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Council

WEST DEVON OVERVIEW AND SCRUTINY COMMITTEE - TUESDAY, 14TH JUNE, 2011

Agenda, Reports and Minutes for the meeting

Agenda No Item

1. **Agenda Letter** (Pages 1 - 2)

2. **Reports**

Reports to O&S:

a) Item 8 - Committee Performance (Pages 3 - 10)

b) Item 9 - Post Office - Pilots on New Operating Models (Pages 11 - 12)

3. **Minutes** (Pages 13 - 16)

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AGENDA - OVERVIEW & SCRUTINY COMMITTEE – 14 JUNE 2011

PART ONE - OPEN COMMITTEE

	PAGE
1. Apologies for absence	
2. Declarations of Interest Members are reminded to declare any personal or prejudicial interests they may have in any agenda items	1
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 (if any). To be taken at the end of the meeting.	
4. Terms of Reference for Committee	3
5. Confirmation of Minutes	
a. Meeting held on 22 March 2011	6
6. Introduction to Overview & Scrutiny Pam Smith, Borough Committee Secretary	
7. Broadband - Up-date	
8. Committee Performance Report of the Community Delivery Manager	16
9. Post Office – Pilots on New Operating Models Letter attached from Post Office Limited	22
10. Regulation of Investigative Powers (RIPA) Members to note that there have been no requests to use the powers under RIPA during the last quarter	
11. Health Overview & Scrutiny Up-date on current position regarding Borough Council involvement	

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

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 for the under-mentioned item(s) of business on the grounds that exempt information may be disclosed as defined in the paragraph(s) given in brackets below from Part I of Schedule 12A to the Act”.

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WEST DEVON BOROUGH COUNCIL

AGENDA
ITEM

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NAME OF COMMITTEE	Overview & Scrutiny
DATE	14 June 2011
REPORT TITLE	Committee Performance Report
Report of	Community Delivery Manager
WARDS AFFECTED	All Wards

Summary of report:

To provide Members with information on those key indicators where performance was 10% or more below target as at Year end 2010-11.

Financial implications:

The financial implications in this report relate to the key performance indicators where income has been at least ten per cent below target as detailed in section 2.3 and Appendix B.

RECOMMENDATIONS:

Members note the key performance indicators for Year End that were significantly below target and decide if any areas should be reviewed.

Officer contact:

Katie Stephens, Community Delivery Manager, katie.stephens@southhams.gov.uk, 01803 861493

1. BACKGROUND

- 1.1 The Council's key projects and performance targets are set out each year in its corporate planning documents and these are monitored quarterly by the four frontline Committees using Committee Performance Reports.
- 1.2 Where poor performance is identified, this is also reported to the Overview & Scrutiny Committee who may wish to review the performance of these indicators with the relevant Committee chair.

2. ISSUES FOR CONSIDERATION

- 2.1 Appendix A gives a snapshot of performance against all key indicators for Year End 2010/11.
- 2.2 Appendix B sets out in more detail those key indicators where performance for the year end was ten percent or more below the year to date target. For each indicator the following information is made available:
- Actual performance for West Devon for 09-10
 - Performance for quarters one to four 2010/11
 - Year End for 2010-11 (actual performance)
 - Comments on the performance from the Officer responsible for the indicator.
- 2.3 There are four indicators that are now 10% or more below target, both financial and are as a result of the prevailing difficult economic conditions:
- Car Park income is under budget by £94,000 as forecasted in the Budget Monitoring reports. Although income picked up at the start of the third quarter, this trend was reversed due to adverse weather conditions in December. Car parking income targets in 2011/12 have been reduced by £50,000 to enable the budget to more accurately reflect the actual position.
 - Land Charges - whilst income is down against the budget profile, expenditure is also below budget resulting in a balanced position.
 - Building Control - the drop in income is primarily due to a downturn in the economy.
 - Investment income continues to remain low due to interest rates but the Council continues to explore other avenues for investment to maximise income.
- 2.4 As the national indicator set has been removed, a Single Data Set has been introduced which is a single transparent list of every piece of data that central government requires from Councils. This is to ensure that the authority is collecting and reporting on key data. Some of this data was previously used to populate national indicators. Performance indicators which are of use to the Council will continue to be collected and reported on until new measures are introduced by the Council. A project will be incorporated in the Council's new Transformation Programme to look at performance measures which are relevant and important to the local community. Members will be invited to be involved in this work as the project progresses.

3. LEGAL IMPLICATIONS

- 3.1 Within the Constitution, the Overview & Scrutiny Committee oversees performance management at the authority to ensure that poor and deteriorating performance is addressed.

4. FINANCIAL IMPLICATIONS

- 4.1 The financial implications in this report relate to the key performance indicators where income has been at least ten per cent below target as detailed in section 2.3 and Appendix B.

