.
- To ensure we continue to address the rural needs of the community in which we live.
- To provide a uniform and consistent service across the districts of the Bureau, whilst satisfying the local stakeholders' demands, for their residents.

Torrige, North, Mid and West Devon CAB - Challenges 2014/15

- To create a service that meets the challenges of future and show that we are the service of choice for many.
- To become a leader in the new digital world for service delivery in the advice sector in Devon.
- To promote and reinforce a service which is reliable and can continue to provide value for money to its grant funders.
- To promote a service, which can change, adapt quickly and deliver services with quality.
- To show that we are a key training vehicle for people of all ages as they strive to learn new skills and adapt to the challenges of the changing work place.
- To show through our subsidiary company, Advice Bureau Plus, that we can support SME's locally, on their HR needs and employment issues for the benefit of local business.
- To show that we will remain a key employer in the local economy that brings a huge amount of added social value and income.

Appendix 1

Statistics for West Devon Area

Employment Information – West Devon

West Devon is ranked 120 out of 378 districts on our labour market score, indicating participation rates within the resident working age population that are in the top 40% of districts nationally.

West Devon's labour market performance:

- The proportion of the resident working age population who are in employment in West Devon is high, with the area ranking in the top 40% of districts nationally. In West Devon, 75.9% of the resident working age population are in employment, compared with 72.25% in Devon & Cornwall and 71.2% nationally.
- The proportion of the working age population who are unemployed in West Devon is very low, with the district ranking in the bottom 20% of districts nationally. In West Devon, 1.3% of people are claiming job seekers allowance in 2014, compared with 2.29% in Devon & Cornwall and 3% nationally.
- The proportion of the working age population who are in long-term unemployment in West Devon is very low, with the district ranking in the bottom 20% of districts nationally. In West Devon, 19.37% of people who are unemployed have been claiming job seekers allowance for at least 12 months, compared with 21.66% in Devon & Cornwall and 28.78% nationally.
- Between June 2005 and June 2013, the employment rate in West Devon changed by 1.47%. This places West Devon in the top 40% of districts nationally. By comparison the employment rate changed nationally by -2.06%.

Household Structure Information – West Devon

West Devon is ranked 253 out of 348 districts on the average household size, placing the area in the lowest 40% of districts nationally.

West Devon's household profile:

- The proportion of one person households was 28.22% in 2011, which is low by national standards, with West Devon ranking in the bottom 40% of districts. By comparison, the Devon & Cornwall average was 30.74% and the national figure was 30.25%.
- The proportion of households with married couples but no dependent children was 28.51% in 2011, which is very high by national standards, with West Devon ranking in the top 20% of districts. By comparison, the Devon & Cornwall average was 25.49% and the national figure was 23.75%.
- The proportion of households with married couples and dependent children was 18.29% in 2011, which is low by national standards, with West Devon ranking in the bottom 40% of districts. By comparison, the Devon & Cornwall average was 17.51% and the national figure was 19.29%.
- The proportion of lone parent households was 7.26% in 2011, which is very low by national standards, with West Devon ranking in the bottom 20% of districts. By comparison, the Devon & Cornwall average was 8.89% and the national figure was 10.65%.

Housing Information – West Devon

West Devon is ranked 252 out of 346 districts on our affordability score, indicating that the area is in the bottom 40% of districts nationally in terms of affordability.

West Devon's housing profile:

- The proportion of households that were owner occupied within West Devon was 73.18% in 2011. This places West Devon in the top 20% of districts nationally. By comparison, the Devon & Cornwall figure was 67.7, the South West figure was 67.43, and the national figure was 63.57%.
- The proportion of households that were rented within West Devon was 24.5% in 2011. This places West Devon in the bottom 20% of districts nationally. By comparison, the Devon & Cornwall figure was 30.03, the South West figure was 30.41, and the national figure was 34.32%.
- The proportion of total housing stock declared as non-decent in West Devon was 3.44% in 2011. This places West Devon in the middle 20% of districts nationally. By comparison, the Devon & Cornwall figure was 5.4, the South West figure was 3.8 and the national average was 4.18%.
- West Devon has seen a low growth in average house prices between 2003 and of 32.23%. This places the area in the bottom 40% of districts nationally. By comparison, average prices changed nationally by 50.23%.

Transport and Connectivity Information– West Devon

West Devon is ranked 376 out of 379 districts for its overall connectivity score, indicating an area that performs in the bottom 20% of districts nationally on levels of connectivity to intercity rail, motorways and airports.

West Devon's transport and connectivity profile:

- The national average for the proportion of people who travelled to work by car was 62.66% in 2011. By comparison the West Devon figure of 66.79% placed it in the bottom 40% of districts nationally.
- The proportion of residents who travelled to work within West Devon by public transport was 3.05% in 2011. This was very low, placing the area in the bottom 20% of districts nationally. By comparison the national figure was 16.4%.
- The proportion of residents who travelled to work within West Devon by foot or bicycle was 15.34% in 2011. This was high, placing the area in the top 40% of districts nationally. By comparison the national figure was 13.61%.
- With a score of 77.8, net commuting in West Devon was low in 2001, with the area ranking in the bottom 40% of districts. Net commuting reflects the relative levels of work being taken by residents in the area: a higher score implies that more workers coming into the area to work and a lower score implies that residents are travelling outside the area to work.
- The average travel to work time for residents in West Devon is low, with the area ranking in the bottom 40% of districts nationally. The average travel to work time of 19 minutes compares with a Devon & Cornwall average of 15.65 minutes and a national average of 20.32 minutes.
- The proportion of residents who work outside West Devon was 32.77% in 2001. This was low, placing the area in the bottom 40% of districts nationally.
- At 15.98, the number of journeys per sq km in West Devon is very low, with the area ranking in the bottom 20% of districts nationally.

Dashboard

Parameter summary
 Bureau: Tavistock CAB
 Calendar: 2013-14
 Funder: All

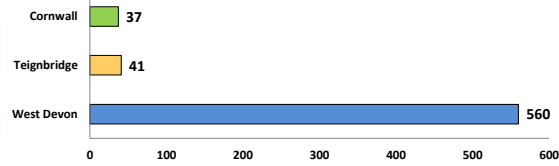
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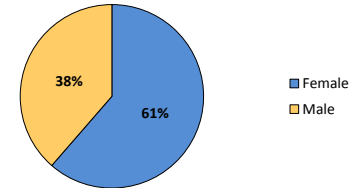
Key Statistics

Clients	967
Advice Issue Codes	1,902
Client Contacts	1,466
Enquiries	904

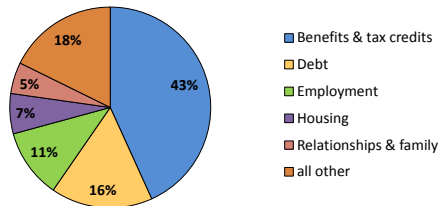
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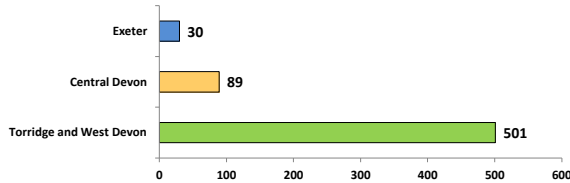
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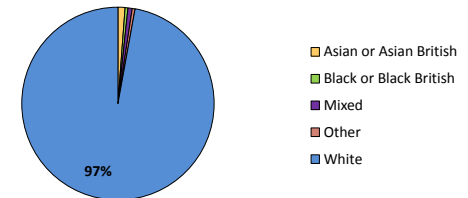
Top 5 advice categories



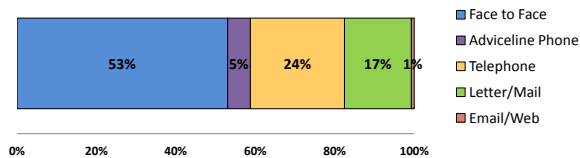
Client advised - top 3 constituencies



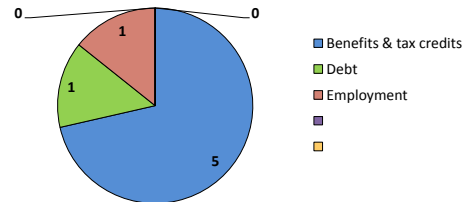
Ethnicity of Clients



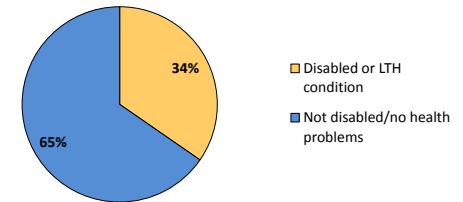
Client contacts by channel



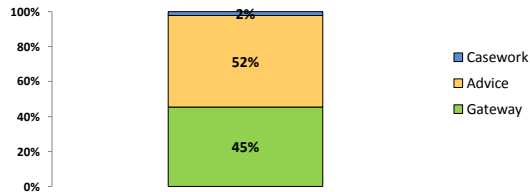
Social policy related issues



Disability



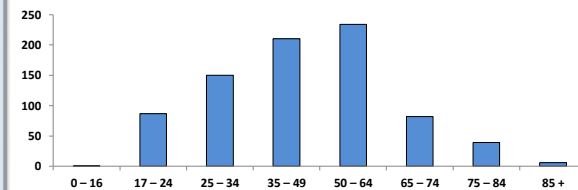
Enquires by Worklevel



Financial Outcomes for the period 2013-14

Income gain	£197,582
Debts written off	£96,028
Repayments rescheduled	£5,936

Age range of clients



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Dashboard

Parameter summary

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 Calendar: 2013-14
 Funder: All

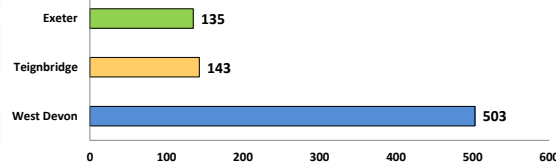
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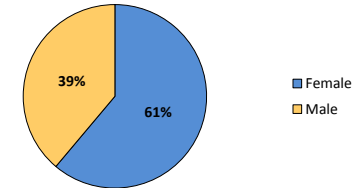
Key Statistics

Clients	1,437
Advice Issue Codes	2,621
Client Contacts	2,499
Enquiries	1,368

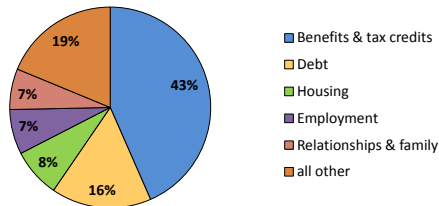
Client advised - top 3 LA's



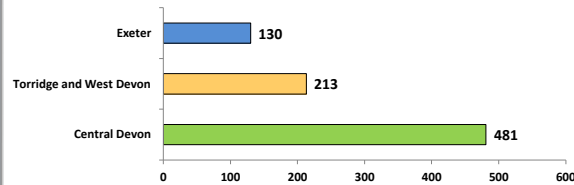
Gender of Clients



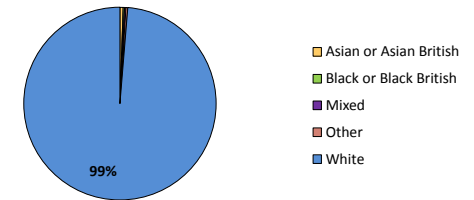
Top 5 advice categories



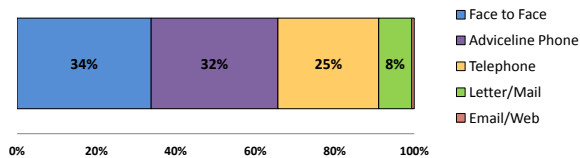
Client advised - top 3 constituencies



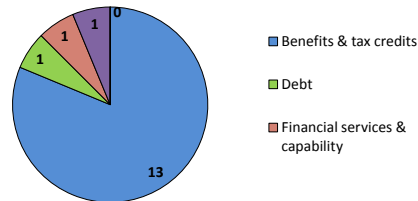
Ethnicity of Clients



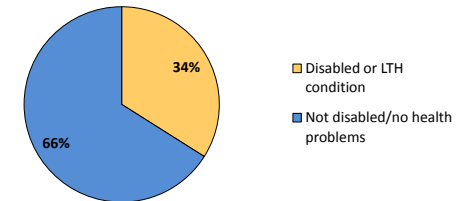
Client contacts by channel



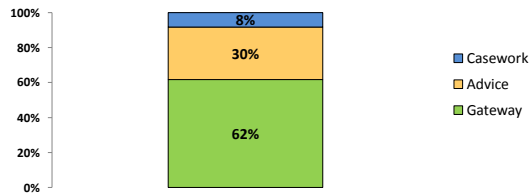
Social policy related issues



Disability



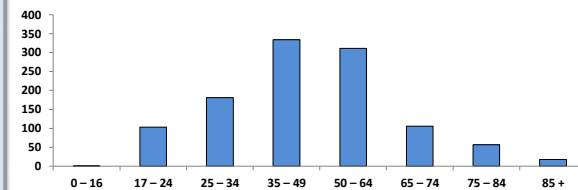
Enquires by Worklevel



Financial Outcomes for the period 2013-14

Income gain	£232,675
Debts written off	£10,955
Repayments rescheduled	£869

Age range of clients



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Young Devon SLA Report for the period April 2013 - March 2014

