

## OVERVIEW & SCRUTINY PANEL – ACTIONS ARISING

Meeting Date	Report Title and Minute Ref.	Decision / Action	Officer / Member	Officer / Member comments and Target Date
6 July 2017	Actions Arising / Decisions Log <b>O&amp;S.21/17</b>	Officers gave an assurance that they would ask for a progress update to be circulated to all Members on the pre-application service review.	Kate Cantwell	
27 July 2017	Executive Forward Plan <b>O&amp;S.29/17</b>	<p>A Member made reference to a recent article that he had viewed from Wokingham Borough Council (WBC). The Member highlighted that WBC had set up a local housing company to provide an income stream back to its council through developing affordable housing and he felt that this should also be considered by South Hams District Council. As a way forward, it was agreed that the article should be circulated to all Members for their information and officers advised that colleagues had already been in touch with WBC and this matter would be looked at during the upcoming draft budget setting process.</p> <p>Members asked that the Transformation Programme Closedown agenda item be presented to its meeting on 9 November 2017 prior to its presentation to the Executive.</p>	<p>Alex Rehaag / Darryl White</p> <p>Neil Hawke</p>	<p>Article circulated to all Members accordingly.</p> <p>Work programme updated accordingly.</p>
27 July 2017	Transitional Resources Monitoring Report <b>O&amp;S.30/17</b>	In light of increasing volumes of work, officers still had concerns over the current capacity in the DM service and they anticipated that a further report would be presented to Members in the future that sought funding for additional resources in DM. A Member felt that certain aspects of the service (e.g. planning validation) were being undertaken by both Specialists and Case Managers and requested that such duplication of effort be eliminated. Whilst of the view that duplication was not as significant as had been indicated, officers	Steve Mullineaux / Pat Whymer	

		<p>did agree that there was scope for further service efficiency improvements to be made.</p> <p>Some Members who had accepted the recent invite to visit the Centre paid tribute to the excellent work being undertaken by the team but noted that some working practices were resulting in a duplication of effort.</p> <p>The Panel acknowledged that staff retention was an issue in the Contact Centre and it was agreed that the merits of imposing a condition on new members of staff not being able to apply for other internal posts for a prescribed period of time should be explored;</p> <p>Whilst noting that the rollout had been delayed from October 2017 to January 2018, some Members expressed a number of concerns regarding the potential impact arising from Universal Credits and it was agreed that officers would provide an update via a future Members' Bulletin edition.</p> <p><b>RESOLVED</b> That the Panel:</p> <ol style="list-style-type: none"> <li>1. endorse the contents of the Transitional Resources Monitoring Report and the progress to 31 March 2017; and</li> <li>2. insist that the Transformation Programme Closedown report (to be presented to the Panel meeting on 9 November 2017) include the most up to date available figures.</li> </ol>	<p>Anita Ley</p> <p>Steve Mullineaux</p> <p>Issy Blake</p> <p>Steve Mullineaux</p> <p>Lisa Buckle</p>	
27 July 2017	<p>Planning Enforcement Service Review</p> <p><b>O&amp;S.31/17</b></p>	<p>(a) The Panel felt that the Council's Locality Team could be upskilled further and become even more involved in supporting the Planning Enforcement Service;</p>	<p>Steve Mullineaux</p>	

		<p>(b) The Panel reiterated that there was a need for greater interaction between Members and those officers working in Planning Enforcement. In an attempt to keep resource implications to a minimum, the Panel requested that, initially as a pilot, a drop-in session be arranged for Members to be able to pre-book a timeslot with an Enforcement Officer to enable for an open discussion on live cases within their local ward;</p> <p>(c) In doubting whether even this additional resource would be sufficient, some Members asked lead officers and the lead Executive Member to keep a close watching brief on the case backlog;</p> <p>(d) A number of Members expressed their support for the creation of a Local Enforcement Plan. However, a Member felt that the proposed targets for 'Medium Priority' and 'Low Priority' investigations to commence were too long. Instead of the suggested one month and three months, the Member felt that these should be reduced to two weeks and four weeks respectively;</p> <p>(e) Upon the production of the latest schedule of enforcement cases, a Member requested that a brief progress update be added for each case.</p> <p><b>RESOLVED</b> That the Panel support the actions proposed and the ongoing monitoring of the Service by the Community Of Practice Lead and the Case Management Manager.</p>	<p>Pat Whymer / Darryl White</p> <p>Steve Mullineaux / Pat Whymer / Cllr Bastone</p> <p>Pat Whymer</p> <p>Pat Whymer</p> <p>Pat Whymer / Kate Hamp</p>	
27 July 2017	Street Naming and Numbering Policy <b>O&amp;S.32/17</b>	A number of Members expressed their support for the revised Policy but the request was made that, prior to its adoption, a final proofread be carried out to ensure that, where reference was made	Kate Hamp	

