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WEST DEVON OVERVIEW AND SCRUTINY COMMITTEE - TUESDAY, 17TH JANUARY, 2012

Agenda, Reports and Minutes for the meeting

Agenda No Item

1. **Agenda Letter** (Pages 1 - 8)

2. **Reports**
 Reports to O&S:
 - a) Item 5 - Annual Review of the South Devon & Dartmoor Community Safety Partnership (Pages 9 - 16)
 - b) Item 6 - Committee Performance Report (Pages 17 - 24)

3. **Minutes** (Pages 25 - 28)

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Agenda Item 1

AGENDA – OVERVIEW & SCRUTINY COMMITTEE – 17 JANUARY 2012

PART ONE - OPEN COMMITTEE

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
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. **Confirmation of Minutes**
Meeting held on 20th September 2011 (previously circulated)
5. **Annual Review of the South Devon & Dartmoor Community Safety Partnership**
To receive an up-date on the delivery of the Community Safety Partnership and, in particular, the West Devon initiatives
6. **Committee Performance Report**
Report of the Business Development Manager
7. **Post Offices**
Up-date from Chairman on position regarding new operating models being proposed by Post Office Limited
8. **Broadband Task & Finish Group**
Up-date from Chairman
9. **Performance Indicator Review Working Group**
Up-date from Chairman
10. **Regulation of Investigatory Powers Act 2000: Report on Inspection and Authorisation**
Members to note that there have been no requests to use the powers under RIPA during the last quarter

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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:-

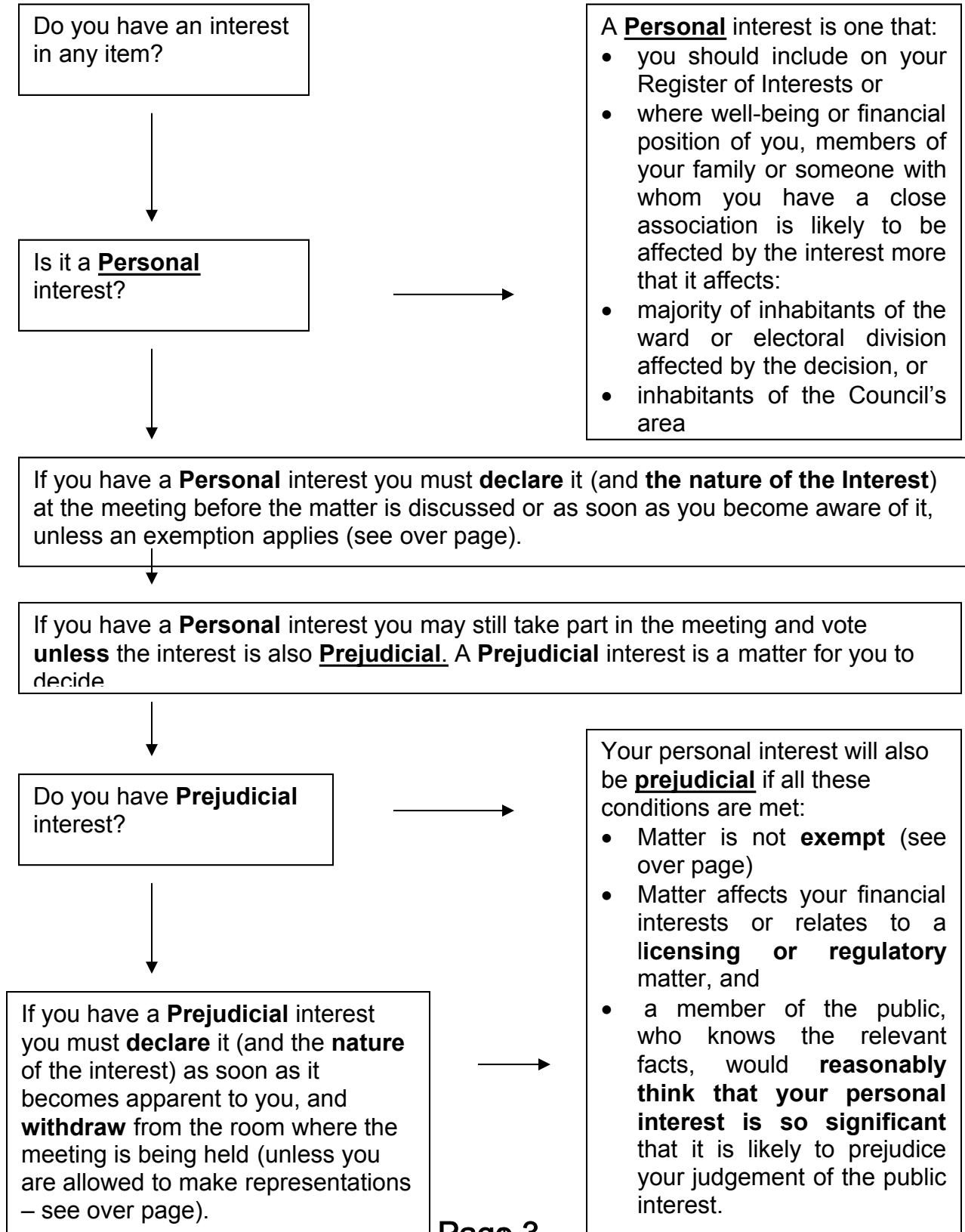
“**RESOLVED** that under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the Meeting for the under-mentioned item(s) of business on the grounds that exempt information may be disclosed as defined in Part I of Schedule 12A

