

# West Devon Overview & Scrutiny (Internal) Committee



West Devon  
Borough  
Council

<b>Title:</b>	<b>Agenda</b>										
<b>Date:</b>	<b>Tuesday, 8th November, 2016</b>										
<b>Time:</b>	<b>2.00 pm</b>										
<b>Venue:</b>	<b>Chamber - Kilworthy Park</b>										
<b>Full Members:</b>	<p style="text-align: center;"><b>Chairman</b> Cllr Musgrave <b>Vice Chairman</b> Cllr Yelland</p> <p><i>Members:</i></p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>Cllr Cann OBE</td> <td>Cllr McInnes</td> </tr> <tr> <td>Cllr Davies</td> <td>Cllr Mott</td> </tr> <tr> <td>Cllr Evans</td> <td>Cllr Moyse</td> </tr> <tr> <td>Cllr Hockridge</td> <td>Cllr Ridgers</td> </tr> <tr> <td>Cllr Kimber</td> <td></td> </tr> </table>	Cllr Cann OBE	Cllr McInnes	Cllr Davies	Cllr Mott	Cllr Evans	Cllr Moyse	Cllr Hockridge	Cllr Ridgers	Cllr Kimber	
Cllr Cann OBE	Cllr McInnes										
Cllr Davies	Cllr Mott										
Cllr Evans	Cllr Moyse										
Cllr Hockridge	Cllr Ridgers										
Cllr Kimber											
<b>Interests – Declaration and Restriction on Participation:</b>	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.										
<b>Committee administrator:</b>	Member.Services@swdevon.gov.uk										

**1. Apologies for absence**

**2. Confirmation of Minutes**

Meeting held on 6 September 2016  
To follow

**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**

**1 - 2**

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

**6. Hub Committee Forward Plan**

**3 - 6**

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 November 2016** to ensure that the lead officer(s) are aware of this request in advance of the meeting.

**7. Economy Working Group Recommendations**

**7 - 36**

Report of the Group Manager – Business Development

- |   |                |
|---|----------------|
| <b>8. Transitional Resources Monitoring Report</b>  | <b>37 - 44</b> |
| Report of the Group Manager – Support Services  |                |
| <b>9. Progress Report for Contact Centre</b>  | <b>45 - 56</b> |
| Report of the Contact Centre Manager  |                |
| <b>10. Overview of the Website Development</b>  |                |
| Verbal Report of the Group Manager – Support Services   |                |
| <b>11. Ombudsman Annual Review Letter 2016</b>  | <b>57 - 68</b> |
| Report of the Monitoring Officer  |                |
| <b>12. Q2 Performance Measures</b>  | <b>69 - 82</b> |
| Report of the Specialist – Performance and Intelligence   |                |
| <b>13. Task and Finish Group Updates</b>  |                |
| <b>(a) T18 Programme – Interim Review</b>   |                |
| <b>14. Committee Decisions Log</b>  |                |
| To follow   |                |
| <b>15. Draft Annual Work Programme 2016/17</b>  | <b>83 - 84</b> |
| An opportunity for Members to suggest potential agenda items for consideration during this Municipal Year |                |
| <b>16. Member Learning and Development Opportunities Arising from this Meeting</b>                        |                |