



West Devon  
Borough  
Council

## OVERVIEW & SCRUTINY (INTERNAL) COMMITTEE – DECISIONS LOG

Meeting Date	Report Title and Minute Ref.	Decision / Action	Officer / Member	Officer comments
14 June 2016	Committee Terms of Reference <b>O&amp;S(I) 5</b>	A Member requested that the formatting and layout of the Constitution be revisited to ensure that it was presented in a more reader friendly manner.	Catherine Bowen	
14 June 2016	Performance Measures <b>O&amp;S(I) 9</b>	Whilst the Dashboard was a relatively new concept that would evolve, it was agreed that the lead Hub Committee Member should work with officers to ensure that the performance information was up to date, accurate and relevant.	Darren Arulvasagam / Jim Davis / Cllr Edmonds	This is work in progress. Officers will work with Members to ensure this is completed over the next quarter.
14 June 2016	Performance Measures <b>O&amp;S(I) 9</b>	To monitor the effectiveness of the new telephony system and the action plan for the Contact Centre, the Committee requested that it receive a progress update on the Contact Centre at its meeting on 8 November 2016.	Anita Ley	Future work programme updated accordingly
14 June 2016	Performance Measures <b>O&amp;S(I) 9</b>	The view was expressed that it may be opportune for a twelve month review to be undertaken into the work of the Performance Measures T+F Group to ensure that the quarterly reports were still focusing upon the indicators of most interest and relevance to Members.	Darren Arulvasagam / Jim Davis	This is work in progress. Officers will work up a recommendation for approval by the lead Hub Committee Member in order for this to be presented for approval by the O&S committee this Autumn.
14 June 2016	Performance Measures	1. Members commented that they were noticing improvements in	Pat Whymer / Drew Powell	

	<b>O&amp;S(I) 9</b>	the Development Management Service and welcomed this trend; 2. A Member also wished to record the excellent service provided by the Democratic Services team.	Darryl White	
14 June 2016	Performance Measures <b>O&amp;S(I) 9</b>	A Member questioned whether reference in relevant performance measures should be made to other organisations (e.g. Citizens Advice Bureau). In reply, officers confirmed that they would look into this outside of the meeting, but did warn against double entries of similar information.	Darren Arulvasagam / Jim Davis	This will be considered as part of the 12 month review and ongoing work to ensure relevance and accuracy.
14 June 2016	Performance Measures <b>O&amp;S(I) 9</b>	Related to this point, the Head of Paid Service was also concerned at the long term sickness absence performance measure and felt that it would be helpful to have a detailed look at the data underpinning this indicator.	Steve Jorden / Andy Wilson	
14 June 2016	Draft Work Programme <b>O&amp;S(I) 10</b>	In light of the comments raised during the meeting, the Committee endorsed the proposal whereby an agenda item entitled: 'Overview of the Website Development' also be added to its agenda for 8 November 2016 meeting.	Steve Mullineaux	Future work programme updated accordingly.
14 June 2016	Draft Work Programme <b>O&amp;S(I) 10</b>	Assuming that full Council (at its meeting on 28 June 2016) approved the Hub Committee recommendations in respect of undertaking an interim review of the Transformation Programme (Minute HC 07 refers), it was agreed that the draft terms of reference for this review would be presented to the next Committee meeting on 19 July 2016.	Steve Jorden	Council approved this recommendation and the future work programme has been updated accordingly.