

South Hams Overview and Scrutiny Panel



Title:	Agenda												
Date:	Thursday, 19th January, 2017												
Time:	15 Minutes after the conclusion of the Joint Budget Meeting												
Venue:	Cary Room - Follaton House												
Full Members:	<p style="text-align: center;">Chairman Cllr Saltern Vice Chairman Cllr Wingate</p> <p><i>Members:</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Cllr Baldry</td> <td style="width: 33%;">Cllr Hopwood</td> </tr> <tr> <td>Cllr Birch</td> <td>Cllr May</td> </tr> <tr> <td>Cllr Blackler</td> <td>Cllr Pennington</td> </tr> <tr> <td>Cllr Brown</td> <td>Cllr Pringle</td> </tr> <tr> <td>Cllr Green</td> <td>Cllr Smerdon</td> </tr> <tr> <td>Cllr Hawkins</td> <td></td> </tr> </table>	Cllr Baldry	Cllr Hopwood	Cllr Birch	Cllr May	Cllr Blackler	Cllr Pennington	Cllr Brown	Cllr Pringle	Cllr Green	Cllr Smerdon	Cllr Hawkins	
Cllr Baldry	Cllr Hopwood												
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Cllr Brown	Cllr Pringle												
Cllr Green	Cllr Smerdon												
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

1 - 12

to approve as a correct record and authorise the Chairman to sign the minutes of the Panel held on 24 November 2016;

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

13 - 14

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

7. Executive Forward Plan

15 - 18

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, 16 January 2017** to ensure that the lead Executive Member(s) and lead officer(s) are aware of this request in advance of the meeting.

8. Performance Dashboards

19 - 28

(Lead Executive Member – Cllr Hicks)

9. Task and Finish Group Updates

(Lead Executive Member – Cllr Gilbert, Items a, b and c)

- (a) Dartmouth Lower Ferry**
- (b) Waste and Recycling**
- (c) Events Policy**

10. Actions Arising/Decisions Log	29 - 34
11. Draft Annual Work Programme 2016/17	35 - 36

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.

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**MINUTES OF THE MEETING OF THE
OVERVIEW & SCRUTINY PANEL
HELD AT FOLLATON HOUSE, TOTNES ON
THURSDAY, 24 NOVEMBER 2016**

Panel Members in attendance:			
* Denotes attendance		∅ Denotes apology for absence	
*	Cllr K J Baldry	*	Cllr D W May
*	Cllr J P Birch	*	Cllr J T Pennington
*	Cllr J I G Blackler	*	Cllr K Pringle
*	Cllr D Brown	*	Cllr M F Saltern (Chairman)
*	Cllr J P Green	*	Cllr P C Smerdon
*	Cllr J D Hawkins	*	Cllr K R H Wingate (Vice Chairman)
*	Cllr N A Hopwood		

Other Members also in attendance:
Cllrs H D Bastone, I Bramble, J Brazil, R D Gilbert, M J Hicks, J M Hodgson, T R Holway, R J Tucker, R J Vint, L A H Ward and S A E Wright

Item No	Minute Ref No below refers	Officers in attendance and participating
All		Head of Paid Service, Executive Director (Service Delivery and Commercial Development) and Senior Specialist – Democratic Services
7	O&S.51/16	Community of Practice Lead: Housing, Revenue and Benefits
9	O&S.53/16	Group Manager – Support Services / Customer First, Contact Centre Manager and Specialist – Performance and Intelligence
10	O&S.54/16	Monitoring Officer
11(b)	O&S.55/16(b)	Community of Practice Lead – Environmental Health and Partnerships Specialist
11(e)	O&S.55/16(e)	Operational Manager (Environment Services)

O&S.47/16 TONE LEISURE

The Chairman reminded Members that, after ten years of managing the South Hams Leisure Centres, the Council was saying goodbye and thank you to Tone Leisure.

Both the Panel Chairman and Leader of Council proceeded to pay tribute to the excellent job undertaken by Tone Leisure and wished the organisation every success in the future. These tributes were echoed by a number of Members.

O&S.48/16 MINUTES

The minutes of the meeting of the Overview and Scrutiny Panel held on 3 November 2016 were confirmed as a correct record and signed by the Chairman.

O&S.49/16 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. These were recorded as follows:

Cllr P C Smerdon declared a personal interest in agenda item 11(b): 'Task and Finish Group Updates – Partnerships' (Minute O&S.55/16(b) below refers) by virtue of being a trustee of the South Hams Community and Voluntary Service and remained in the meeting during the debate, but abstained from the vote on this matter.

O&S.50/16 PUBLIC FORUM

In accordance with the Public Forum Procedure Rules, no items were raised at this meeting.

O&S.51/16 LATEST PUBLISHED EXECUTIVE FORWARD PLAN

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

In the general discussion on the Plan and, in accordance with Procedure Rules, a Member had given notice of his wish to ask why those Members who did not serve on the Local Authority Controlled Company (LACC) Joint Steering Group (JSG) had been refused access to the draft legal advice from Bevan Brittan.