to the Act”.

This document can be made available in large print, Braille, tape format, other languages or alternative format upon request. Please contact the Committee section on 01822 813662 or email arose@westdevon.gov.uk

West Devon Borough Council Members' Code of Conduct Declarations of interest

If you are in any doubt about what to do, please seek advice



West Devon Borough Council Members' Code of Conduct (see part 5 of the Constitution)

Personal Interests - You will have a personal interest in a matter if:

- anything that you should have mentioned in your Register and/or
- the well-being or financial position of you, members of your family, or people with whom you have a close association

is likely to be affected by the business of the Council more than it would affect the majority of the inhabitants of the ward or electoral division affected by the decision, or the inhabitants of the Council's area.

Exemption - An exemption applies where your personal interest arises solely from your membership (or position of control/management) on any body to which you were appointed/nominated by the Council or any other body exercising functions of a public nature. In such cases (unless you have a prejudicial interest) you only need to declare your interest if and when you speak on a matter.

Personal Interests include:

- Your membership/position of control/management in bodies to which the Council appointed/nominated you, or any bodies exercising functions of a public nature, directed to charitable purposes or whose principal purposes include influence of public opinion or policy, including any political party or trade union;
- Your job(s) or business(es), and the name of your employer;
- Name of any person who has made a payment towards your election expenses or expenses you have incurred in carrying out your duties;
- The name of any person, company/other body which has a place of business/land in the Council's area and in which you have a shares of more than £25,000/stake of more than 1/100th of the share capital of the company;
- Any contracts with the Council between you, your firm or a company (of which you a paid director) for goods, services or works.
- Any gift/hospitality estimated to > £25 and the name of the person who gave it to you;
- Any land/property in the Council's area in which you have a beneficial interest (or a licence to occupy) including the land and house you live in, any allotments you own or use.

Definitions

- "Well-being" - condition of happiness and contentedness. Anything that could affect your quality of life, either positively or negatively, is likely to affect your well-being.
- "Member of your family" means a partner (i.e. your spouse/civil partner/someone you live with in a similar capacity), parent/parent-in-law, son/daughter, step-son/step-daughter, child of partner, brother/sister, grandparent/grandchild, uncle/aunt, nephew/niece, or the partners of any of these persons.
- Person with whom you have a "close association" means someone with whom you are in close regular contact over a period of time who is more than an acquaintance. It is someone a reasonable member of the public might think you would be prepared to favour/ disadvantage when discussing a matter which affects them. It may be a friend, a colleague, a business associate or someone you know through general social contacts.

Prejudicial Interests - your personal interest will also be prejudicial if you meet conditions set out overleaf.

Exempt categories - you will not have a Prejudicial interest in a matter if it relates to:

(a) any tenancy/lease you hold with the Council (unless relating to your particular tenancy/lease); (b) Schools (meals/transport/travelling expenses): if parent/guardian of child in full time education or parent governor (unless relating to the school your child attends); (c) if you are receiving/entitled to statutory sick pay; (d) An allowance/payment/indemnity for members; (e) ceremonial honour given to members and (f) setting the council tax or precept.

