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WEST DEVON OVERVIEW AND SCRUTINY COMMITTEE - TUESDAY, 15TH JANUARY, 2013

Agenda, Reports and Minutes for the meeting

Agenda No Item

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

2. **Reports**

Reports to O&S:

a) Item 6 - Service Level Agreement Monitoring - CAB/CVS (Pages 3 - 40)

b) Item 7 - Use of Agency Staff (Pages 41 - 46)

c) Item 8 - Performance Indicators Quarter 2 (Pages 47 - 58)

d) Item 9 - Reports of Task & Finish Groups (Pages 59 - 76)

(i) Two Committee Structure

(ii) Member IT Provision

3. **Minutes** (Pages 77 - 82)

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Agenda Item 1

AGENDA – OVERVIEW & SCRUTINY COMMITTEE – 15th JANUARY 2013

PART ONE - OPEN COMMITTEE

1. **Apologies for absence**
2. **Declarations of Interest**

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

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

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

Meeting held on 16th October 2012 (previously circulated)
5. **Presentation by Mrs Barbara Osborne and Mandy Kenyon of the CAB**

To receive a presentation from Mrs Barbara Osborne and Mandy Kenyon and allow Members to ask questions
6. **Service Level Agreement Monitoring – CAB/CVS**

Report of the Community Manager
7. **Use of Agency Staff**

Report of the Head of Corporate Services
8. **Performance Indicators Quarter 2**

Report of the Corporate Improvement Officer
9. **Reports of Task & Finish Groups**
 - (i) **Two Committee Structure**
 - (ii) **Member IT Provision**
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 of business on the grounds that exempt information may be disclosed as defined in the paragraph given in brackets below from Part I of Schedule 12A to the Act”.

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NAME OF COMMITTEE	Overview & Scrutiny Committee
DATE	15 January 2013
REPORT TITLE	Monitoring of West Devon Community and Voluntary Services and Citizens Advice Bureau Service Level Agreements for 2011/12
Report of	Amanda Harvey, Community Development Officer, Planning, Economy & Community
WARDS AFFECTED	All

Summary of report:

To review the operation in 2011/12 of the Service Level Agreements (SLAs) with West Devon Community and Voluntary Services (WDCVS), including West Devon Volunteer Centre (WDVC), and West Devon Citizens Advice Bureau (WDCAB).

Financial implications:

The existing SLA annual financial support of (see 4.1 for full details):

- £8,500 to WDCVS;
- £32,900 to WDCAB.

RECOMMENDATIONS:

That Members scrutinise the performance of WDCVS, including WDVC, and WDCAB against the SLAs.

Officer contact:

Amanda Harvey, Community Development Officer (amanda.harvey@southhams.gov.uk 01803 861103)

1. BACKGROUND

Background to the West Devon Community & Voluntary Services Service Level Agreement

- 1.1 There has been a three year rolling partnership SLA between WDCVS and its core funders, West Devon Borough Council (WDBC), Devon County Council (DCC) and NHS Devon (formerly Devon Primary Care Trust), since 2007, reflecting the value Members place on the role of WDCVS in supporting and representing the hundreds of voluntary and community sector (VCS)

organisations in West Devon. The SLA runs until 31 March 2013 and is currently being reviewed.

Background to the West Devon Citizens Advice Bureau Service Level Agreement

1.2 There has been a three year rolling partnership SLA between WDCAB and its core funders, WDBC and DCC, since 2004. Members support for the SLA with WDCAB recognises the valuable role this organisation plays in providing a range of quality advice and support services to individuals, who are often vulnerable or isolated, or both. The SLA runs until 31 March 2013 and is currently being reviewed.

2. ISSUES FOR CONSIDERATION

Review of Operation of WDCVS SLA 2011/12

2.1 WDCVS has produced an annual monitoring report for 2011/12 which includes the information required by the SLA and provides an overview of its work (see Appendix A). WDCVS annual monitoring key statistics are provided below, but should be read in conjunction with Appendix A:

WDCVS Annual Monitoring Key Statistics	11/12
A. DEVELOPMENT	
Value of successful applications (known to CVS)	£75,000
B. SUPPORT	
Number of newsletters published	4
Total distribution list	600
Number of Voluntary Sector Forums held	3
Number of organisations represented	57
E. VOLUNTEER CENTRE ACTIVITY	
Number of potential volunteers interviewed or advised	307
Number of local organisations who are 'clients' of the WDVC	210

Review of Operation of WDCAB SLA 2011/12

2.2 WDCAB has produced an annual monitoring report for 2011/12 which includes the information required by the SLA and provides an overview of its work (see Appendix B). WDCAB annual monitoring key statistics are provided below, but should be read in conjunction with Appendix B:

WDCAB Annual Monitoring Key Statistics	11/12
Number of client contacts	5,874
Total number of issues handled	6,559
Number of issues categorised by subject:	
Benefits	3,163
Consumer	103
Debt	1,278
Education	33

Employment	499
Finance (other than debt)	96
Health	69
Housing	353
Immigration	31
Legal issues	255
Relationship and family matters	372
Tax	121
Travel	36
Utilities	100
Signposting	5
Other	45
Amount of benefit generated for clients	£624,460
Amount of debt work dealt with by the bureau	£1,462,403

2.3 A representative of WDCAB has been invited to this meeting and the Overview and Scrutiny Committee has the option to ask a representative of WDCVS to attend a future meeting if there are specific concerns with performance against the SLA.

3. LEGAL IMPLICATIONS

3.1 The Council has powers under the Localism Act 2011 to support voluntary services in the community.

3.2 The Council's requirements and commitments are secured in the SLAs for WDCVS and WDCAB.

4. FINANCIAL IMPLICATIONS

4.1 Current annual contributions are:

- £8,500 to WDCVS;
- £32,900 to WDCAB.

4.2 The 2012/13 contribution from DCC to WDCVS is £28,800. This represents a 10% reduction in DCC's contribution for 2011/12. The 2012/13 contribution to WDCVS from NHS Devon is £21,000. This represents a 1% reduction in NHS Devon's contribution for 2011/12. The 2012/13 contribution from DCC to WDCAB Devon is £23,600 (the same as DCC's payment to WDCAB for 2011/12).

5. RISK MANAGEMENT

5.1 The Risk Management implications are shown at the end of this report in the Strategic Risks Template.

6. OTHER CONSIDERATIONS

Corporate priorities engaged:	Community Life; Economy; Homes
Statutory powers:	Localism Act 2011 (Section 1 – Powers of General Competence)
Considerations of equality and human rights:	The services provided by WDCVS and WDCAB promote equal opportunities and help prevent discrimination in our communities.
Biodiversity considerations:	None
Sustainability considerations:	The SLAs with WDCVS and WDCAB promote sustainability by supporting the VCS and promoting community-led actions and local decision making.
Crime and disorder implications:	The work of WDCVS and WDCAB provides advice and volunteering opportunities which reduce the potential for anti-social behaviour.
Background papers:	WDCVS / WDBC / DCC / NHS Devon SLA 2010 - 2013 WDCAB / WDBC / DCC SLA 2010 - 2013
Appendices attached:	Appendix A – WDCVS SLA Monitoring Report 2011/12 Appendix B – WDCAB SLA Monitoring Report 2011/12

STRATEGIC RISKS TEMPLATE

No	Risk Title	Risk/Opportunity Description	Inherent risk status				Mitigating & Management actions	Ownership
			Impact of negative outcome	Chance of negative outcome	Risk score and direction of travel			
1	Delivery of Outcomes and Value for Money	Failure to deliver outcomes to the community and provide value for money for the Council's contributions	3	2	6	↔	<ol style="list-style-type: none"> 1. Annual monitoring report 2. Contributions reviewed an annual budget setting 3. SLAs reviewed on a regular basis 4. Organisations are nationally recognised with set standards and reporting mechanisms 	Community Manager

Direction of travel symbols ↓ ↑ ↔

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Appendix A
West Devon Community and Voluntary Services
(West Devon CVS)

Supporting local voluntary and community action
in West Devon
2011-12

Service Level Agreement
Monitoring Report

For
West Devon Borough Council

Preface

This report relates to the Service Level Agreement with West Devon Borough Council & Devon County Council and compliments the Annual Review of our activity for 2011/12 which outlines the support we delivered and impact we made to our local organisations and the communities they support in further detail. Please contact us for copies of our Annual Review.

