

South Hams Overview and Scrutiny Panel



Title:	Agenda												
Date:	Thursday, 2nd August, 2018												
Time:	10.00 am												
Venue:	Cary Room - Follaton House												
Full Members:	<p style="text-align: center;">Chairman Cllr Saltern</p> <p style="text-align: center;">Vice Chairman Cllr Smerdon</p> <p><i>Members:</i></p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>Cllr Baldry</td><td>Cllr Hicks</td></tr> <tr> <td>Cllr Birch</td><td>Cllr Huntley</td></tr> <tr> <td>Cllr Blackler</td><td>Cllr May</td></tr> <tr> <td>Cllr Cane</td><td>Cllr Pennington</td></tr> <tr> <td>Cllr Green</td><td>Cllr Pringle</td></tr> <tr> <td>Cllr Hawkins</td><td></td></tr> </table>	Cllr Baldry	Cllr Hicks	Cllr Birch	Cllr Huntley	Cllr Blackler	Cllr May	Cllr Cane	Cllr Pennington	Cllr Green	Cllr Pringle	Cllr Hawkins	
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Cllr Green	Cllr Pringle												
Cllr Hawkins													
Interests – Declaration and Restriction on Participation:	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.												
Committee administrator:	Member.Services@swdevon.gov.uk												

1. Apologies for Absence	
2. Minutes to approve as a correct record and authorise the Chairman to sign the minutes of the Panel held on 28 June 2018;	1 - 14
3. Urgent Business brought forward at the discretion of the Chairman;	
4. Division of Agenda to consider whether the discussion of any item of business is likely to lead to the disclosure of exempt information;	
5. 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;	
6. Public Forum A period of up to 15 minutes is available to deal with issues raised by the public;	15 - 16
7. Draft Executive Forward Plan Note: If any Member seeks further clarity, or wishes to raise issues regarding any future Executive agenda item, please contact Member Services before 5.00pm on Monday 30 July 2018 to ensure that the lead Executive Member(s) and lead officer(s) are aware of this request in advance of the meeting.	17 - 22
8. Community Housing Strategy - Six Monthly Update	23 - 34
9. SHWD Sports and Community Development Annual Report 2017 Presentation (to include Youth Leisure Nights Update)	
10. Quarter 1 2018/19 Performance Report	35 - 50
11. Code of Conduct Hearing Panel Recommendations to the Complaints Process	51 - 52

12. Task and Finish Group Updates (if any):

(a) Drug and Alcohol Abuse; and

(b) Community Funding

(c)

13. Actions Arising / Decisions Log 53 - 58

14. Draft Annual Work Programme 59 - 60

to consider items for programming on to the annual work programme of the Panel, whilst having regard to the resources available, time constraints of Members and the interests of the local community

15. Exclusion of Public and Press

to consider the following resolution to exclude the public and press:-

"That in accordance with Section 100(A)(4) of the Local Government Act 1972, the public and press be excluded from the meeting during consideration of the following items of business in order to avoid the likely disclosure to them of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Act";

16. Devon Building Control Partnership Update 61 - 74

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**MINUTES OF THE MEETING OF THE
OVERVIEW & SCRUTINY PANEL
HELD AT FOLLATON HOUSE, TOTNES ON
THURSDAY, 28 JUNE 2018**

Panel Members in attendance:			
* Denotes attendance		Ø Denotes apology for absence	
*	Cllr K J Baldry	Ø	Cllr E D Huntley
*	Cllr J P Birch	*	Cllr D W May
Ø	Cllr J I G Blackler	*	Cllr J T Pennington
*	Cllr B F Cane	Ø	Cllr K Pringle
*	Cllr J P Green	*	Cllr M F Saltern (Chairman)
*	Cllr J D Hawkins	*	Cllr P C Smerdon (Vice Chairman)
*	Cllr M J Hicks		

Other Members also in attendance:	
Cllrs H D Bastone, I Bramble, J Brazil, P K Cuthbert, R D Gilbert, N A Hopwood, J A Pearce, R C Steer, R J Tucker, R J Vint and S A E Wright	

Item No	Minute Ref No below refers	Officers in attendance and participating
All		Group Manager – Commercial Services; and Senior Specialist – Democratic Services
7(b)	O&S.5/18(b)	Housing, Revenue and Benefits Community Of Practice Lead; and Housing Specialist
8	O&S.6/18	Group Manager – Customer First and Support Services
9	O&S.7/18	IT Community Of Practice Lead
10	O&S.8/18	Specialist Manager; Place Making Community Of Practice Lead; and Neighbourhood Planning Specialist
11	O&S.9/18	Operational Manager (Environment Services)
12	O&S.10/18	Environmental Health Community Of Practice Lead
14(a)	O&S.12/18(a)	Environmental Health Officer and Specialist – Community Safety; Safeguarding; and Partnerships
15	O&S.13/18	Operational Manager (Environment Services)

O&S.1/18 MINUTES

The minutes of the meeting of the Overview and Scrutiny Panel held on 3 May 2018 were confirmed as a correct record and signed by the Chairman.

O&S.2/18 DECLARATIONS OF INTEREST

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

O&S.3/18 URGENT BUSINESS

The Chairman informed that he had no items of urgent business to be raised at this meeting.

O&S.4/18 PUBLIC FORUM

In accordance with the Public Forum Procedure Rules, there were one question that had been received for consideration during this agenda item:

(a) Question from Dr Richard Szczepura:

'Can the Council immediately publish a list of the sites being considered for development by SHDC, as referred to by Cllr Tucker in an article in the Totnes Times, 15 June 2018?'

In response, the Deputy Leader advised that the Council's entire Asset Register was currently under review and would be publicly available on the Council website before the end of this week.

O&S.5/18 EXECUTIVE FORWARD PLAN

The Panel was presented with the most recently published Executive Forward Plan.

In accordance with Overview and Scrutiny Procedure Rules, Panel Members had given the required notice for updates to be considered at this meeting on the following future Executive agenda items: *'Commercial Investment to Support Economic Activity'* and *'Homelessness Strategy Action Plan 2018/19'*.

(a) Commercial Investment to Support Economic Activity

A Member made reference to the decision of the Executive in respect of the 'Council Owned Asset Investment and Development' agenda item considered on 14 June 2018 (Minute E.08/18 refers). In particular, the Member highlighted the commitment for prior engagement with relevant Town and Parish Councils and local Ward Member(s) on their aspirations for their communities to have taken place before the Special Council meeting on 26 July 2018.

Having already met with the Leader, the Member found the meeting he had attended to be particularly useful. However, to maximise the value of the meetings with the Town Councils, the Member asked that consideration be given to disclosing the information that was currently classified as being exempt.

In reply, the Deputy Leader informed that, whilst he was happy for the classification of this information to be given further consideration, it must remain as exempt until Members were advised differently.

For clarification, the Panel was advised that this item on the Executive Forward Plan in fact referred to a report that was being prepared with a recommendation that would seek approval for a Governance Framework that would underpin any future investment decisions. When asked, the Deputy Leader was content for this matter to be deferred by the Executive to the Panel for further consideration prior to a final decision being taken by the Council. In light of this information, the Member highlighted a possible freehold opportunity that had just arisen in Totnes and queried whether the feasibility of purchasing this site could be included within the Executive report.

The Deputy Leader replied that initial consideration had been given to this opportunity and it had been concluded that it would not be appropriate for the Council to pursue this opportunity any further at this time.

The Member proceeded to express his deep frustration at this decision seemingly being taken without reference to any written paper or consultation with local Ward Members. Whilst it was agreed that discussions would be held outside the meeting between the Deputy Leader and the Member, other Panel Members did feel that there was a need for both increased openness and transparency and engagement with local Ward Members in such matters.

(b) Homelessness Strategy Action Plan 2018/19

The Panel considered a report that sought to recommend approval of the Homelessness Strategy Action Plan for 2018/19.

During discussion, the following points were raised:-

- (i) A number of Members wished to thank the lead officers for their tireless work on the homelessness prevention agenda;
- (ii) The Panel noted that there were two significant actions that had not been achieved in 2017/18 and officers were therefore suggesting that these be rolled over to 2018/19. These actions were: *'Vulnerable Customer Charter to be finalised'* and *'Work with schools to be expanded to include all major secondary schools'* and the Panel requested that these be progressed as soon as was practically possible. To reinforce the point, a motion to this effect was **PROPOSED** and **SECONDED** and on being put to the vote was declared **CARRIED**;
- (iii) In response to some specific requests and, in some instances, concerns, it was **PROPOSED** and **SECONDED** and on being put to the vote was declared **CARRIED** that:

'All Members be in receipt of updates on the following subject matters:

- *A copy of the Citizens' Advice Bureau report on the Social Prescribing Pilot;*

- *The membership of the Health and Wellbeing Board; and*
 - *A Briefing Note on those properties that we own within the South Hams that are currently leased to South Devon Rural Housing Association.'*
- (iv) In light of recent media coverage over the rising numbers of elderly residents who were being made homeless, a Member questioned the extent of the issue in the South Hams. Officers replied by stating that elderly housing provision in the South Hams was comparatively healthy and they would provide Members with the latest set of figures for the South Hams, in comparison to national trends, outside of this meeting;
- (v) Whilst some concerns were expressed over the number of nights that were being spent in temporary Bed and Breakfast accommodation, it was acknowledged that some nights were unfortunately unavoidable. However, officers did confirm that the Council had never exceeded the maximum six week period for families to be residing in Bed and Breakfast accommodation;
- (vi) Members were of the view that future Annual reports that were presented to the Panel should include reference to actual Case Studies. This suggestion was subsequently **PROPOSED** and **SECONDED** and on being put to the vote declared **CARRIED**;
- (vii) To increase awareness amongst the wider membership, Members **PROPOSED** and **SECONDED** that an interactive Briefing Session on the Homelessness agenda be convened in the upcoming months. When put to the vote, this proposal was also declared **CARRIED**;
- (viii) A Member sought an update on the action whereby the Locality Team be trained to support vulnerable customers with accessing housing options, housing benefits, universal credit and the housing register. In response, the Panel was advised that the training had been completed and some early successes had already been realised;
- (ix) The Panel welcomed the 2017/18 achievement whereby there had been a 50% success rate on securing long-term housing for rough sleepers across the South Hams following the severe weather interventions during the recent winter months. As a further point, officers confirmed that they did not currently undertake outreach work on skin protection (e.g. provision of sun cream in very hot weather) and it was agreed that this would be raised with the local GP surgery to ascertain whether there was any such existing provision.