Making representations - if you have a Prejudicial interest, you must declare that you have an interest and the nature of that interest as soon as the interest becomes apparent. You should leave the room unless members of the public are allowed to make representations, give evidence, or answer questions about the matter. If that is the case, then you can also attend the meeting for that purpose. However you must leave the room immediately you have finished and you cannot take part in the debate or vote.

Sensitive information

You may be exempt from having to declare sensitive information on your Register of interests in which case, although you must declare that you have an interest, you don't have to give any details about that interest on the register or to the meeting (please speak to the Monitoring Officer about this first).

Revised May 2007

Overview and Scrutiny Committee

General role

Within its terms of reference, the Overview and Scrutiny Committee will:

- (i) review and/or scrutinise decisions made or actions taken in connection with the discharge of any of the Council's functions;
- (ii) make reports and/or recommendations to the Council and any committee or joint committee in connection with the discharge of any functions;
- (iii) consider any matter affecting the area or its inhabitants; and
- (iv) make reports and/or 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.

Specific functions

(a) Policy development and review

The Overview and Scrutiny Committee may:

- (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.
- (vii) Regulation of Investigatory Powers – to review the Council's RIPA Policy and its use annually
- (viii) Consider internal reports on the use of RIPA on a quarterly basis.

(b) Scrutiny

The Overview and Scrutiny Committee may:

- (i) 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 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; and
- (ix) question and gather evidence from any person (with their consent) when necessary.
- (x) Scrutinise the work of the Crime & Disorder Reduction Partnership (and the partners who comprise it, insofar as their activities relate to the Partnership)
- (xi) Scrutinise and investigate matters referred to O&S by any Member on Crime & Disorder issues of local concern raised under Councillor Call for Action

(c) **Performance Management**

The Overview & Scrutiny Committee shall be responsible for overseeing performance management of the Council, including the process of continuous improvement.

The Overview and Scrutiny Committee may:

- (i) oversee the co-ordination and conduct of the Best Value process in accordance with Section 5 of the Local Government Act 1999;
- (ii) take an overview of the performance monitoring throughout the authority and make recommendations;
- (viii) where appropriate, make recommendations to the relevant committee or to Council;

but the responsibility for service performance rests with individual committees.

Partnership arrangements

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

(e) **Finance**

The Overview and Scrutiny Committee shall exercise overall responsibility for the finances made available to it.

(f) **Annual report**

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

Proceedings of Overview and Scrutiny Committees

The Overview and Scrutiny Committee will conduct its proceedings in accordance with the Overview and Scrutiny Procedure Rules set out in Part 4 of this Constitution.

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NAME OF COMMITTEE	Overview and Scrutiny
DATE	17th January 2012
REPORT TITLE	Annual review of the South Devon and Dartmoor Community Safety Partnership
Report of	Senior Community Safety Officer
WARDS AFFECTED	All

Summary of report:

The purpose of this report is to provide Members with the opportunity to scrutinise the work of the Community Safety Partnership (CSP) as defined by Sections 19 and 20 of the Police and Justice Act 2006 and the Crime and Disorder (Overview & Scrutiny) Regulations 2009.

Financial implications:

There are no direct financial implications for the Council arising from this report.

RECOMMENDATIONS:

It is recommended that;

The **Overview and Scrutiny Committee** notes the report and the achievements of the South Devon and Dartmoor Community Safety Partnership in 2011 and makes any recommendations with respect to the discharge of the functions of the partnership.

Officer contact:

Becca Gordon – Senior Community Safety Officer South Devon and Dartmoor Community Safety Partnership. Rebecca.Gordon@Teignbridge.gcsx.gov.uk Tel: (01626) 215873

Ian Bollans - Head of Environmental Health and Housing.

ian.bollans@swdevon.gov.uk

Tel: (01822) 813711

1. INTRODUCTION

1.1 Community safety partnerships were set up as statutory bodies under Sections 5-7 of the Crime and Disorder Act 1998.

1.2 The South Devon and Dartmoor Community Safety Partnership (CSP) consists of a number of ‘responsible authorities’ who have a legal responsibility to work in partnership to tackle crime and disorder. The authorities are the:

- Police;
- Police Authority;
- Local Authorities;

- Fire and Rescue Authority;
- Health Service; and
- Probation Service.