We are in touch with over 430 voluntary and community organisations (VCOs) either based in or providing services to West Devon and the thousands of local residents who rely on the services and support they provide.

Local voluntary and community organisations face many challenges — keeping up to date with information and legislation, finding funding, meeting the needs of their communities, getting their voice heard, rural isolation and more. Many West Devon VCOs have no paid staff, and rely on the time and enthusiasm of their volunteers. Changes in local and national policy can be confusing, and keeping up to date and involved is a challenge for many in the sector. Some voluntary and community organisations struggle to make their voices heard in local debates about the way services should be run in the future. Funding for voluntary and community organisations is more and more scarce, and competition for the remaining resources is fierce. West Devon CVS helps by:

- Developing the skills and knowledge of volunteers, staff and management committees
- Providing information on key issues affecting local voluntary and community organisations
- Helping voluntary and community organisations to influence local policy and service development
- Supporting voluntary sector involvement in public service delivery
- Offering one-to-one support and advice for voluntary and community organisations
- Supporting individuals and voluntary and community organisations and promoting volunteering through the Volunteer Centre.

The following pages give a report of core West Devon CVS activities, based on the agreed desired outcomes and indicators, from 1 April 2011 - 31 March 2012.

A Development

Outcomes: The local strategic partnership (LSP) partners are informed about voluntary and community sector (VCS) needs and services, and are influenced by that knowledge. New services are developed within the voluntary and community sector to meet identified needs.

A1. Examples of issues being raised with the funders or the LSP which influence policy, strategic plans and / or service delivery.

Examples include:

- West Devon CVS have successful working relationships with a wide range of strategic partners enabling an enhanced dialogue and understanding of the sector. Partners have been able to approach us for specialised local knowledge of the sector to shape their services
- West Devon CVS is a key player in the outcomes of the Sustainable Community Strategy providing the linking bridge with partners and the voluntary and community sector, as well as taking an active role in working groups and activities (e.g. Homes & Community Life)
- West Devon CVS has enabled partners to distribute consultations through our information services, newsletters, members e-bulletins and through Voluntary Sector forums so that they can be informed about voluntary and community sector needs and services, and are influenced by that knowledge
- West Devon CVS was an active partner in the Connect outreach service attending planning meetings, community events and outreach sessions across the district
- Provision of voluntary sector representation and support to representatives on the DCC/NHS Devon Complex Care Teams across the district is being successfully achieved, through West Devon CVS. Unmet social needs are being identified by the representatives and voluntary & community sector organisations supported to help meet these needs and work in partnership with other agencies

A2. Value of external investment in the area of benefit which have been secured directly by the CVS or as a result of advice and support provided to other voluntary and community sector organisations.

West Devon CVS helps voluntary and community organisations identify potential funders, write funding applications, draw up fundraising strategies and provides references. The following West Devon CVS activities support this:

- Access to Funding databases

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- Quarterly 'Funding extra' sent to over 400 organisations
- Monthly e-mail funding bulletin sent to over 100 member organizations
- Information sheets on funding issues
- Targeted information packs of funding sources
- One to one advice on funding issues from our groups development officer
- Workshops & training sessions
- Resource library with fundraising resources

During 2011/2012:

- West Devon CVS helped West Devon 18 organisations receive over £75,000 pounds in grant funding

A3. Number of signatories to the Compact for Devon in the area of benefit.

- West Devon CVS has worked with LSP partners to continue awareness of the Compact.
- Information on the Compact is included within our new members pack and at present West Devon CVS have signed up for 85 members.

B Support

Outcome: The local voluntary and community sector is better informed about best practice and is well supported by the CVS through its core range of services

West Devon CVS information services and resources offer dedicated support to voluntary groups through newsletters, fact-sheets, e-mail bulletins, website and library. Our ability to inform and enable voluntary activity with the right information to help groups in their work has continued to grow and develop. Our experienced team of staff is always on hand to provide information and support. This year we extended our availability to provide this support to cover Monday to Friday 9.30am – 3.00pm by offering increased telephone and email access.

We also reviewed our communication strategy to increase our information points in rural villages through links with village and community halls and village shops.

B1. Number and circulation of newsletters and / or e-bulletins produced

- Four issues of our newsletter were published during the year. They were distributed to over 600 recipients, including local and voluntary groups, parish councils and libraries and included sectors covering local news, sector news, training, resources and legal issues.
- Monthly issues of our e-bulletin provided more frequent Funding and Training information.

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- A series of information sheets are available from our website in downloadable form. The series is designed as a complete guide to the basics for small and new groups.
- The West Devon CVS website has continued to be updated

B2. Number of organisations attending voluntary and community sector forums or liaison events and number of such meetings held

West Devon CVS hold voluntary sector forums throughout the Borough. The meetings bring together representatives from all types of groups and organisations across West Devon and are open to any VCOs based or working in the area. The forums offer a chance for groups to share ideas, discuss issues and gather information. They also offers the opportunity to exert influence on decisions taken by local strategic partnerships and their component members and to demonstrate the value of the voluntary sector.

- Jointly held the first 'West Devon Voluntary Voice' forum together with the Borough council to discuss how the council could best engage with the voluntary and community sector.
- Held two meetings of the West Devon Volunteer Organisers Forum.

The organisations attending range from small, local groups working with a few volunteers to representatives from much larger organisations.

- 3 Meetings of the Voluntary Sector Forum were held around the West Devon during the year
- 57 local voluntary and community organisations have been represented at the West Devon voluntary sector forums.
 - The forum provides a useful constituency for voluntary and community sector consultation and speakers used the opportunity to consult members. These have included NHS Prevention Strategy as well as the engagement with Borough Council mentioned above.

Exchanging information and networking, during the open forum session and over coffee is one of the most valuable parts of the forums.

B3. Annual survey of service users

Our annual service evaluation was conducted in February 2012.

- The response rate was 10%
- The majority of contact was via email (44%)

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- All services were rated good or very good
- 78% had received volunteers through the West Devon Volunteer Centre
- 55% had attended and found useful our learning workshops
- 91% found our newsletter useful and relevant.
- 65% had attended our Forums and other events.
- 60% were aware of the CVS representative role on strategic partnerships on behalf of the sector in West Devon

B4. Record of plaudits and complaints

Some examples of comments we have received this year:

“Glad to have you to turn to when needed” *Okehampton organisation*

“You are all great! why doesn’t central government centrally core fund groups like CVS the multiplier effect would be enormous across the country.” *Okehampton rural organisation*

“Thank you form not wasting our time & delivering exactly what you said you would! An excellent day with so very much learnt.....” *Tavistock rural organisation*

“Useful service, helpful staff” *Tavistock organisation*

We received one complaint this year regarding our decision to close our permanent office base in Tavistock (due to a decrease in overall funding) and deliver our services in Tavistock from Kingdon House. The complaint related to the lack of disabled access in this location.

We responded by revisiting our options and in February 2012 agreed with the library in Tavistock that the service would be provided from their premises from April 2012.

B5. Examples of effective support given to local organisations to enhance capacity and sustainability.

- 63 groups were helped to develop in areas including bid writing, collaboration, governance and policy issues
- 5 new groups were established in the West Devon with our help
- WDCVS helped 18 local organisations receive more than £75,000 of grant funding

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- 65 Groups attended CVS learning workshops and forums over the year, resulting in increased skills and knowledge for the people running them
- More Individuals in Tavistock now receive befriending support thanks to the CVS working in partnership with a local organisation as a result of a gap in service identified through our work with Complex Care Teams.
- West Devon CVS's information and advice service answered queries and kept over 400 groups up dated with relevant news, good practice, events & training opportunities
- We provided Updates and information about the changes in Health provision and the Personalisation agenda and the localism agenda were sent regularly to relevant organisations.

Office Services:

- 54 groups continued to make good use of our range of equipment to use and hire (including the digital projector and screen, lap top, display boards and photocopying/printing services).