Having previously been made aware of this request, the Chairman advised that he had sought clarity from the Monitoring Officer on the following questions:-

1. *Do Members have an underlying right to "any" documentation held by the Authority?*

(Could you quote the relevant para in the Constitution?)
2. *Is it within the jurisdiction of the LACC JSG to decline to issue documents requested by Members. Or is it within your remit to consider the appropriateness of requests as Monitoring Officer.*
3. *Were you consulted on this issue and if so what was your advice?*
4. *If a request was made under FOI would the Bevan Brittan report be able to be issued?*
5. *Would it be treated as Exempt and if so on what grounds?*

The Chairman had received a response from the Monitoring Officer to his questions, which he proceeded to read (and agreed to circulate to the wider membership). The statement read as follows:

“Constitution-wise, the starting point is the Protocol on Member / Officer Relations which covers the issues surrounding ‘Access to Information’ (please see paragraphs 24 – 32 in the Protocol on the Council’s website (<http://shdcweb.swdevon.lan/article/1815/Our-Constitution>)).

The general principles are that the Council wishes to conduct its business as openly as possible and to give Councillors maximum access to information in order to enable them to discharge their role as Councillors and information is provided to Members on what is commonly known as a ‘need to know’ basis. Under FOI, we would not release the Bevan Brittan advice note, as it legal advice provided to the Council to enable it to make an informed decision on the LACC and the argument of legal privilege would apply.

In short, I was at the JSG meeting on 14 November when this was discussed, and I had previously been consulted for my views. These were reflected in the JSG’s response on the question of releasing the BB advice note at this point.

It is not the case that Members will not see the Bevan Brittan advice (which will be ultimately available as an exempt item) but that it is not appropriate to circulate it at this point in time. The reason that it is a timing issue, is that the Advice Note has been commissioned by the JSG in order to enable it to make informed recommendations to the Council on whether it should go ahead with the LACC and to provide responses to the issues of concern raised by Council in July 2016. The Advice Note is therefore very much a working document with currently unresolved issues (the JSG does not yet have the complete picture itself) and it is very much a question of timing rather than saying that Members are not entitled to see it at all. I do consider that the JSG is entitled to make this decision (which was unanimous across the parties at the meeting).”

In citing the relevance of all Members receiving this advice prior to a number of upcoming Member workshops on the LACC, the following motion was then **PROPOSED** and **SECONDED**:-

‘That the Bevan Brittan legal advice on the LACC be disclosed immediately to all Members.’

When put to the vote, this motion was declared **LOST**.

Specifically regarding the Reserved Matters workshop on 1 December 2016, it was requested that the latest proposals relating to a Board Structure and Governance arrangements be presented to this session

At this point, the meeting proceeded to consider the remaining items on the Executive Forward Plan for which advanced notice had been given.

A report was considered that asked the Panel to consider the draft South Hams & West Devon Homeless Strategy 2017-2022 in order that it could be published for consultation with a view to Council approval and adoption from 1 April 2017.

In the ensuing discussion, reference was made to:-

- (i) praise being extended to lead officers and the Task and Finish Group. A number of Members wished to put on record their gratitude for the production of such an extensive (and excellent) Strategy document. In addition, Members also paid tribute to the Council's housing officers, who they considered to do a fantastic job in often incredibly difficult circumstances;
- (ii) central government grant funding. The Panel was advised that the Council received a grant of £83,594 towards homelessness prevention. In citing some examples, officers advised that the monies had been used to progress some creative ways of preventing persons from becoming homeless. Members noted that the 'Homelessness Prevention Bill' was likely to become statutory legislation imminently. The Bill was likely to have resource implications for the Council and it was hoped that funding would be made available by central government accordingly;
- (iii) the limitations of short-term tenancies. It was widely acknowledged that short-term tenancies were a problem and it was hoped that the announcements made in the Government's recent Autumn Statement would help in this regard;
- (iv) homeless numbers being on the increase. A Member highlighted the national upward trend on homeless numbers and called on the Council to give consideration to increasing the provision of social and genuinely affordable housing;
- (v) the recent rough sleepers count. Whilst accepting that the recent snapshot exercise had its limitations, it was noted that the Council was working pro-actively in this respect. Unfortunately, Members accepted that it was a fact that some rough sleepers simply did not want to be housed and officers were working hard to best support these individuals;
- (vi) the working relationship with Shelter. It was confirmed that working relations between the Council and Shelter were excellent and there was a very good rapport between the officers of both organisations.

It was then:

RESOLVED

1. That the content of the draft Homeless Strategy 2017-22 be noted; and
2. That the Executive be **RECOMMENDED** that the Homeless Strategy 2017-22 be published for public consultation from 13 December 2016 to 13 February 2017.

(b) Allocations Policy and Devon Home Choice Policy Review

The Panel considered a report that sought a recommendation to the Executive to make no changes to the Devon Home Choice Policy at this time.

In discussion, the following points were raised:-

- (a) A number of Members expressed their deep reservations regarding the Devon Home Choice (DHC) partnership. Particular concerns highlighted included: the whole arrangement being overly bureaucratic; the belief that policy rules were not being correctly applied and the perceived lack of transparency.

Such was the extent of these concerns that some Members wished for a firm steer to be given in the proposed comprehensive review whereby alternative options to leave the partnership should be actively pursued and that work should commence as soon as was practically possible. In addition, the Council had traditionally been swayed from leaving the Partnership by the potential cost implications, however it was felt that the Review should not be unduly influenced by this argument.

Similar concerns were also raised by Members in relation to the Choice Based Lettings Scheme and it was recognised that some local authorities had already opted to move away from this approach of allocating housing.

