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WEST DEVON OVERVIEW AND SCRUTINY COMMITTEE - THURSDAY, 27TH NOVEMBER, 2014

Agenda, Reports and Minutes for the meeting

Agenda No	Item
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1. **Agenda Letter** (Pages 1 - 4)
2. **Reports**
3. **Minutes** (Pages 5 - 6)

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Agenda Item 1

AGENDA – OVERVIEW & SCRUTINY COMMITTEE – 27th NOVEMBER 2014

PART ONE - OPEN COMMITTEE

1. **Apologies for absence**

2. **Declarations of Interest**

Members are invited to declare any personal or disclosable pecuniary interests, including the nature and extent of such interests they may have in any items to be considered at this meeting.

If Councillors have any questions relating to predetermination, bias or interests in items on this Agenda, then please contact the Monitoring Officer in advance of the meeting.

3. **Items Requiring Urgent Attention**

To consider those items which, in the opinion of the Chairman, should be considered by the Meeting as matters of urgency.

4. **CAB UPDATE**

Presentation from Mr Stephen Davis, the Chief Executive of Torridge, North, Mid and West Devon CAB

This item was postponed from the Committee's meeting held on 14th October 2014.

PART TWO ITEMS WHICH MAY BE TAKEN IN THE ABSENCE OF THE PUBLIC AND PRESS ON THE GROUNDS THAT EXEMPT INFORMATION IS LIKELY TO BE DISCLOSED (if any)

If any, the Committee is recommended to pass the following resolution:-

“RESOLVED that under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the Meeting the grounds that exempt information may be disclosed as defined in Part I of Schedule 12A to the Act”.

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STRATEGIC RISK ASSESSMENT

Reports to Members

Members will be aware of the requirement to take account of strategic risk in decision making. This note is designed to support Members consider strategic risks as part of the assessment of reports from officers.

There are an increasing number of issues that we have a statutory requirement to take into account which affect all aspects of the Council's policies and service delivery (e.g. Human Rights Act). There are also discretionary issues we choose to highlight in our reports (e.g. Financial Implications, and Impact on Council Priorities and Targets). Common Law duty requires Local Authorities to take into account all things they need to take into account! The Courts hearing Judicial Review applications make this their starting point in deciding whether any decision is reasonable.

Officers have a responsibility to assess the implications of recommendations to Members. Members should ensure that before making a decision they have undertaken a similar consideration relating to the risks associated with the report.

Examples of risk to be considered:-

Statutory Requirement :

- Equalities and Discrimination, particularly Race Equality. (Consider the impact on each of the following equality areas: Race, Religion and Belief, Gender, Sexual Orientation, Disability, Age)
- Human Rights
- Crime and Disorder
- Health and Safety
- Employment Legislation
- Data Protection
- Freedom of Information
- Corporate activity with an impact on Areas of Outstanding Natural Beauty, National Parks, Sites of Special Scientific Interest, and biodiversity

Corporate Requirement :

- Impact on Council's Reputation
- Impact on Priorities, Cross-Cutting themes, Targets and / or Commitments
- Impact on Standing Orders / Financial Regulations
- Impact on Council's Assets
- Financial Risks
- Compliance with National Policies and Guidance
- Impact on Sustainability

Members' attention is drawn to the Risk Assessment section within each report. Members are encouraged to consider whether the report has satisfactorily identified all likely negative impacts and mitigating action that will be taken. Members also need to consider the opportunities presented by actions, noting that any change entails an element of risk. The challenge is to effectively manage that risk.

RISK SCORING MATRIX

Impact/Severity		Target impact	Stakeholder impact	Finance impact
1	Insignificant	Low impact on outcome & target achievement & service delivery	Low stakeholder concern	Low financial risk
2	Minor	Minor impact on outcome & target achievement & service delivery	Minor stakeholder concern	Minor financial risk
3	Moderate	Moderate outcome & target achievement & service delivery	Moderate stakeholder concern	Moderate financial risk
4	Serious	High impact on outcome & target achievement & service delivery	High stakeholder concern	High financial risk
5	Very serious	Very high impact on outcome & target achievement & service delivery	Very high stakeholder concern	Very high financial risk
Likelihood/Probability		Risk	Opportunity	
1	Very low	Negligible chance of occurrence; has not occurred	Possible opportunity yet to be investigated with low likelihood of success	
2	Low	Low chance of occurrence; has occurred infrequently but within internal control	Opportunity being investigated with low likelihood of success	
3	Medium	Equal chance of occurrence or non occurrence; could occur more than once and be difficult to control due to external influences	Opportunity may be achievable with careful management	
4	High	More likely to occur than not occur; has occurred more than once and difficult to control due to external influences	Good opportunity which may be realised	
5	Very high	Very high chance of occurrence but not a certainty; has occurred recently	Clear reliable opportunity with reasonable certainty of achievement	

