

West Devon Overview & Scrutiny (Internal) Committee



West Devon
Borough
Council

Title:	Agenda										
Date:	Tuesday, 8th March, 2016										
Time:	2.00 pm										
Venue:	Chamber - Kilworthy Park										
Full Members:	<p style="text-align: center;">Chairman Musgrave Vice Chairman Yelland</p> <p><i>Members:</i></p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>Davies</td> <td>McInnes</td> </tr> <tr> <td>Edmonds</td> <td>Mott</td> </tr> <tr> <td>Evans</td> <td>Moyse</td> </tr> <tr> <td>Cllr J Hockridge</td> <td>Sellis</td> </tr> <tr> <td>Kimber</td> <td></td> </tr> </table>	Davies	McInnes	Edmonds	Mott	Evans	Moyse	Cllr J Hockridge	Sellis	Kimber	
Davies	McInnes										
Edmonds	Mott										
Evans	Moyse										
Cllr J Hockridge	Sellis										
Kimber											
Substitutes:	Councillors:										
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. Confirmation of Minutes

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Meeting held on 12 January 2016

3. 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.

4. 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

5. Public Forum

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A period of up to 15 minutes is available to deal with issues raised by the public

6. Hub Committee Forward Plan

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If any Member seeks further clarity, or wishes to raise issues regarding any future Hub Committee agenda item, please contact Member Services before **5.00pm on Thursday, 3 March 2016** to ensure that the lead officer(s) are aware of this request in advance of the meeting.

7. T18 Programme Monitoring

11 - 24

Report of Support Services Group Manager

8. Development Management Service Update

25 - 34

Report of Specialists Manager

9. Contact Centre Update

35 - 46

Report of Contact Centre Manager

10. Performance Measures

47 - 64

Report of Specialist – Performance Management

11. Member Development Steering Group: Progress Update

12. Draft Work Programme 2016/17 - Initial Thoughts

65 - 66

An opportunity for Members to suggest potential agenda items for the forthcoming Municipal Year