Assuming that the Executive was supportive of the Panel's recommendations, it was felt that the comprehensive review was likely to be an ideal piece of work for a Task and Finish Group to undertake and officers were encouraged to complete a Scrutiny Proposal Form for future consideration;

- (b) A Member felt that there was apparent duplication in the policy regarding armed forces personnel. In reply, the lead Executive Member gave an assurance that everything possible was done for armed forces personnel and the policy did not place them at a disadvantage;
- (c) The Panel was advised that the annual review of the housing list had been delayed this year due to a delay in the providers' renewal

software. Officers had been given assurances that this would be undertaken in January 2017.

It was then:

RESOLVED

1. That the content of the report be noted;

That the Executive be **RECOMMENDED**:-

2. to remain in the Devon Home Choice partnership for the next twelve months;
3. that, within the next twelve months, a comprehensive review of alternative allocation delivery methods be completed to evaluate whether the Devon Home Choice partnership remains fit for purpose; and
4. to make no changes at this time to the South Hams Allocations Policy.

O&S.52/16 FEES AND CHARGES 2017/18

The Chairman reminded the Panel that he had agreed that this agenda item should be deferred until a future meeting to enable for the potential impact arising from the Autumn Statement and Finance Settlement to be known.

The Panel was happy to endorse the suggestion that this item be included on the agenda for the joint Budget meeting with the Development Management Committee Members on 19 January 2017.

O&S.53/16 Q2 2016/17 PERFORMANCE REPORT

Members considered a report that presented performance measures for Quarter 2. The report confirmed that performance had remained relatively consistent with the previous quarters, however there had been a marked improvement in the benefit processing speed.

Officers proceeded to give visual updates on the live performance dashboard information (particularly relating to Development Management and the Contact Centre) and the new Council website.

In discussion, reference was made to:-

- (a) the format of future performance information reports. In recognising the ability to be in receipt of 'real time' performance information, Panel Members were asked to give consideration to how they wished to see future performance information presented to their meetings;
- (b) current performance. There was a general recognition that overall performance had now stabilised and was improving in certain areas. In sharing their own experiences, a number of Members subsequently welcomed and commended this performance trend;
- (c) the T18 Performance versus Budget indicator. A Member expressed his surprise that the indicator was showing as being 'on or above' target when considering that the Council had decided to spend an additional £550,000 on transitional resources;
- (d) complaint response speed. Officers advised that the downward performance trend was attributed to the knock-on effect of the Council dealing with the backlog generated from waste complaints during this quarter;
- (e) the status of being 'narrowly off target, be aware'. A Member requested that future performance reports include more explanatory information for those indicators that have achieved this status definition;
- (f) the contact centre. Members wished to extend their continued thanks to the Contact Centre Manager and her team, who continued to work exceptionally in difficult circumstances. A Member recommended that fellow Members pay a visit to the Contact Centre to witness first hand both the work being undertaken, but to also get a sense of the nature of the issues being raised by callers;
- (g) the new website. The Panel was informed that the new website would not only be more resilient, but would also be more transaction focused. Further benefits of the new website were felt to be speed of access and ease of use. It was confirmed that Members would be asked to test the new website for themselves in the next three weeks, before it was then actually launched.

It was then:

RESOLVED

That the monitoring report and the progress made to date be noted.

O&S.54/16 OMBUDSMAN ANNUAL REVIEW LETTER 2016

A report was considered that presented the Local Government Ombudsman's Annual Review Letter 2016 regarding Ombudsman complaints received against the Council for the period 1 April 2015 to 31 March 2016.

In the ensuing debate, the Monitoring Officer was congratulated for the positivity of the Annual Review Letter. Members also welcomed the decrease in the number of Ombudsman complaints and felt that this was an example of the benefits of an increased corporate emphasis being given to complaint handling.

It was then:

RESOLVED

That the Ombudsman Annual Letter for 2016 (as outlined at Appendix A of the presented agenda report) has been reviewed with consideration being given to what corporate lessons may be learned and whether further service improvements be required.

O&S.55/16 TASK AND FINISH GROUP UPDATES**(a) Dartmouth Lower Ferry**

The Chairman advised that it was still intended that an outcome report would be presented to the Panel in the New Year.

(b) Partnerships

The Panel considered the final recommendations arising from the Task and Finish Group in relation to South Hams Citizens Advice (CA) and South Hams Community Voluntary Sector (CVS).

In introducing the report, the Chairman advised that this project had been an immense and arduous piece of work. In thanking the hard work that had been undertaken by the Task and Finish Group and lead officers, the Chairman confirmed that this was the final strand of this review.

In discussion, reference was made to:-

- (a) closer working opportunities. Whilst some Members wised to make the point that CA and CVS were distinctly separate organisations, there were considered to be opportunities for them to work more closely together to be more efficient and avoid duplication of effort;
- (b) the community work undertaken. The Panel recognised that both organisations carried out tremendous work in the community and offered significant support to the Council;

- (c) the role of the Council. To be fair to both organisations, Members acknowledged that the Council needed to ascertain a better understanding of its own needs that could have an effect on the CA and/or CVS (e.g. the Health and Wellbeing agenda and outreach services);
- (d) the recommendations. In expressing their support, Members considered the Task and Finish Group recommendations to be fair and reasonable at this time;
- (e) residents accessing services from Plymouth CA. Having been informed that an agreement had been reached whereby residents living at the western end of the district could now use the Plymouth CA services, some frustrations were expressed that neither local ward Members nor parish councils had been made aware of this change.

It was then:

RESOLVED

That the Executive be **RECOMMENDED** that:-

1. the funding levels remain the same for the South Hams Citizens Advice and South Hams Community Voluntary Service for 2017/18; and
2. approval be given to the proposed caveats with the South Hams Community Voluntary Service (as outlined at paragraph 5 of the presented agenda report).

