

West Devon Overview and Scrutiny (Internal) Committee



West Devon
Borough
Council

Title:	Agenda										
Date:	Tuesday, 9th June, 2015										
Time:	3.30 pm										
Venue:											
Full Members:	<p style="text-align: center;">Chairman Cllr Musgrave Vice Chairman Cllr Yelland</p> <p><i>Members:</i></p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>Cllr Davies</td> <td>Cllr Edmonds</td> </tr> <tr> <td>Cllr Evans</td> <td>Cllr Hockridge</td> </tr> <tr> <td>Cllr Kimber</td> <td>Cllr McInnes</td> </tr> <tr> <td>Cllr Mott</td> <td>Cllr Moyse</td> </tr> <tr> <td>Cllr Sellis</td> <td></td> </tr> </table>	Cllr Davies	Cllr Edmonds	Cllr Evans	Cllr Hockridge	Cllr Kimber	Cllr McInnes	Cllr Mott	Cllr Moyse	Cllr Sellis	
Cllr Davies	Cllr Edmonds										
Cllr Evans	Cllr Hockridge										
Cllr Kimber	Cllr McInnes										
Cllr Mott	Cllr Moyse										
Cllr Sellis											
Interests – Declaration and Restriction on Participation:	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.										
Committee administrator:											

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. Committee Terms of Reference **1 - 4**

5. Public Forum **5 - 6**

A period of up to 15 minutes is available to deal with issues raised by the public.

6. Hub Committee Forward Plan **7 - 12**

If any Member seeks further clarity, or wishes to raise issues regarding any future Hub Committee agenda item, please contact Member Services before **12 noon on Thursday, 4 June 2015** to ensure that the lead officer(s) are aware of this request in advance of the meeting

7. Update on Transformation Programme T18

To consider a verbal update on the Transformation Programme

8. Performance Indicators (Q4 2014/15) **13 - 18**

To consider a report that provides Members with information on the Key Performance Indicators at the end of Quarter 4 for 2014/15

9. Members Proposal Form for Potential Agenda Items **19 - 20**

10. Draft Work Programme 2015/16 **21 - 22**

This page is intentionally left blank

Overview and Scrutiny Committees: Terms of Reference

Please refer to the Overview & Scrutiny Procedure Rules in Part 4 of the Constitution for details on composition, membership, eligibility, powers and duties.

1. General Role

1.1. The Council will appoint two Overview & Scrutiny Committees with the following functions. Each Overview & Scrutiny Committee will:

- 1.1.1. review and/or scrutinise decisions made or actions taken in connection with the discharge of any of the Council's functions;
- 1.1.2. make reports and/or evidence based recommendations to the Council and any committee or joint committee in connection with the discharge of any functions;
- 1.1.3. consider any matter affecting the area or its inhabitants;
- 1.1.4. make reports and/or evidence based recommendations to the Council and/or its Committees and/or any joint committee on matters which affect the Council's area or the inhabitants of that area; and
- 1.1.5. exercise the right to call-in, for reconsideration, decisions made but not yet implemented by the Hub Committee.

2. Specific functions

Each Overview and Scrutiny Committee may (within its own thematic area):

2.1. Policy development and review

- (i) review existing policy and recommend changes to such policy or the creation of new policy;
- (ii) assist the Council in the development of its **Budget and Policy Framework** by in-depth analysis of policy issues;
- (iii) conduct research, involve the community and carry out other consultation in the analysis of policy issues and possible options;
- (iv) consider and implement ways to encourage and enhance community participation in the development of policy options;

- (v) question members of committees and senior officers about their views on issues and proposals affecting the area; and
- (vi) liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working.

In so doing, Overview and Scrutiny Committees will be able to:

- (a) Select significant issues to investigate, which are both strategic and linked to the Council's Corporate Priorities;
- (b) Undertake pre-investigation project planning: drawing up terms of reference, plan for research methods to be used, timescales, officer support and reporting mechanisms;
- (c) Involve partners, the public and outside experts: this can take the form of presenting orally or in writing evidence around the topic under investigation;
- (d) Report findings and make evidence based recommendations to the appropriate Committee;
- (e) Follow up on action agreed to ensure that Overview and Scrutiny Committee decisions have been implemented.

The focus of a policy development and review exercise could be on:

- Whether the intended policy outcomes have been achieved;
- Whether services have been taken up by the intended client group;
- Processes used in service delivery;
- Assessing whether service provision is addressing the needs of the community;
- How satisfied customers are with current service provision;
- Whether resources are allocated effectively for the service.

