

West Devon Overview and Scrutiny Committee



West Devon
Borough
Council

Title:	Agenda														
Date:	Tuesday, 25th June, 2024														
Time:	2.00 pm														
Venue:	Chamber - Kilworthy Park														
Full Members:	<p style="text-align: center;">Chairman Cllr Kimber Vice Chairman Cllr West</p> <p><i>Members:</i></p> <table style="margin-left: auto; margin-right: auto;"> <tr> <td>Cllr Blackman</td> <td>Cllr Leech</td> </tr> <tr> <td>Cllr Calder</td> <td>Cllr Saxby</td> </tr> <tr> <td>Cllr Casbolt</td> <td>Cllr Southcott</td> </tr> <tr> <td>Cllr Cunningham</td> <td>Cllr Vachon</td> </tr> <tr> <td>Cllr Daniel</td> <td>Cllr Viney</td> </tr> <tr> <td>Cllr Greenberry-Pullen</td> <td>Cllr Wakeham</td> </tr> <tr> <td>Cllr Guthrie</td> <td></td> </tr> </table>	Cllr Blackman	Cllr Leech	Cllr Calder	Cllr Saxby	Cllr Casbolt	Cllr Southcott	Cllr Cunningham	Cllr Vachon	Cllr Daniel	Cllr Viney	Cllr Greenberry-Pullen	Cllr Wakeham	Cllr Guthrie	
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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:	Democratic.Services@swdevon.gov.uk														

- 1. Apologies for Absence**
- 2. Confirmation of Minutes** **1 - 6**
Minutes of the meeting of 23 April 2024
- 3. Declarations of Interest**
In accordance with the Code of Conduct, Members are invited to declare any Disclosable Pecuniary Interests, Other Registerable Interests and Non-Registerable Interests including the nature and extent of such interests they may have in any items to be considered at this meeting;
- 4. 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
- 5. Public Forum** **7 - 8**
A period of up to 15 minutes is available to deal with issues raised by the public.
- 6. Thematic Update: Performance and Resources** **9 - 18**
- 7. Thematic Update: Customer Experience and Accessible Services** **19 - 26**
- 8. Wildlife Warden -Verbal Update**
- 9. Task & Finish Group Updates**
If any
- 10. 2024/25 Committee Annual Work Programme** **27 - 28**
To be agreed

Agenda Item 2

At a Meeting of the **OVERVIEW & SCRUTINY COMMITTEE** held at the Council Chamber, Council Offices, Kilworthy Park, Drake Road, **TAVISTOCK** on **TUESDAY** the **23rd** day of **April 2024** at **2:00 pm**.

Present:

Cllr P Kimber – Chairman
Cllr A Johnson – Vice-Chairman

Cllr M Calder	Cllr T Southcott
Cllr M Casbolt	Cllr P Squire
Cllr J Elliott	Cllr P Vachon
Cllr S Guthrie	Cllr N Viney
Cllr U Mann	Cllr S Wakeham (Via Teams)
Cllr I Saxby	Cllr C West

Director of Customer Services and Delivery
Assistant Director of Strategy and Organisational Development
Principal Waste Officer
Assistant Director, Waste and Operations, Environment Services
Head of Housing
Executive Director of Development & Investment, Livewest
Head of Municipal Collections and Streetscene, FCC
Senior Democratic Services Officer

Also in Attendance:

Cllr C Edmonds, Cllr L Daniel and Cllr M Renders

***O&S 32/23 APOLOGIES FOR ABSENCE**

There were no apologies for absence.

***O&S 33/23 CONFIRMATION OF MINUTES**

The minutes of the Meeting of the Overview and Scrutiny Committee held on 13 February 2024 were confirmed as a true and correct record.

Items arising from the minutes:

- The dome at Meadowlands was confirmed as being cleaned in March 2024.
- The Devon Building Control Manager to give a further written update and be brought back to the next meeting.

***O&S 34/23 DECLARATIONS OF INTEREST**

There were no declarations of interest.