(c) Waste and Recycling

In providing an update, the lead Executive Member for Commercial Services advised of the intention for a fully detailed report to be presented to the next Panel meeting.

(d) Events Policy

The Group Chairman advised the Panel that work was ongoing on this review.

(e) Permits Review

Members considered a report that sought the approval of Council to make amendments to South Hams parking permits, as considered and endorsed by the Permits Task and Finish Group.

In discussion, the following points were raised:-

- (a) Members were of the view that the Task and Finish Group had completed an excellent review and the recommendations were considered to amount to a positive way forward;

- (b) A Member reiterated his previously raised view that charges should be imposed for parking at Follaton House. In reply, officers informed that this had been considered and due for reasons including: the contractual arrangements with tenants, the detrimental impact on staff morale and the knock-on effect on neighbouring roads, it had been concluded that it would not be appropriate to impose charging at Follaton House. Furthermore, the Leader felt that this issue had continually arisen over a number of years and he hoped that the Council could now move on from spending any more time and effort considering this proposal.

It was then:

RESOLVED

That the Executive **RECOMMEND** to Council that, following the work undertaken by the Permits Task and Finish Group, the parking permits available in the South Hams be amended and that the Off-Street Parking Places Order be amended as follows:

- Full and Commuter permits to be eliminated and replaced with Town Centre, Peripheral and Rural permits which will be limited to specific towns / villages. The cost of permits to be reduced to reflect the new restrictions, with the exception of Business Permits;
- Permits to become 'virtual' (i.e. customers will no longer receive a paper permit), with the exception of Business Permits;
- New permits be limited to one vehicle registration number only, with the exception of Business Permits;
- The availability of permits be limited to 10% of the total number of parking bays available for each category of permit;
- Permits currently issued free of charge to various organisations be ceased;
- Other permits which are not used often will be eliminated (as outlined at Paragraph 5.6 of the presented agenda report);
- The Residents' Parking permit to be extended to allow parking from 3.00pm to 10.00am, with an increase in cost to £40, with this amendment being reviewed after one year;
- The cost of permits to be as outlined at Paragraph 5.8 of the presented agenda report; and
- All leisure-related permits will be reviewed in partnership with the new leisure contractor, with the exception of permits currently issued to Tone Leisure employees.

O&S.56/16 ACTIONS ARISING / DECISIONS LOG

In presenting the latest log, the Chairman made reference to two updates:

1. The meeting between representatives of the Economy Working Group and the Joint Local Plan Steering Group had been arranged to take place at Plymouth City Council offices on Wednesday, 30 November at 10.00am; and
2. With regard to the request for Members to send a list of organisations to officers who they believe should be included in the consultation exercise on the Events Policy, one Member had since provided details of additional groups who should be approached. A holding message had been sent this week to all prior respondents of the consultation advising them that the review was ongoing and that they would be contacted again to consult on detailed proposals when these were available.

O&S.57/16 DRAFT ANNUAL WORK PROGRAMME 2016/17

In consideration of its Annual Work Programme, the Panel noted its content with no further issues or comments being raised.

(Meeting started at 10.00 am and concluded at 12.10 pm)

Chairman

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PUBLIC FORUM PROCEDURES

(a) General

Members of the public may raise issues and ask questions at meetings of the Overview and Scrutiny Panel. 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 Manager 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 2 February 2017. 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 Panels 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 Hilary Bastone – lead Executive Member for Customer First

Cllr Rufus Gilbert – lead Executive Member for Commercial Services

Cllr Michael Hicks – lead Executive Member for Business Development

Cllr John Tucker – Leader of the Council

Cllr Lindsay Ward – Deputy Leader of the Council

Cllr Simon Wright – lead Executive Member for 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

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
SLT	Sherford Delivery Team	SJ/Cllr Tucker	Council	Date TBC
Strategy & Commissioning	Devolution – Combined Authority Scheme	SJ/Cllr Tucker	Council	Date TBC
Strategy and Commissioning	Business Development Opportunities	DA/Cllr Hicks	Council	STANDING ITEM
Customer First	Housing Benefit Risk Based Verification Policy	IB/Cllr Bastone	Council	2 February 2017
Customer First	Adoption of UAV/Drone Policy	CB/LC/Cllr Bastone	Council	2 February 2017
Support Services	ICT Strategy – (Deferred from 20 October)	MW/Cllr Wright	Council	2 February 2017
SLT	Local Authority Controlled Company – Final Decision	SJ/Cllr Tucker	Council	2 February 2017
Support Services	Revenue Budget Proposals for 2017/18	LB/Cllr Tucker	Council	2 February 2017
Support Services	Capital Programme Proposals for 2017/18	LB/Cllr Tucker	Council	2 February 2017
Customer First	Note and Approve the Emergency Planning & Response Arrangements	IL/Cllr Bastone	Council	2 February 2017
Customer First	Lower Ferry	HD/Cllr Gilbert	Council	2 February 2017
Customer First	Waste Review	HD/Cllr Gilbert	Council	9 March 2017
Customer First	Approval of Homelessness Strategy	IB/Cllr Bastone	Council	9 March 2017

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

SJ – Steve Jordan – Executive Director Strategy and Commissioning and Head of Paid Service

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

LB – Lisa Buckle – Finance COP Lead and s151 Officer

HD – Helen Dobby – Group Manager Commercial Services

SM – Steve Mullineaux – Group Manager Support Services

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

LC – Lesley Crocker – Senior Specialist Media and Communications

CBowen – Catherine Bowen – Monitoring Officer

DA – Darren Arulvasagam – Group Manager Business Development

SLT – Senior Leadership Team

CB – Chris Brook – COP Lead Assets

TJ – Tom Jones – COP Lead Place Making



South Hams
District Council

Report to: Overview and Scrutiny Panel

Date: 19 January 2017

Title: Performance Dashboards

Portfolio Area: Strategy & Commissioning

Author: Jim Davis, Specialist - Performance & Intelligence

Presented by: Cllr Michael Hicks

Recommendations:

That Members review the online dashboards: these include ones for Planning, and the CST, and feedback on any changes or requests for additional information.