It was then:

RESOLVED

1. That the Executive be **RECOMMENDED** to adopt the Homelessness Strategy Action Plan for 2018/19 (as outlined at Appendix 2 of the presented agenda report) with immediate effect;
2. That those actions that were identified as being incomplete and therefore rolled over to the 2018/19 Action Plan (namely: 'Vulnerable Customer Charter to be finalised' and 'Work with schools to be expanded to include all major secondary schools') be progressed as soon as practically possible;
3. That all Members be in receipt of updates on the following subject matters:
 - a. A copy of the Citizens' Advice Bureau report on the Social Prescribing pilot;
 - b. The membership of the Health and Wellbeing Board; and
 - c. A Briefing Note on those properties that we own within the South Hams that are currently leased to South Devon Rural Housing Association;
4. An interactive Member Briefing Session on the Homelessness agenda be convened in the upcoming months; and
5. That future Annual reports include reference to actual Case Studies.

O&S.6/18 CIVICA / IT: LESSONS LEARNT

The Panel considered a report that sought endorsement of the conclusions of the lessons learnt exercise and the proposed actions that were set out.

Following the introduction, a number of Members welcomed the report and felt it accurately reflected the apportionment of responsibility that had led to the problems encountered. It was also confirmed that the actions and conclusions had been shared with Civica, who had accepted them in good spirit.

In discussion, reference was made to:-

- (a) reimbursement from Civica. Some Members highlighted the length of time that had passed since the Panel had initially raised its concerns in this respect and the Panel queried to what extent the Council had been recompensed. In reply, officers estimated that the Council had received a package from Civica that had amounted to slightly less than £120,000.

In light of the extent of losses and damages incurred by the Council, the Panel felt that the Audit Committee should be asked to review the levels of assurance that had been outlined in paragraph 2.6 of the presented agenda report. A motion to the effect was subsequently **PROPOSED** and **SECONDED** and when put to the vote was declared **CARRIED**;

- (b) the graph as outlined at Appendix A of the presented agenda report. In light of concerns that the graph was not particularly clear on the published agenda, officers gave a commitment to circulate the information on an Excel Spreadsheet outside of this meeting;
- (c) the reputational damage to the Council. Whilst recognising that it was now time to look forward, some Members still felt that the reputational damage to the Council from residents, town and parish councils and our own staff had been significant as a direct consequence of this issue during the roll out of the Programme;
- (d) the waste procurement project. The Panel was advised that a number of the identified lessons learnt had already been applied during the current waste procurement project. In particular, the employment of a full-time project officer was already reaping benefits to the Council;
- (e) the market now being more competitive. At the time of its launch, it was noted that Civica was the only company that was purporting to offer the IT solution that would underpin the Programme. As technological advancements had now improved, there were now more competitors in the market. That being said, officers still remained unconvinced that, at this time, there was a single system available that could deliver an effective customer interface (with workflow) to provide a suitable back office solution;
- (f) deficiencies in the procurement process. As had been previously reported, officers advised that the original contract had not included any obligations for Civica to pay a fee to the Council in the event of the solution being purchased by other local authorities. It was acknowledged that this had been a Council error during the procurement process (and specifically the drafting of the contract) which had been regrettable. To reinforce the point, it was **PROPOSED** and **SECONDED** and when put to the vote declared **CARRIED** that:-

‘in the future for key projects:

- a. adequate procurement processes and frameworks be put in place (including, if deemed appropriate, the creation of a Member Board) that ensures that the Council maximises the advantages to the Council and its residents; and*
- b. Members and relevant stakeholders be more involved as the project evolves.’*

It was then:

RESOLVED

1. That the conclusions of the lessons learnt exercise (as set out in section 3 of the presented agenda report) and the proposed actions (as detailed in section 4 of the presented agenda report) be endorsed; and
2. That, in the future for key projects:
 - a. adequate procurement processes and frameworks be put in place (including, if deemed appropriate, the creation of a Member Board) that ensures that the Council maximises the advantages to the Council and its residents; and
 - b. Members and relevant stakeholders be more involved as the project evolves; and
3. That the Audit Committee be asked to examine whether the Council has maximised all the potential avenues as outlined in paragraph 2.6 of the presented agenda report.

O&S.7/18 ICT RESILIENCE UPDATE

A report was considered that outlined the programme of work being undertaken by the ICT Community Of Practice to continuously improve the Council's IT systems availability and uptime and also to meet the expected Business Continuity requirements of the organisation.

In discussion, the following points were raised:-

- (a) The Panel requested that the Council's Business Continuity Plan be presented to a future meeting for detailed consideration;
- (b) The completion of the work to commission a faster connection between Follaton House and Kilworthy Park to ensure that daily system backups were fully transferred overnight was recognised by the Panel as being an important achievement.
- (c) When questioned, it was confirmed that a backup generator was located at the entrance of the Follaton House Car Park that would have the ability to power the Council's Server Room;
- (d) A Member requested that consideration be given to a Mobile Phone signal booster being erected within the Follaton House site.

It was then:

RESOLVED

1. That the work undertaken to improve IT resilience be noted;
and
2. That a further update be presented to the Panel in twelve months' time.

O&S.8/18

NEIGHBOURHOOD PLANNING: SUPPORT TO GROUPS – VERBAL UPDATE

Members received a verbal update during which specific reference was made to:-

- an experienced officer having recently been appointed (on an initial six-month period) to provide specialist support to the Neighbourhood Planning process;
- progress being made on Neighbourhood Plans. Whilst admittedly it was largely due to the tenacity of the Groups themselves, quite good progress was being made with the development of Neighbourhood Plans. In addition, officers acknowledged that there was still more progress to be made in this regard and the importance of the Council supporting the process was recognised;
- referendums were currently taking place on the Newton and Noss and Thurlestone Neighbourhood Plans;
- Neighbourhood Planning Workshops convened by the Council. The value of these Workshops was highlighted and the Panel endorsed the suggestion whereby Groups (and other potentially interested parties) should be encouraged to attend future Workshops that were convened by the Council; and
- previous single points of failure. With the support of the Locality Team, upskilling steps were being taken to ensure that there were no longer single points of failure within the process. Furthermore, it was hoped that the role of the Team could be expanded further to provide even more support.

In discussion, reference was made to:-

- (a) support to those parishes who were considering starting a Neighbourhood Plan. It was confirmed that, as part of his role, the newly appointed specialist officer would be able to provide support to any such parishes;
- (b) the intention to re-launch the Council's offer to the Neighbourhood Planning Groups. Members welcomed the intention to re-launch the offer and it was **PROPOSED** and **SECONDED** and on being put to the vote declared **CARRIED** that:-

'The Panel welcome the re-launching of the Council's offer to Neighbourhood Planning Groups and asks that it include reference to the Council's statutory responsibilities and funding streams that were potentially available; and

That the re-launched version of the offer be circulated to Members and Town and Parish Councils as soon as is practically possible.'

A further debate on the offer and support that the Council could provide ensued and the view was expressed that the Council should be careful to be realistic and to not over promise the levels of support that it can provide to Neighbourhood Planning Groups. A motion to that effect was subsequently **PROPOSED** and **SECONDED** and when put to the vote was also declared **CARRIED**;

- (c) the levels of work and commitment involved in developing a Neighbourhood Plan. Some Members were of the view that the amount of work that was carried out to develop a Plan should not be underestimated. As a consequence, a number of the smaller parishes in the South Hams did not have sufficient numbers of volunteers with the time and expertise to drive the process. In response, the point was made that such areas should look at alternative means of working, with the ability for Town and Parish Councils to work together with neighbouring parishes to develop and progress a Plan being emphasised. To strengthen this point, it was **PROPOSED** and **SECONDED** and on being put to the vote declared **CARRIED** that:

'Town and Parish Councils be informed about the benefits of working together with neighbouring parishes to develop and progress a Neighbourhood Plan.'

- (d) production of a Toolkit to support the process. In support of the production of a Toolkit, the Panel requested that it be produced and finalised before the end of August 2018.

It was then:

RESOLVED

1. That the Panel welcome the re-launching of the Council's offer to Neighbourhood Planning Groups and asks that it include reference to the Council's statutory responsibilities and funding streams that were potentially available;
2. That the re-launched version of the offer be circulated to Members and Town and Parish Councils as soon as is practically possible;
3. That Town and Parish Councils be informed about the benefits of working together with neighbouring parishes to develop and progress a Neighbourhood Plan;
4. That all Members encourage Groups (and other potentially interested parties) to attend future Neighbourhood Planning Workshops convened by the Council;

5. That the Council is careful that it is realistic and does not over promise the support that it can provide to Neighbourhood Planning Groups; and
6. That the Toolkit be produced and finalised before the end of August 2018.

O&S.9/18 **REVIEW AND EFFECTIVENESS OF CAR PARKING EQUIPMENT – VERBAL UPDATE**

Members considered a verbal update that had arisen in response to it becoming apparent recently that parking machines had been broken (and remained unfixed) for a period of time in Ivybridge.

In his update, the lead Executive Member highlighted that this matter had raised a number of consequent issues including:-

- The need for Mobile Locality Officers to be in receipt of basic training in repairing parking machines akin to that received by Civil Enforcement Officers;
- There being a current deficiency in ensuring that the contractor was complying with its requirements to both respond to a call-out within 12 hours and service the machines twice yearly;
- The contractor realising that they have had an insufficient number of employed engineers in the South West region. As a result, the Panel noted that the contractor was in the process of recruiting an additional engineer; and
- There seemingly being no financial penalties within the contractual arrangements.

In the ensuing discussion, reference was made to:-

- (a) contract management. A number of Members expressed their deep concerns over the contract management in this respect and seriously questioned whether the arrangements remained fit for purpose. The Panel also expressed further disappointment over the apparent shortcomings related to equipment maintenance. Such was the significance of this issue, that the Panel also approved a suggestion whereby a full report be presented to the Panel meeting on 6 September 2018 that both addressed each of these concerns and proposals in relation to future service provision for Council Car Parks;
- (b) the interactive signage for Council Car Parks. In citing the Mayors Avenue Car Park, Dartmouth as an example, a Member advised that the interactive signage for this car park had not been working for a period of time and it was requested that this issue be resolved as soon as was practically possible;
- (c) the scale of the problem. In trying to gauge the scale of the problem with other rolling contracts, the Panel also resolved that:

‘Senior officers be asked to review other rolling contracts managed by the Council to ensure that they each remain fit for purpose.’

