

At a Meeting of the **OVERVIEW & SCRUTINY COMMITTEE** held at the Council Chamber, Council Offices, Kilworthy Park, Drake Road, **TAVISTOCK** on **TUESDAY** the **24th** day of **JUNE 2014** at **2.00 pm**

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

Executive Director (Resources)
Head of Environmental Health and Housing
Head of Planning, Economy and Community
Head of ICT and Customer Services
Community Manager
Community Projects and Policy Officer
Street Scene Manager
Waste Development and Contracts Manager
Member Services Manager

In Attendance: Cllr C R Musgrave Cllr T G Pearce
Cllr P R Sanders

***O&S 1 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Cllr M V L Ewings.

***O&S 2 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 but none were made.

***O&S 3 CONFIRMATION OF MINUTES**

The Minutes of the meeting held on 18 March 2014 were agreed and signed by the Chairman as a correct record.

***O&S 4 UPDATE ON TRANSFORMATION PROGRAMME T18**

The Executive Director (Resources) presented a report that set out progress to date of the T18 Transformation Programme, in order to ensure effective scrutiny.

During discussion the Director was praised for the clear and concise report. Members were advised that an application for funding would be made to the Government's Transformation Challenge Fund and the Council should know by July if they would be progressing to the next stage of the funding bid.

Members were also advised that whilst an additional business case would be needed if Torridge were to join the partnership, their contribution towards the overall cost of the project and therefore reduction in cost to

West Devon and South Hams was perhaps as important as any predicted savings.

In response to questions in relation to 'touch-down' points, the Executive Director confirmed that at this stage general information was being collected on suitable sites rather than specific information that would apply to each site chosen. She also confirmed that organisations being approached included town and parish councils and the police and that the current outreach scheme was being used as a starting point for those discussions.

One Member reiterated her previous request that the 'Love Clean Streets' application be included at the procurement stage of the new ICT system. The Executive Director advised that this application did not come from Civica but that there was budget to include it in the overall ICT package. Members also suggested a number of venues that may be suitable as 'touch down' points for staff.

It was then **RESOLVED** that the Overview and Scrutiny Committee note the progress to date on the Transformation Programme T18.

***O&S 5**

UPDATE ON LOCALITY AND COMMISSIONING

The Head of Planning, Economy and Community advised the Committee that the original Locality and Commissioning Task and Finish Group had not progressed as hoped for a number of reasons, although she was aware that Members had undertaken a great deal of research. As the Transformation Programme moved forward it had become evident that other strands of work should be incorporated such as Our Plan, Community Engagement and the role of the Locality Officers, particularly in respect of how they would work with Ward Members.

A Project Initiation Document would be discussed at the next meeting of SMT to expand the existing project to incorporate these other strands of work. If agreed at SMT, a meeting with Members would be arranged as quickly as possible in order to progress this new project.

One Member asked if communication was ongoing with the Police as in discussion with representatives of the Police it was evident that they did not know about the Council going through the Transformation Programme nor the potential impact on ways of working between Locality Officers and Police Community Support Officers. In response, officers confirmed that discussions were ongoing, particularly around accommodation, and that Police representatives would be attending a future SMT meeting. The Member asked that the same representatives attend the future workshop event to which the Leader and Chief Executive of Eastbourne District Council had been invited.

***O&S 6**

ANNUAL REVIEW OF THE SOUTH DEVON AND DARTMOOR COMMUNITY SAFETY PARTNERSHIP

The Head of Environmental Health and Housing introduced the report (page 10 to the agenda) that provided Members with the opportunity to scrutinise the work of the Community Safety Partnership (CSP) as defined by Sections 19 and 20 of the Police and Justice Act 2006 and the Crime and Disorder (Overview and Scrutiny) Regulations 2009. He also introduced Becca Hewitt, Manager of the Community Safety Partnership and Superintendent Michelle Slevin.

Becca took Members through the key elements of the report. With the agreement of the Chairman, she also circulated copies of the draft Strategic Assessment. Michelle expanded on the detail in relation to the crime data.