Counselling:

Number of referrals	38
Source of referrals	<p>Childs Mental Health Team, Self, Parents, NHS Devon Partnership, GP, Police, School, Friend, Adult Mental Health Team, Kelly College</p> <ul style="list-style-type: none"> • Main referrers GP, Child & Adult Mental Health Team
Gender & age	<p>23 Females & 15 Males illustrates clear difference in gender. Ages of those engaging shows average age is 14 to 18yrs</p> <p>Females- 7 aged 14, 1 aged 15, 3 age 16, 5 aged 17, 3 aged 18, 2 aged 19, 1 aged 23, 1 aged 24.</p> <p>Males – 2 aged 12, 2 aged 14, 2 aged 16, 3 aged 17, 3 aged 18, 2 aged 20, 1 aged 21</p>
Reason for referral	<p style="text-align: center;">At the time of referral main presenting factor:</p> <p>Relationship Breakdown (parents / partner) - 9 Bereavement - 1 Phobia - 2 Depression - 4 Low Mood - 7 Eating disorder - 2 Anxiety – 2 Panic attacks - 1 Domestic Violence - 2 ILL health - 1 Alcohol - 2 Bullying - 1 Stress -1 Suicide / suicidal 2 Self Harm- 1</p> <p>Main presenting factor for the 15 males during this year was due to relationship breakdown closely followed by low mood and depression.</p> <p>The 23 females main presenting factor was much more spread across the range of factors and difficult to identify any trends.</p> <p>Many of the young people presented with multiple factors. In one example one male referred due low mood, during course of counselling sessions other factors were raised. Relationship breakdown, eating disorder, mood swings, anger, alcohol abuse, bullying & criminality.</p>

Number of compliments	<p>Verbally we have received comments from Young People, Parents, and GP's NHS Devon Partnership.</p> <p>Some of the comments made :</p> <p>Your fantastic</p> <p>Don't know what we would do without your service</p> <p>Your always helpful</p> <p>You're a star</p> <p>So helpful</p> <p>Looked into all the ways forward</p> <p>Professional</p> <p>Knowledgeable</p> <p>Friendly</p> <p>Really listened to me</p>
Number of complaints	None
Case Study 1	<p>Referral came from the GP for 14 years old who previously suffered with anxiety & panic attacks. Symptoms have developed into obsessive thoughts, particularly relating to hygiene matters. This was influencing his behaviour in terms of avoiding situations where contamination may occur. We arranged to see this YP after school so that the counselling would not interfere with his schooling. The YP had an initial assessment then offered counselling sessions which were delivered in a Person centred style. The issues worked on focused on washing hands, being at school, bullying (victim), and obsessive thoughts in his head which he had to discuss with his parents before he was able to sleep. This was disturbing his parents most nights. He also shared his thoughts with school peers before he could put them aside. The counsellor used empathic active listening skills & Egan's solution focused model which empowers the YP to address their issues. After the 5th session the YP felt he was in a better place to end the counselling. He felt stronger & mum shared with the counsellor that the situation at home had improved.</p>
Case Study 2	<p>Female aged 15 experiencing panic attacks & anxiety on a regular basis while at school. Referred to the counselling service through a friend. Although very nervous to start with the young person appeared willing to engage. Soon open flow of verbal exchange developed, this enabled her to disclose that she had also been self harming. Lead by the young person they explored aspects of anxiety & panic attacks. The young person felt it was set in the school culture. A parallel was drawn with a similar experience that took place some years earlier in a different school. This was linked to her relationship with her mother, her new partner & seeking approval. The young person was then able to see that there were reasonable reasons for the behavior & became able to develop a system to cope with future eventualities e.g. "worry list". This set the tone for further reflection and using a cognitive behavioral therapy approach using diagrams of thoughts, feelings, beliefs & behavior. She was also able to acknowledge other sources of support from siblings, friends and other family members, She went onto develop a self made process to cope better with her anxiety & panic attacks.</p>

Young Carers:

Number of referrals -assessments	26 Total YC 109
Gender & Age	Total – 18 females & 8 males 2x17 year old Female - 3x16 year old Female 4 x15 year old Female - 3x13 year old Female 4x12 year old Male - 3x10 year old Female 2x9 year old Male - 3x8 year old Female 2x7 year old Male
Source of referral	Devon Carers helpline - 3 Parent Support Advisor - 1 TFS - 2 Schools - 4 CYPS -9 Self - 7
One to one support	103
Number young carers attending a group	36
Number of trips/activities	Provided 10 activities – Wren Music, Tree surfing, Woodlands Adventure park x 2, Cycling & Eden Project. Also took 12 to the Young Carers Festival YCF Bowling & Lunch x 2, Cinema & Pizza x 2
Number of newsletters produced	4 newsletters - Summer / Autumn/ Winter/ Spring edition
Number of compliments	<p>We regularly receive positive feedback from parents through our Young Carers Face book page, texts and in person. Following an assessment for two new young carers we received an email from the Okehampton Targeted Family Support Family Practitioner. Below is part of the email sent to the project.</p> <p>“I have just seen Sarah who has been very impressed with you and your organisation and reports back how much the boys loved their day trip! And what a difference this has made for them ”</p> <p>Other comments :</p> <p>Thanks for all you do ***** kids really enjoyed the cinema on Christmas Eve they wouldn't have been able to go if it wasn't for your project, means so much</p> <p>“She is really needs to be out of the house at the moment as her brother is being challenging & she is struggling. A day out with the group will really be good for her at the moment”</p>

Number of complaints	Parent didn't make a complaint but commented that she was disappointed that we reduced the young carers group to monthly.
Case Study 1	<p>Following a CAF assessment the Children's Centre referred the family to the project. At the age of 30 Dad suffered a stroke and now has Bell's palsy. He finds it hard to go out in public because of how he thinks he looks and finds it difficult to communicate with others. This is greatly impacting on the family, mum's mental health has been affected. The four children often miss out and the oldest child whose 12 has to help mum with not only looking after dad but her 3 other siblings. We have been able to help the family to access a flexible break grant so they could take a much needed break. The two oldest children are regularly attending the activities. The oldest child attended the Young Carers festival in the summer. She had a brilliant time making new friends and enjoying all the activities that were on offer.</p>
Case Study 2	<p>We have been working with a family in West Devon for a number of years, the children regularly access activities and attend the after school groups. There are 5 children ages ranging from 5 to 14. Both parents suffer from a long term illness and Mum's mobility is poor and she is reliant on a wheelchair. Last year the family was awarded a new property that had been adapted to meet the parent's health needs. Several months after moving into the house it was destroyed by a fire that had started by a kitchen appliance. As they had nowhere to live the family was placed in a caravan while their house was being repaired. Months and months went by and the family hadn't heard from anyone and the cramped living conditions were proving to be very stressful for all of them. The family was also having to rely on takeaways as cooking for 7 people was limited and not appropriate in the caravan. This was heavily eating into their finances and they were at breaking point. After several phone calls over a period of weeks the young carer project worker managed to contact the housing association officer on the families' behalf. A dispute between housing association & insurance company had stopped any work being carried out on the house. It was as though the family had been forgotten. The project worker continued to support and raises the family's case on a regular basis. In the short term supported the family to move into appropriate temporary accommodation until their house was ready to move back into. It took nearly a year for the family to move back into their home. Without the project workers intervention it could have taken much longer.</p>

Under these areas of activities the figures are low as the drop-in closed in May due to cuts in funding:

Sexual Health:

Gender & Age	Male - 4 aged between 18, 18, 20, 22 2 Female - aged 15 & 16
Number advised & supported	7 for condoms / Pregnancy test
Number referred to other services	2 referred to GP
Number of compliments	None recorded
Number of complaints	None recorded

Housing & Homelessness:

Gender & age	Males – 5 aged 21, 16, 17, 16, 19 Female – 3 aged 19 & 22, 16
Number of young people supported	8
Number supported through the Floating/Support scheme	1
Number referred to Supportive Lodgings team	4
Number referred to WDBC Housing Team	1
Case study outlining support given	16 year old male presented as homeless at Yes. He had recently moved from London to Tavistock to re-establish links with his older brother. The brother's landlord would not agree that he could stay if he did his brothers tenancy would be at risk. He had no-one else who could help him as prior to leaving London he had been in foster care for many years. He had also been mixing with the wrong people and found himself on a very dangerous path. Coming to Devon was an opportunity to start a new life. We contacted his social worker in London who agreed to fund a B&B for the night and we were then able to find him a Supportive Lodging placement. Young Devon is now fully supporting him to try and re-build his life.

Partnership work:

During this period attended partnership meetings with the following:

- Local Youthnet Work
- Food Bank
- Children & Young People Services,
- Local schools, colleges & Children Centre
- Rotary Club in Tavistock & Okehampton
- Tavistock Young people HUB

One example of partnership work was to encourage the Rotary Clubs from Okehampton and Tavistock to work together to fund a number of places for Young Carers Festival in West Devon. Both Clubs agreed to fund 3 places each. Historically Rotary Clubs tend to work in isolation so this was a great achievement being able to bring them both together so support the young carers. Below is feedback from a young carer who was able to benefit from one of the places that the Rotary Club funded.

I was very much looking forward to my weekend away to Fairthorne Manor young carer's festival. Some time for myself free from any caring or helping responsibilities. I really enjoyed the camp and all the activities such as abseiling and kayaking and it was so nice that there was something for everyone to do so we could all take part. My time there made me realise there's lots of young carers all over country and was nice to make some new friends to have a laugh and a giggle with. I enjoyed the discos in the evening as well as the young carer's radio station which enabled us to get our voices heard. We are very lucky to be part of the young carers group so we have the chance to go away with them and have a break. I would like to say a big thank you to the Rotary Club for funding the trip as without them it wouldn't have been possible. I would love to go back next year to Fairthorne young carer's festival if I have the chance. - Tristan from Okehampton

Following the success and feedback from the young carers who attended the Festival last year the Rotary Clubs are keen to offer this opportunity to other young carers this summer. Currently in discussion with the Rotary Clubs to secure this event, also look at other activities that they can support over the next year.

The re-location of Young Devon to the new Youth Service building has been delayed due to the restructure and refurbishment work. Our tenancy at Pixon Lane has ended and temporarily staff have been relocated to other buildings in Tavistock including Abbey Surgery and other Young Devon offices to enable the services to continue while we wait for the Youth Service building to be completed.

Policy / Social Change Work:

At the Autumn Young Carers Council the Carers Project Lead from D.C.C attend the meeting to consult with the young carers on key issues as she is currently re-writing the Carers Strategy. The young carers raised the difficulties around accessing counselling. This is now being included as one of the main priorities for the carers strategy.

In April Devon Young carers have been invited to give a presentation to Devon County Councils Corporate Leadership Team and Head of Service. This will be a great opportunity for Young Carers to share their experiences and difficulties.

Fundraising:

Applied to the following:

- Dulverton Trust for funding towards Young Carer Activities for WD & SH awarded £5,000
- Applied to Okehampton Town Council awarded £500
- A local Weight Watchers Group raised £500 through holding coffee mornings
- Applied to Tavistock Town Council Awarded £650

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NAME OF COMMITTEE	Overview & Scrutiny
DATE	24 June 2014
REPORT TITLE	West Devon Borough Council Grant Scheme Allocations 2013/14
Report of	Community Projects & Policy Officer
WARDS AFFECTED	All

Summary of report:

To provide the Overview & Scrutiny Committee with an update on projects supported through the West Devon Borough Council grant schemes in 2013/14.