It was then:

RESOLVED

1. That the Panel expresses its deep concerns over:
 - a. whether the current contract is still fit for purpose; and
 - b. the apparent shortcomings in: contract management; inconsistencies in maintenance of equipment; and inadequacy of spare parts held;
2. That a full report be presented to the Panel meeting on 6 September 2018 that addresses each of the concerns raised at resolution 1 above and the direction of travel in relation to future service provision for Council Car Parks;
3. That senior officers be asked to review other rolling contracts managed by the Council to ensure that they each remain fit for purpose.

O&S.10/18 UPDATE REPORT ON FOOD SAFETY AUDIT ACTION PLAN

Members considered a report that provided an update on the Food Safety Audit Action Plan and gave an opportunity for the Panel to comment upon the Food Safety Service Plan for 2018/19.

In the ensuing discussion, the following points were made:-

- (a) The Panel and lead Executive Member paid tribute to the achievement whereby 100% of due food safety inspections had been completed during 2017/18;
- (b) When questioned, it was confirmed that resources had been reallocated from External Health and Safety activities to Food Safety work. The Panel was also informed that resources would need to be reappraised upon the conclusion of the twelve month temporary specialist post that had been referred to in the presented agenda report;
- (c) It was noted that Village Hall inspections were categorised depending upon the assessed level of risk.

It was then:

RESOLVED

That the Panel welcomes the update on the Food Safety Audit Action Plan and has been given the opportunity to comment upon the Food Safety Service Plan 2018/19.

O&S.11/18 **OVERVIEW AND SCRUTINY: DRAFT ANNUAL REPORT 2017/18**

Members considered a report that presented the Panel's draft Annual Report for 2017/18.

In discussion, reference was made to:-

- (a) the 'One Council' proposal. Such was the significance of the issue to the Council during 2017/18, that a Member was of the view that the draft Annual Report should have included greater reference to the 'One Council' proposal. In reply, the Chairman reminded the Panel that the Overview and Scrutiny role in the proposal had only focused on whether or not the consultation process had been conducted in an open and transparent manner;
- (b) the format of the Annual Report in the future. It was agreed that, since the Council had adopted a revised Corporate Strategy, it would be timely next year to review the format of the Annual Report;
- (c) the key principles of Overview and Scrutiny. In particular, emphasis was made to the principle whereby Overview and Scrutiny was 'carried out by *independent minded Members* who lead and own the Scrutiny role'.

In conclusion, a number of Members thanked the officer who had drafted the Annual Report for putting together such an extensive paper.

RECOMMENDED

That the Council be **RECOMMENDED** to approve the draft Annual Report for 2017/18 (as outlined at Appendix A of the presented agenda report).

O&S.12/18 **TASK AND FINISH GROUP UPDATES**

(a) Drug and Alcohol Abuse

As part of their update, officers and the Chairman of the Task and Finish Group advised that:

- a survey had been created for distribution at local schools;
- a number of scenarios and options would be included in the final report to be presented to the Panel;
- discussion were ongoing with representatives from Fusion Leisure;
- a meeting was to be held imminently with Sarah Wollaston MP;
- the Group was unlikely to be in a position to report its final recommendations until the Panel meeting on 4 October 2018.

In thanking them for their comprehensive update, Panel Members were supportive of the suggestion for the final recommendations to be considered on 4 October 2018.

(b) Community Funding

The Chairman introduced this proposal and advised of the intention for this Review to consider the subject of future Community Funding with it being concluded in a timely manner.

In the event of the Panel endorsing the proposal, the Chairman was also suggesting that the Group comprise of: Cllrs Baldry, Hicks, Hopwood and himself and it was intended that the first meeting would be held on Monday, 9 July 2018. Having sought assurances (and making the point that this was the third review of its kind in recent years), the Chairman emphasised that the proposal was not a fait accompli at this time and, if the Panel did not support the request, then no further work would take place in this regard.

It was then:

RESOLVED

That the Task and Finish Group be established, with the Group comprising of: Cllrs Baldry, Hicks, Hopwood and Saltern.

O&S.13/18 ACTIONS ARISING / DECISIONS LOG

The contents of the latest version of the Log was presented for consideration. In discussion, reference was made to:-

- the meetings to be held between relevant officers and Members on a ward by ward possible to investigate and ascertain possible opportunities to the Wholly Owned Company. Having sought an update, it was agreed that the lead officer would provide a briefing paper to Members upon his return from annual leave;
- the Public Conveniences charging proposals. Once again, it was questioned exactly when local Ward Members (who would be affected by the Public Conveniences charging proposals) would be consulted with as part of the decision-making process. In reply, officers advised that it was intended that this consultation would take place once the tender process had been concluded. A number of Members expressed their deep unhappiness with this response, particularly given the repeated assurances by the Leader and Deputy Leader at previous meetings. Whilst officers advised that the tender documentation made it clear that not all of those sites listed may end up with a 'Pay on Entry' system, Members proceeded to reiterate the assurances and commitments that they had previously received. For information, a Member also advised that the Audit Committee had expressed similar reservations and had also requested greater consideration of this matter at a future meeting.

O&S.14/18 DRAFT ANNUAL WORK PROGRAMME

In consideration of its Annual Work Programme, the following comments, additions and amendments were made by the Panel to the most recently published version:-

- (a) It was agreed that the Peer Review should be brought forward to the Panel meeting on 4 October 2018 for consideration;
- (b) The request for a pre-scrutiny exercise to be undertaken on the Medium Term Financial Position at the Panel meeting on 6 September 2018 was noted;
- (c) Members endorsed the suggestion that the Business Continuity Plan be considered at the Panel meeting on 4 October 2018;
- (d) The Panel was reminded of the request for the final report of the senior officers be asked to review other rolling contracts managed by the Council to ensure that they each remain fit for purpose Drug and Alcohol Task and Finish Group to be considered by the Panel at its meeting on 4 October 2018.

(Meeting started at 10.00 am and concluded at 1.15 pm)

Chairman

PUBLIC FORUM PROCEDURES

(a) General

Members of the public may raise issues and ask questions at meetings of the Overview and Scrutiny Panel in relation to agenda items (and in accordance with the O&S rules in Part 4). This session will last for up to fifteen minutes at the beginning of each meeting.

(b) Notice of Questions

An issue or question may only be raised by a member of the public provided that they have given written notice (which may be by electronic mail) to the Democratic Services Lead Specialist by 5.00pm on the Monday, prior to the relevant meeting.

(c) Scope of Questions

An issue may be rejected by the Monitoring Officer if:

- it relates to a matter within the functions of the Development Management Committee;
- it is not about a matter for which the local authority has a responsibility or which affects the district;
- it is offensive, frivolous or defamatory;
- it is substantially the same as a question which has previously been put in the past six months; or
- it requires the disclosure of confidential or exempt information.

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SOUTH HAMS DISTRICT COUNCIL: EXECUTIVE LEADER'S FORWARD PLAN

This is the Leader of Council's provisional forward plan for the four months starting September 2018. It provides an indicative date for matters to be considered by the Executive. Where possible, the Executive will keep to the dates shown in the plan. However, it may be necessary for some items to be rescheduled and other items added.

The forward plan is published to publicise consultation dates and enable dialogue between the Executive and all councillors, the public and other stakeholders. It will also assist the Council's Overview and Scrutiny Panel in planning their contribution to policy development and holding the Executive to account.

Local authorities are required to publish updated forward plans on a monthly basis. The Plan is published in hard copy and on the Council's website (www.southhams.gov.uk)

Members of the public are welcome to attend all meetings of the Executive, which are normally held at Follaton House, Totnes, and normally start at 10.00 am. If advance notice has been given, questions can be put to the Executive at the beginning of the meeting.

The Executive consists of six Councillors. Each has responsibility for a particular area of the Council's work.

Cllr John Tucker – Leader of the Council

Cllr Simon Wright – Deputy Leader

Cllr Keith Wingate – lead Executive Member for Business Development

Cllr Rufus Gilbert – lead Executive Member for Commercial Services

Cllr Hilary Bastone – lead Executive Member for Customer First

Cllr Nicky Hopwood – lead Executive Member for Customer First and Support Services

Further information on the workings of the Executive, including latest information on agenda items, can be obtained by contacting the Member Services Section on 01803 861185 or by e-mail to member.services@southhams.gov.uk

All items listed in this Forward Plan will be discussed in public at the relevant meeting, unless otherwise indicated for the reasons shown

INDEX OF KEY DECISIONS

Service	Title of Report and summary	Lead Officer and Executive member	Anticipated date of decision
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KEY DECISIONS:

For the purpose of the Executive Forward Plan, a key decision is a decision that will be taken by the Executive, and which will satisfy either of the following criteria:

‘to result in the local authority incurring expenditure which is, or the making of savings which are, significant having regard to the local authority’s budget for the service or function to which the decision relates

(For this purpose significant expenditure or savings shall mean:

Revenue – Any contract or proposal with an annual payment of more than £50,000; and

Capital – Any project with a value in excess of £100,000); or

to be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the local authority, in the opinion of the Monitoring Officer (or the Democratic Services Manager in his/her absence).

A key decision proforma will be attached for each key decision listed above.