Executive summary

- 1.1. New dashboards have been developed to display information in an easy to understand way.
- 1.2. These are available online from any web-enabled device and can be used to monitor performance in between the O&S reporting cycle. There is a regular update of the previous month's figures that occurs by the 3rd Wednesday of the month, for SLT to keep on top of performance issues.
- 1.3. The O&S dashboard is being populated with information that replicates the current O&S background report and will be completed in time for the Panel to discuss on the 19th January.

2. Background

- 2.1. 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.
- 2.2. The ultimate aim is to deliver better access to performance data whilst reducing the effort required to collate it.

3. Outcomes/outputs

- 3.1. **Appendix A** Covalent User guide shows how to login to the online dashboards

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. The first dashboards are available for Members to view and consider what other information they would want to be shown. The O&S dashboard will be ready for preliminary comments for the 19th January
- 5.2. 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.
- 5.3. Members consider whether these reports continue to be presented in a paper format or just viewed online with supplementary information supplied in a report format that could be provided as part of the papers to Committee or accessible as a link on the portal online.

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	
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Supporting Information

Appendices:

Appendix A – Covalent User Guide


Background Papers:

None

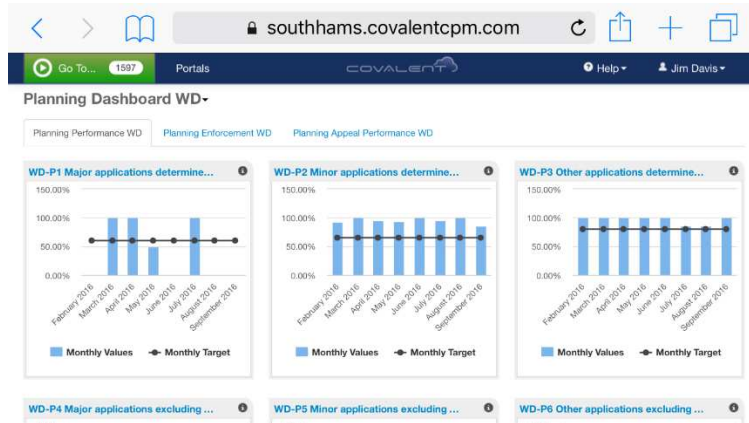
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Dashboard User Guide

Logging in

-  Open Internet Explorer or your preferred browser. The Covalent dashboards will work with any modern browser on computer, tablet or mobile phone

Mobile phone image



- Enter the following link into your browser's address bar:

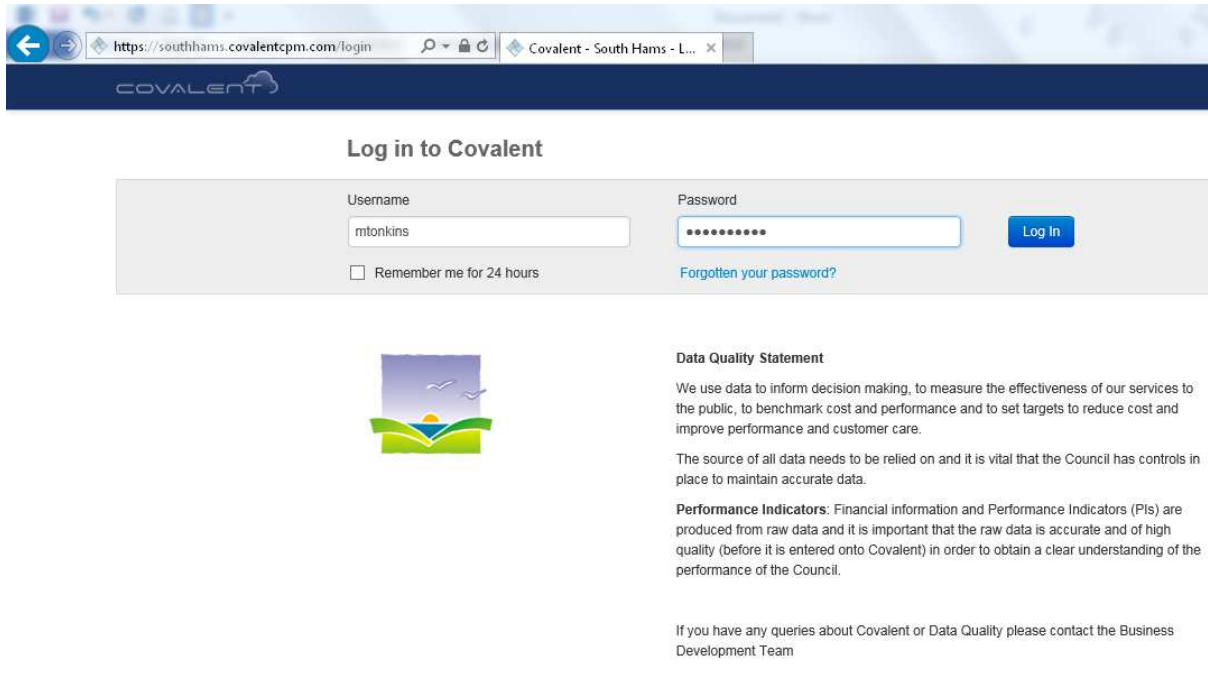
<https://swdevon.covalentcpm.com/login>

You will be taken to the Covalent log in page (see below)

We previously paid for two versions of Covalent with different rights but as we had a site licence for South Hams we transferred all the data across and prefixed all the West Devon measures with 'WD-' to save around 30% on our combined annual licensing costs.

