

OVERVIEW & SCRUTINY PANEL – ACTIONS ARISING

Meeting Date	Report Title and Minute Ref.	Decision / Action	Officer / Member	Officer / Member comments and Target Date
19 January 2017	Public Forum O&S.60/16	A report was presented to the Overview and Scrutiny Panel at its meeting on 7 April 2016 entitled 'Income Generation Proposals' (Minute O&S.100/15 refers) which made reference to these proposals. Cllr Tucker confirmed that a copy of this report and appendices would be sent to Cllr Birch.	Darryl White	Report sent via email to Cllr Birch on 20 January 2017
19 January 2017	Performance Dashboards O&S.62/16	<p>The Panel expressed its support for the retention of the existing format of performance reporting whereby detailed reports are formally presented on a quarterly basis.</p> <p>The key indicators of interest to the Panel being in relation to the:</p> <ul style="list-style-type: none"> o Development Management Service; o Customer Contact Centre; o Revenue and Benefits service; o Number of Complaints; o Time taken to pay invoices; o Number of missed bin collections. <p>In respect of missed bins, Members requested that detailed comparative information be presented in the future to enable for the success of the new In-Cab technology to be gauged.</p> <p>At a future meeting, the Panel specifically requested that they be in receipt of a report that outlined exactly how the Revenue and Benefits service operated</p> <p>Members again asked that their thanks be passed on to the Customer Contact Centre staff for the demonstrable service improvements. In recognising that the</p>	<p>Jim Davis</p> <p>Jim Davis</p> <p>Jim Davis</p> <p>Isabel Blake</p> <p>Anita Ley</p>	<p>A Revenue and Benefits service overview has been scheduled for May 2017 meeting</p>

		number of calls and visitors had reduced, Members hoped that the new Council website (scheduled to go live in the upcoming weeks) would further assist with the Channel Shift agenda. Following earlier guarantees, the Panel was assured that Members would be given the opportunity to test the new website before it went live.	Steve Mullineaux	
19 January 2017	Task and Finish Group Updates (a) Dartmouth Lower Ferry O&S.63/16(a)	The Chairman advised that the next Group meeting was to be held on 1 February 2017 and it was hoped that a concluding report would be presented to the next Panel meeting on 23 February 2017.	Helen Dobby	
19 January 2017	Draft Annual Work Programme O&S.65/16	<p>As a consequence, the Panel requested that officers meet with the Panel Chairman and be given delegated authority to update the Work Programme accordingly.</p> <p>With regard to the future use of Follaton House, it was noted that current heating inefficiencies should be included in this project. On this specific aspect, Members recalled that a commitment had been previously given for Cllrs Hopwood and Wingate (who both had expertise in this area) to be fully involved in discussions with officers. However, the point was made that there had been no such dialogue held with them to date.</p>	<p>Darryl White / Cllr Saltern</p> <p>Stuart Truss</p>	Work programme updated as attached to this meeting agenda.