C Representation and Liaison

Outcome: LSP partners routinely consult with the voluntary and community sector and involves the sector in service development

C1. Examples of consultation activity facilitated

Consultation has been enabled through:

- West Devon Voluntary Sector Forums helping the Borough council to engage with organisations within the voluntary sector.
- Direct communication and discussion with relevant local organisations on specific national issues such as the changes within Health (personalization, commissioning of services) and local government (localism)

C2 . Examples of consultation\involvement activity with hard to reach groups

- We aim to reach all areas of our sector especially enabling the involvement of traditionally hard to reach groups by ensuring that our mechanisms for engagement are relevant.
- West Devon CVS provides the resource for 'Southern Devon' (South Hams, Teignbridge and West Devon) for a key Devon wide project

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'Voluntary Voice' aiming to involve the local voice to be heard and involved up to a county level.

- We continue to work in partnership with other county infrastructure organisations to enable consultations to take place.
- Snippets e bulletins informed members of consultations and consultation events
- Through our membership with NAVCA, NCVO and Volunteering England we worked to influence regional and national policy.
- West Devon CVS Chief officer lobbied for the local Voluntary and Community Sector to Government Minister Nick Hurd on his visit to Okehampton in February.

C3. Evidence of the CVS advocacy with statutory partners on behalf of the voluntary and community sector generally or of individual organizations

- When issues arise over potential changes in services or provision, West Devon CVS has taken the concerns from local organisations and communities and liaised with partners
- West Devon CVS influenced policy and advocated for the voluntary sector through membership of cross-agency strategic boards, including the Local Strategic Partnership, the South Devon and Dartmoor Health & Well Being Partnership.
- Through our e-bulletins and other means we connected a number of agencies with voluntary and community groups across the West Devon
- Member organisations and others were signposted to other organisations in order to work collaboratively with them or share good practice, information and services
- Information on potential partners, useful services and agencies was given to member organisations and others
- Information was provided to MPs and Councillors
- Community Contacts were supported to act as the links between parishes and West Devon CVS
- Opportunities for becoming trustees for a number of West Devon charities were advertised across the West Devon area.
- West Devon CVS helped in running the Staying Warm & Well in Devon Scheme

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- CVS input into the Complex Care Teams (CCT) this year has been good, with 2 voluntary sector representatives sitting in core meetings in Okehampton and Tavistock. The representatives are well respected by the professionals and 78 referrals were made to the voluntary sector in the course of the year. The West Devon CVS CCT co-ordinator has continued to provide support for the CCT teams and health organisations through:
 - Informing VSRs and key organisations working in health of the changes through meetings and email updates
 - Supporting the development of new initiatives to help fill identified gaps in services eg Befriending services
 - Supporting partnership working between local voluntary organisations and the statutory services
 - Informing member organisations of the changes in health and social care and supporting them to make use of new opportunities

D Strategic Partnership work

Outcome: Both the CVS and local voluntary and community sector organisations are routinely involved in partnership working and LSP activity

West Devon CVS works with a number of local strategic bodies to promote partnership working between the statutory and voluntary sector, and to ensure the interests of service-users are taken into account in commissioning and procurement. West Devon CVS is also active in many county and regional partnership working activities to enable the sector to develop further, such as the Devon Association of CVS (DACVS), & Devon Consortium. Devon Consortium's Total Support projects have supported West Devon CVS activities in a number of ways this year eg enabling capacity building for both the CVS team & local organisations and supporting the sector in working with commissioners

D1. Examples of voluntary and community sector involvement in strategic and partnership activity

- West Devon CVS represented the interests of the local voluntary sector with attendance and input at the following meetings and forums:
 - Devon Association of CVS (DACVS)
 - Volunteers Centres Devon (VCD)
 - Devon Consortium
 - Link Devon
 - South Devon & Dartmoor Crime Reduction Partnership
 - South Devon & Dartmoor Health and Well Being Partnership

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- West Devon Children's Trust
 - West Devon Connect
 - West Devon Strategic Partnership
 - West Devon Voluntary Sector Forums
- As well as representing the Devon CVS on the following partnerships:-
 - Devon Health and Wellbeing Partnership
 - Joint Strategic needs Assessment Task and Finish Group
 - Social Value Task and Finish Group

D2. Evidence of CVS influence on community planning priorities and activity.

West Devon CVS helps to give the voluntary sector and local communities a voice in local planning and evaluation. Examples of where we have helped provide influence include Complex Care Teams, Devon LINKs district wide activities and local town initiatives, county activity and health consultations. We enable voluntary and community organisations to take part in community planning and delivery of services, through

- Linking partners to appropriate communities of interest for their consultation needs.
- Using our comprehensive database of local organisations to target specific groups or localities so that they can have a voice at the right time with community planning
- Our well established communication networks enable us to pass on relevant information, resulting in meaningful consultation and communications taking place on a wide range of issues and developments.
- Information sharing and facilitation and brokering of relationships between key people in the statutory sector and local organisations
- Organising and supporting the West Devon Voluntary Sector Forum helps ensure that the voluntary sector plays an active part in local planning and policy development. (see B2)
- Projects we are involved in with Devon wide partnerships, such as Devon Association of CVSs and Devon Consortium. For instance
 - Total Support
 - Volunteer Activity Management Programme
 - Rural Volunteering – Community Contacts
 - Stronger Communities Programmes (see below)

- Local organisations continued to benefit from the Devon County Council ‘Stronger Communities Programme’ West Devon CVS was particularly involved in the following programmes:
 - Developing the Third Sector
 - Voluntary & Community Sector Representation
 - Volunteering Support Services

E Volunteer Centre Activity

Outcome: The role and function of the VC is well known locally; organisational practice in using volunteers is improved

Volunteer Centre West Devon continues to be highly successful and provides an essential service for local organisations and local individuals encouraging residents of the West Devon to take part in community activity. Despite closing our shop front in Tavistock in October 2011, we met our targets and maintained volunteer numbers. West Devon CVS, including the Volunteer Centre is capitalizing on opportunities provided by West Devon Connect to extend its reach across the West Devon

Throughout the year, opportunities were taken to promote good practice in volunteer care and support among organisations large and small in West Devon. Ranging from verbal tips to specialist referral within the CVS, the aim is effective deployment and retention of volunteers. Outcomes are found in community health and vitality.

This year we have hosted successful events in Okehampton and Tavistock to support national volunteering campaigns in Volunteers Week and Make a Difference Day(see E4)

Volunteer guidance was disseminated through our newsletters and at our Volunteer Organisers forums.

E1. The Volunteer Centre is accredited by Volunteering England

The service is accredited by Volunteering England and continues to deliver on all six core functions:

- brokerage,
- marketing,
- good practice,
- developing opportunities,
- policy response,
- strategic development.

E2. Number of potential volunteers interviewed or advised (phone or face to face or email)

- 307 additional volunteers were registered and actively looking for voluntary activity
- potential volunteers were interviewed or advised, at least 30% were known to have resulted in volunteers being placed in an opportunity
- There has been a good steady stream of new volunteers registering with us, and a noticeable increase in the number of volunteers considering volunteering as a way forward from unemployment. In these difficult economic times, volunteering is increasingly being considered a great way to build up the skills, experience and confidence needed to find new employment. We have worked in partnership with the Okehampton Works initiative and Tavistock Work Club to support jobseekers in finding the right volunteering opportunity.

E3. Number of local organisations who are 'clients' of the volunteer centre

- 210 local organisations were 'clients' of the volunteer centre
- 65 new volunteering opportunities were promoted

E4. Evidence of promotion of volunteering e.g. through newsletters, talks, participation in public events.

- Newsworthy developments throughout the year were released to print and radio media.
- In June 2011, during Volunteers Week we worked with voluntary and community organisations in Okehampton and Tavistock to promote volunteering and encourage more West Devon residents to get involved in their community.
- West Devon Connect – we joined events across the borough
- In parallel with all the Devon centers, we gave high priority to building opportunities to meet the surge of new volunteers, some very skilled. More people wanted to use a qualification or gain experience through volunteering. We worked with Job Centre plus and West Devon work clubs to promote volunteering.
- West Devon Volunteer Centre has been working closely this year with our partner volunteer centres across Devon to work on the launch of our brand new Devon-wide website www.volunteer-devon.net. The website complements the national online volunteering database www.do-it.org.uk by

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- offering a more journalistic style, and an opportunity for organisations to increase the profile of and showcase their work to potential volunteers.
- Organisations which we worked with to promote our services included: Job Centre Plus, West Devon Connect.
 - All editions of our newsletter contained a section called 'Volunteering Matters'
 - We produced an opportunities booklet localized to both Okehampton and Tavistock.
 - We provided talks to groups on four occasions.