		<p>to consulting with the local town/parish council, local Ward Member(s) also be included.</p> <p>Officers gave a commitment to advise Members outside of the meeting as to whether or not property developers were sent a copy of the adopted policy upon the determination of their planning application(s).</p> <p><b>RECOMMENDED</b> That the Executive <b>RECOMMEND</b> to Council that the revised Street Naming and Numbering Policy be adopted.</p>	<p>Steve Mullineaux</p> <p>Kate Hamp</p>	<p>Recc to be presented, in the first instance, to the Executive meeting on 14 September</p>
27 July 2017	Q1 2017/18 Pls <b>O&amp;S.33/17</b>	<p>(i) the percentage of calls answered within 20 seconds. As part of the upcoming Performance Measures Task and Finish Group Review, Members asked that the merits of the 20 seconds target be given particular consideration;</p> <p>(ii) long-term sickness absence. It was noted that an overview of the monitoring process for sickness absence was currently scheduled on the Panel Work Programme for consideration at its next meeting on 24 August 2017;</p>	<p>Cllr Hicks</p> <p>Andy Wilson</p>	
27 July 2017	SH/WD JSG Update <b>O&amp;S.34/17</b>	<p>- It was agreed that officers would provide Members with the background information concerning the formation of the JSG and its terms of reference;</p> <p>- In addition, it was agreed that the need for JSG meeting notes to be given exempt classification would be reconsidered by the Council's Monitoring Officer. Finally, the current practice whereby JSG meetings were hosted either in Totnes or Tavistock was asked to be reviewed, with a request made for all future meetings to be held in</p>	<p>Darryl White</p> <p>Catherine Bowen</p> <p>Neil Hawke</p>	

		Ivybridge.  <b>RESOLVED</b> That, in the event of the Council agreeing to pursue the Single Council proposal, the Panel review the outputs of the consultation process and provide feedback at its meeting on 5 October 2017.	Nadine Trout	Work Programme Updated accordingly
27 July 2017	Task and Finish Group Updates: Dartmouth Lower Ferry <b>O&amp;S.35/17(a)</b>	By way of an update, the Chairman of the Task and Finish Group advised that a detailed report would be presented to the next Panel meeting on 24 August 2017.	Helen Dobby	Work Programme Updated accordingly
27 July 2017	Task and Finish Group Updates: Discretionary Grant Funding <b>O&amp;S.35/17(b)</b>	Ultimately, it was the aim of the Group to present its final recommendations to the Panel meeting on 5 October 2017.	Nadine Trout	Work Programme Updated accordingly
27 July 2017	Task and Finish Group Updates: Performance Measures <b>O&amp;S.35/17(c)</b>	Officers were now in the process of setting a date for the first Joint Group meeting.	Steve Mullineaux / Darryl White	
27 July 2017	Actions Arising / Decisions Log <b>O&amp;S.36/17</b>	When questioned, the Head of Paid Service gave a commitment to establish exactly when officers would be in a position to present to the Panel the Schedule listing all Section 106 Agreements (Minute O&S.16/17 refers).	Steve Jordan	
27 July 2017	Annual Work Programme <b>O&amp;S.37/17</b>	(a) With regard to representatives from the NEW Devon and South Devon and Torbay Clinical Commissioning Groups attending a future Panel meeting, it was agreed that it would be more appropriate for this item to be scheduled on to the agenda for a future Informal Council session;  (b) Whilst noting that a Joint Local Plan Update was due for consideration by the Panel on 5 October 2017, it was requested that, in the meantime, a brief progress update be circulated to	Darryl White  Tom Jones / Cllr Hicks	

		<p>all Members on behalf of the Joint Steering Group;</p> <p>(c) It was agreed that the Panel Chairman should exercise his discretion to schedule a future agenda item on to the Work Programme in relation to the Devon Building Control Partnership;</p> <p>(d) In response to a request regarding Air Quality and Air Pollution, it was agreed that, in the first instance, a Briefing Note should be produced and circulated to all Members outside of this meeting.</p>	<p>Cllr Saltern / Darryl White</p> <p>James Kershaw</p>	<p>Note circulated to all Members on Friday, 28 July.</p>
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