5. RISK MANAGEMENT

- 5.1 The risk management implications are:

Opportunities	Benefits
Accurate performance management information enables the authority to effectively manage its services and meets its targets for service delivery.	Reporting of performance against targets means that the authority can ensure that resources are targeted towards key priority areas and that projects are completed.
Issues/Obstacles/Threats	Control measures/mitigation
There can be delays with the collation of performance information as certain performance indicators due to their nature take time to compile.	Information is made available as soon as it is collated. The Senior Management Team monitor key performance indicators on a quarterly basis to ensure that they are on track to meet their target.
There may be factors which result in projects not being completed on schedule or delayed until the following financial year.	The reports include responsible Officer comments and these should detail the reasons behind any delay or changes to the projects.

6. OTHER IMPLICATIONS

Corporate priorities engaged:	Customer First Access to Services Community Wellbeing Economy Environment Housing
Statutory powers:	Local Government Act 2000
Considerations of equality and human rights:	There are no equality implications as a result of this report.
Biodiversity considerations:	There are no biodiversity implications as a result of this report.
Sustainability considerations:	There are no sustainability implications as a result of this report
Crime and disorder implications:	There are no crime and disorder implications as a result of this report.
Background papers:	
Appendices attached:	Appendix A – Balanced Scorecard- Year End Appendix B – Performance Exception Report- Year End



CUSTOMER FIRST

- NI 157a** % of major planning app's determined within 13 weeks
- NI 157b** % of minor planning app's determined within 8 weeks
- NI 157c** % of other planning app's determined within 8 weeks
- BV 204** % of planning appeals allowed
- NI 181** Days for processing HB /CTB claims avg (new + change of circs)

COUNCIL PRIORITIES

Environment

- NI 192** % of household waste sent for reuse, recycling and composting
- NI 191** Residual household waste per household

Housing

- NI 156** No. of households living in temp accommodation
- NI 155** No. of affordable homes delivered
- BV 213** No. of households where homelessness prevented

Access to services

- CST 5** % of calls answered in 20 seconds

THE ORGANISATION

- BV 12** Working days lost due to sickness absence
- PP5** % staff turnover
- BV 8ii** % invoices paid on time
- BV 9** % of Council tax collected
- BV 10** % of NNDR collected

FINANCE

- Income Collected- Car Parks (cumulative)
- Income (Actual) Employment Estates
- Income Collected - Land Charges
- Income Collected - Applications and Appeals
- Income Collected - Building Control
- Investment Income





Facts & Figures

Household number = 24,245 Population number = 52,900, Unemployment in the district (JSA claimants at Mar 11) = 731 (2.3% of economically active), Average weekly earnings in the district (2009) = £446.40, Number of FTEs = 120.32 (31 Mar 11)

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Appendix B: Performance Exception Report Quarter 4 2010-2011

Key Performance Indicators Glossary:

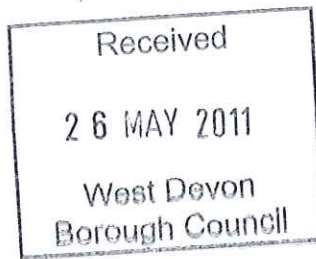
			Actual	2010/11				
	PI Code & Short Name	Managed By	2009/10	2010/11		Variance		Note
			Value	Budgeted Value	Actual Value	£	% (+/-)	
	Income Collected- Car Parks (cumulative)	Lisa Buckle	£789,441	894,920	800,457	-94,463	-10.6%	Car Park income is under budget by £94,000 as forecasted in the Budget Monitoring reports. Although income picked up at the start of the third quarter, this trend was reversed due to adverse weather conditions in December. Car parking income targets in 2011/12 have been reduced by £50,000 to enable the budget to more accurately reflect the actual position.
	Income Collected - Land Charges	Lisa Buckle	£97,058	92,696	69,503	-23,193	-25%	Whilst income is down against the budget profile, expenditure is also below budget resulting in a balanced position.
	Income Collected - Building Control	Lisa Buckle	£206,800	260,505	208,687	-51,818	-19.9%	The drop in income is primarily due to a downturn in the economy.
	Investment Income	Lisa Buckle	£77,772	125,321	61,099	-64,222	-51.2%	The unprecedented financial crisis has resulted in significant interest cuts around the world and interest rates are currently at a record low level with the bank base rate at 0.5%. The Council continues to explore other avenues for investment and has secured a 12 month investment with Lloyds at 1.9% and opened a Lloyds call account at 1.08%. A prudent view has been taken about future interest rates with variable rates averaging 1% for 11/12.

Key Performance Indicators Glossary:

Investment Income:

Measures the receipt of some key income strands against forecast and shows any variances. Positive variance shows income received in excess of forecast, negative variance means that income is below expectation. (Measured monthly- Recession Indicator).