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Appendix B – West Devon Citizens Advice Bureau SLA Report
April 2011 – March 2012

<p><u>Extract from SLA</u></p>	
<p>2.3 CORE SERVICES FUNDED UNDER THIS AGREEMENT</p>	
<p>The Bureau will take a co-ordinated approach to service delivery, which will ensure that:</p> <ul style="list-style-type: none"> ▪ Demand can be managed effectively; ▪ Clients in greatest need receive the most appropriate service; ▪ The maximum number of clients can be dealt with. <p>Gateway Assessment (GA)</p> <p>Specialist debt and welfare benefits</p> <p>Working with HMP Dartmoor</p>	<p>In order to be of benefit to all, our service is provided free of charge through face-to-face consultations or by telephone through our sites Okehampton and Tavistock. Sessions are operated by volunteers who are supported and supervised at all times by a paid Advice Session Supervisor.</p> <p>Gateway Assessment methods recognise that:</p> <ul style="list-style-type: none"> • There are some people who are able to resolve their own problems provided that key elements of information are identified and /or highlighted (assisted information); • There are some people who are able to resolve their own problems following detailed advice or a brief intervention on their behalf (generalist advice); • There are some people, those in greatest need, who, at a particular point in their lives require a skilled adviser to act on their behalf (referral). <p>Gateway Assessment is now embedded into our service and all first time contacts are routed through GA. Please see Appendix 1 for data showing the ‘next steps’ following Gateway Assessment.</p> <p>A specialist debt and welfare benefits advice surgery provided on our premises in partnership with North Devon, Mid Devon, Torridge, Bideford and Bude Citizens Advice Bureaux as part of their Legal Services Contract assisted 137 WDCAB clients. An opportunity to provide a more proactive way of dealing with money issues was begun and is detailed at section 2.5 of this report.</p> <p>Working inside the prison with the resettlement unit the WDCAB adviser assisted 52 inmates of HMP Dartmoor. 48% of their enquiries concerned debt</p>

Information kiosk	<p>whilst others covered legal issues, housing, relationships and tax. WDCAB has undertaken this service for many years and it is one which we would wish to expand into a more all encompassing service. However, sufficient and sustainable funding would be required for this and currently we have only one volunteer willing to provide this service.</p> <p>An information kiosk linked to the internet and including access to Adviceline, the CAB self-help website, is available in partnership with West Devon Borough Council at their One-Stop-Shop office in Okehampton between office hours of 9.00 – 5.00 weekdays. This facility enables people to research and address their enquiries with an inherent CAB presence.</p>
Legal and employment specific advice	<p>Appointments with an Honorary Legal Adviser. We thank Jason Libby, of Drake Legal for providing this service pro bono. Appointments were also available with our volunteer employment specialist adviser who can progress cases to Employment Tribunal level and has done so successfully this year. These services are available fortnightly and are accessed after a full advice interview.</p>
Barnardos' Children's Centres	<p>Our work with Barnardos continues with Okehampton, Tavistock and Hatherleigh Children's Centres, with a broadening of venues this year to include antenatal and healthy baby clinics. The essence of this project is its accessibility and 45% of the 434 contacts were made at one of the many outreach venues where the CAB advisor is on hand and can be approached informally or by prior arrangement. Issues surrounding domestic violence and child abuse have been discussed. Of the 373 new issues discussed, 52% concerned benefits and 15% employment, areas which of course entwine so many aspects of family life. With a further 39% of contacts happening after that initial approach, it is evident that some clients' problems are of a deep and complicated nature. These clients tend to have a trustful and well established relationship with the CAB advisor and can find support from the WDCAB project and the Children's Centre itself simultaneously.</p>
Big Lottery Fund, Rural Outreach Project	<p>This has been the third year of the Rural Partners Reaching Rural People project, funded by the Big Lottery Fund under the Advice Plus funding stream. This project has several aspects which include not just provision of advice but building strength into the community in which it operates through partnership and enablement. This year the project has also completed the initial training of 6 new volunteers who will either be advisers or assessors. We are also, through</p>

Home visiting service	<p>this project, converting two previous assessors to become volunteer home visitors. This is ongoing.</p> <p>On the home visiting front we have particularly seen the complexity of issues increase which has overall reduced the number of individual cases due to more time being spent with clients. The project helped 286 individuals through 295 enquiries and dealt with 890 different issues. This is an increase of 6.7% in the number of issues dealt with compared to last year, whereas the number of individuals helped reduced by 10%. In addition, 48% of the enquiries required casework, which is an 11% increase on the amount carried out last year. This confirms the anecdotal evidence given by the Visiting Officers regarding the complexity of the issues being brought. In all 1,300 contacts were made with or on behalf of clients.</p>
Outreach sessions and West Devon Connect	<p>We have continued to work hard on reaching our hard to reach groups and have returned to providing monthly advice at the Village Centre in Princetown. Outreach services are also held monthly at Bere Alston Surgery and fortnightly at Hatherleigh livestock market, a popular community setting, and in partnership with West Devon Connect we have had a presence at various community venues and events. Once again this year the announcement of local business closures was followed quickly by provision of a WDCAB information session at the workplace for employees affected by this. This proactive work provides reassurance at a worrying time when futures can seem uncertain.</p>
Young people	<p>Young people are another hard to reach group and after our ‘lunch break’ sessions in Okehampton College proved unsuccessful we took more direct action and knocked on the door of the young people’s service in Okehampton; from February 2012 we now have a monthly session in operation. Although starting slowly we have had some cases which our staff have found very challenging and interesting. We are working to replicate this in Tavistock but long term sickness of staff there is delaying our progress.</p>
Working with Okehampton Works	<p>The project also enabled an alliance with Okehampton Works, a new partnership set up in response to the mass redundancies in the area. As well as contributing to the delivery of further support and information for local residents it also gave us the opportunity to meet Nick Hurd, Minister for Communities and the Big Society department, and to ask his views about a long term funding solution for the provision of Advice Services in the country.</p>
In accordance with the Citizens Advice	

<p>membership agreement the subjects covered will include:</p> <ul style="list-style-type: none"> Money and debt advice Welfare benefits Employment Housing Family and personal matters Taxes Immigration and nationality Health Education Consumer issues 	<p>Statistics shown are for period 1.4.11 and 31.3.12.</p> <p>Please see Appendix 2 for full details.</p>
2.4 MEANS OF ACCESSING THE SERVICE	
<p>The core service shall be available at the locations and times specified in Appendix 1 of the SLA:</p> <p>by letter and fax; to personal callers on a drop-in basis; by face-to-face appointments for general help; by telephone.</p> <p>All these services shall be clearly advertised through appropriate local media.</p>	<p>Advice is available by all required methods and is advertised widely and clearly in local press articles, publications and events, including West Devon Connect events.</p> <p>2011 saw the launch of WDCAB website www.westdevoncab.org.uk. From this one access point the public can learn about what, when and where WDCAB does, and volunteer to join us or read about our current social policy campaign issues. Our partners can make referrals for clients needing our services, and the direct links to the Citizens Advice Adviceguide self-help webpage gives access to anyone wishing to research a problem at any time or place convenient to them. WDCAB, and all Devon CABx, websites are also available by link from the www.cabdevon.org.uk and www.askdan.me websites.</p>
2.5 QUALITY ASSURANCE	
<p>The bureau complies with Citizens Advice Quality Assurance Standards Membership Agreement, which is fully convergent with the Community Legal Service Quality Mark at General Help level but contains additional requirements. The quality areas covered are:</p> <p>Quality of advice; Quality of social policy work; Governance; Operational management;</p>	<p>Following a successful Citizens Advice audit in 2010 of both quality of advice and operational standards, Citizens Advice service membership was confirmed, bringing with it accreditation to Community Legal Service Quality Mark at General Help level.</p> <p>Citizens Advice membership will next be reviewed during 2013 but until then WDCAB continues to monitor its performance against the required standards.</p> <p>Social Policy: In pursuance of its equal aim to influence policy making, WDCAB uses evidence of their clients' problems to engage with those in a position to bring</p>