The policy development and review function could be discharged in a number of ways including:

- Meetings of the relevant whole Overview and Scrutiny Committee;
- Task and Finish Review Groups comprised of a selection of Overview and Scrutiny Committee Members, as well as potentially other co-opted Member (e.g. external experts), members of the community and the relevant lead Hub Committee Member.

2.2. Scrutiny

- (i) hold the Hub Committee Members to account;
- (ii) review and scrutinise the performance of committees and Council officers and decisions made both in relation to individual decisions and over time;
- (ii) review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or particular service areas;
- (iii) question members of committees and senior officers about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions, initiatives or projects when necessary;
- (iv) exercise the right to call-in, for re-consideration, decisions made but not yet implemented by any committee, where appropriate;
- (v) make evidence based recommendations to the appropriate committee and/or Council arising from the outcome of the scrutiny process;
- (vi) review and scrutinise, with or without others, the performance and activities of other public bodies in the area on any relevant, general or specific issue;
- (vii) question and gather evidence from any person (with their consent) when necessary; and
- (viii) exercise overall responsibility for the work programme of the officers employed to support their work.

2.3. Partnership arrangements

The Overview and Scrutiny Committees shall be responsible for the monitoring of partnership arrangements in accordance with the Council's Partnership Policy.

2.4. Joint Working

Subject to the agreement of both respective Chairmen, the Overview and Scrutiny Committees shall have the ability to establish joint task and finish groups with South Hams District Council Members to consider (any) cross-cutting issues that are of significant interest or concern to both councils.

2.5. Finance

The Overview and Scrutiny Committees shall exercise overall responsibility for the finances made available to them.

2.6. Annual report

The Overview and Scrutiny Committees shall report annually to Council on its workings and make evidence based recommendations for future work programmes and amended working methods if appropriate.

3. Broad Thematic Area of each Overview & Scrutiny Committee

Overview & Scrutiny Committee	Thematic Area:
Internal	To consider and scrutinise how the Council is performing as an organisation (e.g. performance, culture, internal policies and organisation strategies (including T18)).
External	To consider and focus on the impact the Council and its partners are making on our customers and communities (e.g. the Health and Wellbeing agenda and Community Safety).

Proceedings of Overview and Scrutiny Committees

The Overview and Scrutiny Committees will conduct their proceedings in accordance with the [Overview and Scrutiny Procedure Rules](#) set out in Part 4 of this Constitution.

PUBLIC FORUM PROCEDURES

(a) General

Members of the public may raise issues and ask questions at meetings of the Overview and Scrutiny Committee. This session will last for up to fifteen minutes at the beginning of each meeting.

(b) Notice of Questions

An issue or question may only be raised by a member of the public provided that they have given written notice (which may be by electronic mail) to Darryl White (darryl.white@swdevon.gov.uk) by 5.00pm on the Thursday, prior to the relevant meeting.

(c) Scope of Questions

An issue may be rejected by the Monitoring Officer if:

- it relates to a matter within the functions of the Planning and Licensing Committee;
- it is not about a matter for which the local authority has a responsibility or which affects the district;
- it is offensive, frivolous or defamatory;
- it is substantially the same as a question which has previously been put in the past six months; or
- it requires the disclosure of confidential or exempt information.

This page is intentionally left blank

WEST DEVON BOROUGH COUNCIL: HUB COMMITTEE FORWARD PLAN

This is the provisional forward plan for the six months starting 9 June 2015. It provides an indicative date for matters to be considered by the Hub Committee. Where possible, the Hub Committee will keep to the dates shown in the plan. However, it may be necessary for some items to be rescheduled and other items added.

The forward plan is published to publicise consultation dates and enable dialogue between the Hub Committee and all councillors, the public and other stakeholders. It will also assist the Council's Overview and Scrutiny Committees in planning their contribution to policy development and holding the Hub Committee to account.

The Plan is published in hard copy and on the Council's website (www.westdevon.gov.uk)

Members of the public are welcome to attend all meetings of the Hub Committee, which are normally held at Kilworthy Park, Tavistock, and normally start at 2.00 pm.

If advance notice has been given, questions can be put to the Hub Committee at the beginning of the meeting.

The Hub Committee consists of nine Councillors. Each has responsibility for a particular area of the Council's work.