***O&S 35/23 PUBLIC FORUM**

The Chairman confirmed that no formal requests had been received in accordance with the Overview and Scrutiny Procedure Rules.

***O&S 36/23 WASTE AND RECYCLING SERVICES UPDATE**

The Lead Hub Committee Member introduced the report to Members.

During the presentation, the following points were covered:

- The target of 80 missed bins per 100,000 collections was on target;
- Bulky waste collections would in the future be recorded as how many items were collected rather than as per collection in the statistics;
- Replacing vehicles with electric ones posed a problem due to the infrastructure in West Devon. The cost of an electric vehicle was approximately three times the cost of a diesel vehicle. However, FCC (the Council's waste contractor) would be trialling an electric recycling vehicle in the near future. To electrify the Depot would incur charges of around £500,000. The range of travel for recyclers would be around 100 miles before needing to be recharged;
- The Waste Working Group would be looking at a different material/style for garden waste containers;
- Waste composition analysis carried out in West Devon showed that 26% of waste in a black bin was food waste, with 3% being steel.

It was then **RESOLVED** that the Committee **RECOGNISE** the:

1. performance of the waste and recycling service over the last 12 months;
2. presentation provided from the contractor's representative on performance; and
3. work being undertaken to drive forward continuous improvement of the service.

***O&S 37/23 LIVEWEST – PRESENTATION AND UPDATE**

The Lead Hub Member introduced the update to the Committee after which the Executive Director of Development and Investment at Livewest gave a presentation. In that presentation, reference was made to:

- Livewest owned more than 40,000 homes across Devon, Cornwall and Somerset and the West of England. In West Devon, there were 1,855 low-cost rental homes, of which 60 were shared ownership;
- In excess of £100 million was spent on existing homes per year;
- In excess of £200 million was spent on new homes per year;

- £39.5 million was spent on void homes per year;
- To reach the Decent Homes Standard, 70 kitchens and 50 bathrooms were updated per year; and
- In respect of the approach to disposals, future investment was disproportionately high compared to the return over the long term. The Committee noted that there was a prolonged difficulty to re-let and disposals had increased since 2020.

In discussion, the Director of Development and Investment for Livewest stated that money from disposals was being spent in West Devon, however in regard to replacing property in rural areas, it was with the help from the local authority to identify schemes and Livewest would work together with the Borough Council. The Director said he would find out what checks were made on properties that had Section 157 covenants and feed back to the Committee.

The Director explained that the volume of opportunities to build new homes that came through the planning system would mean, as a larger organisation, that they would pick the larger sites. He also confirmed that the West Devon Housing Offer initiative was a real positive in increasing the supply of affordable housing.

In response to a Member question, the Director explained that Livewest would not put batteries in any of their homes for renewable energy purposes. This was due to the potential fire risk and, as a regulated social housing provided, they would be deemed as putting tenants at risk. The Director committed to reporting back to the Committee to give the number of Livewest homes in West Devon that had photovoltaic panels.

The Head of Housing informed that there were around 600 people in identified housing need currently in West Devon (NB. the exact data is set out in the following link: <https://www.devonhomechoice.com/useful-information-2>)

The Head of Housing committed to letting Members have more information on how allocated sites for affordable accommodation were progressed to stop them becoming open market homes.

It was then **RESOLVED** that the Committee **NOTE** the update.

***O&S 38/23 KEY PERFORMANCE INDICATORS APRIL 2023 - MARCH 2024**

The Lead Hub Committee Member introduced the performance monitoring report to the Committee.

In discussion, a Member queried as to who had decided on the new Key Performance Indicators (KPIs). The Assistant Director: Strategy and Organisational Development replied that Officers had listened to the new intake of Members during previous consideration of the KPI's and had also removed those measures that were not considered to add any value to consideration of performance. An example of this was the 'Temporary Events Notices', where performance was always 100%.