Financial implications:

The Council allocates grant funding of £59,701 as part of both the Capital and Revenue budget setting process. There are no additional financial implications arising from this report.

RECOMMENDATIONS:

It is recommended that Members

- Review the projects that have benefitted from Council grant funding in 2013/14.
- Make any necessary recommendations (as result of the review)

Officer contact:

Sarah Brown, Community Projects & Policy Officer (slbrown@westdevon.gov.uk, 01822 813624)

1. BACKGROUND TO THE WDBC GRANT SCHEMES

1.1 Throughout 2013/2014 WDBC ran a number of grant schemes to support local community projects and regeneration:

- The Community Project Grant scheme supported capital projects of local community benefit.
- The Village Hall Grant scheme supported capital works to repair, adapt, modernise or replace village / community halls.
- The Economic Development and Regeneration Grant scheme supported internal and external projects which help to deliver the Economic Development Plan.

- The Arts Grant scheme aimed to increase access to the arts and encourage people to take part.
- The Sports Grant scheme supported projects to improve the quality, range and impact of sport and physical activity and improve the skill level and number of volunteer coaches and officials in West Devon.

1.1 The TAP (Town and Parish) Fund, which encourages town and parish councils to work collaboratively on projects of community benefit, is largely funded by Devon County Council (DCC) and is therefore not included in this report. Following a recent DCC audit it was agreed that all district councils will report to the County on projects funded, and make this information publicly available via the internet.

2. GRANT SCHEME ALLOCATIONS 2013/14

2.1 Appendix A details all the projects allocated grant funding in 2013/14.

2.2 Projects supported by the community projects grant scheme in 2013/14

In 2013/14, £28,550 was allocated to 10 projects with a total project cost of £468,772. Therefore, every £1 in grant funding has levered in just over £16 in match funding. Appendix A shows that the Community Project Grant scheme has supported a range of community groups, charities and Town and Parish Councils.

2.3 Projects supported by the village halls grant scheme in 2013/14

In 2013/14, just over £31,000 was allocated to three projects with a total project cost of just under £1,055,463.00. Therefore, every £1 in grant funding has levered in just over £34 in match funding for projects including building a new Village Hall in the Borough.

2.4 Projects supported by the economic development & regeneration grant scheme in 2013/14

In 2013/14 £10,713.00 was allocated to 7 projects with a total project cost of just over £168,000. Therefore every £1 granted levered in over £15 in match funding. Appendix A shows that the grant scheme has supported a range of different projects across the Borough, including the development of websites, and feasibility studies.

2.5 Projects supported by the arts grant scheme in 2013/14

In 2013/14 £4,900 was allocated to 12 projects with a total project cost of £53,255. Therefore every £1 granted levered in over £10 in match funding. Appendix A shows that the grant scheme has supported a range of different projects across the Borough, including community arts and performance activities.

2.6 Projects supported by the sports grant schemes in 2013/14

In 2013/14, just over £2,651 was allocated to 7 projects with a total project cost of just over £9,216. Therefore, every £1 in grant funding has levered in just over £3 in match funding. Appendix A shows that the grant schemes have supported a range of different projects across the Borough including, training for coaches and instructors.

£3,047 was allocated from the sports grant fund towards the Playing Pitch Strategy, with a further commitment of £3, 000 promised for 14/15.

The Playing Pitch Strategy will provide a detailed assessment of current outdoor sports facilities across the Borough and provide a detailed evidence base that will support

- Robust evidence base for *Our Plan* helping us to determine local needs and priorities
- Negotiations with developers to secure appropriate financial contributions on new sites
- Evidence to allow clubs to make strong bids for grant aid

3. REVIEW OF GRANT SCHEMES

3.1 A review of the councils grant schemes was carried out in 2013/14 and as a result the schemes have now been streamlined, revamped and re-launched for 2014/2015 as approved by members at Community Services Committee in March 2014, revised guidelines are attached as Appendix B for information.

3.2 The revised schemes will allow the council to support the delivery of a wide range of local projects meeting local need and demand in the most financially efficient way.

3.3 A report on grants funded for 2014/15 under the revised guidelines will be provided to this committee in summer 2015.

4. LEGAL IMPLICATIONS

4.1 There are no legal implications arising from this report as West Devon Borough Council accepts no liability for projects beyond the provision of grants. Grant funding will have to be repaid in the event that it is either not used for the intended purpose or the applicant fails to meet one or more of the grant conditions.

4.2 The Council's Overview and Scrutiny Committee is responsible for scrutinising the effectiveness of Council policy to ensure it is delivering desired aims and outcomes for the local community and the organisation.

4.3 The Council has powers to award the grants specified in the report, under the Powers of General Competence set out in the Localism Act.

5. FINANCIAL IMPLICATIONS

5.1 The Council allocates grant funding as part of both the Capital and Revenue budget setting process. There are no additional financial implications arising from this report.

5.2 In 2013/14 £59,701 was allocated to grant schemes as follows:

- Community Projects - £18,000 (Capital)
- Village Halls - £18,000 (Capital)
- Economic Development and Regeneration - £10,271 (Revenue)

- Arts - £5,300 (Revenue)
- Sports - £8,130 (Revenue)

These figures are in addition to any roll-overs from 2012/13, where applicable.

5.3 For 2014/15 the allocation is still £59,701 as follows:

- Community Projects (including village and community halls) - £36,000 (Capital)
- Economy Projects (including Arts) - £15,571 (Revenue)
- Sports Projects - £8,130 (Revenue)

6. RISK MANAGEMENT

The Risk Management implications are shown at the end of this report in the Strategic Risks Template.

7. OTHER CONSIDERATIONS

Corporate priorities engaged:	All
Statutory powers:	Localism Act 2011 (Section 1 – Powers of General Competence)
Considerations of equality and human rights:	WDBC grants provide funding to a wide range of community groups, therefore promoting equal opportunities
Biodiversity considerations:	None
Sustainability considerations:	WDBC grants contribute to increasing the sustainability of communities in the Borough
Crime and disorder implications:	None
Background papers:	CSC March 2014 report & Minutes
Appendices attached:	Appendix A – Grant allocation table 2012/13 Appendix B - Guidance Notes for Economic & Community grants

STRATEGIC RISKS TEMPLATE

No	Risk Title	Risk/Opportunity Description	Inherent risk status			Mitigating & Management actions	Ownership	
			Impact of negative outcome	Chance of negative outcome	Risk score and direction of travel			
1	Delivery of Outcomes and Value for Money	<p>Risk: Failure to deliver outcomes to the community and provide value for money for the Council's contributions</p> <p>Opportunity: To support local projects that deliver outcomes for communities and enhance the reputation of the Council</p>	3	2	6	↔	<p>Annual monitoring report to Overview and Scrutiny.</p> <p>Regular review of schemes to ensure they continue to deliver outcomes and support a wide range of projects.</p> <p>Streamlining of grant schemes and application process to ensure grants meet need in the most financially efficient way</p> <p>Approval and delegation process, including the Intention to Delegate table for grants over £2,000 that allows all Members the opportunity to comment on proposed grants before allocation.</p>	Community Manager

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Direction of travel symbols ↓ ↑ ↔

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Appendix A - WDBC Grant Allocation 2013/14

Grant	Organisation	Project	Total Project Cost £	WDBC Grant Allocated £
Community Project	Stannary Brass Band	Purchase of instruments (1 flugel horn, 2 cornets, 3 mouthpieces, 9 mutes & 3 lyres)	6,309.00	500
	The Art Okehampton festival Group	Art festival in Okehampton	15250	2400
	Oke Golf Club	Kitchen & Golf simulator	80647	4000
	WDCVS - West Devon Rovers	Developing volunteer marshall service for events	2068	650
	TASS – Tavistock Area Support Service	New Wheelchair Accessible Mini-Bus	34935	4000
	South Zeal Scout Group	Improving and updating scout hut	28373	1500
	Chagford Swimming Pool	Lining of Chagford Swimming Pool	28320	3000
	North Dartmoor Search & Rescue	Purchase of a permanent base	101102	5000
	Tavistock Country Bus	Purchase new low floor bus	98077	5000
Hatherleigh Skate Group	Skate park equipment	80,000.00	2,500.00	
		Total	468,772.00	28,550.00
Village Hall	Lifton Community Centre	New community hall	£972,655	20000
	Sampford Courtenay VH Committee	Modernisation and updating of hall	£80,000	10,000
	Bratton Clovelly Parish Hall	Replacement of windows and improvement of insulation/new lights	2808	1000
		Total	1,055,463.00	31,000.00
Sports	Tavside Badminton	Training Courses	1,130.00	350.00
	Horrabridge Rangers Sports Association	Cricket Equipment	2,500.00	500.00
	Tavistock Short Mat Bowling Club	Equipment	1,227.60	409.00
	Horrabridge Table Tennis	New table	1,145.00	200.00
	Tavistock Community Football Club	Training Courses	2,654.00	800.00
	Yelverton Bowling Club	Training Courses	240.00	168.00
	Okehampton Mens Hockey Club	Training Courses	320.00	224.00
	Playing Pitch Strategy	£3000 contributed - see report note		
		Total	9,216.60	2,651.00
Arts	Hatherleigh Festival Committee	Hatherleigh Festival	6,000.00	500.00
	RAF Harrowbeer	RAF Harrowbeer 1940's event	1,450.00	200.00
	Dartmoor Folk Festival Assoc.	Dartmoor Folk Festival	1,800.00	300.00
	Workshop Under the Sky	Big Draw	1,500.00	500.00
	Wren Music	Wren Music Baring Gould Youth programme	12,385.00	500.00
	Okehampton Battle of the Bands	Okehampton Battle of the bands	4,800.00	500.00
	Wren Music	Wren Music Folk Comes to Twon	2,755.00	250.00
	Ocmuntune	Creative Arts Festival	2,000.00	500.00
	PBB Productions	Peter Pan Play	350.00	150.00
	Workshop Under the Sky	Workshops	15,965.00	500.00
	Tavistock Heritage Festival Committee	Tavistock Heritage Festival	3,500.00	500.00
	DCC	Mary Tavy/Brentor Community Play	750.00	500.00
		Total	53,255.00	4,900.00
Economic Development Grants	Okehampton Chamber	Okehampton Events Manager	9,700.00	1,338.00
	Tavistock Key Centre Working Group	Tavistock Key Centre Studies	11,500.00	1,000.00
	DR Co.	SUGS 2	75,071.00	1,500.00
	Farm Holidays	Farm Holidays Website	750.00	375.00
	Tavistock BID Co	Tavistock Benchmarking	see below	800.00
	Tavistock BID Co	Tavistock Ambassadors	6,000.00	1,700.00
	New Wharf CIC	New Wharf Feasibility Studies	65,000.00	4,000.00
		Total	168,021.00	10,713.00

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**West Devon
Borough
Council**

WEST DEVON COMMUNITY AND ECONOMY GRANT SCHEME GUIDANCE NOTES

Please read these guidance notes carefully before completing the application form.

West Devon Borough Council allocates a sum of money each year to be given in grants to Not for Profit organisations or groups which are undertaking projects which will be of benefit to the wider community within the borough of West Devon.

The following guidelines and criteria are provided to ensure applicants have the best chance of a submitting a successful application for grant aid.

Under the broader heading of Community & Economy grants there are several different types of grants available which are designed to meet different aspirations with slightly different and unique requirements or limits however we will explain below where there are different requirements

Grant applications should demonstrate in the application form how they link to locally identified priorities; please follow the [link](#) to find out more.

