

At a Meeting of the **OVERVIEW & SCRUTINY COMMITTEE** held at the Council Chamber, Council Offices, Kilworthy Park, Drake Road, **TAVISTOCK** on **TUESDAY** the **14th** day of **OCTOBER 2014** at **2.00 pm**

Present: Cllr D E Moyse – Vice-Chairman
Cllr S C Bailey Cllr C Hall
Cllr L J G Hockridge Cllr J B Moody
Cllr C R Musgrave Cllr D K A Sellis
Cllr J Sheldon Cllr D Whitcomb

Head of Environmental Health and Housing
Head of Planning, Economy and Community
Monitoring Officer
Business Development Officer
Member Services Manager

In Attendance: Cllr K A Clish Green

***O&S 14 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Cllr M V L Ewings and Cllr D M Horn for whom Cllr S C Bailey acted as substitute. Cllr K A Clish Green was unable to be present for the start of the meeting so Cllr C R Musgrave acted as her substitute.

***O&S 15 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 16 CONFIRMATION OF MINUTES**

The Minutes of the meeting held on 24 June 2014 were agreed and signed by the Chairman as a correct record.

***O&S 17 CAB UPDATE – PRESENTATION FROM STEPHEN DAVIS, CX OF TORRIDGE, NORTH, MID AND WEST DEVON**

Members were advised that this item would not proceed as Mr Davis was unable to attend. Members expressed their disappointment and requested that a meeting of the Committee be reconvened at the earliest possible date to enable this item to be considered.

***O&S 18 UPDATE ON TRANSFORMATION PROGRAMME T18**

The Business Development Officer presented a report of the Executive Director (Resources) that set out progress to date of the T18 Transformation Programme, in order to ensure effective scrutiny. He took Members through the main sections of the report and, in response to queries, clarified the terminology used.

During discussion the following points were raised:

- One Member questioned whether the Council was looking to work with partners such as the Police and Clinical Commissioning Group to provide a more cost effective and efficient service to residents. In response, it was confirmed that discussions had been undertaken with the Police and SMT was considering how to take this forward, as the vision was to have a multi-disciplinary team working in the locality;
- A number of Members raised concerns about the lack of wifi connectivity in the building at Kilworthy Park. In response, Members were advised that the hot desk areas would be fully wifi enabled to ensure agile workers could access their systems;
- One Member asked if a single phone number would be used for both Councils as a way of pulling the two Councils together. In response, he was advised that there was an expectation that both Councils would keep a local identity and a single phone number would not be used;
- One Member asked for an update on the funding bid to DCLG for Transformation Funding. Members were advised that the bid had got through the first stage but the timetable for further work was not yet known. It was also confirmed that the additional bid to support working with Torridge District Council was not likely to proceed;
- One Member asked about current staff morale. In response, Members were advised that it would be wrong to say everybody was happy as some staff had been through a tough process and some staff still had to go through the process. However, the staff who had gone through the process were looking forward and the team was working well;
- Members asked if there would be someone on site at Kilworthy Park who could address IT issues. Members were advised that a member of staff was in place who could assist in these matters and had a direct route to the IT helpdesk. Members also raised concerns with not being able to speak to members of staff or with being put through to staff located at South Hams District Council who had no understanding of local issues specific to West Devon. In response, it was accepted that there had been glitches and it was important to make sure that Members had confidence in the systems.

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

***O&S 19**

UPDATE ON LOCALITY AND COMMISSIONING MEMBER GROUP

The Head of Planning, Economy and Community updated the Committee on the progress of the Locality and Commissioning Member Group. She outlined that the Terms of Reference for the Group had been shared at Informal Council and that the first two meetings of the Group had covered the principles of Locality working and Members skill sets and behaviours. The next meeting would look at potential IT products for Members as the organisation would be paperless.