- 1.3 The South Devon and Dartmoor CSP is a merger of the West Devon, South Hams and Teignbridge CSP's. The merger allows for the effective use of limited resources across the three authorities. It has been operating for several years.
- 1.4 The responsible authorities work together to develop and implement strategies to protect their local communities from crime and disorder and to help people feel safe. They work out local approaches to deal with issues including antisocial behaviour, drug or alcohol misuse and re-offending. They also work with others who have a key role, including community groups and registered social landlords.
- 1.5 Section 19 of the Police and Justice Act 2006 requires that every local authority shall ensure that it has a committee with power to review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions.
- 1.6 This report looks at the work of the CSP over the last 12 months with particular reference to activities within the West Devon area.

2. BACKGROUND

- 2.1 The crime figures for West Devon have been reproduced below and show recorded and detected crime from 01/04/2011 to 30/11/2011

	Recorded crimes this year	% Change crime year on year	% Total detections
Tavistock Rural West	69	3.0%	31.9%
Tavistock Rural East	136	4.6%	16.9%
Tavistock Town	402	29.3%	20.6%
Okehampton Town	221	-6.4%	40.7%
Okehampton Rural West	133	26.7%	34.6%
Okehampton Rural East	127	27.0%	14.2%
Bere Peninsular	105	8.2%	16.2%
Totals	1,193	12.3%	25.1%

The table below shows the information for crime types

	Recorded crimes this year	Recorded crimes last year	%Change year on year
Other violent crime	251	206	17.9%
Sexual offences	35	27	22.9%
Robbery	5	4	20.0%
House burglary	38	26	31.6%
Other burglary	84	90	-6.7%
Theft from vehicle	60	65	-7.7%
Theft of vehicle	15	19	-21.0%
Other vehicle crime	5	5	0.0%
Theft of cycle	15	6	150.0%
Theft from shops	90	54	40.0%

Other theft	169	159	5.9%
Forgery and fraud offences	38	21	44.7%
Handling stolen goods	0	3	-100.0%
Criminal damage	287	268	6.6%
Drug offences	79	70	11.4%
Other crime	22	23	-4.3%
Totals	1193	1046	12.3%

2.2 It can be seen that following several years of decreasing crime, there has been increases in a number of areas. It should be noted that the crime levels overall still remain low, and therefore any increases in total numbers can have a significant effect on the percentages illustrated. In particular the activities of a few individuals can also have a major adverse effect. Nevertheless it is disappointing to see an overall increase in crime figures.

3. PARTNERSHIP ACHIEVEMENTS IN THE LAST 12 MONTHS

3.1 The following projects are examples of those delivered across South Hams, Teignbridge and West Devon.

- **Local delivery plan** – A Local Delivery Plan is produced by the CSP each year. This year there are 27 projects detailed. The delivery of the plan is monitored at each CSP meeting and supports the CSP priorities.
- **Community Safety Newsletter** – 3 editions have been published of the Newsletter which is distributed to councillors, town and parish councils, partner agencies, libraries, doctors surgeries, local policing teams and the council for voluntary services.
- **Excellent Anti Social Behaviour achievements** – a 95% success rate with referrals from a number of agencies.
- **The Honest Truth** – Over 300 Driving Instructors signed up to work in Partnership to get key messages regarding anti social driving and ways to avoid becoming one of the young people who dies on the roads of the UK every 18 hours. The messages are given directly to new drivers and their parents across Devon and Cornwall. The project has now generated interest from other counties.
- **Police tasking** – closer working of Community Safety Officers and Police tasking processes to enable effective sharing of information and targeting of resources.
- **Task groups** – three multi-agency groups established to address the most important emerging issues of domestic violence, alcohol related violence and anti-social behaviour.
- **Connect events** – The CSP has attended 6 community events
- **Licensing newsletters** – 1,400 newsletters specifically designed for Licensees to update them on community safety issues were sent out with Council Licensing Newsletters in December 2011.
- **Mobile CCTV** – Two mobile cameras being deployed to priority areas to tackle crime and anti social behaviour. There have been 10 deployments in the year.

4. WEST DEVON PROJECT WORK

4.1 The West Devon Community Safety Officer (WDCSO) works with partner agencies mainly based in Tavistock and Okehampton to tackle the most

serious community safety issues. A community safety meeting is held every quarter in West Devon and agencies that attend include Police (Local Policing Partnership Teams), West Devon Borough Council representatives, Registered Social Landlords, Tavistock and Okehampton Colleges, Youth Service, Fire and Rescue Service and Youth Offending Team.