	<u>Economic Grant</u>	<u>Community Projects Grant</u>	<u>Sports Grant</u>
Description	Economic grants support projects that address the Councils Key priorities and assist in the economic prosperity of businesses and communities in West Devon.	Grants which provide support for a wide range of community projects that meet local needs and deliver benefits to the community, led by community organisations, ranging from tree planting to building a village hall.	Grants which provide support for a wide range of sports projects led by community organisations to help improve health and wellbeing and access to physical activity, for example purchasing equipment and assets or training for volunteers.
Who Can apply?	<p>Not-for-profit organisations and groups – not excluding groups of businesses working together for common benefit</p> <p>Projects must be wholly or partly based in West Devon and demonstrate a benefit to West Devon communities and the local economy. Where partly based in West Devon support from other local authority areas to which the project applies will normally be required</p>	<p>Not-for-profit organisations and groups</p> <p>Projects must be wholly or partly based in West Devon and demonstrate a benefit to West Devon communities. Where partly based in West Devon support from other local authority areas to which the project applies will normally be required</p>	<p>Not-for-profit organisations and groups</p> <p>Projects must be wholly or partly based in West Devon and demonstrate a benefit to West Devon communities. Where partly based in West Devon support from other local authority areas to which the project applies will normally be required</p>
How much can I apply for?	<p>Maximum £2500 for projects to be completed within 12 months.</p> <p>A maximum of £7,500 for long term projects over three years will be considered in exceptional circumstances.</p> <p>Maximum percentage funding per project – 50%</p>	<p>Minimum - £100, Maximum - £5,000 (with the flexibility to approve funding of up to £10,000 for exceptional projects)</p> <p>Maximum percentage funding per project – 50%</p>	<p>Minimum - £100, Maximum - £700, For training grants the maximum is £350.</p> <p>Maximum percentage funding per project – 50%</p>
When can you apply?	Applications can be made at any time throughout the year, there are no deadlines. Applications are normally dealt with within a 4-6 week period.		

<p>What must be included with the application? <i>Please send all documentation electronically if possible.</i></p>	<ul style="list-style-type: none"> • A minimum of two quotes will normally be required to support the project's proposed expenditure • Copies of letters regarding matched funding for the project where available • Summary of project expenditure and statement of current financial position • The most recent audited accounts • Constitution, aims, objectives, rules, governing document or charitable deed depending on the type of organisation • Details of charitable status including registered number where appropriate <p>For building related projects:</p> <ul style="list-style-type: none"> • Copy of all plans, sections, and relevant elevations at a scale of 1:100 • The block plan showing site boundaries etc
<p>General conditions</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 77</p>	<ul style="list-style-type: none"> • Maximum of two applications can be made per organisation per annum but these must be for different projects • Only one application may be made per project, all grants are one-off support • Applications cannot be retrospective • Grants will be assessed on their contribution to and impact on the local area, how they meet local needs and their link to local priorities • Applicants may not always receive the full sum requested and each request for funding will be compared to other funding requests granted to ensure consistency • The offer agreement will set out all relevant grant conditions and the applicant will be required to sign the agreement in confirmation of their agreement to these. Whilst most conditions will be standard some conditions may vary dependent on the project or application, and where considered appropriate additional conditions may be added • Applications will need to demonstrate clear community need and support, how they add value to the local community, where applicable demonstrate clear economic benefit and that the project is deliverable and sustainable • All necessary consents will be the responsibility of the applicant and will be expected to be in place at the time of the application as far as possible • This grant scheme will not support applications to improve halls owned by religious organisations. • Businesses, organisations or individuals may not apply if the project proposal is for the benefit of an individual business, an individual, or a political or religious organisation. <p style="text-align: center;">SPECIFIC CONDITIONS MAY BE ATTACHED TO GRANT ALLOCATIONS AS DEEMED APPROPRIATE.</p>

<p>Payment of grants</p>	<ul style="list-style-type: none"> • PAYMENT OF APPROVED GRANTS WILL BE RETROSPECTIVE ON COMPLETION OF THE PROJECT AND THE PRODUCTION OF APPROPRIATE PROOFS • Applicants will normally have 12 months to claim the grant following allocation of the funds; however extensions can be agreed where the applicant can show that the project has either started or will shortly be commencing • Grant funding will have to be repaid in the event that it is either not used for the intended purpose or the applicant fails to meet one or more of the grant conditions
<p>What documents we require prior to paying out the grant</p>	<ul style="list-style-type: none"> • Proof of project completion i.e. invoices, certificates for training quoting the purchase order number if provided on the offer agreement • If the project requires planning permission or building regulations proof of consent must be provided if not already provided at the application stage • Copies of letters confirming matched funding for the project where not provided at the application stage • Outcomes of the project with copies of publicity material and other relevant information • Signed offer agreement if not already returned • Evidence that West Devon Borough Council has been acknowledged as a funder on the project

NAME OF COMMITTEE	Overview & Scrutiny
DATE	24 June 2014
REPORT TITLE	Car Parking
Report of	Street Scene Manager
WARDS AFFECTED	All wards

Summary of report:

This report updates Members in respect of issues raised at the previous meeting of this Committee.

Financial implications:

None.

RECOMMENDATIONS:

It is recommended that Members note the content of this report.

Officer contact:

Cathy Aubertin, Street Scene Manager
Cathy.Aubertin@swdevon.gov.uk

1. BACKGROUND

- 1.1 Following the previous meeting of this Committee, I was requested to provide this Committee with information in respect of:
- RingGo
 - Season tickets
 - Excess income from Pay & Display machines

2. RINGGO

- 2.1 RingGo is the Council's pay-by-phone provider and we are in the second year of a five-year contract.
- 2.2 Parking charges in all the Borough Council's car parks may be paid by RingGo and each car park has been allocated a location number by RingGo to facilitate this.

- 2.3 When customers have registered with RingGo, they simply call RingGo from their mobile phone in order to give their location number and state how long they wish to park for. RingGo ensures that customers are not permitted to pay to park for longer than any particular car park's maximum waiting time, eg two hours in Russell Street, one hour in Bank Square etc.
- 2.4 Alternatively, customers may download an app to their smartphone and use this to pay for their parking.
- 2.5 All RingGo customers who pay for their parking in this way are charged a convenience fee of 20p, in addition to the parking charge.
- 2.6 During 2013/14 a total of 6,308 parking sessions were paid for using RingGo. Including the convenience fee, this resulted in £15,175 income for the Borough Council.
- 2.7 RingGo charge the Borough Council 8.8% processing costs on all transactions and the cost to the Council in 2013/14 was £1,525.
- 2.8 Appendix A shows how many transactions were made by customers through RingGo during the last four financial years. Members will note that the use of RingGo has gradually increased over that time.

3. SEASON TICKETS

- 3.1 The number of season tickets sold during the last three financial years:
- 2013/ 14 – 118
 - 2012/ 13 – 102
 - 2011/ 12 – 85
- 3.2 Season tickets were reduced in price from 1st April 2012 and this step has clearly had a positive effect on the numbers of tickets sold. Prices were adjusted as follows:

Type	Valid car parks	Pre April 2012 price	Price from April 2012
Tavistock Town Centre	Abbey, Bedford and the Wharf	£720	£400
Peripheral	Riverside/Mill Road	£240	£195
Rural	Chagford/Hatherleigh	£180	£155

- 3.3 Income received in respect of season tickets was:
- 2013/ 14 – £24,678
 - 2012/ 13 – £17,234
 - 2011/ 12 – £19,892
- 3.4 Using the Tavistock Town Centre season ticket, a comparison has been made with the cost of similar tickets in other authorities in Devon, and this benchmarking exercise is shown below:

North Devon	£200
East Devon	£204
Torrige	£263
Mid Devon	£352
South Hams	£387
West Devon	£400
Teignbridge	£450
Exeter	£1,040
Plymouth	£1,800

3.5 As mentioned above, the reduction in the cost of season tickets has clearly been successful and Members may wish to request that the Community Services Committee review this further, to encourage further use, particularly whilst Pay & Display car park use is still relatively low.

4. EXCESS INCOME FROM PAY & DISPLAY MACHINES

4.1 This refers to overpayments made by customers purchasing Pay & Display tickets. For example a customer using a £2 coin to pay a £1.80 parking fee would, in effect, overpay by 20p.

4.2 Having compared the numbers of Pay & Display tickets sold throughout the Borough with the actual income received during the financial year 2013 /14, the Council 'benefitted' from overpayments by £21,712.

4.3 This may be broken down as follows:

Gross income from all car parks	£902,825
Income generated from sale of P&D tickets	£875,865
Gross overpayments	£27,140
LESS VAT	£5,428
Total net overpayments received by WDBC	£21,712

4.4 Members should be aware that, when Pay & Display parking charges are reviewed, the potential for overpayments is considered as part of this process and, where possible, tariffs are set to avoid this.

4.5 Members should also be aware that all Pay & Display machines have notices which clearly state that no change is given, and all customers are given a grace period in which to obtain the correct change should they choose.

4.6 Pay & Display machines which issue change are substantially more expensive to purchase and to operate. Staff time would be required to ensure that machines are topped up with coins as and when needed, and this would also incur bank charges.

5. LEGAL IMPLICATIONS

5.1 The Council has power to provide off-street parking under the Road Traffic Regulation Act 1984 (as amended).

5.2 The Council has the power to deal with the provision, management and control of car parks.

5.3 Council has the powers to provide this service under the General Powers of Competence in the Localism Act 2011.

6. FINANCIAL IMPLICATIONS

6.1 None at this stage.

5. RISK MANAGEMENT

5.1 As this report is for information, there are no risk management implications at this stage.

Corporate priorities engaged:	Community well-being; Access to services; Towards excellence; Customer first
Statutory powers:	As stated in paragraph 5
Considerations of equality and human rights:	Not applicable at this stage
Biodiversity considerations:	None
Sustainability considerations:	None
Crime and disorder implications:	None
Background papers:	None
Appendices attached:	Appendix A – West Devon RingGo transactions

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West Devon RingGo transactions

Date	Qty	Parking Fee	Avg Transaction Value
Apr-10	213	£517.10	£2.43
May-10	181	£412.40	£2.28
Jun-10	182	£449.90	£2.47
Jul-10	297	£693.40	£2.33
Aug-10	277	£644.30	£2.33
Sep-10	261	£662.10	£2.54
Oct-10	250	£585.30	£2.34
Nov-10	270	£663.30	£2.46
Dec-10	234	£568.20	£2.43
Jan-11	227	£605.40	£2.67
Feb-11	278	£611.60	£2.20
Mar-11	282	£723.60	£2.57
	2,952	£7,136.60	£2.42

Apr-11	326	£714.00	£2.19
May-11	325	£717.90	£2.21
Jun-11	283	£606.00	£2.14
Jul-11	372	£820.30	£2.21
Aug-11	321	£721.80	£2.25
Sep-11	370	£818.50	£2.21
Oct-11	293	£649.60	£2.22
Nov-11	412	£1,008.90	£2.45
Dec-11	413	£949.70	£2.30
Jan-12	312	£761.80	£2.44
Feb-12	391	£948.00	£2.42
Mar-12	418	£1,009.70	£2.42
	4,236	£9,726.20	£2.29

Appendix A

Date	Qty	Parking Fee	Avg Transaction Value
Apr-12	406	£956.80	£2.36
May-12	400	£957.60	£2.39
Jun-12	398	£857.20	£2.15
Jul-12	478	£1,072.40	£2.24
Aug-12	515	£1,178.00	£2.29
Sep-12	393	£872.00	£2.22
Oct-12	384	£962.10	£2.51
Nov-12	492	£1,204.70	£2.45
Dec-12	411	£807.10	£1.96
Jan-13	379	£793.80	£2.09
Feb-13	422	£932.00	£2.21
Mar-13	450	£984.80	£2.19
	5,128	£11,578.50	£2.26

Apr-13	456	£1,056.70	£2.32
May-13	532	£1,224.20	£2.30
Jun-13	405	£932.60	£2.30
Jul-13	546	£1,294.30	£2.37
Aug-13	618	£1,571.70	£2.54
Sep-13	508	£1,258.70	£2.48
Oct-13	515	£1,178.40	£2.29
Nov-13	567	£1,337.40	£2.36
Dec-13	541	£1,265.20	£2.34
Jan-14	522	£1,368.90	£2.62
Feb-14	495	£1,214.50	£2.45
Mar-14	603	£1,472.60	£2.44
	6,308	£15,175.20	£2.40

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AGENDA
ITEM
11

WEST DEVON BOROUGH COUNCIL

AGENDA
ITEM
11

NAME OF COMMITTEE	Overview and Scrutiny Committee
DATE	24 June 2014
REPORT TITLE	Performance Report
Report of	Head of ICT & Customer Services
WARDS AFFECTED	All Wards

Summary of report:

To provide Members with information on Key Performance Indicators at the end of quarter 4 for 2013-14. The information is set out with the Balanced Scorecard showing broad performance levels. Further information for those indicators at 'red' status is provided along with a standard information report giving background information and context to workload.

Financial implications:

There are no financial implications directly related to this report.