Cllr– Leader

Cllr– Deputy Leader

Cllr– Lead Member for Commercial Services and Contracts

Cllr– Lead Member for Customer First

Cllr– Lead Member for Economy

Cllr – Lead Member for Environment

Cllr– Lead Member for Health and Wellbeing

Cllr- Lead Member for Resources and Performance

Cllr – Lead Member for Planning and Strategic Housing

Further information on the workings of the Hub Committee, including latest information on agenda items, can be obtained by contacting the Member Services Section on 01822 813662 or by e-mail to member.services@westdevon.gov.uk

All items listed in this Forward Plan will be discussed in public at the relevant meeting, unless otherwise indicated for the reasons shown

DECISIONS TO BE TAKEN BY THE HUB COMMITTEE

Service	Title of Report and summary	Lead Officer and Member	Decision maker	Anticipated date of decision
	Confirmation of Allocation of Lead Member Roles on Hub Committee		Hub Committee	9 June 2015
Strategy & Commissioning	Okehampton Rural Business Centre*		Hub Committee	9 June 2015
Customer First	Health and Safety – to consider a report that updates the Health and Safety policy and statement		Council	9 June 2015
Support Services	Write Off Report (Q1 2015/16) - to update Members on write offs for all revenue streams within the Revenue and Benefits service	LB/Cllr ?	Hub Committee	14 July 2015
Support Services	Data Protection Policy – to recommend a new Joint Data Protection Policy	CBowen/Cllr ?	Council	14 July 2015
SLT	T18 Budget Monitoring – to update Members on the financial position of the T18 Programme	LB/Cllr ?	Hub Committee	14 July 2015
				4 August 2015
Support Services	Medium Term Financial Strategy 2016/17 onwards – to update the Medium Term Financial forecast with a view to setting a direction of travel for the next four years	LB/Cllr ?		22 Sept 2015
Commercial Services	Waste Contract Procurement -	JS/Cllr ?		22 Sept 2015
Customer First	Devon Home Choice & Local Allocations Policy Review	IB/Cllr?	Council	22 Sept 2015
Customer First	Council Tax Reduction Scheme – to update on the Council Tax Reduction Scheme	IB/Cllr ?	Council	22 Sept 2015
Support Services	Revenue Budget Monitoring - to update Members on the latest revenue budget position	LB/Cllr ?	Hub Committee	27 October 2015
Support Services	Capital Programme Monitoring – to update Members on the financial position of capital projects	LB/Cllr ?	Hub Committee	27 October 2015
SLT	T18 Budget Monitoring - to update Members on the financial position of the T18 Programme	LB/Cllr ?	Hub Committee	1 Dec 2015
Support Services	Write Off Report (Q2 2015/16) - to update Members on write offs for all revenue streams within the Revenue and Benefits service	LB/Cllr ?	Hub Committee	1 Dec 2015

Support Services	Draft Budget Proposals for 2016/17 -		Council	1 Dec 2015
Support Services	Draft Capital Programme Proposals for 2016/17 -		Council	1 Dec 2015
Support Services	Revenue Budget Proposals for 2016/17 -	LB/Cllr ?	Council	26 January 2016
Support Services	Capital Programme Proposals for 2016/17 -	LB/Cllr ?	Council	26 January 2016
Support Services	Council Tax Resolution 2016/17 –	LB/Cllr ?	Hub Committee	25 February 2016
Support Services	Revenue Budget Monitoring - to update Members on the latest revenue budget position	LB/Cllr?		25 February 2016
Support Services	Capital Programme Monitoring – to update Members on the financial position of capital projects	LB/Cllr?	Hub Committee	25 February 2016
SLT	T18 Budget Monitoring - to update Members on the financial position of the T18 Programme	LB/Cllr?	Hub Committee	25 February 2016
Support Services	Write Off Report (Q3 2015/16) - to update Members on write offs for all revenue streams within the Revenue and Benefits service	LB/Cllr?	Hub Committee	25 February 2016
Customer First	Homeless Strategy -	IB/Cllr ?	Council	22 March 2016
Support Services	Revenue Budget Monitoring - to update Members on the latest revenue budget position	LB/Cllr?	Hub Committee	May 2016
Support Services	Capital Programme Monitoring – to update Members on the financial position of capital projects	LB/Cllr?	Hub Committee	May 2016
SLT	T18 Budget Monitoring - to update Members on the financial position of the T18 Programme	LB/Cllr?	Hub Committee	May 2016
Support Services	Write Off Report (Q4 2015/16) - to update Members on write offs for all revenue streams within the Revenue and Benefits service	LB/Cllr?	Hub Committee	May 2016