The officer also added that narratives could be added to areas to explain a little more detail on certain areas. In addition, the KPIs would continue to evolve and, for example, a question was raised at a recent Audit and Governance Committee meeting in relation to food premises inspections and how the Council performed and this one had been added as a new KPI. The officer added that performance was monitored regularly through a range of in-house Governance Boards.

A Member queried the Planning KPI's in regard to the number of planning applications that were determined within the statutory timescale. This query would be referred to the Director of Strategy and Governance for a response.

The Director of Customer Services and Delivery explained to the Committee that, at each Overview and Scrutiny Committee Meeting in the next municipal Year, the Committee would review each Thematic Delivery Plan from the adopted Plan for West Devon. Each lead Hub Committee Member would be invited to the meeting at which their Delivery Plan was being presented to explain progress and respond to Member questions.

It was debated whether to discuss the revised suite of KPI's at the Performance & Resources Hub Advisory Group or to set up a Task and Finish Group. It was decided that a Task & Finish Group would be set up comprising of Cllrs Elliott, Mann, West and Cunningham. Their findings would be presented to the Performance & Resources Hub Advisory Group prior to it being brought back to Committee.

The Assistant Director of Strategy and Organisational Development updated the Committee on the vacancy of Wildlife Warden Co-Ordinator. The post had been advertised and interviews were taking place on 30 April 2024.

It was then **RESOLVED** that:

1. the Key Performance Indicators for April 2023 – March 2024 be noted; and
2. a Task and Finish Group be set up to look at the revised suite of Key Performance Indicators (as set out in Appendix A of the published agenda report) which were to have been implemented from 1st April 2024.

***O&S 39/23 TASK AND FINISH GROUP UPDATES**

The South West Water (SWW) Task & Finish Group would be meeting with an Officer from SWW.

The Fusion Task & Finish Group was to meet with the Principal Assets Officer and the Senior Leisure Contracts Officer to discuss parking fees. The Group would also visit the Leisure Centres prior to the summer holidays. The Task & Finish Group findings would be taken through the Performance & Resources Advisory Group prior to being brought back to the Committee.

A suggestion was brought to set up a Task & Finish Group for Okehampton Railway Station. The Director of Customer Services and Delivery suggested that updates would be given to the Overview and Scrutiny Committee as part of the Council Plan thematic delivery update. He would give an update to Members via email as to whether this would be happening and then the Committee could make a decision whether to form a Task & Finish Group at the next Committee meeting.

***O&S 40/23 ANNUAL WORK PROGRAMME**

One Lead Member would be addressing the Committee on a specific theme and giving updates at each Overview and Scrutiny meeting. The new workplan would be presented at the next meeting for agreement.

(The meeting terminated at 4.40 pm)

Chairman

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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, with any individual speaker having a maximum of three minutes to address the Committee.

(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.

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Report to: **Overview and Scrutiny**

Date: **25 June 2024**

Title: **Thematic Update: Performance and Resources**

Portfolio Area: **Cllr Chris Edmonds**
Lead Member Performance and Resources

Wards Affected: **All**

Author: **Neil Hawke** Role: **Assistant Director**

Contact: Neil.Hawke@swdevon.gov.uk

RECOMMENDATIONS

That the Overview and Scrutiny Committee:

- 1. Notes the progress update against the Performance and Resources section of the Council Plan.**

1. Executive summary

- 1.1 The Council adopted its Council Plan 2024-2028 in February 2024 alongside a one-year delivery plan for 2024-25.
- 1.2 As part of the Councils Performance Management Framework. It is set out that each theme within the Council Plan will be monitored through at least one meeting of the Overview and Scrutiny Committee during the year.
- 1.3 This single theme reporting compliments the overall reporting on progress which will be considered by the Hub Committee within the Integrated Performance Management report. In addition, Hub Lead Members have regular progress meetings with relevant officers to ensure that delivery remains on track.
- 1.4 This report sets out the progress against delivering specific actions in the Performance and Resources theme (Appendix A)

2. . Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address

Legal/Governance	Y	Progress reporting against the Council Plan is a key element of the Councils governance and oversight and ensures transparency in delivery.
Financial implications to include reference to value for money	N	There are no financial implications as a result of this report however the Performance and Resources theme does include specific updates against finance related actions.
Risk	Y	The report highlights some key risks in achieving specific actions within the Council Pla although none are considered significant at this stage.
Council Plan contribution	Y	Performance and Resources
Consultation & Engagement Strategy	N	NA
Climate Change - Carbon / Biodiversity Impact	N	NA
Comprehensive Impact Assessment Implications		
Equality and Diversity		NA
Safeguarding		NA
Community Safety, Crime and Disorder		NA
Health, Safety and Wellbeing		NA
Other implications		NA

Supporting Information

Appendices:

Appendix A: - Performance and Resources Thematic Update June 2024

Background Papers:

None



Council Plan Progress Update

**Performance &
Resources**

June 2024

Lead Member Introduction



At the forefront of our Council Plan is the need for us to delivery good quality, value for money services. It's about making the most of our assets and ensuring that we manage our finances well.

This update is the first against the Performance and Resources theme for the 2024 – 2028 Council Plan and I'm pleased that good progress is already being made against the delivery plan which was adopted in February 2024.

Some of the key highlights during this period include:-

- Commissioning Office 365 Champions Programme to support employees in using the technology and maximising productivity
- Appointing our new Health and Safety Officer for the Council to support all departments operate safely
- Working towards the publication of the Council's Accounts for 2023/24, due to be published in July 2024
- Implementing a guaranteed interview scheme for candidates with a disability, ex-forces and care-experienced young people.

Cllr Chris Edmonds

Lead Member Performance and Resources

17	Activities on track and within budget
2	Activities slightly off track but with a plan in place to bring back on track
0	Activities off track with no clear or agreed remediation plan
2	Activities not yet due to start



Performance and Resources
Progress Update June 2024

Primary Aim 1 – Implement the Councils Organisational Development Plan to support our staff

Overall Status

Action Ref PR1.1 – Implement Year 2 of the Council’s Organisational Development Plan

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Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Refreshed Recruitment Approaches to tackle recruitment challenges	<p>A new recruitment website has been launched which better promotes the employment package offer. For most roles we are now seeing a good level of applications and are able to make appointments. Recruitment is however still challenging in some senior technical roles (Planning and Assets being current challenges). The Council participated in a project led by the Local Government Association to consider local government recruitment challenges. One output of this activity has been the development of a national recruitment campaign for local government.</p> <p>We have also continued to simplify our recruitment processes. Our application process is now integrated within our HR System which provides a better end-to-end recruitment through to onboarding experience.</p>	Challenges around capacity to make any designed updates to website – being addressed	<p>Review effectiveness of campaigns</p> <p>Promote the Council as an employer by highlighting our achievements</p>	On Track
Carry out Annual Staff Survey to inform our plans	<p>The staff survey carried out in October 2023 demonstrated a positive direction of travel for the Councils. A further staff survey is scheduled for Autumn 2024. We propose continuing to commission the LGA to undertake our survey to enable us to continue monitoring progress</p> <p>We also have held staff briefings during June which provide a further forum for employees to raise questions or items for consideration.</p>	None	Launch 2024 Staff Survey in the Autumn	On Track



Primary Aim 1 – Implement the Councils Organisational Development Plan to support our staff (Continued)

Action Ref PR1.1 – Implement Year 2 of the Council’s Organisational Development Plan