RECOMMENDATIONS:

1. That Members note the Key Performance Indicators for Quarter 4 and consider the action detailed to improve future performance.
2. That Members consider any appropriate action for Indicators at 'Red' status for two consecutive quarters as detailed in 2.4 of this report.

Officer contact:

Darren Cole, Head of ICT & Customer Services, 01803 861200

Darren.Cole@swdevon.gov.uk

1. BACKGROUND

- 1.1 The current set of indicators came from a review of all performance indicators, which was undertaken by a Task and Finish Group in 2011/12. Since then changes have been made by both Members and Officers to ensure that the indicators are meaningful and useful.

2. ISSUES FOR CONSIDERATION

- 2.1 Appendix A contains the Balanced Scorecard Report to display the high level performance information.
- 2.2 Appendix B relates to data only performance indicators and is the background report that contains the information that sits behind the Balanced Scorecard for context.
- 2.3 The exception report towards the end of appendix B shows all indicators currently 'Red' and also the performance status for the last quarter along with the management response to explain the current level of performance.
- 2.4 There are four indicators that are 10% or more below target with the **first two at red status for two consecutive quarters, therefore requiring a minuted response of the action required:**
- **PEC: Number of Minor Applications determined within the statutory time frame**
 - **ES: Overall waste arising**
 - PEC: Number of other applications determined within the statutory time frame
 - ICT & CS: Average call answer time
- 2.5 To assist Members with actions that may be required to address performance of the above, Appendix C provides a list of suggested responses. This list is not exhaustive and merely provides examples for reference.
- 2.6 As requested by Members, Appendix D shows the Balanced Scorecard for the same period at South Hams.

3. LEGAL IMPLICATIONS

- 3.1 Within the Constitution, the Overview and Scrutiny Panel oversees performance management at the authority to ensure that poor and deteriorating performance is addressed.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no financial implications directly related to this report.

5. RISK MANAGEMENT

- 5.1 The Risk Management implications are shown at the end of this report in the Strategic Risks Template.

6. OTHER IMPLICATIONS

Corporate priorities engaged:	Community; Economy; Environment; Housing
Statutory powers:	Local Government Act 2000
Considerations of equality and human rights:	There are no equality implications as a result of this report.

Biodiversity considerations:	There are no biodiversity implications as a result of this report.
Sustainability considerations:	There are no sustainability implications as a result of this report
Crime and disorder implications:	There are no crime and disorder implications as a result of this report.
Background papers:	
Appendices attached:	Appendix A – Balanced Scorecard Appendix B – Background and Exception Report Appendix C – Actions available to address performance Appendix D – South Hams Balanced Scorecard

No	Risk Title	Risk/Opportunity Description	Inherent risk status				Mitigating & Management actions	Ownership
			Impact of negative outcome	Chance of negative outcome	Risk score and direction of travel			
G11-05	Poor performance leading to poor service delivery and damage to Council's reputation	Failure to adequately monitor and report on Local Performance Indicators. Managers not accepting/paying lip service only to best practice and improvement initiatives or failure to engender an improvement and performance management culture will increase the risk to the Council and it's reputation.	3	2	6	↔	Performance monitored by senior management and actions taken to address poor performance and react to downward trends.	SMT
G11-06	Failure to effectively manage change	There will be a need to ensure that any change within the organisation (whether imposed internally or externally) is effectively managed.	4	2	8	↔	Review of improvements and management actions in response to failing performance should increase the effectiveness of change management within the organization. More visible responsiveness to failing performance should reduce the resistance to change making management easier.	SMT
CX1 1 - 03	Leadership & Management	Ineffective Leadership and management	2	1	2	↔	Emphasis placed on middle managers responding to operational issues and drive performance whilst Heads of Service monitor and take action when needed	CX & SMT

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Appendix A - Corporate Balanced Scorecard 2013-14 Q4

West Devon Borough Council

Community/Customer

Q3	Q4	
		ES: Car parking tickets sold (Yearly comparison)
		ES: Car parking season tickets sold (Yearly comparison)
		ES: Overall Recycling rate %
		ES: Overall waste arising
		ICT & CS: Average Call Answer Time
		ICT & CS: % of enquiries resolved at first point of contact

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Financial *

Q3	Q4	
		Assets: Employment estates Income (Cumulative)
		PEC: Total income collected: Pre-Apps, Apps, etc
		ES: Car parking Income
		FA: % invoices paid on time
		ICT & CS: Council Tax Collection
		ICT & CS: Non Domestic Rates Collected
n/a		T18: Programme budget on track

*The Financial figures are provisional due to end of year process



Processes

PEC

Q3				
			PEC: % of Applications determined within statutory time frame (Major/Minor/Other)	

Environmental Health

Q3	Q4	
		EH: Time taken to process Disabled Facilities Grant (Fast track)
		EH: Avg Time to serve notice or close complaints

ICT & CS

Q3	Q4	
		ICT & CS: Avg End to End time (New Claims)
		ICT & CS: Avg End to End time (Change of circumstances)

Performance

Q3	Q4	
		EH: % of nuisance complaints resolved at informal stage
		ICT & CS: Preventing Homelessness
		CS: Avg days sickness/FTE
n/a		T18: Programme timescales on track

Key

	Below target performance
	Narrowly off target, be aware
	On or above target

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Appendix B –Scrutiny Report – 2013-14 Q4 WD

Information Report



Non-targeted (data-only) performance measures that will be reported every quarter to provide context and background information – not suitable for the Balanced Scorecard page as no targets applicable or relevant.

PI Code & Short Name	Managed By	2012/13 Total	Jan 2014	Feb 2014	Mar 2014	Q4 2013/14	2013/14 YTD	Comment (If Applicable)
		Value	Value	Value	Value	Value	Value	
<p>EH: Volume of nuisance complaints</p> <p>Number of nuisance complaints. The comments show the breakdown of unjustified and unjustified complaints.</p>	Ian Luscombe	715	Measured for Quarters			126	633	Of the total nuisance complaints <i>closed</i> by the council in Quarter 4, 100 out of 126 alleged nuisances were under our jurisdiction (EH officers often offer guidance and signposting in the other cases to provide a better customer service).
<p>EH: Average time taken for Disabled Facilities Grants (Fast track) (work days)</p> <p>The total time, from when the application was received until the works are completed. Only a small portion of this is under direct control of the Council.</p>	Drew Powell	-	Measured for Quarters			93	-	This figure relates to 25 DFG cases. The portion of this process under the council's full control is performing well. Average time for this portion this period has been reduced further to 1 work day - the lowest figure yet.

PI Code & Short Name	Managed By	2012/13 Total	Jan 2014	Feb 2014	Mar 2014	Q4 2013/14	2013/14 YTD	Comment (If Applicable)
		Value	Value	Value	Value	Value	Value	

<p>PEC: Active Applications (at end of month) Major/Minor/Other</p> <p>The total number of active applications which gives an overview of the workload for the Planning department.</p>	Justine Gosling	-	148	129	151	-	-	Officers determine a very similar number of applications per quarter. The introduction of case Management of applications by officers and team leaders enables us to know when resources may need to be shifted to prevent performance slipping.
<p>PEC: Compliments & Complaints (Justified/Non-Justified split)</p> <p>Detailing the ratio between justified planning complaints (valid complaints about something we did wrong or omitted to do) and non-justified complaints.</p>	Malcolm Elliott	Compliment Just Non-Just	1 1 1	1 2 3	4 1 1	6 4 5	30 10 15	Officers continue to focus on good customer care and communication. This is reflected in the number of justified complaints received. The number of compliments received also continues to outnumber the justified complaints. The number of unjustified complaints shows that it continues to be necessary to ensure we provide clear reasoning for our decisions and how we come to the recommendations made.
<p>PEC: Justified Complaint Type (Process: Statutory Procedure: Person: Communication)</p> <p>Breakdown of justified complaints – Process (Ps), Statutory Procedure (SP), Person (Pn) & Communication (C).</p>	Malcolm Elliott	Ps S.P. Pn C	0 0 0 1	0 0 0 2	0 0 0 1	0 0 0 4	1 0 0 9	Justified complaints received relate to the timely or level of communication with our customers. We continue to work on making our processes more customer focussed, improving our communication methods and the information provided to our customers.

PI Code & Short Name	Managed By	2012/13 Total	Jan 2014	Feb 2014	Mar 2014	Q4 2013/14	2013/14 YTD	Comment (If Applicable)
		Value	Value	Value	Value	Value	Value	

<p>PEC: Enforcement (Enforcement Action: Retrospective Planning Application: Remedial Action: No Breach Found)</p> <p>The number of enforcement cases resolved by specific action - enforcement action (EA), retrospective planning application (RPA), remedial action (RA) or no breach found (NBF).</p>	Helen Smart	E.A. R.P.A. R.A. N.B.F.	1 7 0 6	0 6 1 8	1 2 1 10	2 15 2 24	-	The new enforcement team leader post has introduced effective case management systems leading to the reduction in workload. New appointment to enforcement officer post has been made following the resignation of previous post holder.
<p>ES: PCNs: issued</p> <p>The number of Penalty Charge Notices issued. View in conjunction with those cancelled.</p>	Cathy Aubertin	1464	116	97	77	290	1400	
<p>ES: PCNs cancelled</p> <p>The number of Penalty Charge Notices cancelled. View in conjunction with those issued.</p>	Cathy Aubertin	175	11	15	10	36	127	
<p>ES: Car parking income (Cumulative)</p> <p>The total Income Collected by Car Parks (shown as a cumulative figure over the financial year).</p>	Cathy Aubertin	£791K	£61k	£59k	£58k	£838k (cumulative)	£858k (budget)	Overall the cost centre is on budget as repairs and maintenance has been kept in line with the lower level of income In addition, the continued reduced use of car parks is reflected in the income.

PI Code & Short Name	Managed By	2012/13 Total	Jan 2014	Feb 2014	Mar 2014	Q4 2013/14	2013/14 YTD	Comment (If Applicable)
		Value	Value	Value	Value	Value	Value	

<p>ICT & CS: No. of benefit applications</p> <p>Total number of New Housing Benefit/Council Tax Benefit Claims calculated.</p>	Gill Bray	2073	83	73	107	263	1080	New Claims only.
<p>ICT & CS: Percentage of Council Tax Collected (cumulative)</p> <p>The percentage of non-domestic rates due for the financial year which were received by the authority</p>	Kate Hamp	97.21%	94.60%	96.29%	97.69%	97.69%	97.69%	
<p>ICT & CS: Percentage of Non-domestic Rates Collected</p> <p>The percentage of non-domestic rates due for the financial year which were received by the authority</p>	Kate Hamp	96.65%	95.08%	97.53%	99.18%	99.18%	99.18%	
<p>All: Complaints received</p> <p>Complaints logged against each Service per quarter. Highlights changes over time and the effects of initiatives.</p>	-	261	Assets: 0 Corporate Services: 0 Environment Services: 10 Environmental Health: 0 ICT & CS: 5 Planning, Economy & Community: 8			23	144	
<p>All: Compliments received</p> <p>Compliments logged against each Service per quarter. Highlights changes over time and the effects of</p>	-	110	Assets: 0 Corporate Services: 0 Environment Services: 6 Environmental Health: 2 ICT & CS: 1 Planning, Economy & Community: 5			14	102	




PI Code & Short Name	Managed By	2012/13 Total	Jan 2014	Feb 2014	Mar 2014	Q4 2013/14	2013/14 YTD	Comment (If Applicable)
		Value	Value	Value	Value	Value	Value	


initiatives.								
CS: Long term sickness (days) Number of days lost due to long term sickness	Andy Wilson	702	Measured for Quarters			54	215	This is a much improved performance compared to 2012/13 which was marred by a number of protracted long term sick cases. It amounts to a 69% reduction and is back to a more typical figure after last year's exceptional one.
CS: Short term sickness (days) Number of days lost due to short term sickness	Andy Wilson	469.3	Measured for Quarters			41.05	232.44	Overall sort term sickness has been very well managed with 2 of the 4 quarters recording figures which are lower than any previously recorded quarterly figure (going back to 2009/10). It represents a reduction of just over 50% from 2012/13.
ICT & CS: Top 5 call types	Kate Hamp	-	1) Paperless Direct Debit – Council Tax 2) Balance enquiry – Council Tax 3) Make a payment – Council Tax 4) Missed refuse collection 5) Waste collection day query			-	-	
ICT & CS: Top 5 website views/trend	Kate Hamp	-	1. Planning Application Search 2. Search & Track Planning Applications 3. Planning 4. Recycling - waste 5. Contact us			-	-	
ICT & CS: Average call answer time	Kate Hamp		1.34	1.25	1.3	1.29	1	Call volumes rose substantially during the last part of Q4 due to the Council Tax annual billing process. Despite putting several measures in place including a stop on all annual leave, additional information on the website and passing Benefits calls back to the

PI Code & Short Name	Managed By	2012/13 Total	Jan 2014	Feb 2014	Mar 2014	Q4 2013/14	2013/14 YTD	Comment (If Applicable)
		Value	Value	Value	Value	Value	Value	

The average time in minutes for a call to be answered. This time shows as an average over each month								relevant department there was still a negative effect on performance. This was anticipated and next year it is expected that increased channel shift to the website and more self-service functionality being available will help mitigate against this annual peak in enquiries.
ICT & CS: % of calls resolved at first point of contact Percentage of calls which are resolved at initial contact with CST	Kate Hamp		-	-	-	61%	-	During the Council Tax annual billing period (March) there was an expected rise in the volume of calls. CST were able to deal with many of the additional enquiries at first point of contact, this would account for the rise in this quarter.