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Mr Richard Sheard, The Chief Executive
West Devon Borough Council
Kilworthy Park
TAVISTOCK
PL19 0BZ

25 May 2011

Dear Mr Sheard

New Post Office[®] operating models – pilot activity

I am writing with some exciting news. We have just started making contact with subpostmasters in your area as we are seeking volunteers to be involved in pilot activity for two new operating models that we've been developing:

- Main Post Office branches: larger branches that will be modernised to include a higher degree of automation and self service options and in many cases longer opening hours.
- Post Office Local branches: a simpler model to operate that is situated on a retail counter; is able to carry out Post Office transactions that account for 95% of customer visits; even longer opening hours.

Participation in the pilot will be completely voluntary.

The pilot programme follows the publication of the Government's policy paper "Securing the Post Office Network in the Digital Age" in November 2010, which provides Post Office Limited with the platform it needs to modernise the Post Office network and meet the demands of today's customers. The Government has committed to keeping the network at around its current size of 11,500 branches, whilst recognising that changes are needed if we are to compete effectively in today's fast changing commercial environment and sustain a more viable network. In line with their proposals we intend to establish about 4000 Main Post Office branches and about 2000 Post Office Local branches.



What are the pilots for?

We plan to start the modernisation of our network in April 2012, once the outcome of the application for State Aid clearance of the Government's funding package is known, but before we start this process, we want to make sure that our plans are developed using robust information from subpostmasters, stakeholders and customers.

The pilot activity we are planning is designed to enable us to test the new operating models and the procedure for implementing them nationwide.

What will the pilots mean to customers?

In many cases customers will benefit from longer Post Office branch opening hours as well as an open plan, modern retail environment. In some cases, we may want to move a branch to a more suitable location nearby, with the agreement of the subpostmaster.

Local public consultations will be carried out where appropriate in accordance with our Code of Practice.

How many branches may be affected?

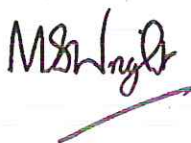
We will be speaking to an initial group of approximately 250 subpostmasters across the four pilot areas. The four pilot areas are located in a number of different locations across the UK, with the aim of testing the operating models as widely as possible. The areas are South Yorkshire, Devon, Gloucestershire and Hertfordshire. Once we have spoken to the initial group of approximately 250 subpostmasters, we will make a further selection of around 45 branches in which to carry out the pilots. This means that there may not be any new operating models being piloted in your own area.

How do I find out more information?

If you would like further information about the pilots please let me know and I will be delighted to meet with you to discuss this further. Otherwise I expect to be able to write to you again around mid autumn, to confirm which 45 branches across the four pilot areas have been selected and what changes we propose. This is in addition to carrying out local public consultations where appropriate in accordance with our Code of Practice.

If you would like any clarification, or have any questions about the pilot programme, please don't hesitate to get in touch.

Yours sincerely

A handwritten signature in black ink that reads "Mark Wright".

Mark Wright
External Stakeholder Manager
Network Services & Transformation

Agenda Item 3

At a Meeting of the **OVERVIEW & SCRUTINY COMMITTEE** held in the **COUNCIL CHAMBER, KILWORTHY PARK, TAVISTOCK** on **TUESDAY** the **14th** day of **JUNE 2011** at **2.00pm**

Present: Mr D Cloke – Chairman
Mr D Whitcomb – Vice Chairman
Mr R Baldwin
Mrs L Rose

Head of Corporate Services
Community Delivery Manager
Borough Committee Secretary

In attendance Mr W Cann, OBE
Mr J McInnes
Mr T Pearce

OSC 1 APOLOGIES FOR ABSENCE

An apology for absence was received from Mrs A Clish-Green.

***OSC 2 CONFIRMATION OF MINUTES**

The Minutes of the meeting held on 22 March 2011 were agreed and signed by the Chairman as a true record.

***OSC 3 INTRODUCTION TO THE OVERVIEW & SCRUTINY FUNCTION**

The Borough Committee Secretary circulated a guidance booklet which informed new Members of the Committee about the background and current working of the overview & scrutiny function. The Borough Committee Secretary took Members through the various sections as follows:

- Background information
- Annual Reports for the past four years
- Responsibilities
- Call-In procedure
- General role and specific functions
- Scrutiny of crime and disorder
- Councillor Call for Action
- Performance Management
- Devon Health Overview/Scrutiny Committee
- Overview & Scrutiny Committee Procedure Rules
- The Centre for Public Scrutiny
- Task & Finish Groups
- Meetings
- Consultation

- Centre for Public Scrutiny
- Terms of Reference
- Procedure Rules
- Call-In Procedure
- Work Programme

***OSC 4 BROADBAND UP-DATE**

The Chairman, Councillor D Cloke, provided a verbal report on the work carried by the Joint Broadband Task & Finish Group which consisted of Members from West Devon and South Hams. The Group had met on three occasions over the past six months. A Communication Plan had been drawn up to take forward some of the work that had been initiated by the Group and details of this were given at the meeting.

