

## Scrutiny Proposal Form

(This form should be completed by sponsoring Member(s), Officers and / or members of the public when proposing an item for Scrutiny).

**Note:** The matters detailed below have not yet received any detailed consideration. The Overview and Scrutiny Panel reserves the right to reject suggestions for scrutiny that fall outside the District Council's remit.

Proposer's name and designation	Cathy Aubertin, Operational Manager (Environment Services)	Date of referral	4 <sup>th</sup> August 2016
Proposed topic title	Proposed review of South Hams permits by Member Task & Finish Group		
What needs to be scrutinised and why?	The number of permits available has become confusing and unwieldy. Other matters to consider include whether permits should continue to be valid in all towns, or if they should be limited to individual towns/ areas, plus, in order to achieve efficiencies and improve security, it is proposed that virtual permits be considered in place of the current paper permits.		
Link to national, regional and local priorities and targets	Not applicable		
Key Objectives Please keep to SMART objectives (Specific, Measurable, Achievable, Relevant and Timely)	To eliminate confusion (reduced customer enquiries). To improve security (less abuse and more effective enforcement). More control over where permits are used, which will lead to better management of parking provision. Reduced staff resource requirement, as customers will be able to self-serve if they choose. Review of charges to ensure that they are appropriate.		
How long do you think is needed to complete this exercise? (Where possible please estimate the number of weeks, months and meetings required)	2-3 months		
Is the matter one of concern to residents/local businesses?	<b>YES / NO</b>		

<p>Can Scrutiny influence and change things? (If yes, please state how you think Scrutiny can influence or change things).</p>	<p><b>YES / NO</b></p> <p>Members will have the opportunity to redesign the permit service currently provided, in order to simplify it and for it to become more cost-effective.</p>
<p>Does the matter relate to an underperforming service or area?</p>	<p><b>YES / NO</b></p> <p>The current requirement to produce paper permits has resulted in a temporary but large backlog in the Customer First team, causing frustration for customers.</p>
<p>Does the matter affect a large number of residents or a large geographical area of the County (If yes, please give an indication of the size of the affected group or area).</p>	<p><b>YES / NO</b></p> <p>Permits are available across the District.</p>
<p>To your knowledge, is anyone else looking at this matter? (If yes, please say who is looking at it).</p>	<p>No.</p>
<p>Where can relevant evidence and/or data be found?</p>	<p>Statistical information will be provided to the Task &amp; Finish Group.</p>

**Please return this form to: Darryl White, Democratic Services, South Hams District Council, Follaton House, Plymouth Road, Totnes, TQ9 5NE**

**Email: [darryl.white@swdevon.gov.uk](mailto:darryl.white@swdevon.gov.uk)**