Exception Report

Code and Name	Managed by	Prev Status	Last Qtr	Jan 2014	Feb 2014	Mar 2014	Q4 2013/14		Action Response
			Q3	Value	Value	Value	Value	Target	
<p>PEC: Number of Minor Applications determined within the statutory time frame</p> <p>The percentage of Minor applications which are determined within the Government's statutory timescale of 8 weeks.</p>	Malcolm Elliott		50%	64.23	28.6%	20%	39.5%	65%	Performance during this and the previous quarters is below what we would like to achieve. Although, through the use of agency Planners the resourcing issue is being addressed, the transition of new staff including more staff turnover during the last quarter has impacted on the minor application figures. Officers are working with applicants and agents to agree extensions of time for applications where they are, for instance, negotiating amendments or awaiting completion of S106 agreements.
<p>ES: Overall Waste Arising</p>	Jane Savage		92.9	38.3	27.1	26.8	92.2	81	Weighbridge information from Devon County Council for residual waste incorrect over year and adjusted in final 2 quarters hence it appears high.
<p>PEC: Number of Other Applications determined within the statutory time frame</p> <p>The percentage of other applications which are determined within the Government's statutory timescale of 8 weeks.</p>	Malcolm Elliott		80.3%	58.3%	68.6%	71.4%	66.3%	80%	Performance is below what we would like to achieve. Although, through the use of agency Planners the resourcing issue is being addressed, the transition of new staff including more staff turnover during the last quarter has impacted on the minor application figures. Officers are working with applicants and agents to agree extensions of time for applications if they are unable to make a decision within the 8 week timescale.

Code and Name	Managed by	Prev Status	Last Qtr	Jan 2014	Feb 2014	Mar 2014	Q4 2013/14		Action Response
			Q3	Value	Value	Value	Value	Target	
<p>ICT&CS: Average Call Answer Time</p> <p>The average time in minutes for a call to be answered. This time shows as an average over each month.</p>	Kate Hamp		0.43	1.34	1.25	1.3	1.29	1	Call volumes rose substantially during the last part of Q4 due to the Council Tax annual billing process. Despite putting several measures in place including a stop on all annual leave, additional information on the website and passing Benefits calls back to the relevant department there was still a negative effect on performance. This was anticipated and next year it is expected that increased channel shift to the website and more self-service functionality being available will help to mitigate against this annual peak in enquiries.

Responses from Scrutiny responding to 2 consecutive quarters at 'Red' status:

	Response	Result	Consequences for response (inc resourcing issues, etc)
1	Agree with Action response	Trust that Middle Managers interpretation of situation and response will rectify falling performance over time	No additional resource above effort proposed by Middle manager
2	Query Action response	Agree with interpretation of situation but express concern over the level of the response	No additional resource above effort proposed by Middle manager.
3	Request further details on the action responses undertaken so far	Assessment of management responses taken so far and their effectiveness.	Middle manager resources required, will pull form operational management time. HoS resources also required. Response at Scrutiny could be sufficient.
4	Request report on ongoing issues	Deeper understanding of the causes of falling performance	Middle manager resources required for explaining actions, additional Business Development Team support for analysing data, where capacity allows.
5	Set up Task & Finish Group	T&F group organised with clear goals and timescales	Large resource requirement from both Cllrs and Officers. Longer lead time for results but useful for reframing goals of service area
6	Request Service Review	Systems review process becomes high priority and scheduled to commence as soon as current review schedule allows	Large resource requirement both in Business Development Team and service area undergoing review. Need for robust understanding of problem to be resolved. Longer lead time for results. Schedule agreed by SMT

Members should note that the additional resource requirements for options 3-6, especially options 5 & 6, will impact on service level and performance themselves so should only be undertaken when a clear need is identified.

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Appendix D - Scrutiny Report - 2013-14 Q4 SHDC

Information Report



Non-targeted (data-only) performance measures that will be reported every quarter to provide context and background information – not suitable for the Balanced Scorecard page as no targets applicable or relevant.

PI Code & Short Name	Managed By	2012/13 Total	Jan 2014	Feb 2014	Mar 2014	Q4 2013/14	2013/14 YTD	Comment (If Applicable)
		Value	Value	Value	Value	Value	Value	
<p>EH: Volume of nuisance complaints</p> <p>Number of nuisance complaints. The comments show the breakdown of unjustified and unjustified complaints.</p>	Ian Luscombe	944	Reported for quarters			129	550	Of the total nuisance complaints <i>closed</i> by the council in Quarter 4, 129 out of 132 alleged nuisances were under our jurisdiction (EH officers often offer guidance and signposting in the other cases to provide a better customer service).
<p>EH: Average time taken for Disabled Facilities Grants (Fast track) (work days)</p> <p>The total time, from when the application was received until the works are completed. Only a small portion of this is under direct control of the Council.</p>	Drew Powell	-	Reported for quarters			84	-	This figure relates to 24 DFG cases. The portion of this process under the council's full control is performing well. Average time for this portion this period has further reduced to 1.5 work days - the lowest figure yet.
<p>PEC: Active Applications (at end of month) Pre-App & Applications</p> <p>The total number of active applications which gives an overview of the workload for the Planning department. This is broken down into Pre-Applications and Applications.</p>	Justine Gosling	Pre-App App	286 592	325 623	329 656	-	-	<p>January and February saw very high numbers of pre-application enquiries being received which continues to show that this service is worthwhile to our customers. We continue to streamline processes to ensure that we can offer a valuable service.</p> <p>Officer consistently determine approx 350 - 400 applications per quarter. The introduction of case</p>

PI Code & Short Name	Managed By	2012/13 Total	Jan 2014	Feb 2014	Mar 2014	Q4 2013/14	2013/14 YTD	Comment (If Applicable)
		Value	Value	Value	Value	Value	Value	

								Management of applications by officers and team leaders enables us to know when resources may need to be shifted to prevent performance slipping.
<p>PEC: Compliments & Complaints (Justified/Non-Justified split)</p> <p>Detailing the ratio between justified planning complaints (valid complaints about something we did wrong or omitted to do) and non-justified complaints.</p>	Malcolm Elliott	Compliment Just Non-Just	3 0 2	5 1 2	1 3 2	9 4 6	38 16 23	<p>Officers continue to focus on good customer care and communication. This is reflected in the number of justified complaints received.</p> <p>The number of compliments received also continues to outnumber the justified complaints. The number of unjustified complaints shows that it continues to be necessary to ensure we provide clear reasoning for our decisions and how we come to the recommendations made.</p>
<p>PEC: Justified Complaint Type (Process: Statutory Procedure: Person: Communication)</p> <p>Breakdown of justified complaints – Process (Ps), Statutory Procedure (SP), Person (Pn) & Communication (C).</p>	Malcolm Elliott	Ps S.P. Pn C	0 0 0 0	0 0 0 1	2 0 0 1	2 0 0 2	5 1 1 9	Justified complaints continue to relate to process and communication related. We continue to work on making our processes more customer focussed, improving our communication methods and the information provided to our customers.
<p>PEC: Enforcement (Enforcement Action: Retrospective Planning Application: Remedial Action: No Breach Found)</p> <p>The number of enforcement cases</p>	Helen Smart	E.A. R.P.A. R.A. N.B.F.	0 3 0 20	1 2 0 22	1 4 8 19	2 9 8 61	30 57 20 339	Owing to significant time being spent by officers on a small number of high profile/time consuming enforcement cases, the number of active enforcement cases under investigation has increased during this quarter. Officers will be endeavouring to reduce this number over the

PI Code & Short Name	Managed By	2012/13 Total	Jan 2014	Feb 2014	Mar 2014	Q4 2013/14	2013/14 YTD	Comment (If Applicable)
		Value	Value	Value	Value	Value	Value	

resolved by specific action - enforcement action (EA), retrospective planning application (RPA), remedial action (RA) or no breach found (NBF).								coming months
ES: PCNs: issued The number of Penalty Charge Notices issued. View in conjunction with those cancelled.	Cathy Aubertin	5536	375	434	402	1211	5939	
ES: PCNs: cancelled The number of Penalty Charge Notices cancelled. View in conjunction with those issued.	Cathy Aubertin	1057	66	98	81	245	1205	
ES: Car parking income (Cumulative) The total Income Collected by Car Parks (shown as a cumulative figure over the financial year).	Cathy Aubertin	£2,816k	-	-	-	£2,878k (Cumulative)	£3,052 k (Projected)	Although there was a small increase in the use of car parks during the summer months, this has not been sustained throughout the remainder of the year.
ICT & CS: No. of benefit applications Total number of New Housing Benefit/Council Tax Benefit Claims calculated.	Gill Bray	2883	127	98	103	328	1586	New Claims
ICT & CS: Percentage of Council Tax Collected (cumulative) The percentage of Council Tax collected by the authority	Kate Hamp	98.98%	95.87%	97.48%	98.76%	98.76%	98.76%	There has been a reduction in the collection rate. One likely cause of this is that reminders are being issued throughout the month in order to spread the burden of calls to the Customer Services Team. In addition, an increasing number of ratepayers have been given instalment plans which run to March 2014 in accordance with newly introduced

PI Code & Short Name	Managed By	2012/13 Total	Jan 2014	Feb 2014	Mar 2014	Q4 2013/14	2013/14 YTD	Comment (If Applicable)
		Value	Value	Value	Value	Value	Value	

								legislation. The collectable debit has also been increased following the Council's decision to reduce the discounts given to empty properties and second homes.
ICT & CS: Percentage of Non-domestic Rates Collected (cumulative) The percentage of non-domestic rates due for the financial year which were received by the authority	Kate Hamp	99.24%	95.15%	96.54%	98.55%	98.55%	98.55%	There has been a slight reduction in the collection rate. One likely cause of this is that reminders are being issued throughout the month in order to spread the burden of calls to the Customer Services Team. In addition, an increasing number of ratepayers have been given instalment plans which run to March 2014.
All: Complaints received Complaints logged against each Service per quarter. Highlights changes over time and the effects of initiatives.	Kate Hamp	190	Assets: 2 Corporate Services: 0 Environment Services: 15 Environmental Health: 0 Finance & Audit: 0 ICT & CS: 12 Planning, Economy & Community: 9			38	209	
All: Compliments received Compliments logged against each Service per quarter. Highlights changes over time and the effects of initiatives.	Kate Hamp	354	Assets: 1 Corporate Services: 1 Environment Services: 13 Environmental Health: 5 Finance & Audit: 0 ICT & CS: 5 Planning, Economy & Community: 9			34	280	
CS: Long term sickness (days) Number of days lost due to long	Andy Wilson	2971.1	Measured for Quarters			583.2	2743.9	Days lost to long term sickness in 2013/14 represent a 7.6% reduction from the previous year. More significantly, this was partly attributable to resolving some persistent LTS cases by early