The issue of being paperless resulted in a great deal of debate. The Head of Planning, Economy and Community clarified that the mandate to officers was that paper agendas would not be published once T18 had been rolled out. Whilst a printer may be available in the building for Members to use, there would not be a member of staff who was able to spend time printing agendas from the Council website. Some Members said it was not acceptable to expect Members to work with e-versions of lengthy agendas, particularly if that Member had difficulty with looking at a screen for some time. Other Members were content to print their own agendas and would use a printer in the office, but this relied on the printer being situated in a position where wifi was available. The Head of Environmental Health and Housing added that a number of applications were being considered that would enable Members to annotate reports on screen and include notes and some Members were happy to embrace this new way of working.

To conclude, a Member stated that being paperless was about embracing progress and as long as the equipment and training was right it would be an exciting step forward. The principle of aiming for paperless should be commended. There would be a new generation of councillors coming forward who would be expecting new technology following the May 2015 local elections.

***O&S 20**

OMBUDSMAN UPDATE AND ANNUAL LETTER

The Monitoring Officer presented a report that considered the Local Government Ombudsman's Annual Review Letter 2014 regarding complaints received against the Council for the year 1 April 2013 to 31 March 2014.

During discussion, the following points were raised:

- Members noted that the larger percentage of issues related to planning matters and queried whether anything could be done to address this. The Monitoring Officer confirmed that the figures broadly matched the national picture and accepted that, for instance a reduction in staff numbers, would impact on performance. It was also pointed out, however, that the Ombudsman had found no case of maladministration against West Devon Borough Council;
- Members asked that thanks be noted to the Ombudsman Link Officer for his hard work in relation to dealing with complaints.

It was then **RESOLVED** that the Ombudsman Letter had been reviewed.

O&S 21 REGULATION OF INVESTIGATORY POWERS ACT (RIPA) POLICY AND UPDATE ON THE USE OF RIPA

The Monitoring Officer presented a report that reviewed the Council's Regulation of Investigatory Powers Act (RIPA) Policy and updated the Committee on the use of the Regulation of Investigatory Powers Act 2000 by the Council.

During discussion, the Monitoring Officer outlined the significant changes to the Policy and the corresponding legislation. It was also confirmed that the presented appendix of authorised officers would be amended once the appropriate staff were in place.

It was then **RESOLVED** that Council be **RECOMMENDED** that:

1. the amended RIPA Policy is approved and delegated authority is granted to the Monitoring Officer to make any necessary legislative or best practice changes to the Policy;
2. the four Service Leads are appointed as RIPA Authorising Officers following their appointment;
3. the Monitoring Officer appoints one of the legal team to be the RIPA Co-Coordinating Officer; and
4. the Committee notes that there have been no RIPA Authorisations in the last quarter.

***O&S 22 PERFORMANCE REPORT – PERFORMANCE INDICATORS (Q1 2014/15)**

The Head of Environmental Health and Housing introduced a report that provided Members with information on Key Performance Indicators at the end of quarter 1 for 2014/15. 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. He was able to confirm that action had been taken to address the issue of 'Average call answer time' and that SMT had agreed to recruit additional staff.

During discussion a Member felt that more concern should be generated in terms of performance that had not hit target for two consecutive quarters. Another Member felt the presentation of the report did not help Members to scrutinise effectively. The Head of Environmental Health and Housing confirmed that SMT was considering more meaningful indicators that would be appropriate once T18 was in place.

It was then **RESOLVED** that:

- (i) The Key Performance Indicators for Q1 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 'Average call answer time' Members agreed with the action response.

***O&S 23 DRAFT ANNUAL WORK PROGRAMME**

The Chairman asked Members to propose items that they may like to consider during the year 2014/15, particularly as there had been some criticism at the effectiveness of the Overview and Scrutiny Committee.

One Member felt that the Committee should scrutinise outside organisations and partner organisations that would have an impact on the residents of West Devon. It was also suggested that both the Chief Executive and Chairman of Healthwatch Devon be invited to the January meeting.

The Members particularly wanted to know more about the role of the locality officers, and considered that perhaps this could be joined with information about street pastors as there was an expectation that locality officers might work with street pastors in the future and an update on partnership working with roles that the Council was appointing would be helpful.

The Member Services Manager advised that a report on the January agenda would be presented as a result of queries raised at the Resources Committee. The report would detail how benefits overpayments were made and the work that went into recovering the overpaid benefit before the monies were written off.

***O&S 24 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 3.35 pm)