During discussion, the following points were raised:

- In relation to income raised from mobile CCTV cameras, the cameras became faulty which had an impact on the budget and it was no longer viable to use them;
- Rape and sexual offences were a priority for the force and following a recent review when the need for additional resources was identified a dedicated team of experienced detectives was now in place. It should also be noted that a lot of historical offences had been brought to light and whilst an increase in figures was never good, overcoming the stigma of reporting was important;
- Violence without injury crimes tended to be low level assault and generally had links to alcohol;
- In response to a query as to whether children were involved in the figures, Members were advised that data would include child victims and would also include child offenders over the age of 10 which was the age of criminal responsibility;
- Anti Social Behaviour offences could cover a broad spectrum and there was a target for the Partnership to reduce the figures by 5% per annum;
- The role of the street pastors should not be underestimated;
- Whether incidents such as cyclists travelling where they should not be and dogs fouling and being off leads where they should not be would be included in the figures. In terms of community issues such as cycling, PCSOs could take part in bespoke activity if the safety of the public was an issue. Dogs could be dealt with if reported. The Street Scene Manager added that draft Dog Control Orders had just been advertised and this would help with dog matters.

It was then **RESOLVED** that the Committee note the report and the achievements of the South Devon and Dartmoor Community Safety Partnership in 2013/14.

***O&S 7 MONITORING OF WEST DEVON COMMUNITY AND VOLUNTARY SERVICES, CITIZENS ADVICE BUREAU AND YOUNG DEVON SERVICE LEVEL AGREEMENTS FOR 2013/14**

The Community Projects and Policy Officer introduced the report (page 20 to the agenda) that reviewed the operation in 2013/14 of the Service Level Agreements (SLAs) with West Devon Community and Voluntary Services (WDCVS), including West Devon Volunteer Centre (WDVC), West Devon Citizens Advice Bureau (WDCAB) and Young Devon – Tavistock Youth Enquiry Service (YD).

During discussion the Community Projects and Policy Officer advised that a recent report highlighted that West Devon had the highest number of voluntary groups nationally.

Other points raised included the following:

- The percentage of new young volunteers was a positive statistic. A Member asked if previous year's figures could be provided for comparison;
- CVS had organised an event to celebrate volunteers and a Member who attended advised that this was a useful meeting. Thanks should be passed to volunteers for their immeasurable work;
- One Member raised concerns over whether the CAB provided value for money and felt they received too much funding. Another Member disagreed and felt that without the CAB many of the clients they help would come to the Borough Council for assistance;
- One Member raised concerns in respect of staffing levels of the CAB, particularly as drastic cutbacks could impact on the level of service provided. He was also concerned that funding may be concentrated on other areas rather than West Devon following the recent merger of CAB offices. The Community Manager reminded Members that the merger of CAB officers had been acknowledged and accepted, providing monies were used as set out in the SLA. Members could comment on delivery of the SLA, but could not comment on how the CAB was structured. It was agreed that Members would request an update on the reorganisation for the next meeting of Overview and Scrutiny;
- A Member questioned whether the CAB was reinventing the wheel in terms of debt advice, much of which was available through other sites such as Money Advice Service. In response, Members were advised that the CAB was able to offer face to face help, and very often the

other websites referred people to the CAB for their particular specialist knowledge.

It was then **RESOLVED** that Members had reviewed the performance of WDCVS, including WDVC, WDCAB and YD against the outcomes agreed in the SLAs and requested a further report giving an update on the reorganisation of the CAB.

***O&S 8 WEST DEVON BOROUGH COUNCIL GRANT SCHEME ALLOCATIONS 2013/14**

The Community Projects and Policy Officer presented a report (page 56 to the agenda) that provided the Committee with an update on projects supported through the West Devon Borough Council grant scheme in 2013/14.

Members asked for an additional column to be included in future reports so that the grant applied for could also be noted. In response to a query relating to two quotes being requested, the Community Projects and Policy Officer advised that the requirement for quotes was in line with financial procedure rules and larger projects did require three quotes.