PI Code & Short Name	Managed By	2012/13 Total	Jan 2014	Feb 2014	Mar 2014	Q4 2013/14	2013/14 YTD	Comment (If Applicable)
		Value	Value	Value	Value	Value	Value	

term sickness								retirement in the first two quarters of the year. As a result the final two quarter figures are lower than any other quarter recorded since Q1 2010/11, and 59% of long term sick days lost occurred in the first half of the year.
CS: Short term sickness (days) Number of days lost due to short term sickness	Andy Wilson	1850	Measured for Quarters			260.22	1330.87	Short term sickness has traditionally been our best area with figures below the average for public and most private sector areas so it is very pleasing that 2013/14 shows a 28% reduction from the previous year's figures with two of the four quarters being lower than any previously recorded quarter going back to 2009/10. We will need to work hard to maintain this improvement in what was already an extremely good performance.
ICT & CS: Top 5 call types	Kate Hamp	-	1) Make a payment over the phone – revenues / council tax 2) Balance enquiry – revenues / council tax 3) Paperless direct debit – revenues / council tax 4) Pay a penalty charge notice 5) Order recycling sacks			-	-	Annual Council Tax and NNDR billing in March has heavily influenced the top 5 call types.
ICT & CS: Top 5 website views/trend	Kate Hamp	-	1. Planning Application Search 2. Search & Track Planning Applications 3. Planning 4. Contact us 5. Current Vacancies			-	-	
ICT & CS: Average call answer time The average time in minutes for a call to be answered. This time shows as an average over each month	Kate Hamp		1.34	1.25	1.3	1.29		Call volumes rose substantially during the last part of Q4 due to the Council Tax annual billing process. Despite putting several measures in place including a stop on all annual leave, additional information on the website and passing Benefits calls back to the relevant department there was still a negative effect on performance. This was anticipated and next year it is expected that increased channel shift to the website and more self-service functionality being

PI Code & Short Name	Managed By	2012/13 Total	Jan 2014	Feb 2014	Mar 2014	Q4 2013/14	2013/14 YTD	Comment (If Applicable)
		Value	Value	Value	Value	Value	Value	

								available will help mitigate against this annual peak in enquiries.
ICT & CS: % of calls resolved at first point of contact Percentage of calls which are resolved at initial contact with CST	Kate Hamp		-	-	-	61%	-	During the Council Tax annual billing period (March) there was an expected rise in the volume of calls. CST were able to deal with many of the additional enquiries at first point of contact, this would account for the rise in this quarter.

Exception Report

Code and Name	Managed by	Status last Qtr	Last Qtr	Jan 2014	Feb 2014	Mar 2014	Q4 2013/14		Action Response
			Q3	Value	Value	Value	Value	Target	
ES: Dartmouth Ferry Income Cumulative	Trevor Finch		n/a	-	-	-	£674,017 (cumulative)	£957,300 (budget)	<p>Forecast variance -29.59%</p> <p>Income is down due to the 7 week delay opening the slipways and late summer traffic volumes are also down on last year. Recent stormy weather has also had an impact on traffic volumes in the town.</p> <p>Customers are still returning to the ferry as their Higher Ferry tickets expire.</p>
ICT&CS: Average Call Answer Time The average time in minutes for a call to be answered. This time shows as an average over each month.	Kate Hamp		0.43	1.34	1.25	1.3	1.29	1	<p>Call volumes rose substantially during the last part of Q4 due to the Council Tax annual billing process. Despite putting several measures in place including a stop on all annual leave, additional information on the website and passing Benefits calls back to the relevant department there was still a negative effect on performance. This was anticipated and next year it is expected that increased channel shift to the website and more self-service functionality being available will help to mitigate against this annual peak in enquiries.</p>

Code and Name	Managed by	Status last Qtr	Last Qtr	Jan 2014	Feb 2014	Mar 2014	Q4 2013/14		Action Response																								
ICT&CS: Average end to end time (new claims) Average processing time (in days) taken across all new Housing and Council Tax Benefit (HB/CTB) claims submitted to the Local Authority.	Gill Bray	●	24.05	31.09	24.05	25.78	26.97	24	We are slightly above target for the month and the quarter overall but as this is a particularly busy time of the year for the team I am pleased with the results. The team have been taking their own calls since mid-Feb and we have experienced increased footfall on the counter due to the changes to CTR in addition to year end and annual billing pressures.																								
PEC: % of Minor applications determined within statutory time frame The percentage of Minor applications which are determined within the Government's statutory timescale of 8 weeks.	Malcolm Elliott	●	62.25%	47.62%	45.95%	43.48%	46.08%	65%	Performance during this and the previous quarters is below what we would like to achieve. Although, through the use of agency Planners the resourcing issue is being addressed, the transition of new staff including more staff turnover during the last quarter has impacted on the minor application figures. <div style="text-align: right;"> <table border="1"> <caption>Percentage Planning Applications determined within time - South Hams</caption> <thead> <tr> <th>Period</th> <th>Majors</th> <th>Minors</th> <th>Others</th> </tr> </thead> <tbody> <tr> <td>Jan-Mar 2013</td> <td>44</td> <td>54</td> <td>73</td> </tr> <tr> <td>Apr-Jun 2013</td> <td>86</td> <td>53</td> <td>76</td> </tr> <tr> <td>Jly-Sept 2013</td> <td>88</td> <td>56</td> <td>74</td> </tr> <tr> <td>Oct-Dec 2013</td> <td>100</td> <td>63</td> <td>79</td> </tr> <tr> <td>Jan-Mar 2014</td> <td>100</td> <td>46</td> <td>77</td> </tr> </tbody> </table> </div>	Period	Majors	Minors	Others	Jan-Mar 2013	44	54	73	Apr-Jun 2013	86	53	76	Jly-Sept 2013	88	56	74	Oct-Dec 2013	100	63	79	Jan-Mar 2014	100	46	77
Period	Majors	Minors	Others																														
Jan-Mar 2013	44	54	73																														
Apr-Jun 2013	86	53	76																														
Jly-Sept 2013	88	56	74																														
Oct-Dec 2013	100	63	79																														
Jan-Mar 2014	100	46	77																														

ANNUAL REPORT FROM THE OVERVIEW & SCRUTINY COMMITTEE TO FULL COUNCIL

2013 – 2014

BACKGROUND

Arising out of the Local Government Act 2000, the Council has had in place an Overview & Scrutiny Committee since May 2002.

MEMBERSHIP

The following Councillors served on the Committee during the Council Year 2013/2014:

Cllr Mandy Ewings (Chairman)
Cllr Diana Moyse (Vice Chairman)
Cllr Alison Clish Green
Cllr Christine Hall
Cllr John Hockridge
Cllr Donald Horn
Cllr Jeff Moody
Cllr Debo Sellis
Cllr John Sheldon
Cllr David Whitcomb

(Note: other Members also served on the Committee during the course of the year in a substitute capacity).

MEETINGS

Meetings of the Committee have been held on the following dates:

Tuesday 4 June 2013
Tuesday 29 October 2013
Tuesday 14 January 2014
Tuesday 18 March 2014

TASK & FINISH GROUPS (TFG)

- **Rural Broadband**
(Membership: Cllrs K Ball, A Clish-Green, D W Cloke, J B Moody and J Sheldon)

The Rural Broadband Task and Finish Group now meet independently (having originally been set up as a joint Group with South Hams District Council). The Group continues to report progress to the Committee.

- **Locality and Commissioning Task and Finish Group**

(Membership: Cllrs Cllr Mandy Ewings; Diana Moyse; Donald Horn, Robin Musgrave, Terry Pearce and John Sheldon)

A Task and Finish Group of Members was set up to investigate Locality and Commissioning Models across other authorities as part of the Transformation Programme T18.

CALL-IN

- There were no Call Ins during the 2013/14 year.

OTHER TOPICS COVERED DURING THE YEAR

- **Performance Indicators**

Performance indicators were monitored during the course of the year and appropriate action responses requested where performance fell short of target.

- **Service Level Agreement Monitoring**

The Committee received a monitoring report in relation to the service level agreements with West Devon Community and Voluntary Services and the Citizens Advice Bureau. In addition, presentations were received from both organisations.

- **Health and Wellbeing**

Following changes in legislation that altered the way that Health and Wellbeing would be delivered to residents, the Committee took an active role in Health and Wellbeing and received a presentation from the District Council Representative on the Devon County Council Health and Wellbeing Board. The Committee also received a presentation from Mr David Rogers OBE, a representative of Healthwatch.

- **Community Safety Partnership**

The Committee received a report from the Head of Environmental Health and Housing that gave the opportunity to scrutinise the work of the Community Safety Partnership. In addition, Superintendent Michelle Slevin attended to discuss the crime data that had been included within the report.

- **Review of the Process and Decisions that led to the Judicial Review judgement relating to the former Focus DIY Store, Tavistock Retail Park**

The Committee received a progress report from the Working Group that had been set up to review the decision in relation to the Focus DIY Store. A subsequent report with recommendations was taken directly to Council.

- **Use of Agency Staff**

The Committee requested a further report into the use of Agency Staff by the Council. It was agreed that SMT continue to monitor the use of Agency Staff.

- **Transformation Programme T18**

The Committee received a number of updates in relation to Transformation Programme and it was agreed that the O&S Committee would be the appropriate forum for T18 progress to be monitored.

- **Impact of Welfare Reforms**

The Committee specifically requested information on the impact of Welfare Reforms on the Council. The Head of ICT and Customer Services presented a detailed report and also updated Members on the Local Discretionary Welfare Support Fund and how it was being used. Members also raised concerns about the reception area and requested a survey be undertaken. This took place and the Customer Services manager was able to report a satisfactory response.

- **Review of Connect Partnership and related Delivery Arrangements**

The Committee received a report in relation to a suggested way forward for the Connect Partnership and related delivery arrangements, following a review undertaken by the Connect Partnership Board and officers, and prompted by Member feedback, the outcome of the Peer Review and reducing staff and financial capacity within the Council and partner agencies.

- **Devon Home Choice**

The Committee received a report from the Housing Team Manager that provided members with a recommendation that no changes be made to the agreed Devon Home Choice Policy.

BUDGET

No expenditure was incurred in the financial year 2013/14 against the budget of £1,500.

FORTHCOMING WORK PROGRAMME

- Continue monitoring of Performance Indicators
- Receive a presentation from West Devon Community Voluntary Services
- Monitor Service Level Agreements with WD CVS and CAB
- Monitor Health and Wellbeing on behalf of the residents of the Borough
- Monitor progress of the Transformation Programme T18, to include progressing the Locality and Commissioning Task and Finish Group
- Respond, as appropriate, to issues relating to the work of the Council and to the West Devon area in general
- Invite representatives of any service organisation when issues arise which disadvantage residents
- Scrutinise the local crime and disorder partnership – Community Safety Partnership

- Continue to monitor the Council's policy on the Regulation of Investigatory Powers Act

OVERVIEW AND SCRUTINY COMMITTEE - ANNUAL WORK PROGRAMME 2014/15

2014	Agenda Items	Lead Officers/Members
Tuesday 24 June	Community Safety Partnership – Annual Review	Ian Bollans
	Car Parking report (as requested at O&S March 2014)	Cathy Aubertin
	Annual Report	Kathy Trant
	CAB, CVS and Young Devon Annual Monitoring Report	Debbie Bird
	Community and Economy Grant Report 2013/14	Debbie Bird
	Update on Locality and Commissioning	Dan Bates/T&F Group
	Performance Indicators Quarter 4 2013/14	Darren Cole
Tuesday 14 October	Ombudsman Update and Annual Letter	Catherine Bowen/Tony Rose
	Performance Indicators Quarter 1	Darren Cole
2015		
Tuesday 27 January	Performance Indicators Quarter 2 – to include update resulting from use of DWP indicators	Darren Cole
Tuesday 24 March	Performance Indicators Quarter 3	Darren Cole
	Review of protocol between Legal and Planning	Marion Playle/Becky Fowlds
STANDING AGENDA ITEMS	POSSIBLE AGENDA ITEMS 2013/14	<i>Proposed changes to Grant Schemes (postponed for T18)</i>
Health and Wellbeing	<i>Post office changes</i>	
Community Safety – Annual Report	<i>Ambulance Trust</i>	
T18		
Update from Rural Broadband Group		

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Agenda Item 2h

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Agenda Item 3

At a Meeting of the **OVERVIEW & SCRUTINY COMMITTEE** held at the Council Chamber, Council Offices, Kilworthy Park, Drake Road, **TAVISTOCK** on **TUESDAY** the **24th** day of **JUNE 2014** at **2.00 pm**

Present:

Cllr D E Moyse – Vice-Chairman	
Cllr K A Clish Green	Cllr C Hall
Cllr L J G Hockridge	Cllr D M Horn
Cllr J B Moody	Cllr D K A Sellis
Cllr J Sheldon	Cllr D Whitcomb

Executive Director (Resources)
Head of Environmental Health and Housing
Head of Planning, Economy and Community
Head of ICT and Customer Services
Community Manager
Community Projects and Policy Officer
Street Scene Manager
Waste Development and Contracts Manager
Member Services Manager

In Attendance:

Cllr C R Musgrave	Cllr T G Pearce
Cllr P R Sanders	

***O&S 1 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Cllr M V L Ewings.

***O&S 2 DECLARATIONS OF INTEREST**

Members and officers were asked to declare any interests in the items of business to be considered during the course of this meeting but none were made.