<p>Financial management; Planning and managing resources; Volunteers and paid staff; Training and people development; Networking and partnership; Complaints and suggestions; Client-centred service; Case management.</p> <p>A copy of the scheme is available on request.</p>	<p>change to the future. CAB's unique window into peoples lives, and to the causes and effects of problems they encounter, provides a wealth of information that should be used in this way. It can identify recurring issues, extraordinary effects, and expose inadequate or unfair laws and practices. By monitoring this invaluable information bank, WDCAB engages with local, regional and nation policy makers and as new legislation comes into the public domain CABx can act as a watchdog for problems or unexpected outcomes. 2011/12 has seen focus directed to the content and progress of the Welfare Reform Bill and with the rising cost of fuel and the awareness of fuel poverty, the growing popularity of oil clubs.</p> <p>Two Trustees have joined the Board this year. Both bring business skills and community knowledge. There remains a vacancy for one full Trustee, for which recruitment is ongoing. Members' representatives have contributed to the open section of Board meetings, leading to a greater feeling of partnership.</p> <p>WDCAB Board of Trustees is only too well aware of the financial pressures experienced by its major funders, and in view of this has taken active measures to seek additional sources of funding for its services. During 2011/12, various smaller funds have been successfully found to support the services provided by the team of volunteers and to continue the sound base for the client based service.</p> <p>Careful husbandry of Bureau funds is a material responsibility for the Board. In a year that has seen cuts to our funds and an increase in the need for our services, financial management is critical. A new accounting software package has been adopted and the format of financial reports to the Board revised and improved.</p> <p>The Board has taken an active and contributory part in the building of the CAB Devon consortium with a view to the additional security the enterprise will lend to WDCAB's future.</p> <p>The team of paid staff and 45 volunteers are provided with opportunities to learn and develop as they wish, but with guidance and support at all points. The paid staff team remains unchanged again this year and this stability results in confidence and mutual support. The Bureau management team of Manager and Development Officer has a cohesive relationship which promotes the potential for success and considers all stakeholders, funders, service users, volunteers and employees alike.</p>
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	<p>The team of volunteers has seen some movement, but in turn it is this very bidding farewell and welcome which keeps the team cohesive and self-motivating. At opposite ends of the scale, two recruits left before finishing their training, an ‘all rounder’ retired after 24 years and two ex-paid staff members stayed on as volunteers. Training remains an important aspect for all staff and take up is encouraged and accepted. The introduction of specifically trained Gateway assessors, who are not advisors, has lent an added dimension to the volunteer team and has in no way detracted from its unity. There was movement within roles when some Gateway assessors wished to retrain as full advisers, thus releasing places to be filled with new volunteer assessors and we also ran a ‘straight to Adviser’ course for new recruits wishing to take on that more in-depth role.</p> <p>Adviceline:</p> <p>For CABx the problem of accessibility is an added factor in delivering a service to all who may wish to use it. The neighbouring rural districts of West Devon, South Hams and Teignbridge, and their CABx, share similarities and limitations brought about by their demographics, local economies, geography and rurality. None has a population base high enough to produce many of the outcomes desired by funders of major projects or more specialist services and yet our residents deserve the same level of benefit as those who live in a more urban environment. When Citizens Advice canvassed for a pilot area for its single telephone number (STN) project it seemed natural to volunteer as a group, and our STN was launched on 9 May. Despite having Citizens Advice skills and support available the project has not been without its problems, but the very point of a pilot is to encounter and overcome problems and now a year on it is accepted as the only telephone access point for clients.</p> <p>We have previously delivered one-off budgeting courses to groups of young mothers, older people and prisoners but would like to encourage other members of the community to discover more about money management. To this end the Bureau has begun participation in a financial skills for life project funded through Exeter CAB by the Santander Foundation which will continue into 2012/13. This will partially fund bureaux such as WDCAB, with less experience to deliver financial capability to those in greatest need, and to the frontline workers who support them. Thus, the bureau will benefit by reaching hard to reach groups and expanding the knowledge base of its core of volunteers.</p>
<p>The bureau will inform the Council(s) of the</p>	<p>At its Annual Liaison Visit with Citizens Advice, where various scenarios and</p>

<p>results of any audit or quality assurance review which indicates less than fully satisfactory performance.</p>	<p>risks are explored, West Devon CAB was awarded “medium risk bureau” status. This reflected the uncertainty of funding following the ending of various restricted fund income flows and the potential effect that might have on the future Bureau service delivery.</p>
<p>The bureau will provide to the Council the annual information that it provides to Citizens Advice such as follows:</p> <ol style="list-style-type: none"> 1. Opening hours and locations from which the service is provided; 2. Number of client contacts; 3. Number and nature of issues dealt with; 4. Number of issues categorised by their complexity; 5. Percentage of people using the bureau by telephone; 6. Number and nature of any formal complaints about the bureau which are upheld. 	<p>1 – 5: Please see appendices for this information. Please see section 1 of this report for full explanation of available services.</p> <p>Two complaints were made about difficulty in getting through on Adviceline and the cost involved when using a mobile phone. These were fed into the pilot for Adviceline and an alternative, cheaper 0300 number has been introduced for mobile phone users.</p>
<p>Amount of benefit generated for clients during each 12 month period.</p> <p>Analysis of amount of debt dealt with.</p> <p>Information about where clients reside by town or ward.</p> <p>Any other information of value that the bureau can readily supply, making appropriate use of CASE software.</p>	<p>During 2011/12 WDCAB helped clients to gain Welfare Benefits of £624,460.</p> <p>Please see Appendix 7.</p> <p>Please see Appendix 8.</p>

Appendices **Statistics shown are for period 01/04/11 – 31/03/12 unless otherwise indicated.**

1. Gateway Assessment; contact methods and next steps
2. Advice services times, venues and purposes and client profiles
3. Contact types
4. WDCAB enquiries by type
5. Complexity of issues dealt with
6. Adviceline enquiries
7. Debt enquiries
8. Where do our clients reside?
9. Client satisfaction survey

Appendix 1: Gateway Assessment

Contact methods from Gateway Assessment

Outlet	At Bureau	At Outreach	By Email from Client	By Letter/Fax/Text	By Phone from Client	By Visit to Client	Other Contacts	Total No. of GA Contacts
ADVICE PLUS	29	49	0	0	9	0	1	88
CHILDRENS CENTRE	1	0	0	0	0	0	0	1
OKEHAMPTON	502	17	1	3	66	0	10	599
TAVISTOCK	687	1	0	3	35	4	12	742
Total:	1,219	67	1	6	110	4	23	1,430

Next steps from Gateway Assessment

Outlet	Assisted Information	Signpost	Specialist Appointment	Advice via Bureau Work Queue	Appointment in Another Bureau	Generalist Advice	Referral to External Agency - Non-CAB	Signpost to External Agency - Non-CAB

ADVICE PLUS	33	27	0	0	0	21	2	0
CHILDRENS CENTRE	0	1	0	0	0	0	0	0
OKEHAMPTON	171	64	4	0	1	324	4	0
TAVISTOCK	184	158	42	5	2	278	30	3
Bureau Total:	388	250	46	5	3	623	36	3
Bureau Percentage:	28.7 %	18.5 %	3.4 %	0.4 %	0.2 %	46.0 %	2.7 %	0.2 %

Appendix 2: Advice services times, venues and purposes as at 31/03/12

See section 1 of this report for details

WDCAB, The Ockment Centre, North Street, Okehampton, EX20 1AR. Adviceline: 0844 111 444

Monday: Closed

Tuesday: 10.00 – 14.00

Wednesday: 10.00 – 14.00

Thursday: 10.00 – 14.00

Friday: Closed

Gateway Assessment and advice appointments operate throughout all sessions by telephone and face-to-face.

WDCAB, Kingdon House, North Street, Tavistock, PL19 0AN. Adviceline 08444 111 444

Monday: 10.00 – 14.00

Tuesday: Closed

Wednesday: 10.00 – 14.00

Thursday: Closed

Friday: 10.00 – 14.00

Gateway Assessment and advice appointments operate throughout all sessions by telephone and face-to-face.

Advice is not currently available by email at either office.

Additionally

- Alternate Wednesdays: LSC specialist benefit/money/debt advice at the Okehampton office by appointment.
- 1st and 2nd Wednesdays of the month: within HMP Dartmoor for prisoners.
- Alternate Wednesdays: 2.00 – 4.00 employment advice at the Tavistock office by appointment.
- Each Wednesday 2.00 - 4.00: Legal advice session available to WDCAB clients at the Tavistock office by appointment. For some of the year a parallel service was offered in the Okehampton office.
- A kiosk with access to the Citizens Advice public information site www.adviceguide.org.uk: open hours at the WDBC ‘One Stop Shop’ office in Okehampton. From 01/04/12 a kiosk will also be available in the IT suite accessible to the public at The Ockment Centre, Okehampton.