- 4.2 The South Devon and Dartmoor Community Safety Partnership deployed its mobile CCTV camera to Riverside Car Park in May/June 2011 to reduce anti social driving with loud exhausts and radio noise. Since the end of June 2011 there have been no further valid logs in this area. In conjunction with the CCTV camera the WDCSO arranged for Fire and Rescue staff to visit the area on a Friday night in order to engage with the young drivers. The Fire Service deployed their educational vehicle and engaged with over 30 young drivers. They considered the evening a success.
- 4.3 Community Days have been held in Tavistock and Okehampton where the Community Safety Partnership has worked in conjunction with West Devon's Connect initiative and engaged with hundreds of members of the public, providing targeted crime prevention advice - such as shed and garage security and ways to prevent theft from your vehicle.
- 4.4 A Safety Advisory Group has been run in West Devon which looks at events being held in the Borough and any possible crime and disorder implications. The WDCSO works closely with the Health and Safety Officer and the meetings are well attended by Police, Devon County Council Highways, Licensing, Devon and Somerset Fire and Rescue Service, Ambulance Service and event organisers.
- 4.5 Tavistock Matters continues to be Chaired by the WDCSO and she has also been asked by Okehampton Town Council to present to full Council on 3rd January 2012 with a view to create Okehampton Matters.
- 4.6 Police tasking meetings are attended at Barnstaple twice a month and officers also continue to meet and have valuable input into quarterly County wide meetings such as the Devon Alcohol Partnership. Louisa represents West Devon, South Hams and Teignbridge at these meetings.

5. ANTI-SOCIAL BEHAVIOUR WITHIN WEST DEVON

- 5.1 There have been a total of 78 referrals made for individuals to the ASB Officer during the last twelve months. There has been a success rate of approx 95%, with only 5% of those who received either a first stage ASB letter or Alcohol letter going on to receive a second stage letter or second alcohol letter.
- 5.2 Monthly ASB meetings take place to discuss information sharing and case management on high level or persistent ASB perpetrators. These are multi-agency meetings and are chaired by the ASB Officer. The agencies attending the meetings include the Youth Offending Team, West Devon Borough Council, Registered Social Landlords, Police, Children and Young Peoples Services, Education Welfare Officers and a member of staff from both Okehampton and Tavistock Colleges. During the year 2011, 20 individuals were discussed; this is compared with 14 individuals in 2010. This increase is mainly due to an increase in referrals from partners in particular West Devon Homes the main Registered Social Landlord in the area.
- 5.3 A Section 30 Order has been obtained for Okehampton Town, facilitated by the ASB Officer. The Town Council and Police were keen to address issues around drinking in the town. This order gives the Police the power to disperse

groups of 2 or more people who the police believe have, or have the potential to intimidate, harass, alarm or distress a member of the public. The order runs from 15th December 2011 to 1st March 2012.

5.4 The following are example case studies to demonstrate the multi-agency work the ASB Officer is engaged with on a daily basis.

- Together with Devon Primary Care Trust (PCT) the ASB officer worked with a family in Tavistock whose children were climbing onto the roof of the maternity unit and theatre block of Tavistock Hospital. Warnings made by Devon PCT went unheeded. The family were sent a first stage ASB letter which was followed up by a joint visit. Despite initial denial by the children's parents, the children did modify their behaviour following these interventions. The problem has now stopped.
- Mr W and his son were causing a female neighbour great distress by causing noise nuisance, criminal damage to plants and throwing objects at her house. The relationship between the victim and her landlord, Sanctuary Housing, had broken down. The offending neighbours were sent a first stage letter which quickly escalated to a second stage letter and discussion at the ASB multi-agency meeting as the behaviour did not cease. Mr. W agreed to sign an Acceptable Behaviour Contract explaining what was and was not acceptable behaviour in relation to the evidence of his ASB. Children and Young Peoples Services arranged for a problem solving meeting to be held with partner agencies about the behaviour of the son and Okehampton Community College was able to put in additional support. As a result of this joint approach the relationship between victim and landlord improved. Mr W stopped his anti social behaviour and in four months from the start of the case it was closed.
- A young female from a West Devon village first came to notice in September 2010 when she started bullying a young male. This was found to be one of a number of incidents and in November 2010 she was arrested for an assault. She was also becoming more involved in wider ASB within the village. Between March and May 2011 she was written and spoken to about her behaviour. The ASB officer met with her and her mother and persuaded her to take part in the West Devon Youth Inclusion and Support Programme which is run by North Devon Youth Offending Team. Since then there has been a remarkable turnaround in her behaviour, she is no longer involved in ASB. This young lady is an excellent example of early intervention changing behaviour and changing lives.