***O&S 3 CONFIRMATION OF MINUTES**

The Minutes of the meeting held on 18 March 2014 were agreed and signed by the Chairman as a correct record.

***O&S 4 UPDATE ON TRANSFORMATION PROGRAMME T18**

The Executive Director (Resources) presented a report that set out progress to date of the T18 Transformation Programme, in order to ensure effective scrutiny.

During discussion the Director was praised for the clear and concise report. Members were advised that an application for funding would be made to the Government's Transformation Challenge Fund and the Council should know by July if they would be progressing to the next stage of the funding bid.

Members were also advised that whilst an additional business case would be needed if Torridge were to join the partnership, their contribution towards the overall cost of the project and therefore reduction in cost to

West Devon and South Hams was perhaps as important as any predicted savings.

In response to questions in relation to 'touch-down' points, the Executive Director confirmed that at this stage general information was being collected on suitable sites rather than specific information that would apply to each site chosen. She also confirmed that organisations being approached included town and parish councils and the police and that the current outreach scheme was being used as a starting point for those discussions.

One Member reiterated her previous request that the 'Love Clean Streets' application be included at the procurement stage of the new ICT system. The Executive Director advised that this application did not come from Civica but that there was budget to include it in the overall ICT package. Members also suggested a number of venues that may be suitable as 'touch down' points for staff.

It was then **RESOLVED** that the Overview and Scrutiny Committee note the progress to date on the Transformation Programme T18.

***O&S 5**

UPDATE ON LOCALITY AND COMMISSIONING

The Head of Planning, Economy and Community advised the Committee that the original Locality and Commissioning Task and Finish Group had not progressed as hoped for a number of reasons, although she was aware that Members had undertaken a great deal of research. As the Transformation Programme moved forward it had become evident that other strands of work should be incorporated such as Our Plan, Community Engagement and the role of the Locality Officers, particularly in respect of how they would work with Ward Members.

A Project Initiation Document would be discussed at the next meeting of SMT to expand the existing project to incorporate these other strands of work. If agreed at SMT, a meeting with Members would be arranged as quickly as possible in order to progress this new project.

One Member asked if communication was ongoing with the Police as in discussion with representatives of the Police it was evident that they did not know about the Council going through the Transformation Programme nor the potential impact on ways of working between Locality Officers and Police Community Support Officers. In response, officers confirmed that discussions were ongoing, particularly around accommodation, and that Police representatives would be attending a future SMT meeting. The Member asked that the same representatives attend the future workshop event to which the Leader and Chief Executive of Eastbourne District Council had been invited.

***O&S 6**

ANNUAL REVIEW OF THE SOUTH DEVON AND DARTMOOR COMMUNITY SAFETY PARTNERSHIP

The Head of Environmental Health and Housing introduced the report (page 10 to the agenda) that provided Members with the opportunity to scrutinise the work of the Community Safety Partnership (CSP) as defined by Sections 19 and 20 of the Police and Justice Act 2006 and the Crime and Disorder (Overview and Scrutiny) Regulations 2009. He also introduced Becca Hewitt, Manager of the Community Safety Partnership and Superintendent Michelle Slevin.

Becca took Members through the key elements of the report. With the agreement of the Chairman, she also circulated copies of the draft Strategic Assessment. Michelle expanded on the detail in relation to the crime data.

During discussion, the following points were raised:

- In relation to income raised from mobile CCTV cameras, the cameras became faulty which had an impact on the budget and it was no longer viable to use them;
- Rape and sexual offences were a priority for the force and following a recent review when the need for additional resources was identified a dedicated team of experienced detectives was now in place. It should also be noted that a lot of historical offences had been brought to light and whilst an increase in figures was never good, overcoming the stigma of reporting was important;
- Violence without injury crimes tended to be low level assault and generally had links to alcohol;
- In response to a query as to whether children were involved in the figures, Members were advised that data would include child victims and would also include child offenders over the age of 10 which was the age of criminal responsibility;
- Anti Social Behaviour offences could cover a broad spectrum and there was a target for the Partnership to reduce the figures by 5% per annum;
- The role of the street pastors should not be underestimated;
- Whether incidents such as cyclists travelling where they should not be and dogs fouling and being off leads where they should not be would be included in the figures. In terms of community issues such as cycling, PCSOs could take part in bespoke activity if the safety of the public was an issue. Dogs could be dealt with if reported. The Street Scene Manager added that draft Dog Control Orders had just been advertised and this would help with dog matters.

It was then **RESOLVED** that the Committee note the report and the achievements of the South Devon and Dartmoor Community Safety Partnership in 2013/14.

***O&S 7 MONITORING OF WEST DEVON COMMUNITY AND VOLUNTARY SERVICES, CITIZENS ADVICE BUREAU AND YOUNG DEVON SERVICE LEVEL AGREEMENTS FOR 2013/14**

The Community Projects and Policy Officer introduced the report (page 20 to the agenda) that reviewed the operation in 2013/14 of the Service Level Agreements (SLAs) with West Devon Community and Voluntary Services (WDCVS), including West Devon Volunteer Centre (WDVC), West Devon Citizens Advice Bureau (WDCAB) and Young Devon – Tavistock Youth Enquiry Service (YD).

During discussion the Community Projects and Policy Officer advised that a recent report highlighted that West Devon had the highest number of voluntary groups nationally.

Other points raised included the following:

- The percentage of new young volunteers was a positive statistic. A Member asked if previous year's figures could be provided for comparison;
- CVS had organised an event to celebrate volunteers and a Member who attended advised that this was a useful meeting. Thanks should be passed to volunteers for their immeasurable work;
- One Member raised concerns over whether the CAB provided value for money and felt they received too much funding. Another Member disagreed and felt that without the CAB many of the clients they help would come to the Borough Council for assistance;
- One Member raised concerns in respect of staffing levels of the CAB, particularly as drastic cutbacks could impact on the level of service provided. He was also concerned that funding may be concentrated on other areas rather than West Devon following the recent merger of CAB offices. The Community Manager reminded Members that the merger of CAB officers had been acknowledged and accepted, providing monies were used as set out in the SLA. Members could comment on delivery of the SLA, but could not comment on how the CAB was structured. It was agreed that Members would request an update on the reorganisation for the next meeting of Overview and Scrutiny;
- A Member questioned whether the CAB was reinventing the wheel in terms of debt advice, much of which was available through other sites such as Money Advice Service. In response, Members were advised that the CAB was able to offer face to face help, and very often the

other websites referred people to the CAB for their particular specialist knowledge.

It was then **RESOLVED** that Members had reviewed the performance of WDCVS, including WDVC, WDCAB and YD against the outcomes agreed in the SLAs and requested a further report giving an update on the reorganisation of the CAB.

***O&S 8 WEST DEVON BOROUGH COUNCIL GRANT SCHEME ALLOCATIONS 2013/14**

The Community Projects and Policy Officer presented a report (page 56 to the agenda) that provided the Committee with an update on projects supported through the West Devon Borough Council grant scheme in 2013/14.

Members asked for an additional column to be included in future reports so that the grant applied for could also be noted. In response to a query relating to two quotes being requested, the Community Projects and Policy Officer advised that the requirement for quotes was in line with financial procedure rules and larger projects did require three quotes.

It was then **RESOLVED** that the projects that had benefited from Council grant funding in 2013/14 had been reviewed and Members had recommended that future reports include information relating to amount of grant being applied for.

***O&S 9 CAR PARKING**

The Street Scene Manager introduced a report (page 66 to the agenda) that updated Members in respect of issues raised at the previous meeting of the Overview and Scrutiny Committee (Minute O&S 47 refers).

In terms of Ringo, this was now available in all West Devon Borough Council car parks. The Street Scene Manager outlined to Members how Ringo worked, and how the Civil Enforcement Officers knew which vehicles had registered. In response to a question relating to contactless payment, Members were advised that payment by telephone was possible through Ringo, but not payment by card. This had been investigated but the cost of the machines was prohibitive. If the Car Parking Strategy Group made the request then this could be looked at again.

In respect of season tickets and how they were publicised, the very fact that this report had been requested enabled a further press release to be issued. Members were pleased to note that the bold decision to reduce the price of season tickets had paid off as the number sold had increased, as had the income.

It was then **RESOLVED** that Members note the report.

***O&S 10 PERFORMANCE REPORT – PERFORMANCE INDICATORS (Q4 2013/14)**

The Head of ICT and Customer Services introduced a report (page 71 to the agenda) that provided Members with information on Key Performance Indicators at the end of quarter 4 for 2013/14. The information was set out with the Balanced Scorecard showing broad performance levels.

Further information for those indicators at 'red' status was provided along with a standard information report giving background information and context to workload.

During discussion on this item, the following points were made:

- Whilst Members noted concern at the red indicator for number of minor planning applications determined within the statutory time frame, the Head of Planning, Economy and Community did remind them that this red status was expected as it related to the last quarter of 2013/14 and the staffing levels did not improve until April 2014. She also advised Members that there would be further staffing changes, and that the team was managing significant change. The major applications figures were on target, and in addition, the target for minor applications did not take account of customer satisfaction and occasions when customers asked for decisions to be delayed for a variety of reasons;
- One Member stated that she had received complaints about planning enforcement and wondered if this Committee should be looking into enforcement matters. The Head of Planning, Economy and Community advised that there would always be enforcement issues and some of them took time to deal with. The Head of ICT and Customer Services reminded Members that this report was about performance management. Another Member felt that the Committee would be in danger of becoming involved in operational matters;
- The Waste Development and Contracts Manager explained that the red indicator for overall waste arising occurred as a result of incorrect data on residual waste being received from the waste disposal authority. Due to the way these statistics are reported to DEFRA, all errors had to be corrected in quarter 3 and could not be back dated. The high figure in quarter 4 is expected due to a seasonal peak after the festive season.

It was then **RESOLVED** that:

- (i) The Key Performance Indicators for Q4 be noted and actions detailed considered to improve future performance;
- (ii) Members had considered appropriate action for Indicators at 'Red' status for two consecutive quarters and in respect of 'Number of Minor Applications determined within the statutory time frame' Members agreed with the action response and in respect of 'Overall waste arising' they also agreed with the action response.

***O&S 11 ANNUAL REPORT FROM OVERVIEW AND SCRUTINY COMMITTEE TO COUNCIL**

Members were presented with a report (page 93 to the agenda) that set out the activities of the Committee throughout the 2013/14 Municipal year including membership, meetings, task and finish groups and topics covered. The report would be presented to the next meeting of full Council.

Members of the Committee agreed that they were happy for this report to go forward.

***O&S 12 DRAFT ANNUAL WORK PROGRAMME**

The Chairman asked Members to propose items that they may like to consider during the year 2014/15. The meeting in October 2014 would include the following additional items:

- Attendance by the Chief Executive of Healthwatch
- CAB update on reorganisation

Other items suggested included:

- a report on or attendance of street pastors
- a report on affordable housing and how there was a variance of affordable housing contributions, to include further information on the Teignbridge District Council model in relation to self build schemes
- an update on locality and commissioning (should be a standing item)
- the Chairman of the Strategic Leisure Working Group to be invited to update on progress in relation to the leisure contract
- a report on s106 funds
- Cllr Sanders to be invited to the March meeting to give an update on the Health and Wellbeing Board
- The role of locality officers
- CCG/Ambulance Trust

***O&S 13 REGULATION OF INVESTIGATORY POWERS ACT 2000: REPORT ON INSPECTION AND AUTHORISATION**

As a standing item on the agenda, Members noted that there had been no requests to use the powers under RIPA during the last quarter.

(The meeting terminated at 4.25 pm)

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