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Implement a guaranteed interview scheme for care leavers, ex-forces and candidates with disabilities	<p>We have implemented a guaranteed interview scheme which enables candidates to inform us if they meet one of these criteria. Candidates still need to meet the minimum required specification.</p> <p>We now highlight available roles to care experienced young people's Personal Advisers however there has been very little interest or engagement on this.</p>		<p>Continue to promote the scheme</p> <p>Explore opportunities for engagement with care leavers to encourage them to consider local government job opportunities.</p>	On Track
Implement Equality, Diversity and Inclusion Commitment and Plan for our workforce	<p>The Senior Leadership Team have had training on strategic equality and diversity considerations. This has been helpful in shaping our organisational thinking. We have formed a staff forum who are currently developing an outline training plan for the Council.</p>		<p>Implement training plan to be developed</p>	On Track
Promote apprenticeships to develop our own talent	<p>The Council continues to promote apprenticeships and ensure that we maximise the use of the apprenticeship levy. West Devons contribution is around £640 per month. We offer an application window to staff twice a year where they can come forward and request to access levy funding.</p> <p>Typical apprenticeships cost £3-7k for Level 2/3 and £21-27k for Level 5-7</p> <p>We currently have 2 employees undertaking apprenticeships with another 19 scheduled to commence in the next 18 months</p>	<p>If apprenticeship levy funding isn't allocated in a timely manner, the balance starts being reduced.</p>	<p>Open a further window for application of apprenticeships for existing employees</p>	On Track

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Primary Aim 2 – Manage the Council’s finances well

Overall Status

Action Ref PR2.1 – Set a balanced budget for 2024/25 and 2025/26

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Work with the Rural Services Network (RSN) to lobby Government for fairer funding for rural services	Work is continuing on this issue. The Government may issue a Technical Briefing on the key aspects of the Finance Settlement by Summer 2024.		The Council will continue to work with RSN on any updates on this issue.	On Track
Respond to the Government consultation on the Finance Settlement	The Council responded to the consultation for the Finance Settlement for 2024/25 by the middle of January 2024.	Impact of the General Election on timings for announcements on the Finance Settlement and any policy changes.	The Council will respond to any further consultations that are issued over the Summer.	On Track
Regular all Member briefings on financial matters	An All Member Briefing on the Draft Budget for 2024/25 took place on 9 January 2024. The next member briefing will be scheduled for September 2024, to consider the Medium Term Financial Strategy (MTFS) for 2025/26 onwards.	Impact of the General Election on timings for announcements on the Finance Settlement and any policy changes.	All Member Briefing to be arranged for September 2024 on the MTFS.	On Track
Carry out business consultation on Council Tax setting	This was completed for the 2024/25 financial year and in November/December 2024, this will be completed for the 2025/26 council tax setting year.		Plan and launch business consultation	Not due to start
Annual training for Members on Treasury Management	This was completed in November 2023. Further training will be arranged in November/December 2024.		Plan training for delivery in January 2025	Not due to start

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Primary Aim 2 – Manage the Council’s finances well (continued)

Action Ref PR2.2				
Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Maintain a high standard judgement from our external auditors on their Annual Audit report	The Council has a track record of high standard judgements which have recently been highlighted by the LA Peer Challenge.		Receive judgement from our External auditors on 2023/24 Accounts	On Track
Continue to make improvements in internal audit assessments	The Council has recently implemented an Internal Audit Recommendations tracker to monitor progress against its internal Audits. Good progress continues to be made and the majority of Internal Audits are receiving assessment of ‘Reasonable Assurance’ or higher		Continued focus and an update to Audit & Governance on Progress	On Track
Work with Devon Audit partnership to decide priority of internal audit resource for the coming year	An Audit Plan has been developed and was considered by Audit and Governance Committee at their meeting on 19 th March 2024. For the first time the plan has set out focus areas for the next 4-years which is a positive step forward.		Delivery of planned Audits	On Track

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“West Devon Borough Council has an excellent track record for sound financial stewardship and leadership”

LGA Peer Challenge – March 2024



Performance and Resources
Progress Update June 2024

Primary Aim 3 – Guarantee efficiency in service delivery by managing performance

Overall Status On Track

Action Ref PR3.1 Identify further areas for service reviews to make sure our teams provide good quality service

