

At a Meeting of the **OVERVIEW & SCRUTINY COMMITTEE** held at the Council Chamber, Council Offices, Kilworthy Park, Drake Road, **TAVISTOCK** on **TUESDAY** the **18th** day of **MARCH 2014** at **2.00 pm**

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

Substitutes: Cllr M Benson for Cllr D M Horn

Head of Environmental Health and Housing
Executive Director (Resources)
Community Manager
Community Projects and Policy Officer
Housing Team Manager
Member Services Manager

In Attendance: Cllr C R Musgrave
Cllr T G Pearce
Mandy Kenyon – CAB
Christine Nightingale – CAB
David Rogers - Healthwatch

***O&S 39 APOLOGIES FOR ABSENCE**
Apologies for absence were received from Cllr D M Horn for whom Cllr M Benson attended as substitute.

***O&S 40 DECLARATIONS OF INTEREST**
Members and officers were asked to declare any interests in the items of business to be considered during the course of this meeting and the following were made:

Cllr M V L Ewings declared a personal interest in Item 6 Health and Wellbeing by virtue of being a member of Healthwatch Devon. She remained in the meeting and took part in the debate thereon.

***O&S 41 CONFIRMATION OF MINUTES**
The Minutes of the meeting held on 14 January 2014 were agreed and signed by the Chairman as a correct record.

***O&S 42 REVIEW OF CITIZEN ADVICE BUREAU SERVICES – TO INCLUDE ATTENDANCE OF CAB REPRESENTATIVE**

The Community Manager introduced the presented report and reminded Members that it arose from additional work requested by Overview and Scrutiny Committee at the meeting held in October 2013 (Minute *O&S 20 refers). The Community Manager then introduced the representatives from the Citizens Advice Bureau Services who were in attendance and who gave Members a presentation on their service.

Following the presentation, a number of questions were asked by Members and the following responses given:

- The service was capacity led and therefore email contact was not possible at this stage. It would be introduced once it could be properly resourced;
- Whilst there were concerns with the announcement of the merger there had been consultation and the new structure gave ownership and helped with the CAB profile and funding;
- The annual membership fee paid to the national system covered the use of the logo, audit, training, campaigning and profile. *[Post meeting note: at the request of the Committee CAB have confirmed the membership fee for 2014/15 as £5988 plus VAT of £1197.60, total payable £7185.60];*
- The service works on the basis of prevention and early intervention. In relation to the West Devon area, the service dealt with benefits, debt and employment issues. The service also worked closely with the Housing Options Team. The service gave an impartial independent voice.

The Members then considered the comparison figures in the presented appendix A. Finally, the Chairman requested a report later in the year to enable sufficient time for funding information relevant to setting the next Council budget to be considered. She suggested a revised style of report to include more statistical information split between Okehampton and Tavistock bureau.

It was then **RESOLVED** that:

- (i) The Overview and Scrutiny Committee recognised the work undertaken by the CAB and thanked them for that work; and
- (ii) A further report be presented to an Overview and Scrutiny Committee later in the year to include information in respect of funding.

***O&S 43 HEALTH AND WELLBEING**

The Chairman introduced David Rogers OBE who was a representative of Healthwatch and was attending to give a presentation to the Committee on the Healthwatch organisation.

Following the presentation, responses were given as follows:

- The public could interact with Healthwatch on a national and local level. Healthwatch Devon was based in Exeter and they were currently trying to enhance their profile. The Chairman confirmed that she was a member, that people could apply for membership and members received a regular newsletter updating them on the activities of Healthwatch Devon;
- Healthwatch encompassed not just hospital issues but also GPs, dentist and pharmacist matters;
- Healthwatch had replaced LINK so it was not an additional organisation but a replacement one, and the organisation wanted to take a partnership approach.

The Chairman concluded this item by advising that she intended to invite the Chief Executive of Healthwatch Devon to the October meeting of the Overview and Scrutiny Committee.

***O&S 44**

UPDATE ON TRANSFORMATION PROGRAMME T18

The Executive Director (Resources) updated the Committee on the progress of the T18 Programme and advised that business process re-engineering and new process maps would be the next task for which workshops would be starting in April to rework support services. Staff had been seconded into the Business Development Team to enable this work to be undertaken, and to ensure readiness for the next stage in relation to ICT.

ICT was in the middle of the procurement stage which was on target to be completed by the end of the month. The HR workstream was working towards sharing consultation information with Unison by 31 March 2014. Some staff had been involved in this work as they had expressed an interest following an earlier Staff Voice session. The recruitment proposal opened up all phases of recruitment to all staff and the Council was looking to adopt a blended approach to recruitment which took current and past performance into account as well as an assessment centre approach. A traditional interview may or may not be included.

In terms of accommodation, work was being undertaken at Follaton House to clear out old papers. This was not such an issue at Kilworthy Park as the building was newer.