6. ISSUES FOR MEMBERS TO CONSIDER

6.1 Home Office Guidance suggests that the role of the scrutiny function in relation to the work of the CSP should relate to:

- Policy development
- Contribution to the development of strategies
- Holding to account at formal hearings
- Performance management, looking at performance by exception
- Overview and Scrutiny function to scrutinise the work of the CSP and the partners who comprise it, insofar as their activities relate to the partnership itself.

- The role of the committee should be applied as a 'critical friend' of the CSP, providing constructive challenge at a strategic level, rather than fault finding at an operational level.

7. LEGAL IMPLICATIONS

- 7.1 There are no direct legal implications associated with this report.

8. FINANCIAL IMPLICATIONS

- 8.1 Although there are no direct financial implications associated with this report, the CSP does operate in a increasingly restrictive financial environment.

9. RISK MANAGEMENT

- 9.1 The risk management implications are:

Opportunities	Benefits
The scrutiny of the work of the CSP will provide the role of a 'critical friend'.	The CSP allows key agencies to work together to tackle crime and disorder.
Issues/Obstacles/Threats	Control measures/mitigation
The CSP is operating in a restrictive financial environment. Crime figures have increased in the last 9 months.	The merger arrangements have generated savings, while maintaining levels of service. Further work will be needed to ensure that the work of the CSP is recognised and rewarded by the new Police and Crime Commissioner in 2013. The CSP will be addressing a number of performance issues early in 2012.

Corporate priorities engaged:	Community Life Environment Customer First
Statutory powers:	NA
Considerations of equality and human rights:	Restrictions placed upon individuals who are causing anti-social behaviour need to be balanced and proportionate
Biodiversity considerations:	Not applicable
Sustainability considerations:	Not applicable
Crime and disorder implications:	The work of the Community Safety Partnership directly impinges on crime and disorder issues within the Borough
Background papers:	None
Appendices attached:	None

10. CONCLUSION

- 10.1 The CSP is a statutory partnership with a wide remit. With so many individual agencies being responsible, in one form or another, for tackling crime and disorder within the Borough, the CSP relies on a coordinated approach between partner organisations to ensure effective targeting of resources.
- 10.2 Crime figures have steadily reduced over a number of years, but have shown an increase over the past several months.
- 10.3 The CSP faces a challenging future with partners facing pressure on resources. Further challenges will be posed with the arrival of Police and Crime Commissioners in 2013 who will have widespread powers to direct crime and disorder prevention activities and control of budgets.

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AGENDA
ITEM
6

WEST DEVON BOROUGH COUNCIL

AGENDA
ITEM
6

NAME OF COMMITTEE	Overview & Scrutiny
DATE	17 January 2012
REPORT TITLE	Committee Performance Report
Report of	Business Development 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 at the end of quarter 2 2011-2012.

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 quarter 2 that were significantly below target and decide if any areas should be reviewed.

Officer contact:

Dan Butler, Business Development Manager, Dan.Butler@swdevon.gov.uk

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 quarter 2.

2.2 Appendix B sets out in more detail those key indicators where performance for the quarter was ten percent or more below the target. For each indicator the following information is made available:

- Actual performance for West Devon for 10-11
- Performance for months in Q2 and Q1 and Q2 performance
- Year to date 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:

- Processing of planning applications: Major applications
- Working days lost to sickness (% of sickness that is long term is included for context)
- Percentage of calls answered on 20 seconds
- Income from planning applications and appeals

2.4 The Single Data Set has been introduced which is a single transparent list of every piece of data that central government requires from Councils. 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 reviewing performance measures is underway and will include a range of new internal indicators that more appropriately align with our processes. A decision will need to be made by the O & S Committee if any of the new performance measures should be reported to them.