An announcement had just been made of the success of a combined bid by Devon and Somerset County Councils, under the umbrella of the Heart of the South West Local Enterprise Partnership, to Broadband Delivery UK (BDUK) for up to £30m over the next three years to improve broadband connectivity across the rural parts of the two counties. The aim of the bid included providing at least standard broadband connectivity (2 Mbps) to all communities and businesses by 2015 with up to 85% of those households and businesses having superfast broadband connectivity (30Mbps) within the same timescale. The funding from BDUK was being matched by £22m from Devon and Somerset County Councils with further investment expected from private sector partners. Additional contributions were being sought from district councils and the European Union through the South West Competitiveness Programme. A report was being taken to the Strategies & Resources Committee asking for £20,000 as the Council's contribution towards the bid. The latest information was being made available on a special website set up by the County Councils at www.connectingdevonandsomerset.co.uk

Another website providing advice on how to improve connectivity, develop community based solutions to broadband and with a useful glossary of terms had been put together by Devon Renaissance and could be accessed at www.ruraldevon.org/community-broadband

Members **AGREED** to:

1. Continue working with South Hams on a Joint Broadband Task & Finish Group.
2. Support the approach to the Strategies & Resources Committee for £20,000 towards the successful bid for BDUK funding.
3. Obtain further details of the EU South West Competitiveness Programme.

***OSC 5 COMMITTEE PERFORMANCE**

The Community Delivery Manager presented a report (page 16 to the agenda) which provided Members with information on those key indicators where performance was 10% or more below target at 31 March 2011.

There were four indicators that fell into this category. They were all financial and as a result of the prevailing difficult economic conditions:

- Car Parking - income was under budget by £94,000 as forecasted in the Budget Monitoring reports. Although income picked up at the start of the third quarter, this trend was reversed due to adverse weather conditions in December. Car parking income targets in 2011/12 had been reduced by £50,000 to enable the budget to more accurately reflect the actual position.
- Land Charges - whilst income was down against the budget profile, expenditure was also below budget resulting in a balanced position.
- Building Control - the drop in income was primarily due to a downturn in the economy.
- Investments - income continued to remain low due to interest rates but the Council continued to explore other avenues for investment to maximise income.

As the national indicator set had been removed, a Single Data Set had been introduced which was a single transparent list of every piece of data that central government required from Councils. This was to ensure that the authority was collecting and reporting on key data. Some of this data was previously used to populate national indicators. Performance indicators which were of use to the Council would continue to be collected and reported on until new measures were introduced by the Council. A project would be incorporated in the Council's new Transformation Programme to look at performance measures which were relevant and important to the local community. Members would be invited to be involved in this work as the project progressed.

***OSC 6 POST OFFICE – PILOTS ON NEW OPERATING MODELS**

A letter from Post Office Limited was attached to the agenda (page 22) which outlined proposals to set up a pilot programme in certain parts of the country (including Devon). This would involve two new operating models for:

- Main Post Offices – modernising larger branches to include a high degree of automation and self service options with longer opening hours
- Local branches – simpler model that was situated on a retail counter with longer opening hours

This work was intended to build on the Government's policy paper 'Securing the Post Office Network in the Digital Age'. Further information on which Post Offices would be selected for the pilots would be sent to the Council in the autumn.

***OSC 7 REGULATION OF INVESTIGATIVE POWERS (RIPA)**

As a standing item on the agenda, Members noted that there had been no requests to use the powers under RIPA during the last quarter.

***OSC 8 HEALTH OVERVIEW & SCRUTINY**

Previously, the Council had been able to appoint a Member to the Devon County Health & Adult Services Overview & Scrutiny Committee. However, notification had recently been received that the County Council had established a replacement Health & Wellbeing Scrutiny Committee which would not include directly co-opted representatives from district councils as at present. Assurances had been given that local councils in areas affected by proposals from NHS or other providers in health areas would be given the opportunity to contribute with views being taken into account in any subsequent recommendations. There might also be opportunities, over time, for partners to be involved in issues locally.

Members **AGREED** that:

1. A response be sent to Devon County Council expressing the Committee's sadness that the Council is no longer to have a representative on the Health Scrutiny Committee but would appreciate the offer to be kept informed and to be consulted on any health issues which affect the West Devon area.
2. A West Devon County Councillor (preferably one sitting on the newly constituted Health & Wellbeing Scrutiny Committee) be asked to keep the Committee informed of issues discussed at meetings.

(The Meeting Closed at 3.50pm)