OTHER DECISIONS TO BE TAKEN BY THE EXECUTIVE

Service	Title of Report and summary	Lead Officer and Executive Member	Decision maker	Anticipated date of meeting	
				Executive	Council
Support Services	GDPR/Data Protection Act 2018 Compliance - SEPT	DA/Cllr Wingate	Council	13 Sept 2018	27 Sept 2018
Customer First	CTR draft scheme - SEPT	IB/Cllr Bastone	Executive	13 Sept 2018	27 Sept 2018
Customer First	Brixton Community Housing Scheme	RE/Cllr Tucker	Council	13 Sept 2018	27 Sept 2018
Customer First	Policy for Civil Penalties for breaches of Housing Standards Enforcement Notices	IL/Cllr Hopwood	Council	13 Sept 2018	27 Sept 2018
Support Services	Annual Treasury Management Report 2017/18	PH/Cllr Wright	Council	13 Sept 2018	27 Sept 2018
Support Services	Write Off Report – Quarter 1 2018/19	LB/Cllr Wright	Council	13 September 2018	27 Sept 2018
Commercial Services	Public Toilet Pay on Entry Contract Award	CA/Cllr Gilbert	Executive	13 September 2018	27 September 2018
Customer First	Governance Arrangements post JLP adoption	TJ/Cllr Bastone	Council	13 September 2018	27 Sept 2018
Customer First	Kingsbridge Masterplan	CB/DP/Cllr Tucker	Executive	13 September 2018	27 Sept 2018
Customer First	AONB Management Plan Review 2019-2024	RS/Cllr Bastone	Executive	13 September 2018	27 Sept 2018
Customer First	Coastal Concordat	RS/Cllr Bastone	Council?	13 September 2018	27 Sept 2018
Support Services	Medium Term Financial Strategy for 2019/20 onwards	LB/Cllr Tucker	Executive	13 September 2018	27 Sept 2018
Support Services	Revenue Budget Monitoring to June 2018 (quarter 1 position)	PH/Cllr Wright	Council	13 September 2018	27 Sept 2018
Strategy & Commissioning	IT Procurement: Next steps	NT/MW/Cllr Hopwood	Council	13 September 2018	27 Sept 2018
Support Services	Capital Budget Monitoring to June 2018 (quarter 1 position)	PH/Cllr Wright	Council	13 September 2018	27 Sept 2018
SLT	Peer Review Report	SH/Cllr Tucker	Council	18 October 2018	6 December 2018
Customer First	Adoption of Clean Air Strategy	IB/Cllr Tucker	Council	18 October	6 December

				2018	2018
Customer First	Adoption of Business Continuity Plan	IL/	Council	18 October 2018	6 December 2018

*** Exempt Item (This means information contained in the report is not available to members of the public)**

SH – Sophie Hosking – Executive Director Service Delivery and Commercial Development

SM – Steve Mullineaux – Group Manager Support Services and Customer First

LB – Lisa Buckle –s151 Officer

HD – Helen Dobby – Group Manager Commercial Services

IB – Isabel Blake – COP Lead Housing, Revenues and Benefits

AR – Alex Rehaag – Specialist Place and Strategy

TJ – Tom Jones – COP Lead Place Making

CBowen – Catherine Bowen – Monitoring Officer

DA – Darren Arulvasagam – Group Manager Business Development

SLT – Senior Leadership Team

CB – Chris Brook – COP Lead Assets



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Agenda Item 8

Report to: **Overview and Scrutiny Panel**
Date: **25th July 2018**
Title: **Community Housing Update**
Portfolio Area: **Assets – Cllr Tucker**
Wards Affected: **All**

Urgent Decision: **N** Approval: **Y**

Author: **Rob Ellis** Role: **Community Housing Lead**
Contact: **Email: Rob.ellis@swdevon.gov.uk**

Recommendations:

That the Panel welcome the update on the progress with the Community Housing Strategy and the programme of action going forward.

1 Executive Summary

- 1.0 The purpose of this report is to provide an update on progress with the Community Housing Strategy and programme of action going forward.
- 1.1 A first tranche of four community housing projects, being directly managed / financed by the authority, are currently in design with planning applications due to be lodged towards the end of the year / early 2019 (two schemes on land owned by the authority and two by third parties). Further prospective schemes are at the early stages of discussion / feasibility.

Additionally South Hams is providing low input support to existing and emerging local housing projects where “hands on” community groups wish to progress housing schemes with limited involvement by the authority.
- 1.2 Standardised models have been deployed which include a consultancy appointment framework, a tailor made housing needs assessment, a legal mechanism to ensure housing for local people in perpetuity, land option to purchase arrangements and a standardised viability appraisal approach.
- 1.3 Internal resource has been expanded (increased to two staff) to implement the strategy.
- 1.4 A communications exercise has been undertaken inviting residents across the district to complete an on-line survey of housing needs, focused on “intermediate housing need” (i.e. people who wish to buy in a community they have a connection with, where the cost of market housing is beyond their reach).

2 Background

- 2.0 The Community Housing Strategy was put in place to support the development of homes that are accessible to those with local connections for whom the cost of market housing (to purchase and rent) is beyond their reach. The lack of such housing is having an adverse impact on the underlying vitality and sustainability of local communities.
- 2.1 Most projects are being delivered via exception planning policy enabling affordable housing delivery through reduced land value (£10,000 / unit maximum) and cross subsidisation from some open market units (Village Housing Initiative Guidance).
- 2.2 The strategy was “kick started” through the Government’s Community Housing fund through the allocation of £1.88m to South Hams last year. These resources are being invested in project development such that schemes will deliver a profit margin for the authority (through a revolving financial model) which will enable the programme to grow over time.

- 2.3 Housing needs assessments typically identify a mix of different types of affordable housing which include discount purchase and affordable rented units. The intention is that the affordable rented element of a community housing scheme could be owned / managed by the South Hams and therefore contribute towards the authority's wider objective to build its' portfolio of rented housing stock.
- 2.4 The Government's accelerating commitment to community housing, one of the pillars of its wider housing strategy, has been demonstrated through further financial support for the next 3 years which is being administered by Homes England. This mechanism will provide both project development and infrastructure grant.
- Government has announced a new £1 billion borrowing scheme ("Housing Revenue Account Borrowing Programme" for 19/20, 20/21 and 21/22) to stimulate Local Authority delivered housing programmes in areas of high affordability pressure which includes South Hams. Additionally, extra funding has been announced to deliver 12,500 homes let at social rents outside of London.
- 2.5 There is likely to be an increase in modular build methods (off site construction of housing or components) which will assist in delivering cost savings, reduce construction risk and improve delivery timetables.

3 Community Housing Programme Update

- 3.0 The table below details fourteen prospective schemes being progressed across the district (A detailed table is annexed as Appendix A). These are made up of schemes where South Hams is taking an active development role (coloured green), those being progressed by community groups where the authority is fulfilling a supporting role (coloured blue) and projects at an early stage of viability appraisal (coloured pink)

Project	Proposed Units	Status	Target Planning Application	Target Construction
South Brent (DNPA)	14	Detailed development design underway leading to planning application	Late 2018	2019 -2020
St Ann's Chapel	13	Detailed development design leading to planning application	Late 2018	2019 - 2020
Brixton	6	Modular solution, design underway, neighbouring land issue to be addressed	Late 2018 / early 2019	2019 - 2020
Kingsbridge	20	Development design underway	Late 2018 / early 2019	2019 - 2020
Cornwood (DNPA)	12	Land deal agreed, ecological surveys being carried out	2019	2020
Stoke Gabriel	10	Pre- application under review		
Salcombe – land at Croft	20	Access constraints under review		
Thurlestone	10	Initial site assessment		
Newton Ferrers / Noss Mayo	10	Initial site assessment		
East Portlemouth	4	New scheme proposed by Waterhouse Trust		
Atmos Totnes	57	Planning consent granted through right to build. Development design	Planning granted	2019 - 2021
Clay Park Totnes	27	£215k support from SHDC to date. Funding gap addressed through Homes England & SHDC S106 contribution	Planning granted	2019 / 2020
Oak Tree Field Harberton CLT	10	VHI scheme. £25k prelim grant from SHDC. Access constraints tba		
Plantation Dartington	40	Community housing platform plus Cohousing retirement scheme	Allocated	2019 / 2020

3.1 Five Year Projection (units)

	2018	2019	2020	2021	2022	Total
Planning application (total units)	22	30	30	30	30	144
Commence construction		22	30	30	30	112
Completion			22	30	30	82

3.2 Structures and processes update

3.2.1 A framework arrangement has been put in place with consultancy teams to ensure efficient delivery and cost effective procurement. South Brent (14 units) and St Ann's Chapel (13 units) are being progressed under such a framework. This standardised approach enables replication of the model to new projects as these come forward.

3.2.2 An essential early step in any community housing scheme is to identify sufficient housing need through the completion of an independent housing needs assessment in combination with other supporting information (e.g. Help to Buy SW and Devon Home Choice registers).

A work-stream is ongoing to simplify housing needs surveys in a "user friendly" format tailoring it to community housing need and encouraging electronic returns. This new format, will be trialled in coming months in an attempt to encourage greater awareness and hence participation

3.2.3 In February 2018, the communications team undertook a communications exercise inviting individuals across the district to complete an on line survey as a "snap shot" to establishing those communities where there is sufficient interest in community affordable housing. The survey has provided helpful data as to housing need and type of need (discount purchase or discount rented) in certain specific locations e.g. Kingsbridge

3.2.4 A key challenge of the strategy is acquiring suitable land on terms aligned to exception planning policy guidelines at circa £10,000 / plot. This is being addressed through targeting existing landowner networks, reviewing those sites which were put forward as part of the JLP call for sites process, dialogue with neighbourhood plan groups and flexibility in how remuneration to a landowner is structured (e.g. providing a serviced development plot in lieu of a capital receipt). Option arrangements have been standardised

3.2.5 Standardised financial models have been developed, which enable sensitivity analysis of the economics of a development alongside an appropriate mix of discount purchase, rented and required open market housing (to cross subsidise the affordable units)

3.2.6 A review of modular housing providers (construction system / methods & cost) and contracting methods is being undertaken related to specific development sites (e.g. Kingsbridge). This is examining both Volumetric (entire unit constructed off-site) and

Component (e.g. timber frame and panelised components) modular construction methods.