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Carry out a Localities and Frontline Services Review	Service reviews for Grounds Maintenance, Localities and Property Services have all commenced.		Development of recommendations to improve the services and deliver efficiencies.	On Track
Ensure our KPI's reflect our Council Plan and the needs of our communities – launching updated KPI's from April 2024	An initial draft of the proposed KPI's was considered by Overview and Scrutiny at their meeting on 23 rd April 2024. It was agreed that a Task and Finish be formed to further consider them before agreement. T&F meeting was held on 28 th May with revised KPI for consideration at the meeting on	Risk that the committee do not support the revised KPIs	Continued reporting and enhancement of KPI data	Slightly off track

Action Ref PR3.2 Develop and implement systems that support our staff to deliver the best services for our residents

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Maximise the IT systems currently in use	The Planning system implementation has gone well with the focus now on implementing the Land Charges modules		Go-live of the Land Charges module	On Track
Develop the resilience of our IT systems	A large focus currently on ensuring we continue to build on the resilience of our IT systems. We have commissioned a 'Digital Champions' programme to ensure our employees can maximise the benefits of more resilient technology (Office365).	We continue to see cyber attacks on public sector organisations.	Roll out trial office 365 project in Operations and Dem Services. Cyber Security briefing for A&G Committee	On Track
Secure Council resilience for emergency planning, business continuity and Health & Safety	The Council continues to focus on developing its plans around emergency planning, business continuity and has recently recruited a dedicated resource to support us with Health and Safety.		Continued emergency planning effort as we approach winter	On Track

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Primary Aim 3 – Guarantee efficiency in service delivery by managing performance (continued)

Action Ref PR3.3 – Develop and implement a sustainable procurement strategy to secure value for money and support local businesses

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Update our procurement strategy to guarantee greater emphasis on reducing climate impact of the Council supply chain and to increase social value	The Council continues to await further guidance from Government on the Procurement regulations which will be effective from October 2024 (confirmation received that the General Election will not impact this date).	There is a risk that there will be delays to guidance on the new Procurement Act which could delay delivery of the strategy.	Commence development and adoption of a new procurement strategy for the Council.	On Track
Commission updated spend analysis and supply chain analysis to inform future strategies and plans	This will form part of delivery of our strategy.		Obtain spend analysis data	On track

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Primary Aim 4 – Council buildings and land that meet our future needs

Overall Status

Action Ref PR4.1 Prepare an asset management strategy to set out how we will maximise the use of our assets

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Agree an Asset Management Strategy and develop a delivery plan	<p>Work to undertake a refresh of the Council's Asset Management Strategy is delayed by the recruitment process of the Head of Land and Property role.</p> <p>The Council's investment properties are managed according to the Regeneration and Investment Policy, which remains current and was last reviewed by the Council in March 2022. A report to the Regeneration and Investment committee to provide an update on the portfolio is planned in July 2024.</p>		Continued work to progress strategy	Slightly off track



Report to: **Overview and Scrutiny**

Date: **25 June 2024**

Title: **Thematic Update: Customer Experience & Accessibility**

Portfolio Area: **Cllr Jeff Moody**
Lead Member Customer Experience & Accessibility

Wards Affected: **All**

Author: **Neil Hawke** Role: **Assistant Director**

Contact: Neil.Hawke@swdevon.gov.uk

RECOMMENDATIONS

That the Overview and Scrutiny Committee:

- 1. Notes the progress update against the Customer Experience and Accessibility section of the Council Plan.**

1. Executive summary

- 1.1 The Council adopted its Council Plan 2024-2028 in February 2024 alongside a one-year delivery plan for 2024-25.
- 1.2 As part of the Councils Performance Management Framework. It is set out that each theme within the Council Plan will be monitored through at least one meeting of the Overview and Scrutiny Committee during the year.
- 1.3 This single theme reporting compliments the overall reporting on progress which will be considered by the Hub Committee within the Integrated Performance Management report. In addition, Hub Lead Members have regular progress meetings with relevant officers to ensure that delivery remains on track.
- 1.4 This report sets out the progress against delivering specific actions in the Customer Experience and Accessibility theme (Appendix A)