* Exempt Item (This means information contained in the report is not available to members of the public)

SJ – Steve Jordan – Executive Director Strategy and Commissioning and Head of Paid Service

SH – Sophie Hosking – Executive Director Service Delivery and Commercial Development

LB – Lisa Buckle – Finance COP Lead and s151 Officer

HD – Helen Dobby – Group Manager Commercial Services

SM – Steve Mullineaux – Group Manager Support Services

CB – Chris Brooks – COP Lead Assets

IB – Isabel Blake – COP Lead Housing, Revenues and Benefits

JS – Jane Savage – Lead Specialist Waste Strategy

CBowen – Catherine Bowen – Monitoring Officer

TB – Tracey Beeck – Group Manager Customer First

SLT – Senior Leadership Team



**West Devon
Borough
Council**

This page is intentionally left blank

Agenda Item 8

Report to: **Overview and Scrutiny (Internal) Committee**

Date: **9 June 2015**

Title: **PERFORMANCE INDICATOR REPORT –
QUARTER 4 (2014/15)**

Portfolio Area: **All**

Wards Affected: **All**

Urgent Decision: **N** Approval and clearance obtained: **Y**

Date next steps can be taken:
(e.g. referral on of recommendation or
implementation of substantive decision)

**Hub Committee –
14 July 2015**

**Overview and
Scrutiny
Committee –
Autumn 2015**

Authors: **Steve Jorden**
**Head of Paid
Service**

Sophie Hosking
**Executive Director (Service
Delivery and Commercial
Development)**

Contact: steve.jorden@swdevon.gov.uk and
sophie.hosking@swdevon.gov.uk

Recommendations:

- 1. That the Key Performance Indicators for Quarter 4 be noted;**
- 2. That Members consider any appropriate action for Indicators at 'Red Status' for two consecutive quarters; and**
- 3. That the Committee endorse a review being undertaken into the Performance Measures and welcome a report being presented back to Members in the autumn.**

1. Executive summary

- The Balanced Scorecard (as outlined at Appendix A) illustrates broad performance levels at the end of Quarter 4 for 2014/15.

- The Committee will note from the Balanced Scorecard that there are three indicators which are at 'red status' (i.e. 10% or more below target).
- Of these three, two indicators have been at red status for two or more consecutive quarters. As a consequence, a minuted response of the action required is necessary. These two indicators are as follows:-
 - *ICT & CS: Average call answer time; and*
 - *PEC: % of Minor Applications determined within statutory time frame.*
- As was predicted when the Quarter 3 performance report was presented to the Overview and Scrutiny Committee on 24 March 2015, these indicators have yet to improve due to capacity issues, which are being addressed through an extensive recruitment drive (Minute O&S 42/14 refers).
- Given the Transformation Programme and the Council's new operating model (including the Locality working approach), officers consider it is now timely for a review to be undertaken into the appropriateness of the performance measures which are presented. Officers intend for this review to also include how this information is captured, monitored and reported to Members, in order to best demonstrate that services are delivering against the Council's adopted Corporate Priorities. It is intended that this review will be reported to the Committee during the autumn months.

2. Background

- The current set of performance indicators came from a review which was undertaken by a Task and Finish Group in 2011/12.

3. Outcomes/outputs

- Within the Council Constitution, the Committee is responsible for overseeing performance management at the Council to ensure that poor and/or deteriorating performance is addressed.

4. Options available and consideration of risk

- In the event of there being a lack of relevant performance data being regularly monitored and reported, there is a risk of the Council being unable to establish its performance levels and identify any subsequent improvement plans.

5. Proposed Way Forward

- As outlined above, it is intended that a belt and braces review be undertaken into the performance indicators currently measured, with a report being presented back to the Committee in the autumn.