3.3 Integrated Housing Strategy and further communication

- 3.3.1 There are wide ranging housing functions, strategies and policies across the authority and close collaboration of these work-streams is essential to ensure the best use of resources and maximum delivery. A strategy is being put together to set out proposals to build a portfolio of rented housing stock and a report proposing how this will be implemented is due to be presented to members in the Autumn. The Community Housing programme, particularly in relation to how this will contribute rented housing units, will link closely to this wider strategy.
- 3.3.2 Although it is essential to ensure that community housing schemes impose local occupancy and value restrictions in perpetuity, it is also important that such restrictions do not have an adverse impact on a purchasers ability to obtain a mortgage. Discussions have been ongoing with mortgage providers to deliver a mechanism which will streamline the mortgage process for prospective purchasers. A paper will be put to members setting out a proposal for a mortgage guarantee structure
- 3.3.3 As noted above, a number of schemes are on track for planning applications being lodged towards the end of this year with a view to construction during 2019. It is estimated that the initial four schemes will require capital funding between £8m - £9m (based on 53 units). It is proposed that South Hams will undertake project construction funded through borrowing from the Public Works Loan Board (PWLb) and other funding sources (Community Housing Fund contribution, S106 commuted sums and Homes England grant funding). Specific funding proposals will be put to members on a case by case basis to coincide if planning consent is granted. A further report will be submitted later in the year.
- 3.3.4 The Self-build / Custom-build register, which will have close links with the community housing programme (as one of the routes to delivery) is in the process of being updated. There will be an ongoing exercise of "signposting" the delivery of self-build / custom build within South Hams.

4 Conclusion

- 4.0 A first tranche of four projects (being directly managed / financed by the authority), are currently in design with planning applications due to be lodged towards the end of the year / early 2019. It is proposed that South Hams will undertake project construction, at an estimated cost of between £8m - £9m, funded through the PWLB which will be the subject of specific funding proposals

- 4.1 A consultancy delivery framework has been put in place to streamline cost effective delivery of the development process
- 4.2 The programme of projects is being stepped up through a proactive approach to identifying new sites in communities where there is demonstrable housing need
- 4.3 The community housing strategy will be closely integrated with the wider housing strategy and objective to build a portfolio of council owned housing for rent (to be covered in a separate paper)
- 4.4 A proposal is being drawn up to offer a mortgage guarantee structure to address lenders' requirements linked to local occupancy restrictions in perpetuity. (to be covered in a separate paper)

5 Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/ Governance	Y	Governance arrangements for the programme are in place. Legal work will be required to ensure discount from market price remains in perpetuity. Legal input on land options Further advice to be sought on the restriction in relation to borrowing arrangements for individual owners.
Financial	Y	Financial monitoring information in Appendix B.
Risk	Y	Programme timeline has been slower than planned although projects now on track for delivery in 2019 No financial risks to date (within budget)
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	Not Applicable
Safeguarding	N	Not Applicable
Community Safety, Crime and Disorder	N	Not Applicable
Health, Safety and Wellbeing	N	Not Applicable
Other implications	N	Not Applicable

Supporting Information

Appendices:

Appendix A – Programme Action Plan

Appendix B – Budget

Background Papers:

None

APPENDIX A

SHDC Community Housing programme (update July 2018)

Key
Active projects led by SHDC
Early review projects SHDC
Community housing projects led by others

Project	Planning Authority	Ownership	Proposed Units	Community Involvement	Status	Target Planning Application	Target Construction
South Brent	DNPA	3 rd party	14	Active CLT	Detailed development design underway leading to planning application	Late 2018	2019 -2020
St Ann's Chapel	SHDC	3 rd party	13	Parish Council	Detailed development design leading to planning application	Late 2018	2019 - 2020
Brixton	SHDC	SHDC	6	Parish Council	Modular solution, design underway, neighbouring land issue to be addressed	Late 2018	2019 - 2020
Kingsbridge	SHDC	SHDC	20	Town Council	Development design underway	Late 2018	2019 - 2020
Cornwood	DNPA	3 rd party	12	Parish Council	Land deal agreed, ecological surveys being carried out	2019	2019 - 2020
Stoke Gabriel	SHDC	3 rd party	10	Active CLT	Pre- application under review		
Salcombe – land at Croft	SHDC	3 rd party	20	Dialogue with Town Council	Access constraints under review		
Thurlestone	SHDC	3 rd party	10	Emerging CLT	Initial site assessment, HNA		
Newton Ferrers / Noss Mayo	SHDC	3 rd party	10	Emerging CLT	Initial site assessment		
East Portlemouth	SHDC	3 rd party	4	Parish Council	New scheme proposed by Waterhouse Trust		
Atmos Totnes	SHDC	3 rd party	57	Transition Totnes	Planning consent granted through right to build. Development design	Planning granted	2019 - 2021
Clay Park Totnes	SHDC	3 rd party	27	CLT	£215k support from SHDC to date. Funding gap addressed through Homes England & SHDC S106 contribution	Planning granted	2019 / 2020
Oak Tree Field Harberton CLT	SHDC	3 rd party	10	CLT	VHI scheme. £25k prelim grant from SHDC. Access constraints tba		
Plantation Dartington	SHDC	3 rd party	40	Dartington Trust	Community housing platform plus Cohousing retirement scheme	Allocated	2019 / 2020

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APPENDIX B

Community Housing Budget Summary

Date of Update 24th July 2018

Item	2017 /18	2018 /19	Comment
Professional Fees (paid / committed)	£11,152.14	£425,398.00	General appraisals, South Brent, St Ann’s Chapel. Work commissioned on incremental basis
Salary	£8,500.00*	£8,358.57	Basic Pay & NI and Pension provision
Grant Payments (paid / committed)	£190,000.00	£7,000.00	
TOTALS	£209,652.14	£440,756.57	
	£650,408.71		
*Estimated			

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Report to:	Overview and Scrutiny Panel
Date:	2 August 2018
Title:	Quarter 1 2018/19 Performance Report
Portfolio Area:	Support Services
Author:	Jim Davis, Specialist - Performance & Intelligence
Presented by:	Cllr Keith Wingate

Recommendations:

That Members note the performance levels against target communicated in the Balanced Scorecard and the performance figures supplied in the background and the exception report.

Executive summary

- 1.1. Measures for Quarter 1 have maintain their good level of performance in most areas.
- 1.2. Quarter 1 performance had 3 measures at 'Red': % of Benefits Change of circumstances submitted online, a new measure to capture online take up, and % of calls answered in 20 secs, and missed bins per 100,000.
- 1.3. The % of Benefits Change of Circumstances submitted online has steadily increased as predicted and is approaching the target level. If the growth in online submissions continues the measure should be above target by Quarter 2.
- 1.4. There is a downloadable app from the council catalogue to take you to the portals or you can access them from any computer through a new URL: swdevon.pentanarpm.uk

2. Background

- 2.1. The current set of indicators came from a review of all Performance measures which was undertaken by a Task & Finish Group. The format has changed to allow better viewing in black & white and to include target information to provide context.
- 2.2. The balanced scorecard had four areas including information about the T18 Programme. The programme has moved past the active project management phase so these measure are less informative and new measures will continue to be developed focusing on online transactions and uptake of online services.

- 2.3. The new web-based performance dashboards provide monthly up-to-date information to provide context against the report that comes to Committee and gives access to a much larger range of data if desired.

3. Outcomes/outputs

- 3.1. **Appendix A** is the balanced scorecard – this contains the high level targeted performance information.
- 3.2. **Appendix B** is an information and exception report. This contains the data only performance information for context and the detail of the targeted measures which have fallen below target in the quarter being reviewed.
- 3.3. **Appendix C** contains the description of the targets chosen for the Balanced Scorecard
- 3.4. **Appendix D** contains the planning data that goes to DM committee
- 3.5. Covalent Dashboards are accessed via a web-link and users have access to more than one dashboard. All the dashboards can be 'drilled into' for more information and they can be viewed on any web-enabled device, smartphone or ipad.

4. Options available and consideration of risk

- 4.1. O&S reporting could be dealt with completely through dashboards or in conjunction with reports, with the report element focusing on other areas such as management comments rather than data.

5. Proposed Way Forward

- 5.1. Feedback from Members is encouraged to improve dashboard usability and usefulness to aid Members fulfil their scrutiny role. Further training sessions will be organised and communicated through the Member bulletin.

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	N	Whilst there are no longer statutory performance measures, some measures are still reported nationally. We collect these in the same format as required to improve consistency. Other measures aim to improve efficiency & understand workload.
Financial	N	There are no direct financial implications of the contents of the report
Risk	Y	Poor performance has a risk to the Council's

		reputation and delivery to our residents. These proposals should give the Scrutiny Committee the ability to address performance issues and develop robust responses to variation in delivery
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	
Safeguarding	N	
Community Safety, Crime and Disorder	N	
Health, Safety and Wellbeing	N	
Other implications	N	

Supporting Information

Appendices:

Appendix A – Corporate Balanced Scorecard

Appendix B – Background and Exception Report

Appendix C – Explanation of targets













Background Papers:

None





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Corporate Balanced Scorecard

Community/Customer







Q4	Q1	
		Overall waste recycling rate %
		Residual waste per household
		Average no. of missed bins
		CST: % of calls answered
		CST: % of calls answered in 20 secs
		CST: % calls answered in 5 mins

Processes







Q4	Q1	% of planning applications determined within time frame
		Major(Statutory)
		Non-Major

Q4	Q1	
		Avg End to End time Benefits New Claims
		Avg End to End time Benefits Change of circumstances




Online uptake

Q4	Q1	
		% of Benefits new claims online (IEG4)
		% of Benefits change of circumstances online (IEG4/DHP)
		Ratio of web/call-post-email submissions (W2)

Performance

Q4	Q1	
		EH: % of nuisance complaints resolved at informal stage
		Avg days short term sickness/FTE
		Complaint response speed

Key

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

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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 Description	Managed By	Q1 17/18	2017/18	Q1 2018/19			18/19	Comment (If Applicable)
			YTD or Total				YTD or total	
Planning Enforcement (Workload)	Pat Whymer	-	-				-	See Appendix D
All: Complaints resolved Complaints logged against each Service per quarter. Highlights changes over time and the effects of initiatives.	Area	Complaints rec last qtr 2017/18 Q4			Total	Avg Time (Days)	2017/18 YTD	This breakdown of area and average time to complete timings is only available for the completed complaints. 112 complaints were logged during the quarter, 45 of the completed processes were service issues that were dealt with immediately and aren't formal complaints, 3 complaints were misdirected at us but were actually about other authorities. The remaining 18 processes that are yet to be completed will be a mix between service issues and formal complaints. Note: Service Issues – Some issues are logged as complaints as the customer has a justified concern. Often these are simple issues resolved by talking with the customer so don't form part of our formal complaints process but still are captured for improvement and analysis purposes Ombudsman: 1 Ombudsman complaints returned this quarter where partial fault was found.
	Assets	-		Assets	1	15	1	
	Case Management	-		Case Management	-	-	-	
	Council Tax	2		Council Tax/NNDR	4	6	4	
	Customer Service Team	2		Customer Service Team	3	12	3	
	Environmental Health	2		Environmental Health	-	-	-	
	Environmental Protection	-		Environmental Protection	-	-	-	
	Finance	-		Finance	1	21	1	
	Housing Benefits	-		Housing Benefits	2	50	2	
	Housing Advice	-		Housing Advice	-	-	-	
	ICT/Internet	-		ICT/Internet	-	-	-	
	Legal	-		Legal	1	20	1	
	Planning	9		Planning	8	23	8	