Projects with restricted and time limited funding which allow provision of advice

Big Lottery Fund Advice +: (funded until 31/03/14) Home visiting to provide accessible generalist legal advice, to overcome rural isolation and disadvantage brought about by health, circumstances and financial and social exclusion and to work with partners to increase access points, quality and impact. Two advisers, three days a week each.

Outreaches at Bere Alston surgery and Princetown Village Centre, monthly for two hours by appointment and at Hatherleigh market, fortnightly for three hours, by appointment or as a drop in.

From February 2012 a monthly two hour session at the young people centre in Okehampton, Room 13, by appointment or as a drop in. This is a pilot service.

Barnardo’s: An embedded CAB adviser at various Children’s Centre sessions throughout the Borough. (Currently funded until 31/03/12).

Client profile - face-to-face service:

During the year, the charity assisted 1,959 clients face-to-face.

83%	50%	60%	94%	25%	11%	10%
were of working age	were aged between 35 and 54	were female	were White British	were disabled or had a long term health condition	were unemployed	were retired.

Appendix 3: contact types

<u>Contact type; clients and on clients behalf</u>	BLF Advice plus	Children’s Centres	Okehampton	Tavistock	Annual Total	Col %
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Initial Info/Advice - Bureau	36	7	530	857	1,430	24.3
Further - Bureau	37	12	645	647	1,341	22.8
Initial Info/Advice - Outreach	134	196	18	54	402	6.8
Further - Outreach	47	172	4	20	243	4.1
Initial Info/Advice - Phone	78	0	62	46	186	3.2
Further from Client - Phone	100	1	87	34	222	3.8
Initial – Letter/Fax/Text	1	0	5	4	10	0.2
Further from Client – Letter/Fax/Text	12	0	12	3	27	0.5
Initial - Visit to Client	43	0	0	4	47	0.8
Further - Visit to Client	90	0	0	1	91	1.5
Further from Client - Email	6	0	6	0	12	0.2
Initial Info/Advice - Other	1	0	2	8	11	0.2
Further from Client - Other	1	1	8	5	15	0.3
Follow-up to Client – Letter/Phone	441	27	453	144	1,065	18.1
Referral to External Agency	8	0	10	4	22	0.4
Referral to CAB Specialist	7	3	42	13	65	1.1
Correspondence with Client - No Advice	14	0	10	16	40	0.7
Third Party - Correspondence	63	5	44	48	160	2.7
Third Party - Telephone	157	10	227	40	434	7.4
Third Party - Other	19	0	12	4	35	0.6
Representation - Client Absent	1	0	0	0	1	0.0
Tribunals	0	0	0	1	1	0.0
Other Work on Behalf of Client	4	0	0	10	14	0.2
	1,300	434	2,177	1,963	5,874	100.0

Appendix 4: WDCAB enquiries by type

	BLF Advice +	Children's Centre	Okehampton	Tavistock	Totals
Benefits	565	195	1,286	1,117	3,163
Consumer	5	1	35	62	103
Debt	101	51	573	553	1,278
Education	2	13	11	7	33

Employment	47	58	197	197	499
Financial	5	0	52	39	96
Health	26	2	21	20	69
Housing	47	16	149	141	353
Immigration/Nationality	0	3	9	19	31
Legal	14	5	80	156	255
Other	8	2	16	19	45
Relationship/Family	28	21	146	177	372
Signposting	0	0	2	3	5
Taxes	19	2	59	41	121
Travel/Transport	12	2	16	6	36
Utilities	13	2	46	39	100
Totals	892	373	2,698	2,596	6,559

Appendix 5: complexity of issues dealt with

Work Level	Total	Col %	Clients
Information	195	8.7	191
Advice	652	29.1	631
Advice and Referral	114	5.1	113
Advice and Limited Action	275	12.3	263
Generalist Casework	195	8.7	189
Specialist Casework	13	0.6	13
Gateway	797	35.6	743
Total	2,241	100	1,960

Example of further breakdown of housing enquiry area

As % of housing enquiries	BLFAdvice +	Children's centres	Okehampton	Tavistock
Discrimination	0	0	1	1
Other Housing Issues	4	6.25	7	19
Actual Homelessness	0	0	3	8

Threatened Homelessness	6	25	9	13
LA Homelessness Service	0	0	3	1
Access to and Provision of Accommodation	11	37.5	11	2
Local Authority Housing	6	6.25	2	8
Housing Association Property	9	6.25	6	4
Private Sector Rented Property	17	18.75	40	4
Owner Occupier Property	34	0	10	33
Environmental and Neighbour Issues	13	0	8	10
Total no of enquiries = 344	47	16	149	132

Appendix 6: Adviceline enquiries

Adviceline Enquiries in Devon (i.e. South Hams, Teignbridge and West Devon CABx) 3,647

West Devon Adviceline

Clients: 887

Enquiries: 897

Contacts: 1,071

Issues: 1,217 see table below

Benefits	427	35%
Consumer	48	4%
Debt	210	17%
Education	3	0.2%
Employment	131	11%
Financial	23	2%
Health	23	2%
Housing	124	10%
Immigration/Nationality	2	0.2%
Legal	64	5%
Other	25	2%
Relationship/Family	82	7%
Signposting	3	0.2%

Taxes	19	2%
Travel/Transport	9	0.7%
Utilities	24	2%
Total	1,217	

Appendix 7: debt enquiries

This is at generalist level only. No debt casework is undertaken. During 2011/12 West Devon CAB dealt with 380 clients with average debts of £380 each. This correlates to £1,462,403 worth of indebtedness dealt with by the Bureau.

<u>Breakdown of debts</u>		%
Debts/Arrears	0	0
Discrimination	63	4.9
Mortgage/Secured Loans	9	0.7
Hire Purchase	57	4.5
Fuel Debt	68	5.3
Telephone/Broadband	9	0.7
Rent Arrears – LA or Almos	28	2.2
Rent Arrears – Private Landlord	26	2
Council Tax	111	8.7
Magistrates Fines/Comp.Order	13	1
Maintenance/Child Support	12	0.9
Bank / Building Society Overdrafts	143	11.2
Credit/Store/Charge Cards	179	14
Unsecured Personal Loans	139	10.9
Catalogue/Mail Order	48	3.8
Water Supply / Sewage	124	9.7
Parking Penalties	3	0.2
Overpayment of WTC/CTC	11	0.9
Overpayment of IS/JSA	17	1.3
Overpayment of HB/CTB	15	1.2
Social Fund Debts	3	0.2
3rd Party Debt Collection	12	0.9
Private Bailiffs	11	0.9
Debt Relief Order	23	1.8
Bankruptcy	37	2.9
Other Legal Remedies	6	0.56

Other	111	8.7
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Appendix 8; where do our clients reside?

West Devon		Cornwall		Torrige		Plymouth		Mid Devon	
Bere Ferrers	91	Altarnun	2	Bideford East	2	Budshead	1	Cadbury	1
Bridestowe	32	Callington	5	Broadheath	1	Egguckland	3	Cullompton Outer	1
Buckland Monachorum	51	Gunnislake	51	Clinton	5	Honicknowle	1	Taw	4
Burrator	22	Kelly Bray	6	Coham Bridge	4	Moor View	1	Taw Vale	1
Chagford	30	Launceston Central	1	Forest	8	Peeverell	2	Upper Yeo	4
Drewsteignton	23	Launceston North	3	Holsworthy	1	Plympton St Mary	1	Yeo	4
Exbourne	45	Looe East	1	Shebbear and Langtree	2	Plymstock Radford	1		
Hatherleigh	91	Newquay Central	1	Tamarside	1	Southway	5		
Lew Valley	57	Redruth Central	1	Three Moors	4	St Peter and the Waterfront	2		
Lydford	88	St Germans	1	Torrington	2	Sutton and Mount Gould	1		
Mary Tavy	49	St Ive	1	Winkleigh	12				
Milton Ford	41	Stokeclimsland	5						
North Tawton	56								
Okehampton East	243								
Okehampton West	170								
South Tawton	36								
Tamarside	38								
Tavistock North	221								
Tavistock South	142								
Tavistock South West	90								
Thrushel	31								
Walkham	57								