It was then **RESOLVED** that the projects that had benefited from Council grant funding in 2013/14 had been reviewed and Members had recommended that future reports include information relating to amount of grant being applied for.

***O&S 9 CAR PARKING**

The Street Scene Manager introduced a report (page 66 to the agenda) that updated Members in respect of issues raised at the previous meeting of the Overview and Scrutiny Committee (Minute O&S 47 refers).

In terms of Ringo, this was now available in all West Devon Borough Council car parks. The Street Scene Manager outlined to Members how Ringo worked, and how the Civil Enforcement Officers knew which vehicles had registered. In response to a question relating to contactless payment, Members were advised that payment by telephone was possible through Ringo, but not payment by card. This had been investigated but the cost of the machines was prohibitive. If the Car Parking Strategy Group made the request then this could be looked at again.

In respect of season tickets and how they were publicised, the very fact that this report had been requested enabled a further press release to be issued. Members were pleased to note that the bold decision to reduce the price of season tickets had paid off as the number sold had increased, as had the income.

It was then **RESOLVED** that Members note the report.

***O&S 10 PERFORMANCE REPORT – PERFORMANCE INDICATORS (Q4 2013/14)**

The Head of ICT and Customer Services introduced a report (page 71 to the agenda) that provided Members with information on Key Performance Indicators at the end of quarter 4 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.

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

- Whilst Members noted concern at the red indicator for number of minor planning applications determined within the statutory time frame, the Head of Planning, Economy and Community did remind them that this red status was expected as it related to the last quarter of 2013/14 and the staffing levels did not improve until April 2014. She also advised Members that there would be further staffing changes, and that the team was managing significant change. The major applications figures were on target, and in addition, the target for minor applications did not take account of customer satisfaction and occasions when customers asked for decisions to be delayed for a variety of reasons;
- One Member stated that she had received complaints about planning enforcement and wondered if this Committee should be looking into enforcement matters. The Head of Planning, Economy and Community advised that there would always be enforcement issues and some of them took time to deal with. The Head of ICT and Customer Services reminded Members that this report was about performance management. Another Member felt that the Committee would be in danger of becoming involved in operational matters;
- The Waste Development and Contracts Manager explained that the red indicator for overall waste arising occurred as a result of incorrect data on residual waste being received from the waste disposal authority. Due to the way these statistics are reported to DEFRA, all errors had to be corrected in quarter 3 and could not be back dated. The high figure in quarter 4 is expected due to a seasonal peak after the festive season.

It was then **RESOLVED** that:

- (i) The Key Performance Indicators for Q4 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 agreed with the action response and in respect of 'Overall waste arising' they also agreed with the action response.

***O&S 11 ANNUAL REPORT FROM OVERVIEW AND SCRUTINY COMMITTEE TO COUNCIL**

Members were presented with a report (page 93 to the agenda) that set out the activities of the Committee throughout the 2013/14 Municipal year including membership, meetings, task and finish groups and topics covered. The report would be presented to the next meeting of full Council.

Members of the Committee agreed that they were happy for this report to go forward.

***O&S 12 DRAFT ANNUAL WORK PROGRAMME**

The Chairman asked Members to propose items that they may like to consider during the year 2014/15. The meeting in October 2014 would include the following additional items:

- Attendance by the Chief Executive of Healthwatch
- CAB update on reorganisation

Other items suggested included:

- a report on or attendance of street pastors
- a report on affordable housing and how there was a variance of affordable housing contributions, to include further information on the Teignbridge District Council model in relation to self build schemes
- an update on locality and commissioning (should be a standing item)
- the Chairman of the Strategic Leisure Working Group to be invited to update on progress in relation to the leisure contract
- a report on s106 funds
- Cllr Sanders to be invited to the March meeting to give an update on the Health and Wellbeing Board
- The role of locality officers
- CCG/Ambulance Trust

***O&S 13 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 4.25 pm)