Risk score = Impact/Severity x Likelihood/Probability

Likelihood	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5
	0	1	2	3	4	5
Impact						

Agenda Item 3

At a Special Meeting of the **OVERVIEW & SCRUTINY COMMITTEE** held in Meeting Room 3, the Council Offices, Kilworthy Park, Drake Road, **TAVISTOCK** on **THURSDAY** the **27th** day of **NOVEMBER 2014** at **2.30 pm**

Present:

Cllr D E Moyse – Vice-Chairman
Cllr K A Clish Green Cllr C Hall
Cllr D K A Sellis Cllr D Whitcomb

Community Manager
Member Services Manager

In Attendance: Cllrs W G Cann OBE, A F Leech and C R Musgrave

***O&S 25 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Cllr M V L Ewings, Cllr L J G Hockridge, Cllr D M Horn, Cllr J B Moody and Cllr J Sheldon.

***O&S 26 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 27 CAB UPDATE – PRESENTATION FROM STEPHEN DAVIS, CHIEF EXECUTIVE OF TORRIDGE, NORTH, MID AND WEST DEVON**

The Chief Executive, Mr Davis, began by apologising for being unable to attend the previous meeting, and also by introducing his Chairman, Mr John Silver.

Mr Davis presented a powerpoint presentation in a ‘dashboard’ style that included information relating to both the Tavistock and Okehampton offices of the CAB. (Post Meeting Note: the presentation has since been circulated to Members for their information).

Members asked a number of questions and points during the presentation and these included the following:

- One Member asked if there had been an impact as a result of the welfare reforms. Mr Davis responded that there had not been much of an impact yet but there were concerns about the introduction of Universal Credit which was due to roll out during the spring;
- Mr Davis did advise Members that a recent area of support was to residents in receipt of Job Seekers Allowance as they were increasingly expected to interact online and the CAB was looking at how to facilitate this;

- In response to queries about the generic 'Advice Line' number, Mr Davis advised that Devon County Council was keen to continue with this but from 1 April 2015 it would be more structured.

There would be a need for the bureau to respond to more calls and there could be capacity issues. In addition, many volunteers wanted to help people on a face to face basis, they did not volunteer to sit in a 'call centre' environment. Volunteers were now recruited on the basis of supporting clients in a number of different formats;

- Mr Davis outlined how someone needing a face to face appointment would be helped if the call was taken elsewhere within Devon;
- In response to concerns that the bureau was not answering enough calls Mr Davis advised that other providers were being looked at to see if they could assist, for example Consumerline;
- Mr Davis explained that volunteers able to assist with debt relief orders had to be registered with HMRC and debt issues were difficult to resource. Some clients found it hard to introduce the necessary discipline but the bureau could not continue to support them indefinitely;
- Mr Davis advised that Okehampton would be a prime office for the delivery of the Advice Line service and Key Performance Indicators would be set. The service would be changing drastically. There were 11 offices that could be used for face to face appointments but the need for static offices would diminish and there was a need to be able to utilise 'pop up' offices;
- Mr Davis confirmed that there was no intention to withdraw the service from Tavistock. The bureau was keen to make changes that would ensure the long term sustainability of the service in West Devon;
- Members discussed the impact of the change in opening hours on volunteers and the need to recruit volunteers who could work in a new way. Going forward, Mr Davis expect the bureau to undertake more commissioning and scrutinise how it can deliver services in a more effective way';
- A Ward Member for Okehampton East raised concerns following the changes that had taken place within the Okehampton office. The Chairman of the CAB responded to the points raised and confirmed that people could attend the Board meetings that were held;
- Finally, Members recognised the importance of the CAB as an organisation and how the Borough Council would come under more pressure if the CAB did not exist.

(The meeting terminated at 4.15 pm)