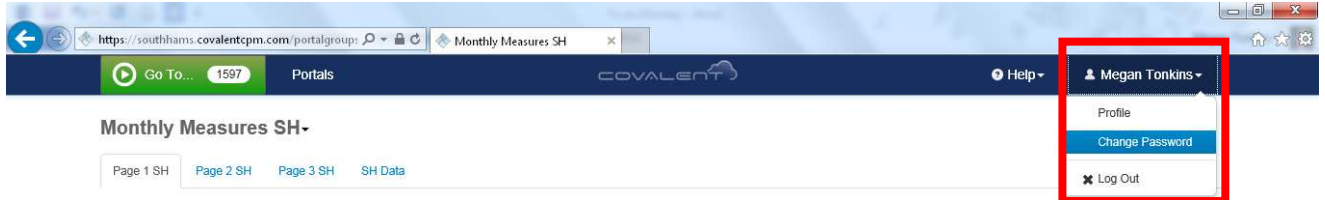
- Enter your username (your first initial and your surname, no spaces, all in lower case) and your password: (Sent in previous email)
- Click the Log In button

Dashboard User Guide



Changing your password

- To change your password, click on your name on the right hand side of the toolbar and choose 'Change Password' from the drop down menu



- The 'Change Password' screen will appear
- Enter your current password
- Enter your new password. Your new password must meet all of the criteria displayed at the bottom of the box below
- Confirm your new password. If this field doesn't match the new password field above, you will see a 'fields do not match message'
- Once both fields match click on the 'Change Password' button in the bottom right corner of the box

Dashboard User Guide

Change Password ✕

Current Password

New Password

Confirm New Password

Passwords must be 8 characters or longer, and must:

- contain both upper and lower case letters.
- contain at least one special character, e.g. *, £, #, etc..
- not contain any personal or site information.
- not contain common or repeating sequences, e.g. '123', 'aaa', etc..

Change Password

You will then be redirected to your homepage where you will see a green message confirming that 'Your password has been changed'

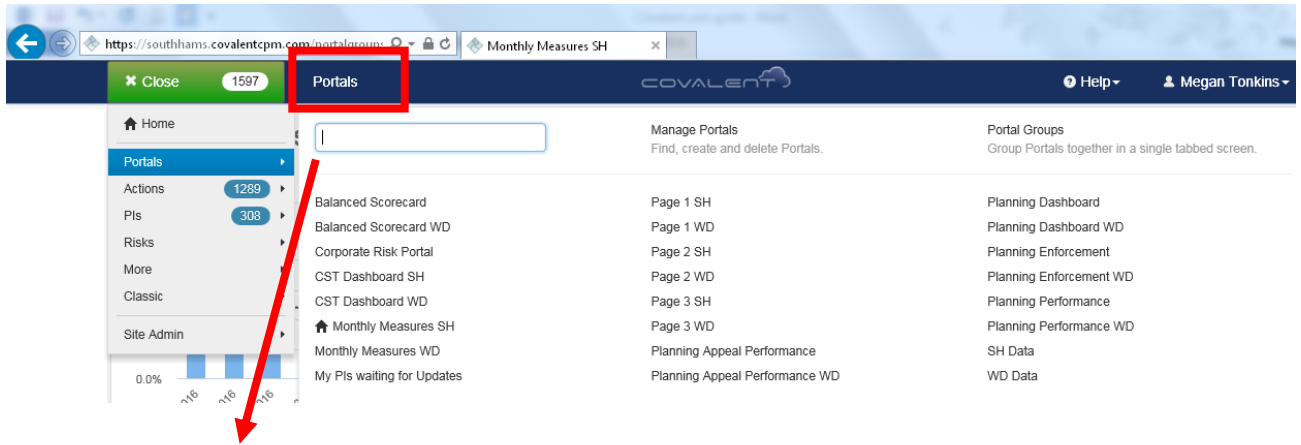


Your browser should prompt you to confirm if you want it to remember the password automatically