6. Implications

Legal/Governance		The Council Constitution currently requires the Committee to receive quarterly performance monitoring reports.
Financial		There are no significant financial implications directly related to this report
Risk		There are no significant risks directly related to this report.
Comprehensive Impact Assessment Implications		
Equality and Diversity		There are no equality and diversity implications directly related to this report.
Safeguarding		There are no safeguarding implications directly related to this report.
Community Safety, Crime and Disorder		There are no community safety or crime and disorder implications directly related to this report.
Health, Safety and Wellbeing		There are no health, safety and wellbeing implications directly related to this report.
Other implications		N/A

Supporting Information

Appendices:

A: Balanced Scorecard

Background Papers:

PI Quarter 3 report presented to the Overview & Scrutiny Committee meeting held on 24 March 2015

Approval and clearance of report

Process checklist	Completed
Lead Hub Committee Member briefed	No
SLT Rep briefed	Yes
Relevant Exec Director sign off (draft)	Yes
Data protection issues considered	Yes
If exempt information, public (part 1) report also drafted. (Hub Committee/Scrutiny)	N/A

This page is intentionally left blank

Appendix A - Corporate Balanced Scorecard 2014-15 Q4

West Devon Borough Council

Community/Customer

Q3	Q4	
●	●	ES: Car parking tickets sold (Yearly comparison)
●	●	ES: Car parking season tickets sold (Yearly comparison)
●	●	ES: Overall Recycling rate %
●	●	ES: Residual waste per household
●	●	ICT & CS: Average Call Answer Time
●	●	ICT & CS: % of enquiries resolved at first point of contact

Processes

PEC

Q3	Q4	
●	●	PEC: % of Applications determined within statutory time frame (Major/Minor/Other)
●	●	

Environmental Health

Q3	Q4	
●	No data	EH: Time taken to process Disabled Facilities Grant (Fast track)
●	No data	EH: Avg Time to serve notice or close complaints

ICT & CS

Q3	Q4	
●	●	ICT & CS: Avg End to End time (New Claims)
●	●	ICT & CS: Avg End to End time (Change of circumstances)

Financial

Q3	Q4	
	tbc	Assets: Employment estates Income (Cumulative)
	tbc	PEC: Total income collected: Pre-Apps, Apps, etc
	tbc	ES: Car parking Income
	tbc	FA: % invoices paid on time
●	●	ICT & CS: Council Tax Collection
●	●	ICT & CS: Non Domestic Rates Collected
●	●	T18: Programme budget on track

Performance

Q3	Q4	
●	No data	EH: % of nuisance complaints resolved at informal stage
●	●	CS: Avg days sickness/FTE
●	●	T18: Programme timescales on track

Key

●	Below target performance
●	Narrowly off target, be aware
●	On or above target

This page is intentionally left blank

Agenda Item 9

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. Both Overview and Scrutiny Committees reserve the right to reject suggestions for scrutiny that fall outside the Borough Council's remit.

Proposer's name and designation		Date of referral	
Proposed topic title			
What needs to be scrutinised and why and by which of the two Committees?			
Link to national, regional and local priorities and targets			
Key Objectives Please keep to SMART objectives (Specific, Measurable, Achievable, Relevant and Timely)			
How long do you think is needed to complete this exercise? (Where possible please estimate the number of weeks, months and meetings required)			
Is the matter one of concern to residents/local businesses?	YES / NO		
Can Scrutiny influence and change things?	YES / NO		

(If yes, please state how you think Scrutiny can influence or change things).	
Does the matter relate to an underperforming service or area?	YES / NO
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).	YES / NO
To your knowledge, is anyone else looking at this matter? (If yes, please say who is looking at it).	
Where can relevant evidence and/or data be found?	

Please return this form to: Darryl White, Democratic Services, West Devon Borough Council, Kilworthy Park, Drake Road, Tavistock, PL19 0BZ
Email: darryl.white@swdevon.gov.uk

OVERVIEW AND SCRUTINY (INTERNAL) COMMITTEE

DRAFT ANNUAL WORK PROGRAMME – 2015-16

Date of Meeting	Report	Lead Officer
21 July 2015	Hub Committee Forward Plan	
	T18 Programme Monitoring	
	Task and Finish Group Updates	
	Member Development Steering Group – Progress Update	
6 October 2015	Hub Committee Forward Plan	
	T18 Programme Monitoring	
	Task and Finish Group Updates (to include concluding report of the PI Review Group)	
	Ombudsman Update and Annual Review Letter	
11 January 2016	Joint O+S Draft Budget 2016/17 Consultation	
23 March 2016	Hub Committee Forward Plan	
	T18 Programme Monitoring	
	Task and Finish Group Updates	
	Draft O+S Annual Report	

This page is intentionally left blank