PI Description	Managed By	Q1 17/18	2017/18	Q1 2018/19			18/19	Comment (If Applicable)
			YTD or Total				YTD or total	
	Waste		26	Waste	24	16	24	
	Commercial Services		4	Commercial Services	1	6	1	
	Car Parks/Parking		1	Car Parks/Parking	1	43	1	
	Total		46	Total	46	18	46	
	Service Issues		15	Service Issues	45	N/A	45	
Compliments	-			Service	No.		YTD	<p>The compliments process asks for: service area, team (or staff member), type (helpfulness, solved a problem, above & beyond the call of duty {ABCD}, speed), and a description, which we can make available for managers or members.</p> <p>The process is quick to do and the compliment can be captured by anyone and sent to the staff member involved or their manager for recognition.</p> <p>Reminders for staff to log them are going in the Friday flash regularly so we can simply report out the data.</p>
				Assets	1		1	
				Commercial Services	1		1	
				Comms	-		-	
				Council Tax	-		-	
				CST	14		14	
				Domestic Waste	10		10	
				Housing Advice	1		1	
				Housing Benefits	1		1	
				ICT	-		-	
Long term sickness (days) Number of days lost due to long term sickness	Andy Wilson	814	YTD 814	496			YTD 496	Equivalent to 1.4 days/FTE for the Qtr. Q4 17/18 figure: 1.75 days/FTE Total of 17 long-term cases within Q1, of which 9 cases have since returned to work and 2 cases have now resigned and are leaving the organisation in August 2018
Short term sickness (days) Number of days lost due to short term sickness	Andy Wilson	219	YTD 219	238			YTD 238	Equivalent to 0.67 days/FTE for the quarter. Q4 figure: 1.7 /FTE Public sector averages for all sickness (long term and short term) are around 2-3days/FTE

PI Description	Managed By	Q1 17/18	2017/18	Q1 2018/19	18/19	Comment (If Applicable)
			YTD or Total		YTD or total	
Top 5 call types	Anita ley			1) Call dealt (1st) with on switchboard 2) Call Transferred to Another Organisation 3) Move - (1st) Move 4) General - Other Enquiry Dealt With 5) Environmental Health - New enquiry, call transferred	-	Last Qtr 1) Call Transferred to another organisation 2) Call Dealt with on switchboard 3) General - Balance Enquiry 4) Domestic waste - Missed Waste 5) Ctax - Move As the CST deal with such a wide range of processes the most common call types are often the grouped types. We have always received a high number of calls for other agencies, particularly: DCC, the CAB, Housing associations or other organisations people mistakenly believe we are responsible for.
Top 5 website processes	Kate Hamp		-	1) Recycling sack/waste container request 2) Missed waste report 3) Letter of Representation 4) Planning application enquiry 5) Commercial waste sack purchase	-	Last Qtr 1) Recycling sack/waste container request 2) Letter of Representation 3) Missed waste report 4) Parking permit application 5) Commercial waste sack purchase
% of customer contact through online interaction (Workflow360) Demonstrating channel shift	Kate Hamp	33%	33%	48%	Q4 17/18 55%	Figures are rising more slowly now but seem to be settling around 50% of all transactions. Additional online routes are coming onstream to keep the channel shift progressing and improvements to existing processes to increase automation keep being made.
Total number of online transactions	Kate Hamp	17420	17420	Workflow360(W2): 15666	15666	The levels are beginning to level off so further rises from these levels will likely be smaller and based on additional processes coming online and in response to channel shift activities
% of calls resolved at first point of contact Percentage of calls which are resolved at initial contact with CST	Anita Ley	70%	70%	-	-	Measure no longer captured in new phone system. Online CST dashboard has more measures data updated monthly and broken down into call types and answer speed.

PI Description	Managed By	Q1 17/18	2017/18	Q1 2018/19	18/19	Comment (If Applicable)
			YTD or Total		YTD or total	
Nuisance complaints Received	Ian Luscombe	126	126	121	121	The nuisance process (covering noise, odours, smoke, etc) has now gone into Workflow360, this has moved the processes into the Customer Service Team and case management with specialist involvement only required later for more complex investigation.
Average time taken for processing Disabled Facilities Grants (Portion under council control) (Days)	Ian Luscombe	0 day	0 days	1 day	1 days	<p>This is the portion of the process completely under the council's control (from application to approval). Our target is completion within 5 days</p> <p>The average number of days is 1. This means on average the completed paperwork is received and completed by the next day.</p>

Exception Report:

Code and Name	Managed by	Prev Status	Last Qtr	Apr 2018	May 2018	Jun 2018	Q1 2018/19		Action Response
			Q4	Value	Value	Value	Value	Target	
% of Benefits change of circumstances completed online (IEG4)	Lorraine Mullineaux		10.2 %	11%	23%	21%	18.3 %	25%	This is a new measure and a very stretching target to try and channel shift a large proportion of customers who are used to interacting with us in more traditional ways. The uptake of new claims online has been very good (~65%) and keeps slowly increasing. The change of circumstances online process hasn't been as used as extensively as new claims but has seen a steady increase since its inception as additional online process are provided. The level of usage is now approaching the target and if the rate of increase continues it should surpass the target in Q2 or Q3. By achieving a high level of online submissions it gives more capacity to deal with the existing workload, and customers who can't or won't channel shift, in a more timely manner.
% of calls answered in 20 secs	Anita Ley		38%	28%	18%	18%	21%	50-80%	Switchboard calls were answered by team members who covered Reception at both Kilworthy and Follaton. Since the introduction of webchat and voicemails we have tried to allocate all 3 duties to these staff members which has decreased our performance on switchboard as the use of webchat and voicemails has been much higher than expected. I have now moved switchboard calls back into the Contact Centre for the time being and there should be an improvement in the next quarter.
Average number of missed bins (per 100,000)	Jane Savage		215	111	90	215	139	75	Whilst performance for missed bins isn't at a satisfactory level, to produce more accurate data, we have changed the way we calculate the figures. Mirroring national practice, we now take into account the calculated recycling participation rate rather than assuming that all households put out recycling at every collection. This reduces the total amount of possible collections whilst maintaining the actual number of missed bins and therefore increasing the per 100,000 rate. This gives a more accurate figure which can be compared directly with other councils.

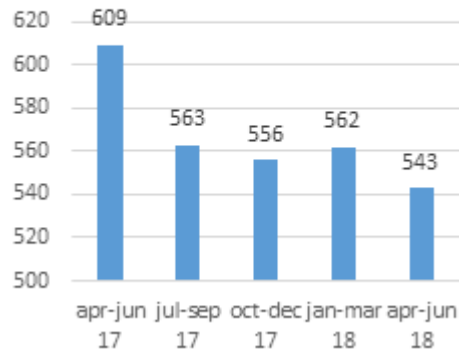
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Measure	Target	Explanation
Overall waste recycling rate %	55%	A combination of recycling, re-use & composting for household waste. A self-set stretching target based on historic collection rates and current ambitions
Residual waste per household	92kg/qtr	The residual waste left after recycling and re-use. Equivalent to c.14kg per fortnightly collection per household
Avg number of missed bins	<75 per 100,000	Recently changed calculation. Previous counted all possible collections, now assume a 70% rate for presenting recycling and hence a lower number of possible collections
<i>*Average Call Answer Time No longer captured</i>	<i>1 min</i>	<i>Additional information captured in CST Dashboard but overall figure not collated. Individual areas have % of calls answered in 5 minutes</i>
<i>*% of enquiries resolved at first point of contact: No longer captured</i>	<i>60%</i>	
% of calls answered	80%	Target set at this level as we would expect some calls dropped as customers choose to follow recorded message recommendations, automated payments and submit requests online rather than hold on the phone
% of calls answered in 20 secs	50%-80%	A goldilocks measure that captures how much time CST have without a queue. Being too high would signify over-resourcing
% calls answered in 5 minutes	70%	New measure added to capture long waits.
% of Applications determined within time frame Major	60%	Statutory performance measure target
% of Applications determined within time frame Minor	65%	Old statutory performance measure target
% of Applications determined within time frame Other	80%	Old statutory performance measure target
Avg End to End time Benefits New Claims	24 days	Time for processing new claims
Avg End to End time Benefits Change of circumstances	11 days	Time for processing changes to existing claims
% of nuisance complaints resolved at	90%	Handling nuisance complaints informally saves time and money and

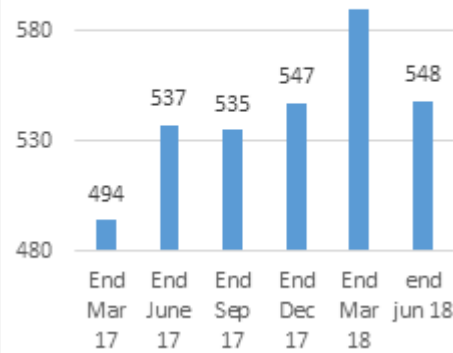
informal stage		often provides a more satisfactory outcome for all involved
Avg days short term sickness/FTE	1.5days/qtr	Private sector average of c.6 days/year, Public sector average of c.8 days has informed this initially stretching target. Agile working has had a very positive impact on sickness as people feeling under the weather have remained at home, working and reduced the likelihood of transfer of communicable infections to colleagues.
Complaint response speed	30 days	Time to respond to a Level 1 complaints
<i>T18: Programme timescales on track</i>	<i>Against Plan</i>	Superseded
<i>T18: Performance vs. Budget</i>	<i>Under/over spend</i>	Superseded
<i>T18: No. of Processes live</i>		Superseded
Ratio of web/call-post-email submissions (W2)	20% increasing over time	Ratio for customers calling vs self-servicing using integrated processes online. Customers currently fill in online forms but this then requires input into our systems. The new integrated approach inputs directly to our system and routes work where needed. Initially requires creation of account before first submission so expectation of slight drop off in ratio to begin with and then increasing as more customers sign up. Communication initiatives will be coordinated at key times during the year, for example, with annual council tax bills to drive sign ups so a stepwise increase in submissions is expected.
Ratio of benefit new claims web/post submissions (IEG4)	60%	Ratio of submissions via the new IEG4 portal
Ratio of benefit change of circumstances web/post submissions (IEG4/DHP)	25%	Ratio of online submissions via the new IEG4 portal and webforms