Choosing a portal/dashboard to view

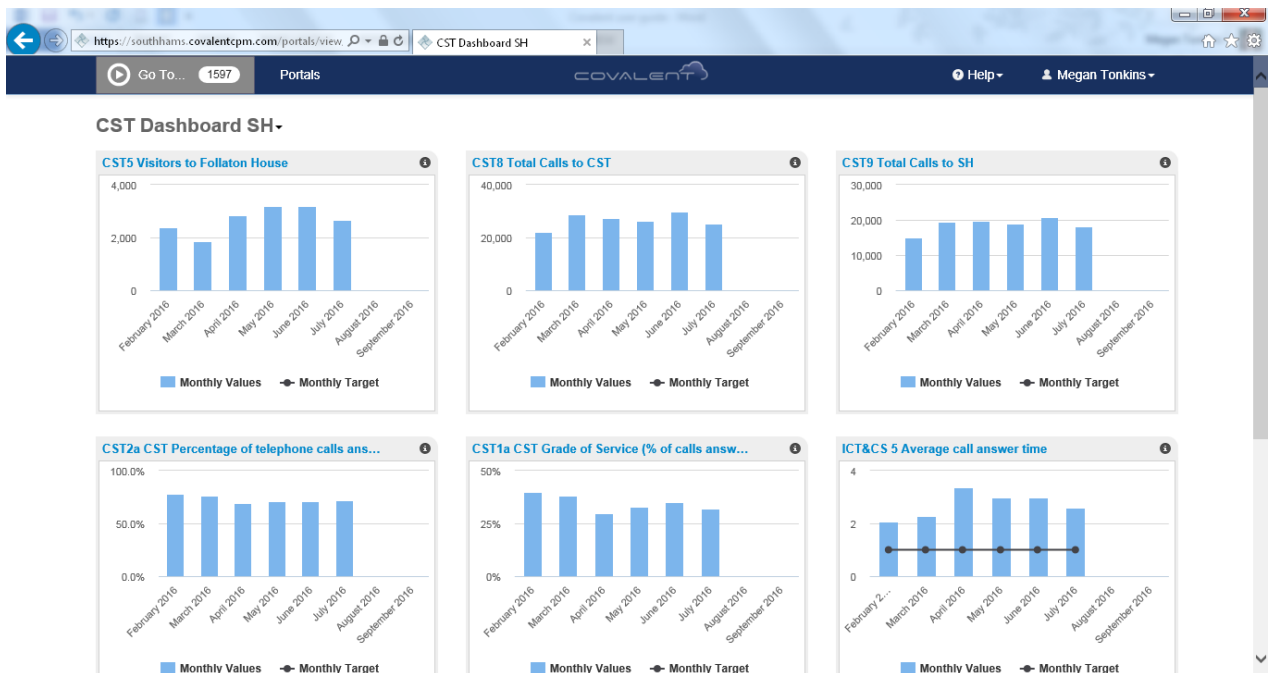
- Covalent call their dashboards 'portals'
- To view a portal, click on 'Portal' (highlighted red below)
- A list of all the portals available to you will appear. Click on a portal to view it
- You can also use the search box if you know the name of the portal you want to view

Dashboard User Guide



Type to quickly find a Portal

- Once you have clicked on a portal you will see all the charts relating to it
- You can drill down into this data by clicking on the title of the chart or hovering over the individual bars to see exact figures



Portal groups

- Covalent can group multiple dashboards on a single page
- The main dashboards end with - Dashboard* to make it clear, the other options available are pages within the main dashboards.
- The other pages can either be chosen in the portal chooser or as tab on the main page

Dashboard User Guide



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OVERVIEW & SCRUTINY PANEL – ACTIONS ARISING

Meeting Date	Report Title and Minute Ref.	Decision / Action	Officer / Member	Officer / Member comments and Target Date
24 November 2016	Executive Forward Plan: O&S.51/16 LACC Legal Advice	The Chairman had received a response from the Monitoring Officer to his questions following the request for the draft Bevan Brittan advice on the LACC to be circulated to all Members which he proceeded to read (and agreed to circulate to the wider membership).	Darryl White	Response circulated to all Members on 25 November
		Specifically regarding the Reserved Matters workshop on 1 December 2016, it was requested that the latest proposals relating to a Board Structure and Governance arrangements be presented to this session.	Catherine Bowen	Implemented
	Homeless Strategy	A number of Members wished to put on record their gratitude for the production of such an extensive (and excellent) Strategy document. In addition, Members also paid tribute to the Council's housing officers, who they considered to do a fantastic job in often incredibly difficult circumstances	Issy Blake	
		A Member highlighted the national upward trend on homeless numbers and called on the Council to give consideration to increasing the provision of social and genuinely affordable housing	Issy Blake	
		RESOLVED 1. That the content of the draft Homeless Strategy 2017-22 be noted; and 2. That the Executive be RECOMMENDED that the Homeless Strategy 2017-22 be published for public consultation from 13 December 2016 to 13 February 2017.	Issy Blake Issy Blake	Executive has subsequently agreed the Panel recommendation on 1 Dec 2016
	Allocations Policy and	Such was the extent of concerns over Devon Home Choice that some Members	Issy Blake	

	Devon Home Choice Policy Review	<p>wished for a firm steer to be given in the proposed comprehensive review whereby alternative options to leave the partnership should be actively pursued and that work should commence as soon as was practically possible. In addition, the Council had traditionally been swayed from leaving the Partnership by the potential cost implications, however it was felt that the Review should not be unduly influenced by this argument.</p> <p>Assuming that the Executive was supportive of the Panel's recommendations, it was felt that the comprehensive review was likely to be an ideal piece of work for a Task and Finish Group to undertake and officers were encouraged to complete a Scrutiny Proposal Form for future consideration;</p> <p>RESOLVED</p> <p>1. That the content of the report be noted;</p> <p>That the Executive be RECOMMENDED:-</p> <p>2. to remain in the Devon Home Choice partnership for the next twelve months;</p> <p>3. that, within the next twelve months, a comprehensive review of alternative allocation delivery methods be completed to evaluate whether the Devon Home Choice partnership remains fit for purpose; and</p> <p>4. to make no changes at this time to the South Hams Allocations Policy.</p>	Issy Blake	
			Issy Blake	
			Issy Blake	Executive has subsequently agreed each of these at its meeting on 1 December 2016
			Issy Blake	
24 November 2016	Fees and Charges 2017/18 O&S.52/16	That this item be deferred to the joint Budget meeting with the DM Committee on 19 January 2017.	Darryl White	Implemented
24 November 2016	Q2 Performance O&S.53/16	That Members be asked to give consideration to how they wish to see future performance information presented to their meetings.	Darryl White	Email sent to Panel Members accordingly