2. . Implications

Implications	Relevant to	Details and proposed measures to address
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	proposals Y/N	
Legal/Governance	Y	Progress reporting against the Council Plan is a key element of the Councils governance and oversight and ensures transparency in delivery.
Financial implications to include reference to value for money	N	There are no financial implications as a result of this report
Risk	Y	The report highlights some key risks in achieving specific actions within the Council Pla although none are considered significant at this stage.
Council Plan contribution	Y	Customer Experience & Accessibility
Consultation & Engagement Strategy	N	NA
Climate Change - Carbon / Biodiversity Impact	N	NA
Comprehensive Impact Assessment Implications		
Equality and Diversity		NA
Safeguarding		NA
Community Safety, Crime and Disorder		NA
Health, Safety and Wellbeing		NA
Other implications		NA

Supporting Information

Appendices:

Appendix A: - Customer Experience & Accessibility Thematic Update June 2024

Background Papers:

None



Council Plan Progress Update

**Customer Experience
& Accessibility**

June 2024

Lead Member Introduction



It is important that where our customers need to contact us that they can do so easily and with a good customer experience.

This update is the first against the Customer Experience and Accessibility theme for the 2024 – 2028 Council Plan with good progress being made across the actions in the plan.

Some of the key highlights during this period include:-

- Refreshing our 'Council Tax' who does what leaflet
- Booking attendance at a number of events in the Borough to talk to our residents
- Continued to support resident arriving at our reception with on average 10-16 customer per week (but no real increase in the numbers of customers accessing services in this way.
- Agreed enhanced complaints reporting to provide greater clarity to Members on our customer complaints handling

Cllr Jeff Moody

Lead Customer Experience and Accessibility

1	Complete
12	Activities on track and within budget
	Activities slightly off track but with a plan in place to bring back on track
	Activities off track with no clear or agreed remediation plan
	Activities not yet due to start



Primary Aim 1 – To communicate the Councils work and how it benefits the community

Overall Status

Action Ref CE1.1 – Proactively and continuously improve the Council communication channels

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Refresh the ‘Who Does What’ Council tax leaflet so that our residents know who to go to in order to get things done.	The leaflet has been updated and copies provided to Councillors who have requested them. A printed batch is available in West Devon for the Community Development Team to take to events as required.	Cost of printing vs benefit – default will be to encourage online	Have the leaflets available at key events	Complete
Develop a clear commitment to our customers setting out what they can expect and what we expect of them in working with the Council.	Simple customer charter developed last year for discussion	By being broad and all encompassing it risks being too general to be useful for customers	Get feedback on customer charter and publicise online	On Track

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Action Ref CE1.2 – Continue to enhance our online communications

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Monitor satisfaction of online processes and webpages and make improvements where required	Around 20% of all processes submitted leave feedback and satisfaction is high and increasing over time. Updates to processes happen swiftly when feedback offers useful ideas.	None	Rollout of end-of-process surveys to assess delivery and not just access	On Track
Improve clarity on our website so customers know when they need to contact someone else	Page built to describe Borough and County responsibilities. General Enquiry forms direct to County Council or other agencies where necessary. Auto-assistant on the phone directs to County Council automatically with no officer involvement.		Keep reacting to feedback received	On Track



Primary Aim 1 – To communicate the Councils work and how it benefits the community (Continued)

Action Ref CE1.3 – Develop other (offline) communication channels

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Improve signage at Kilworthy Park reception area	Sign at front door of KP completed and fixed to the wall. Main doors cleared of unnecessary posters. A plan has been mapped out on where signage should change and how.		Complete signage review and refresh across the entire KP site	On Track
Measure the effectiveness of our outreach programmes – monitoring levels of engagement	We now have an agreed programme of outreach for the summer and will implement a system to capture levels of engagement and key themes arising.		Monitor success of outreach programme	On Track
Consider plans for highlighting how residents can access Council services to those not online	Our customer contact centre continues to support residents who are not online and the reception desk is open one day per week. On average we are seeing 10-16 customers in person each week and no change in demand.		Re-assess home visit process and usage	On track