% major on target without eot

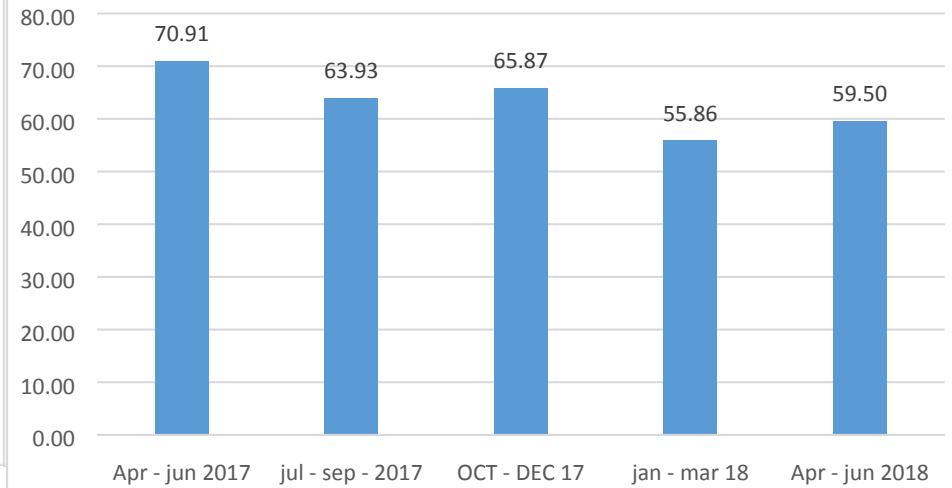
South Hams - Applications registered



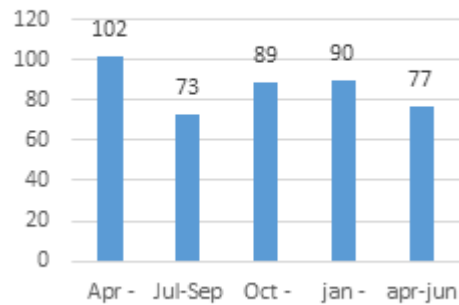
South Hams - Undetermined Planning applications



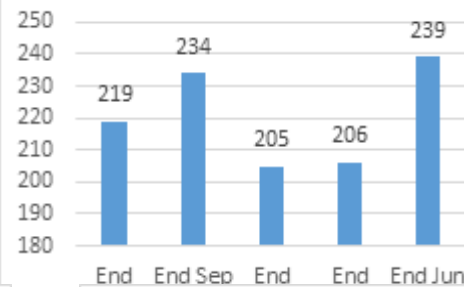
% non major on target without eot



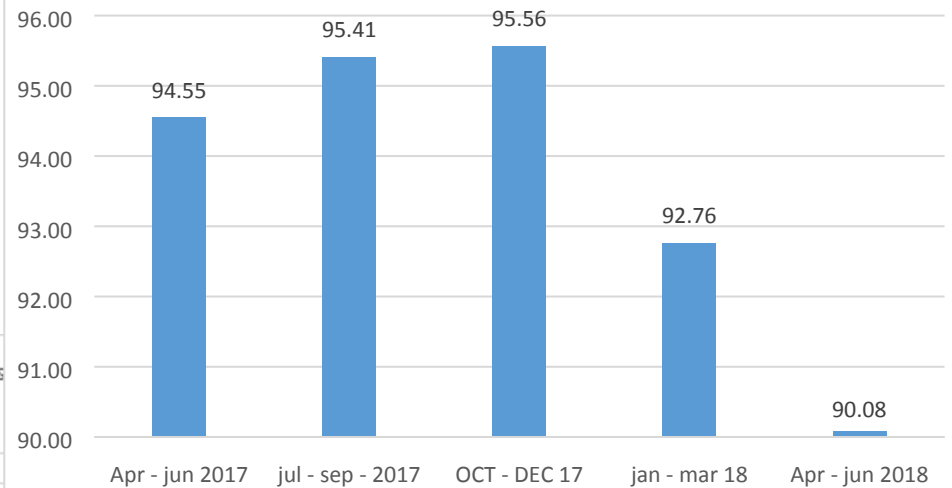
South Hams - Pre-applications registered



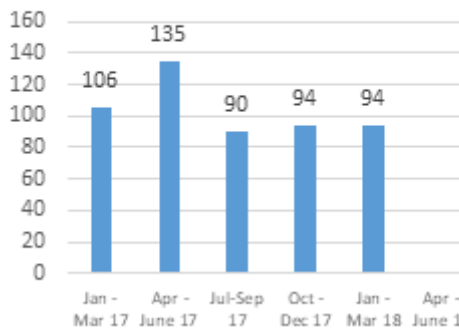
South Hams - Undetermined Pre-apps



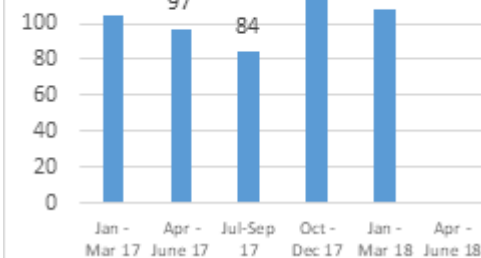
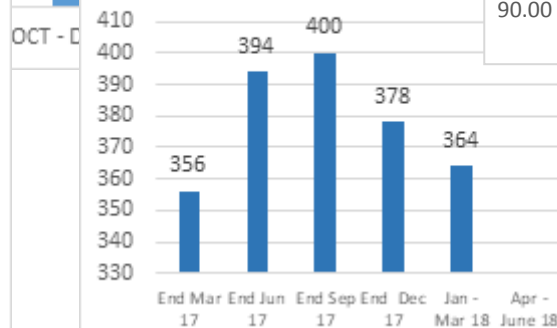
% non major on target



South Hams Enforcement Cases Received



South Hams Enforcement Cases Open



Notes of an Informal Discussion between Members of the Code of Conduct Hearing Panel and lead officers held in the Warley Room, Ivybridge Depot on Friday, 8 June 2018

Attendees: Cllrs Saltern (Chairman), Baldry, Green and Smerdon
Sue Nightingale and Darryl White

The Chairman opened the discussion by advising that he had called this meeting with the intention of Panel Members being given the opportunity to air their views on the Council's current Code of Conduct Complaints Process.

In discussion, particular frustrations were raised over the current process that included:

- The lack of any meaningful sanctions to underpin the process;
- The costs to the District Council of administering the current process (estimated to be in the region of £24,000 per year);
- The proportion of complaints being received by the Monitoring Officer that were alleging that town and parish councillors had breached their Code of Conduct. In addition, the lack of ability for the District Council to receive any remuneration (or compensation) from a town/parish council or councillor (in the event of being found to have breached their Code) was a matter of further frustration that was felt to be grossly unfair to the District Council; and
- The length of time that was being taken to resolve a complaint.

In conclusion, the discussions led to the following recommendations being put forward to the Overview and Scrutiny Panel for further consideration:

RECOMMENDED

That the Overview and Scrutiny Panel be RECOMMENDED to:

- 1. request that a full review of the Council's Code of Conduct be undertaken by the Monitoring Officer, in consultation with the Members of the Code of Conduct Hearing Panel, with the findings being presented back to a future meeting of the Overview and Scrutiny Panel;**
- 2. ask officers to write to Town and Parish Council Clerks outlining the total number of town and parish councillor complaints that had been received by the District Council and the consequent costs that were associated with their administration;**
- 3. RECOMMEND to Council that representations be sent to the Secretary of State and local MPs outlining the Council's concerns over the current regulations (e.g. the lack of any meaningful penalties and the unfairness of District Councils having to absorb the costs of administering the scheme for its local Town and Parish Councils);**
- 4. promote to Town and Parish Council Clerks the benefits of informally resolving complaints before a formal process is instigated;**
- 5. ask officers to convene a 'Code of Conduct and Councillor Behaviour' training session for town and parish clerks and councillors;**

- 6. convene a meeting between the Hearing Panel Members; the Monitoring Officer and the Devon Association of Local Councils County Solicitor to express the concerns of the District Council over the number of complaints that are being received against local town and parish councillors;**
- 7. encourage the Monitoring Officer to revisit the Council's pool of Investigating Officers in an attempt to build capacity to ensure that complaints are dealt with in a more timely manner.**