		<p>Regarding the status of being ‘narrowly off target, be aware’, it was requested that future performance reports include more explanatory information for those indicators that have achieved this status definition.</p> <p>Members wished to extend their continued thanks to the Contact Centre Manager and her team, who continued to work exceptionally in difficult circumstances. A Member recommended that fellow Members pay a visit to the Contact Centre to witness first hand both the work being undertaken, but to also get a sense of the nature of the issues being raised by callers.</p> <p>It was confirmed that Members would be asked to test the new website for themselves in the next three weeks, before it was then actually launched.</p>	<p>Jim Davis</p> <p>Anita Ley</p> <p>Steve Mullineaux</p>	
24 November 2016	Ombudsman Annual Review Letter 2016 O&S.54/16	<p>In the ensuing debate, the Monitoring Officer was congratulated for the positivity of the Annual Review Letter. Members also welcomed the decrease in the number of Ombudsman complaints and felt that this was an example of the benefits of an increased corporate emphasis being given to complaint handling.</p> <p>RESOLVED That the Ombudsman Annual Letter for 2016 (as outlined at Appendix A of the presented agenda report) has been reviewed with consideration being given to what corporate lessons may be learned and whether further service improvements be required.</p>	<p>Catherine Bowen</p> <p>Catherine Bowen</p>	
24 November 2016	Task and Finish Group Updates (a) Dartmouth Lower Ferry O&S.55/16(a)	The Chairman advised that it was still intended that an outcome report would be presented to the Panel in the New Year.	Helen Dobby	T+F Group to meet on 1 February with Panel giving further consideration to

				this matter at its meeting on 23 Feb.
24 November 2016	Task and Finish Group Updates (b) Partnerships O&S.55/16(b)	That the Executive be RECOMMENDED that:- 1. the funding levels remain the same for the South Hams Citizens Advice and South Hams Community Voluntary Service for 2017/18; and 2. approval be given to the proposed caveats with the South Hams Community Voluntary Service (as outlined at paragraph 5 of the presented agenda report).	Louisa Daley	Executive has subsequently agreed the Panel recommendation on 1 Dec 2016
24 November 2016	Task and Finish Group Updates (c) Waste and Recycling O&S.55/16(c)	In providing an update, the lead Executive Member for Commercial Services advised of the intention for a fully detailed report to be presented to the next Panel meeting.	Cllr Gilbert	
24 November 2016	Task and Finish Group Updates (e) Permits O&S.55/16(e)	RESOLVED That the Executive RECOMMEND to Council that, following the work undertaken by the Permits Task and Finish Group, the parking permits available in the South Hams be amended and that the Off-Street Parking Places Order be amended as follows: - Full and Commuter permits to be eliminated and replaced with Town Centre, Peripheral and Rural permits which will be limited to specific towns / villages. The cost of permits to be reduced to reflect the new restrictions, with the exception of Business Permits; - Permits to become 'virtual' (i.e. customers will no longer receive a paper permit), with the exception of Business Permits; - New permits be limited to one vehicle registration number only, with the exception of Business Permits; - The availability of permits be limited to 10% of the total number of parking bays	Cathy Aubertin	Council ultimately approved these recommendation at its meeting on 15 December.

		<p>available for each category of permit;</p> <ul style="list-style-type: none"> - Permits currently issued free of charge to various organisations be ceased; - Other permits which are not used often will be eliminated (as outlined at Paragraph 5.6 of the presented agenda report); - The Residents' Parking permit to be extended to allow parking from 3.00pm to 10.00am, with an increase in cost to £40, with this amendment being reviewed after one year; - The cost of permits to be as outlined at Paragraph 5.8 of the presented agenda report; and - All leisure-related permits will be reviewed in partnership with the new leisure contractor, with the exception of permits currently issued to Tone Leisure employees. 		
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OVERVIEW AND SCRUTINY PANEL

DRAFT ANNUAL WORK PROGRAMME – 2016-17

Date of Meeting	Report	Lead Officer
23 February 2017	Executive Forward Plan	Kathy Trant
	Devon and Cornwall Housing – Annual Update	Paul Crawford
	Street Naming and Numbering Briefing Paper	Kate Hamp
	Empty Homes Strategy Update	Ian Luscombe
	Task and Finish Group Updates	
	Transitional Resources – Quarterly Monitoring Report	Steve Mullineaux
	Quarterly Performance Measures	Jim Davis
	DNPA report on Sustainable Community Fund	Rob Sekula
Page 35 April 2017	Executive Forward Plan	Kathy Trant
	Sherford Project Update	Steve Jordan
	Health and Safety Policy Progress Report	Ian Luscombe
	Task and Finish Group Updates	
4 May 2017	Executive Forward Plan	Kathy Trant
	Draft Annual Report	Darryl White
	NEW Devon and South Devon and Torbay CCG Representatives	
	Task and Finish Group Updates	

Future items to be programmed:-

- Our Plan: South Hams Updates.

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