Appendix 9 Client satisfaction survey

Summary of overall client opinions		
Scale	Overall Result	Overall Help
Brilliant	57	66

Good enough	33	23
Could be better	9	2
Very Poor	1	2
Total	100	93

Brilliant	57%	71%
Good enough	33%	25%
Could be better	9%	2%
Very Poor	1%	2%

Positive	90%	96%
Negative	10%	4%

Summary of Importance		
	CAB Importance	
Crucial	63	70%
Fairly important	27	30%
Not important	0	0%
Total	90	

Summary of Client Satisfaction						
Scale	Location	Opening hours	Waiting time	Advice time	Understanding	Overall service
Very happy	69%	39%	61%	82%	80%	87%
Fairly happy	28%	51%	33%	17%	19%	13%
Unhappy	1%	9%	5%	1%	1%	0%
Very unhappy	2%	1%	1%	0%	0%	0%
Total	99	89	95	104	106	108

Very happy	68	35	58	85	85	94
Fairly happy	28	45	31	18	20	14
Unhappy	1	8	5	1	1	0
Very unhappy	2	1	1	0	0	0

Happy	97%	90%	94%	99%	99%	100%
Unhappy	3%	10%	6%	1%	1%	0%

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NAME OF COMMITTEE	OVERVIEW AND SCRUTINY COMMITTEE
DATE	15 JANUARY 2013
REPORT TITLE	THE USE OF AGENCY STAFF
REPORT OF	PERSONNEL MANAGER
WARDS AFFECTED	ALL

Summary of report:

The purpose of this report is to provide the Committee with an overview on the use and costs of engaging agency workers.

Financial implications:

There are no direct financial implications arising from this report.

RECOMMENDATION:

That the Senior Management Team continues to monitor the use and cost of using agency workers.

Officer contact:

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 01803 861154

Jan Montague
Jan.montague@swdevon.gov.uk

1. THE USE OF AGENCY WORKERS

- 1.1 The managed use of Agency workers is an integral component of the Council's staffing resources and helps to provide the flexibility needed to meet periodic fluctuations in demand for services, to cover for unexpected and short-term staff absences and where the demand for services and/or the availability of funding is uncertain and subject to change.

- 1.2 The identification and deployment of an agency worker is normally very responsive to changing operational needs and avoids the time and expense of advertising and selecting an appropriate candidate. By working closely with our preferred supplier, the Council can be confident that service delivery will not be adversely affected by fluctuating demand or unforeseen circumstances.

- 1.3 The use of agency workers also transfers the risk and liability for the worker to the Agency and does not create an obligation on the Council or enable the worker to accrue employment rights directly enforceable against the Council. Where necessary, unreliable or underperforming agency workers can be immediately replaced and good performing agency staff can be identified and requested when required.
- 1.4 In April 2009, after an open procurement exercise, a contract was entered into between the Council and its partners (Teignbridge District Council and South Hams District Council) with Concept Staffing for the provision of agency workers for a three-year period. This contract was extended by further 12-months and is due to expire on 31 March 2013. A procurement exercise to secure the provision of agency workers for the period April 2013 to March 2016 will begin in January 2013.
- 1.5 The advantages of entering into a contractual relationship with a supplier are that a competitive price can be negotiated and fixed, that the supplier will take responsibility for sourcing all staffing requirements, including approaching specialist agencies where necessary, a simple and single invoice system and better data and financial record management.
- 1.6 The tables below show the distribution of the expenditure during 2011/12 and in the current financial year to 30 November 2012.

2011/12	
Department	Cost (£)
Car parking	85.17
Cleaner at Kilworthy Park	217.20
Post room	98.32
Miscellaneous	8.00
Total	400.77

2012/13 to 30 November 2012	
Department	Cost (£)
Waste Management	4,737.33
Finance	3,188.65
Community	2,105.03
Housing	17,375.91
Total	27,406.92

- 1.7 The tables show that there is a significant increase in the use of agency workers in the current financial year compared to the previous year. This is due to a number of factors.
- (i) In Waste, additional administrative support was used to help with the restructure of the waste collection rounds and the cost was met by the waste contractor, FCC Environmental.
 - (ii) In Finance, temporary administrative support was used to cover a vacant position during the busy end of year procedure.
 - (iii) In Community Delivery, temporary administrative support is being used to provide additional support during a period of maternity leave, long-term absence and an internal secondment.
 - (iv) In Housing, three temporary housing advice officers have been used to cover for maternity leave, a long-term absence and an internal secondment.
 - (v) In Development Management, an additional Planning Enforcement Officer is being used to help clear a back-log of cases.
- 1.8 The total expenditure on agency workers during 2011/12 of £400.77 was a very small fraction of the total salary costs for permanent employees.
- 1.9 The total expenditure on agency workers during 2012/13 to date of £27,406 amounts to about 0.5% of the total budgeted salary costs.
- 1.10 The table below shows the occupation, location, start date and reason for engagement of agency workers at 7 December 2012. The table also identifies the total cost of the agency worker, including the fees payable to the Agency and the total cost of employing a comparable employee, including salary, employer on-costs and employer pension contributions.

Agency Workers at 7 December 2012

Post	Service Area	Start date	Reason for Appointment	Hourly Rate (inc. agency fee)	Hourly rate of comparator (inc. on costs)
Admin Assistant	Community Delivery	1.9.12	To provide additional support during maternity leave, long-term absence and internal secondment	11.88	11.34
Housing Options Officer	Housing	17.09.12	Covering long-term absence	18.00	17.79
Enforcement Officer	Development Management Enforcement	29.10.12	To resolve back log of cases	29.00	18.96

Housing Options Officer	Housing	18.11.12	Awaiting permanent appointment. Interviews week beginning 10.12.12	18.00	17.79
Housing Options Officer	Housing	27.11.12	Maternity cover	21.89	17.79

2. LEGAL IMPLICATIONS

2.1 In October 2011, the Agency Worker Regulations were introduced and provide that an agency worker must broadly receive the same pay and conditions as a comparable directly employed person once they have worked for the Council for 12 weeks. Under normal circumstances the use of an agency worker is short-term and the assignment will not last 12 weeks.

3. FINANCIAL IMPLICATIONS

3.1 In certain circumstances there can be a higher cost associated with using an agency worker rather than a fixed-term employee and the table above shows the comparable costs of using current agency workers. However, when managed correctly, the advantages drawn from the flexible nature of using agency workers can offset any increase in cost.

4. CONCLUSION

4.1 The appropriate use of agency workers will continue to be managed by the Head of Service in discussion with HR and the associated costs monitored by Finance.

5. OTHER CONSIDERATIONS

Corporate priorities engaged:	Shared Services and Beyond
Statutory powers:	Local Government Acts 1972 – 2007
Considerations of equality and human rights:	There are no equality or human rights considerations
Biodiversity considerations:	There are no biodiversity considerations
Sustainability considerations:	There are no sustainability considerations
Crime and disorder implications:	There are no crime and disorder considerations
Background papers:	None
Appendices attached:	None

RISK MANAGEMENT

No	Risk Title	Risk/Opportunity Description	Inherent risk status				Mitigating & Management actions	Ownership
			Impact of negative outcome	Chance of negative outcome	Risk score and direction of travel			
1	Financial control	That the use of agency workers incurs unnecessary additional cost	3	2	6	↔	To consider alternative arrangements, such as fixed-term contracts where appropriate and more cost effective. Regularly monitor use and cost to ensure agency workers are only used where there is good business case.	SMT
2	Impact on service delivery	That insufficient staffing resources will have an adverse impact on service delivery	2	2	4	↔	The appropriate use of agency workers to ensure service delivery is not adversely affected by short-term staff absences, fluctuations in demand or time lost in recruiting suitable candidate	SMT

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Direction of travel symbols ↓ ↑ ↔

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NAME OF COMMITTEE	Overview & Scrutiny
DATE	15th January 2013
REPORT TITLE	Committee Performance Report
Report of	Head of ICT & Customer Services
WARDS AFFECTED	All Wards

Summary of report:

To provide Members with information on Key Performance Indicators where performance was 10% or more below target at the end of quarter 2 2012-13. The information is set out in the new format with the Balanced Scorecard showing broad performance levels, indicators at 'red' status providing additional information, and a standard information report giving background information and context to workload.