OVERVIEW & SCRUTINY PANEL – ACTIONS ARISING

Meeting Date	Report Title and Minute Ref.	Decision / Action	Officer / Member	Officer / Member comments and Target Date
9 November 2017	Performance Measures O&S.73/17	<p>A Member highlighted the promotional board in the Follaton House car park that referred to some misleading information relating to recycling service performance and consequently requested that the accuracy of the information outlined on this board be revisited.</p> <p>Officers gave a commitment that, within the next month, a link would be available on the front page of each Member iPad that enabled Members to directly access the Council's performance measures.</p>	<p>Helen Dobby</p> <p>Jim Davis</p>	<p>At the last Panel meeting, officers gave a commitment to follow-up this point</p> <p>IT still trying to resolve a technical issue</p>
3 May 2018	<p>Executive Forward Plan O&S.112/17</p> <p>(b) Medium Term Financial Strategy</p>	<p>As a general point, the importance of keeping local Ward Members informed was raised by the Panel and it was felt that each of those local Members who would be affected by the Public Conveniences charging proposals should also be consulted as part of the decision-making process.</p>	Emma Widdicombe	
3 May 2018	Q4 Performance Measures 2017-18 O&S.115/17	<p>The Panel felt that it would be beneficial to include the total number of planning appeals that had been determined as opposed to the total number of planning applications.</p> <p>A Member remained of the view that a new indicator should be developed in connection to caseload per planning officer and asked that this be given consideration as part of any pending review into the performance measures that were reported.</p>	<p>Jim Davis</p> <p>Jim Davis</p>	
28 June 2018	Public Forum O&S.4/18	In response to the public question, the Deputy Leader advised that the Council's	Chris Brook / Mike Ward	

		entire Asset Register was currently under review and would be publicly available on the Council website before the end of this week.		
28 June 2018	Executive Forward Plan (a) Commercial Investment to Support Economic Activity O&S.5/18(a)	<p>In citing an example of a potential freehold opportunity at Totnes, a Member proceeded to express his deep frustration at this decision seemingly being taken without reference to any written paper or consultation with local Ward Members.</p> <p>Whilst it was agreed that discussions would be held outside the meeting between the Deputy Leader and the Member, other Panel Members did feel that there was a need for both increased openness and transparency and engagement with local Ward Members in such matters.</p>	Darren Arulvasagam	
28 June 2018	Executive Forward Plan (b) Homelessness Strategy Action Plan 2018/19 O&S.5/18(b)	<p>RESOLVED</p> <ol style="list-style-type: none"> 1. That the Executive be RECOMMENDED to adopt the Homelessness Strategy Action Plan for 2018/19 (as outlined at Appendix 2 of the presented agenda report) with immediate effect; 2. That those actions that were identified as being incomplete and therefore rolled over to the 2018/19 Action Plan (namely: 'Vulnerable Customer Charter to be finalised' and 'Work with schools to be expanded to include all major secondary schools') be progressed as soon as practically possible; 3. That all Members be in receipt of updates on the following subject matters: <ol style="list-style-type: none"> a. A copy of the Citizens' Advice Bureau report on the Social Prescribing pilot; b. The membership of the Health and Wellbeing Board; and c. A Briefing Note on those properties that we own within the South Hams that are currently leased to South Devon Rural Housing Association; 	<p>Sophie Cobbledick</p> <p>Sophie Cobbledick</p> <p>Ian Luscombe</p> <p>Steph Rixon</p> <p>Issy Blake</p>	<p>Approved by the Executive at its meeting held on 19 July 2018</p> <p>Actions Completed (emails sent to all Members on 6 and 20 July)</p>

		<p>4. That an interactive Member Briefing Session on the Homelessness agenda be convened in the upcoming months; and</p> <p>5. That future Annual reports include reference to actual Case Studies.</p>	<p>Issy Blake</p> <p>Sophie Cobbledick</p>	<p>Date to be scheduled during late summer / early autumn</p>
28 June 2018	<p>Civica / IT Lessons Learnt</p> <p>O&S.6/18</p>	<p>RESOLVED</p> <p>1. That the conclusions of the lessons learnt exercise (as set out in section 3 of the presented agenda report) and the proposed actions (as detailed in section 4 of the presented agenda report) be endorsed;</p> <p>2. That, in the future for key projects:</p> <p>a. adequate procurement processes and frameworks be put in place (including, if deemed appropriate, the creation of a Member Board) that ensures that the Council maximises the advantages to the Council and its residents; and</p> <p>b. Members and relevant stakeholders be more involved as the project evolves; and</p> <p>3. That the Audit Committee be asked to examine whether the Council has maximised all the potential avenues as outlined in paragraph 2.6 of the presented agenda report.</p>	<p>Steve Mullineaux</p> <p>SLT</p> <p>Lisa Buckle</p>	
28 June 2018	<p>ICT Resilience Update</p> <p>O&S.7/18</p>	<p>RESOLVED</p> <p>1. That the work undertaken to improve IT resilience be noted; and</p> <p>2. That a further update be presented to the Panel in twelve months' time.</p>	<p>Mike Ward</p> <p>Mike Ward</p>	<p>Work programme updated accordingly</p>
28 June 2018	<p>Neighbourhood Planning: Support to Groups –</p>	<p>RESOLVED</p> <p>1. That the Panel welcome the re-launching</p>	<p>Tom Jones</p>	

	Verbal Update O&S.8/18	<p>of the Council's offer to Neighbourhood Planning Groups and asks that it include reference to the Council's statutory responsibilities and funding streams that were potentially available;</p> <p>2. That the re-launched version of the offer be circulated to Members and Town and Parish Councils as soon as is practically possible;</p> <p>3. That Town and Parish Councils be informed about the benefits of working together with neighbouring parishes to develop and progress a Neighbourhood Plan;</p> <p>4. That all Members encourage Groups (and other potentially interested parties) to attend future Neighbourhood Planning Workshops convened by the Council;</p> <p>5. That the Council is careful that it is realistic and does not over promise the support that it can provide to Neighbourhood Planning Groups; and</p> <p>6. That the Toolkit be produced and finalised before the end of August 2018.</p>	<p>Tom Jones</p> <p>Tom Jones</p> <p>Tom Jones</p> <p>Tom Jones</p>	
28 June 2018	Review and Effectiveness of Car Parking Equipment – Verbal Update O&S.9/18	<p>RESOLVED</p> <p>1. That the Panel expresses its deep concerns over:</p> <ol style="list-style-type: none"> whether the current contract is still fit for purpose; and the apparent shortcomings in: contract management; inconsistencies in maintenance of equipment; and inadequacy of spare parts held; <p>2. That a full report be presented to the Panel meeting on 6 September 2018 that addresses each of the concerns raised at resolution 1 above and the direction of travel in relation to future service provision for Council Car Parks;</p> <p>3. That senior officers be asked to review</p>	<p>Emma Widdicombe</p> <p>Emma Widdicombe</p> <p>SLT</p>	Work programme updated accordingly

		other rolling contracts managed by the Council to ensure that they each remain fit for purpose.		
28 June 2018	Update Report on Food Safety Audit Action Plan O&S.10/18	RESOLVED That the Panel welcomes the update on the Food Safety Audit Action Plan and has been given the opportunity to comment upon the Food Safety Service Plan 2018/19.	Ian Luscombe	
28 June 2018	Overview and Scrutiny: Draft Annual Report O&S.11/18	RECOMMENDED That the Council be RECOMMENDED to approve the draft Annual Report for 2017/18 (as outlined at Appendix A of the presented agenda report).	Darryl White	Recommendation to be considered at the Special Council meeting on 26 July 2018
28 June 2018	Task and Finish Group Updates (a) Drug and Alcohol Abuse O&S.12/18(a)	The Panel was supportive of the suggestion for the final recommendations to be considered by the Panel at its meeting on 4 October 2018.	James Kershaw / Louisa Daley	Work programme updated accordingly
28 June 2018	Task and Finish Group Updates (b) Community Funding O&S.12/18(b)	RESOLVED That the Task and Finish Group be established, with the Group comprising of: Cllrs Baldry, Hicks, Hopwood and Saltern.	Nadine Trout	The review has commenced with a couple of meetings having already being held
28 June 2018	Actions Arising / Decisions Log O&S.13/18	With regard to the meetings that were to be held between relevant officers and Members on a ward by ward possible to investigate and ascertain possible opportunities to the Wholly Owned Company, it was agreed that the lead officer would provide a briefing paper to Members upon his return from annual leave; Once again, it was questioned exactly when local Ward Members (who would be affected by the Public Conveniences charging proposals) would be consulted with as part of the decision-making process. In reply, officers advised that it was intended that this consultation would take place once the tender process had been concluded. A number of Members	Darren Arulvasagam Cathy Aubertin	

		expressed their deep unhappiness with this response, particularly given the repeated assurances by the Leader and Deputy Leader at previous meetings. Whilst officers advised that the tender documentation made it clear that not all of those sites listed may end up with a 'Pay on Entry' system, Members proceeded to reiterate the assurances and commitments that they had previously received. For information, a Member also advised that the Audit Committee had expressed similar reservations and had also requested greater consideration of this matter at a future meeting.		
28 June 2018	Draft Annual Work Programme O&S.14/18	<p>(a) It was agreed that the Peer Review should be brought forward to the Panel meeting on 4 October 2018 for consideration;</p> <p>(b) The request for a pre-scrutiny exercise to be undertaken on the Medium Term Financial Position at the Panel meeting on 6 September 2018 was noted;</p> <p>(c) Members endorsed the suggestion that the Business Continuity Plan be considered at the Panel meeting on 4 October 2018;</p>	<p>Catherine Bowen</p> <p>Lisa Buckle</p> <p>James Kershaw</p>	

OVERVIEW AND SCRUTINY PANEL
DRAFT ANNUAL WORK PROGRAMME: 2018/19

Date of Meeting	Report	Lead Officer
6 September 2018	Executive Forward Plan (to include pre-Scrutiny of): <ul style="list-style-type: none"> - Medium Term Financial Position; and - IT Procurement Principles 	Kathy Trant Lisa Buckle Nadine Trout
	Task and Finish Group Updates (if any) <ul style="list-style-type: none"> - Community Funding Concluding Report 	Nadine Trout
	Section 106 Agreements Schedule	Sonia Powell
	Review and Effectiveness of Car Parking Equipment	Helen Dobby
	Code of Conduct Hearing Panel: Recent Decision Notices	Sue Nightingale
	Wholly Owned Company Business Case	Darren Arulvasagam
1 October 2018	Executive Forward Plan	Kathy Trant
	Task and Finish Group Updates (to include): <ul style="list-style-type: none"> - Drug and Alcohol Abuse Concluding Report 	James Kershaw / Louisa Daley
	Business Continuity Plan	James Kershaw
	Ombudsman Annual Letter	Sue Nightingale
	Peer Review	SLT
1 November 2018	Executive Forward Plan	Kathy Trant
	Task and Finish Group Updates (if any)	
	Community Safety Partnership Annual Report	Louisa Daley
	Safeguarding Update	Louisa Daley
24 January 2019	Draft Budget 2019/20 (<i>joint meeting with DM Committee Members</i>)	Lisa Buckle
14 February 2019	Executive Forward Plan	Kathy Trant
	Task and Finish Group Updates (if any)	
28 March 2019	Executive Forward Plan	Kathy Trant
	Fusion: Annual Report	Jon Parkinson

	Task and Finish Group Updates (if any)	

Future items to be programmed:-

- Renewable Energy – Income Generation Opportunities (*timing depends on outcome of Corporate Strategy*);
- ICT Resilience – Twelve Month Update (June 2019).

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