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:	Community 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- Quarter 2 Appendix B – Performance Exception Report- Quarter 2

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Corporate Balanced Scorecard

West Devon Borough Council

Appendix A



CUSTOMER FIRST

COUNCIL PRIORITIES

	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)
	NI 181 ii Number of Benefit claims

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 3 No. of visitors to Outreach
	CST 5 % of calls answered in 20 seconds
	CST 4 % of calls answered

THE ORGANISATION

FINANCE

	BV 12 Working days lost due to sickness absence
	PP5 % staff turnover
	BV 8 % invoices paid on time
	BV 9 % of Council tax collected
	BV 10 % of NNDR collected
	BV 12d % of sickness that is long term

	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 = 24,474, Population number = 53,100, Unemployment in the district (JSA claimants at Nov 11) = 629 (2.0% of economically active), Average weekly earnings in the district (2009) = £446.40, Number of FTEs = 120.43

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Appendix B

Balanced Scorecard Quarter 2 2011-2012




Theme 04. Planning

Indicator	Managed By	2010/11	July 2011	August 2011	September 2011	Q1 2011/12	Q2 2011/12	2011/12		Comments	
		Value	Value	Value	Value	Value	Value	Value	Target		
Page 23 BV109a NI 157a Processing of planning applications: Major applications	Marion Playle	63.64%	-	-	-	28.6%	0%	25%	60.00%	Still very low number of applications 2 Major applications in this quarter	


Theme 06. Personnel

Indicator	Managed By	2010/11	July 2011	August 2011	September 2011	Q1 2011/12	Q2 2011/12	2011/12		Comments	
		Value	Value	Value	Value	Value	Value	Value	Target		
BV12 Working Days Lost Due to Sickness Absence (average days per full-time equivalents)	Jan Montague	4.38	Not measured for Months			2.38	2.12	4.5	3.25	Equivalent to 548 working days. WD has a very stretching target of 6.5 days per year, well below the national average	
BV12d Percentage of sickness that is long term	Jan Montague	22.2%	Not measured for Months			36.92%	30.14%	33.76%	-	Equivalent to 185 days, 2 staff over 2 instances	

Theme 07. Customer Services

Indicator	Managed By	2010/11	July 2011	August 2011	September 2011	Q1 2011/12	Q2 2011/12	2011/12		Comments	
		Value	Value	Value	Value	Value	Value	Value	Target		
CST 5 Percentage calls answered in 20 seconds	Darren Cole	77.3%	67.0%	77.0%	68.0%	65%	71%	68%	80%	13-Dec-2011 The target for this PI is to answer 80% of calls within 20 seconds. This is a target which we generally don't achieve apart from on the very quietest months and would consider anything above 70% to be a reasonable result. This figure is influenced by all Council activity including the sending out of Council Tax reminders and summonses.	

Theme 08. Financial Information

Indicator	Managed By	2010/11	Q2 2011/12		Forecast variance		Comments	
		Value	Budget expected value	Current forecast	£	% (+/-)		
Income Collected - Planning Applications and Appeals	Lisa Buckle	£265,000	£301,000	£251,000	50,000	-16.7%	In the Budget setting process it was expected that new legislation was to be introduced to planning. The proposed changes to the planning application fees regime would decentralise responsibility for setting fees to local authorities. The legislation did not pass in time for 11/12 and the extra income was not achievable. The expected increase in planning fees was £50,000	

Agenda Item 3

At a Meeting of the **OVERVIEW & SCRUTINY COMMITTEE** held at the Council Chamber, Council Offices, Kilworthy Park, Drake Road, **TAVISTOCK** on **TUESDAY** the 17th day of **JANUARY 2012** at **2.00 pm**.

Present:

Mr D Cloke – Chairman	
Mr D Whitcomb – Vice-Chairman	
Mr R Baldwin	Mrs A Clish-Green
Mr D Lake	Mrs L Rose

Chief Executive
Head of Environmental Health
Democratic Services Manager
Committee & Ombudsman Link Officer

In attendance: Mrs R Gordon – Senior Community Safety Officer,
South Devon & Dartmoor Community Safety
Partnership
Insp S Kenneally – Devon & Cornwall Police

***OSC 14 CONFIRMATION OF MINUTES**

The Minutes of the Meeting held on 20th September 2011, were confirmed and signed by the Chairman as a correct record.

***OSC 15 ANNUAL REVIEW OF THE SOUTH DEVON & DARTMOOR
COMMUNITY SAFETY PARTNERSHIP**

The Senior Community Safety Officer presented the Annual Review of the South Devon & Dartmoor Community Safety Partnership (page 8 to the Agenda) to enable the Committee to scrutinize the work of the Community Safety Partnership as defined within Sections 19 and 20 of the Police and Justice Act 2006 and the Crime and Disorder (Overview & Scrutiny) Regulations 2009.