Action Ref CE1.4 – Review the effectiveness of consultations

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Ensure our consultation platform is user friendly with good response rates	Our commonplace platform has been running for over 9 months now and we will soon need to consider if we wish to continue with the platform.		Consideration of options for consultation platform	On Track
Include a summary of consultations within our Annual Report	A draft annual report is due for consideration by Hub at their meeting in July 2024 and will include an overview of consultation activity during the year		Annual report to be completed	On Track



Primary Aim 1 – To communicate the Councils work and how it benefits the community (Continued)

Action Ref CE1.5 – Planned programme of community event attendance to promote the work of the Council

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
A planned programme of event attendance	<p>A planned programme of events is in place including:-</p> <ul style="list-style-type: none"> 6th July – Tavistock Pride 18th July – Chagford Wellbeing event arranged by WD CVS 8th August - Okehampton Show 15th August - Chagford Show <p>The Community Development team and other key officers will be in attendance to support the event</p>		Attendance at events	On Track

Overall Status

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Primary Aim 2 – To strive for and achieve a high level of customer satisfaction

Action Ref CE2.1 Customer Satisfaction Survey

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
To carry out an annual customer satisfaction survey with the Institute of Customer Service	Planned for the second half of the year. Will be used to triangulate data from Web and Phone contact satisfaction surveys and after process surveys, to cover all aspects of the customer journey.	Economic or wider issues affecting customer sentiment (nationwide scores vary in sync with prosperity)	Plan, communicate and run satisfaction survey and run matching internal customer service survey	On Track



Primary Aim 2 – To strive for and achieve a high level of customer satisfaction

Action Ref CE2.2 Digital Accessibility – Continue to monitor online uptake and improve functionality of online services

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Enhance our KPI's to include a measure of satisfaction with online processes	This has been considered alongside a refresh of our KPI's. Enhanced reporting will be included in the KPI's report to Overview and Scrutiny In June 2024		Launch enhanced suite of KPI's	On Track

Action Ref CE2.3 Respond to complaints in a timely manner, and implement learning from complaints

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Refresh our KPI's to report on complaint performance.	This has been considered alongside a refresh of our KPI's. Enhanced reporting will be included in the KPI's report to Overview and Scrutiny In June 2024		Launch enhanced suite of KPI's	On Track



OVERVIEW AND SCRUTINY COMMITTEE

INITIAL DRAFT ANNUAL WORK PROGRAMME PROPOSALS – 2024/25

Date of Meeting	Report	Lead Exec Member/Officer
25 June 2024	Thematic Update: Performance and Resources – Verbal Report	
	Thematic Update: Customer Experience and Accessible Services -Verbal Report	
	Wildlife Warden –Verbal Update	
	Key Performance Indicator’s April & May 2024/25	
	T&F Group Updates Verbal report	
	Work Plan – to be agreed	Democratic Services
25 October 2024	Thematic Update: Neighbourhood Services - to include enhancing youth programmes	
	Thematic Update: Community Wellbeing	
	CVS	
	KPI’s	
	Devon County Council –Update -Road Maintenance and Drainage Programme	
	Work Plan	Democratic Services
14 January 2025	Thematic Update: Housing	
	SWW + EA	
	KPI’s (September – November)	
	Work Plan	Democratic Services

11 February 2025	Thematic Update: Economy and Jobs	
	Thematic Update: Climate and Biodiversity	
	Fusion	
	Work Plan	
15 April 2025	Thematic Update: Planning and Built Environment	
	Livewest	
	KPI's	
	Work Plan	
<i>To be scheduled</i>	Dartmoor National Park	

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