The Chairman concluded by reminding Members of the forthcoming session for Members on 'Understanding and Managing Change'.

***O&S 45 UPDATE FROM THE TASK AND FINISH GROUP ON LOCALITY AND COMMISSIONING**

The Chairman updated the Committee with a statement that had been prepared by the officer leading the Task and Finish Group that advised Members of the progress to date.

Members noted that Eastbourne had a customised element to their website but this had been allowed for when their system was procured. Members had made the point that this should be considered during the WD/SH current ICT procurement phase.

A Member of the Task and Finish Group advised that the Group had discussed inviting the Leader of Eastbourne Council to attend a future meeting of the Task and Finish Group. The Chairman agreed and added that this should take place on a day when a number of Members would be able to attend. The Chairman would discuss this matter with the officer leading the Task and Finish Group.

***O&S 46 DEVON HOME CHOICE**

The Housing Team Manager introduced a report (page 16 to the agenda) that provided Members with details on any required changes to the agreed Devon Home Choice Policy. Publication of the report followed consultation with stakeholders, changes implemented by other Partners, and publication of guidance by the Department of Communities & Local Government regarding the provision of social housing for local people. The Housing Team Manager concluded that the report made clear that there were no proposed changes and it was recommended that Members agreed to continue with Devon Home Choice Policy and review again in 12 months time.

Members discussed in detail the implication of not including band E residents and how a Local Allocations Policy could override other considerations in some instances. Members also discussed that the terminology used, of 'no housing need', was misleading. In addition, there were inconsistencies in phrases used.

It was then **RESOLVED** that Members agree to continue with the Devon Home Choice Policy at the current time and review again in 12 months time.

***O&S 47 PERFORMANCE REPORT – PERFORMANCE INDICATORS (Q3 2013/14)**

The Chairman introduced a report (page 27 to the agenda) that provided Members with information on Key Performance Indicators at the end of quarter 3 for 2013/14. The information was set out with the Balanced Scorecard showing broad performance levels.

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

The Chairman had also received a statement from the Head of Planning, Economy and Community outlining that performance had suffered as a result of the staffing situation but measures had been taken to rectify this.

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

- Concern at the issues within the Planning Department, and the Committee did not expect to see this as an issue again;
- The difficulty in recruiting and retaining good planning officers and agency staff;
- Members were pleased to see the reduction in average call answer times;
- The weather had been awful and the economic climate had not improved yet car park income had increased therefore perhaps those reasons should not be used to justify decreasing income in future as they had in the past;
- The difficulty in finding a season ticket price on the website. Season tickets and Ringo should be promoted more;
- A Member was concerned that car park machines did not give change;
- The next meeting of Overview and Scrutiny Committee should have a report presented that included how the Ringo contract worked, how much income was generated through Ringo, and was this benchmarked; season ticket take up, benchmarking information, how the take up of season tickets could be increased, and excess income received from machines not paying change. This should be co-ordinated with work through the Car Parking Strategy Group set up through the Community Services Committee. A number of Members agreed and this was **PROPOSED, SECONDED** and on being put to the vote declared **CARRIED**.

It was then **RESOLVED** that:

- (i) The Key Performance Indicators for Q3 be noted and actions detailed considered to improve future performance;

- (ii) Members had considered appropriate action for Indicators at 'Red' status for two consecutive quarters and in respect of 'Number of Minor Applications determined within the statutory time frame' Members queried the Action response and whilst they agreed with the interpretation of the situation, expressed concern over the level of the response. Members noted the employment of additional staff and would hope the Department was on target for the next quarter as they were disappointed with the percentage level of performance;
- (iii) A report be presented to the next Overview and Scrutiny Committee that included how the Ringo contract worked, how much income was generated through Ringo and was this benchmarked; season ticket take up, benchmarking information, how the take up of season tickets could be increased, and excess income received from machines not paying change. This work should be co-ordinated through the Car Parking Strategy Group set up from Community Services Committee.

***O&S 48 DRAFT ANNUAL WORK PROGRAMME**

The Chairman asked Members to propose items that they may like to consider during the year 2014/15. Standing items included Health and Wellbeing, T18, and Community Safety. A review of the protocol between the Legal Department and the Planning Department was also scheduled for 2015. The Locality and Commissioning Task and Finish Group would also continue to update the Committee. A Member suggested that information on the role of the Locality Officer and how it would interface with Members would be important. Members were keen to continue receiving information in relation to Broadband, particularly in connection with the progress of T18 and the need for connectivity for Locality Officers for example. Finally, the Ambulance Trust was suggested as an outside organisation that could be invited to a future Overview and Scrutiny meeting.

***O&S 49 REGULATION OF INVESTIGATORY POWERS ACT 2000: REPORT ON INSPECTION AND AUTHORISATION**

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

(The meeting terminated at 4.35 pm)