The report detailed crime figures for the period 1st April 2011 to 30th November 2011 and these showed a slight increase in a number of areas following several years of decreasing crime. The low crime figures previously enjoyed showed that even a slight increase in any area can have a disproportionate effect on crime figure percentages, thus giving a false impression.

The report also detailed nine projects which had been delivered across the Partnership's area and these included a Local Delivery Plan containing 27 detailed projects and a scheme called "The Honest Truth" where driving instructors advised young drivers on anti-social driving and ways to avoid becoming one of the young people killed on UK roads every 18 hours.

Inspector Kenneally reported that following Government cuts in funding, police staffing levels would fall to the level formally enjoyed in 1973. It was expected that rural areas would suffer more the consequence of reduced police compliment than would urban areas. Following a recent introduction of new policing methods arising from the budget reduction,

performance had dropped but was now showing signs of recovery and improvement.

The police were currently working with the shop keepers in Tavistock with a view to introducing a “shop watch” scheme similar to that successfully introduced in Plymouth. In this scheme where a person is banned from a shop for theft then that ban becomes effective in all of the shops working within the scheme.

In conclusion Inspector Kenneally reminded the Committee that an election for the appointment of Police Commissioner would take place during November 2012 and that such an appointment would have an impact on policing matters.

It was **RESOLVED** that the report be noted.

***OSC 16 COMMITTEE PERFORMANCE REPORT**

The Committee received and noted the Committee Performance Report prepared by the Business Development Manager (page 15 to the Agenda).

***OSC 17 POST OFFICES**

The Chairman reported on a meeting he had attended in Exeter in October 2011, where a representative from the Post Office gave an update on a national pilot scheme where a post office situated within a convenience store could choose to operate the same opening hours at the shop. No such pilot was being tried in West Devon, however, there would be opportunities for local shops currently hosting Post Office services to adopt such opening hours should the current pilot scheme mature into Post Office policy.

The pilot scheme would operate until June 2012 when it would then be evaluated.

***OSC 18 BROADBAND TASK & FINISH GROUP**

The Chairman tabled an information paper prepared by the Regeneration Officer on the activities of the Broadband Task & Finish Group which had last met in November 2011, and noted that:

- Cllr Carter from South Hams District Council had joined the group
- Miss J Rumble from the Dartmoor National Park Authority had agreed to attend meetings
- Devon County Council had appointed consultants to lead their process of stimulating demand for improved Broadband Connectivity across Devon and Somerset and convened a series of stakeholder meetings. The Borough Council’s Regeneration Officer would soon be attending one such meeting and would report back on the outcome and how District Authorities could assist with this process.

- An insert was to be sent out to all residents with the Council Tax demands summarising the latest progress on Rural Broadband; and
- The village of Thurlestone in the South Hams was progressing its bid for additional funding from BDUK under the Rural Broadband scheme for community based projects.

It was **RESOLVED** that the tabled report be noted.

OSC 19 PERFORMANCE INDICATOR REVIEW WORKING GROUP

The Chairman tabled a report on the work of the Joint Review of Performance Indicators Task & Finish Group which had previously been circulated to Members via e-mail. The T&F Group had decided that two sets of PIs should be produced, one for the public which should be clear and easily understood and meaningful, with the second set for the functional needs of both Councils.

Three appendices were presented with the report with Appendix A proposing community PIs, Appendix B proposing internal functional PIs, and Appendix C showing an example of a narrative PI display with images and graphs for the community PIs for use in the Connect magazine.

It was **RESOLVED** to **RECOMMEND** to the Strategies & Resources Committee that:

- (i) the list of PIs for public use as set out in Appendix A with the addition of the car parking income PI be approved and adopted; and,
- (ii) the narrative format as displayed in Appendix C be adopted for the dissemination of community based PIs in the Council's Connect magazine.

***OSC 20 REGULATION OF INVESTIGATORY POWERS ACT 2000: REPORT ON INSPECTION AND AUTHORISATION**

The Committee noted that there had been no requests to use the powers under the RIPA Act 2000 during the last quarter.

(The Meeting terminated at 4.03 pm.)

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