Financial implications:

There are no financial implications directly related to this report.

RECOMMENDATIONS:

1. That Members note the Key Performance Indicators for Quarter 2 and consider the action detailed to improve future performance.
2. That Members consider any appropriate action for Indicators at 'Red' status for two consecutive quarters as detailed in 2.4 of this report.

Officer contact:

Darren Cole, Head of ICT & Customer Services, 01822 813626

Darren.Cole@swdevon.gov.uk

1. BACKGROUND

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

2. ISSUES FOR CONSIDERATION

- 2.1 Appendix A contains the Balanced Scorecard Report to display the high level performance information.

- 2.2 Appendix B relates to data only performance indicators and is the background report that contains the information that sits behind the Balanced Scorecard for context.
- 2.3 The exception report is all indicators currently 'Red' and shows the performance status for last quarter. All those indicators in the exception report showing red have had two consecutive quarters below target and require a response from O&S on the response to the situation detailed by the Middle Manager/Head of Service.
- 2.4 There are five indicators that are 10% or more below target with the **first four at red status for two consecutive quarters, therefore requiring a minuted response of the action required (see Appendix C for actions available to O&S):**
- End to end time for change of circumstances
 - Car parking Income (Day tickets from machines)
 - Income collected: Land Charges
 - Avg days sickness/FTE
 - Average time for completion (Minor)
- 2.5 The Customer Service indicators will show on the next quarterly report when enough data has been collected. There was a delay in these indicators becoming active due to the need for some software development.

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 There are no financial implications directly related to this report.

5. RISK MANAGEMENT

The Risk Management implications are shown at the end of this report in the Strategic Risks Template.

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 Appendix B – Background and Exception Report Appendix C – Actions available to Members to address performance

No	Risk Title	Risk/Opportunity Description	Inherent risk status				Mitigating & Management actions	Ownership
			Impact of negative outcome	Chance of negative outcome	Risk score and direction of travel			
G11-05	Poor performance leading to poor service delivery and damage to Council's reputation	Failure to adequately monitor and report on Local Performance Indicators. Managers not accepting/paying lip service only to best practice and improvement initiatives or failure to engender an improvement and performance management culture will increase the risk to the Council and its reputation.	3	2	6	↔	Performance monitored by senior management and actions taken to address poor performance and react to downward trends.	SMT
G11-06	Failure to effectively manage change	There will be a need to ensure that any change within the organisation (whether imposed internally or externally) is effectively managed.	4	2	8	↔	Review of improvements and management actions in response to failing performance should increase the effectiveness of change management within the organization. More visible responsiveness to failing performance should reduce the resistance to change making management easier.	SMT
CX1 1 - 03	Leadership & Management	Ineffective Leadership and management	2	1	2	↔	Emphasis placed on middle managers responding to operational issues and drive performance whilst Heads of Service monitor and take action when needed	CX & SMT




Corporate Balanced Scorecard

West Devon Borough Council



Community/Customer

	ES: Car parking tickets sold (Yearly comparison)
	ES: Car parking season tickets sold (Yearly comparison)
	ES: Overall Recycling rate %
	ES: Overall waste arising
-	ICT & CS: Average call answer time
-	ICT & CS: % of calls experiencing long wait time



PEC

			PEC: Average time for completion (Major/Minor/Other)
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Environmental Health

	EH: Time taken to process Disabled Facilities Grant (Fast track)
	EH: Avg Time to serve notice or close complaints





ICT & CS

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

Financial

	Assets: Employment estates Income (Cumulative)
	PEC: Total income collected: Pre-Apps, Apps, appeals, etc
	ES: Car parking Income (Quarterly target: non-cumulative)
	FA: % invoices paid on time
	ICT & CS: Council Tax Collection
	PEC: Income Collected – Land Charges

Performance

	EH: % of nuisance complaints resolved at informal stage
	ICT & CS: Preventing Homelessness
	ICT & CS: Level of temporary accommodation use (Avg over the month)
	CS: Avg days sickness/FTE

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Appendix B – Overview & Scrutiny Report

Information Report





Non-targeted (data-only) performance measures that will be reported every quarter to provide context and background information – not suitable for the Balanced Scorecard page as no targets applicable or relevant



PI Code & Short Name	Managed By	2011/12	July 2012	Aug 2012	Sep 2012	Q2 2012/13	2012/13	Comment (If Applicable)
		Value	Value	Value	Value	Value	Value	
EH: Volume of nuisance complaints	Ian Luscombe	-	Measured for Quarters			142	342	Of the total nuisance complaints reported the council in quarter 1, 85% were nuisances under our jurisdiction (EH officers often offer guidance and signposting in the other cases to provide a better customer service). All of the remaining cases were dealt with informally, which usually delivers reduced cost and uses less resources than serving a formal notice.
EH: Average time taken for Disabled Facilities Grants (Fast track) (work days)	Drew Powell	-	46	44	36	42	-	The portion of this process under the council's full control is performing well, as is the overall process. Average time for portion under Council's direct control is only 3.2 work days. Further work in reducing the end to end time for the customer will be achieved by working more closely with our suppliers/contractors.
PEC: Ageing profile of planning Applications (weeks) Major/Minor/Other	Malcolm Elliott	Major Minor Other	30 15.4 10.7	35 17.3 12.6	32 17.6 13.8	-	-	The actual numbers in this indicator are not important; it is the trend over time. Whilst performance on the headline figure is quite good, the ageing profile shows there are a number of older and historic cases that affect this measure. Some older cases, which heavily affect the figures, are being reviewed to determine whether they are still 'live' or should be withdrawn.
PEC: Active Applications (at start of month) Major/Minor/Other	Justine Gosling	-	210	174	153	-	-	The number of active applications steadily rose over the whole of Q1 and reached a peak in July. That trend has now reversed with latest data showing the numbers steadily dropping over the last 4 months. This is applications being processed faster than they are being submitted. Positive results should begin feeding into the ageing profile and the headline measure (Average time for completion) over this and the coming quarters.
PEC: Compliments & Complaints (Justified/Non-Justified split)	Malcolm Elliott	Compliment Just Non-Just	2 2 4	2 0 0	9 0 0	13 2 4	13 7 7	Total no. of complaints received over the quarter. Justified complaints can cover more than one category so could be recorded multiple times in the indicator below.

PI Code & Short Name	Managed By	2011/12	July 2012	Aug 2012	Sep 2012	Q2 2012/13	2012/13	Comment (If Applicable)
		Value	Value	Value	Value	Value	Value	
PEC: Justified Complaint Type (Process: Statutory Procedure: Person: Communication)	Malcolm Elliott	Ps S.P. Pn C	0 0 0 2	0 0 0 0	0 0 0 0	0 0 0 2	0 0 0 7	All complaints received this quarter were around our communication, lack thereof or the timing of communication with the customer. This would seem to be symptomatic of the workload within the service. This issue is being addressed through monthly customer focus workshops that take a proactive approach to customer service improvements and reviews complaints to look for ongoing solutions to prevent reoccurrence
PEC: Enforcement (Enforcement Action: Retrospective Planning Application: Remedial Action: No Breach Found)	Malcolm Elliott	E.A. R.P.A. R.A. N.B.F.						Difference in data capture and reporting meant this measure at West Devon wasn't being recorded accurately. Figures are now available from October onwards and will be recorded in the next quarterly report
ES: PCN's: issued vs cancelled	Cathy Aubertin	-	248:15	149:19	203:28	600:62	1080:101	An average of 10% of penalty charge notices were cancelled over the quarter. Figures of around 10-15% would be considered normal, and are therefore at the lower end of the scale. This figures is similar to the previous quarter and covers issues such as non or badly displayed blue badges, tickets slipped out of view, etc.
ICT & CS: No. of benefit applications	Paul Eells	2,516	233	144	185	562	1075	New claims only
ICT & CS: Ageing profile of benefit applications (days)	Paul Eells	-	18.1	27.4	28.1	-	-	<u>The actual numbers in this indicator are not important; it is the trend over time.</u> A spike in applications in July can be seen to affect the average age of applications. This levels off towards the end of the quarter and should therefore not have a negative impact on next quarter's figures
All: Complaints - Compliments received	-	-	Assets: Corporate Services: Environment Services: Environmental Health: ICT & CS: Planning, Economy & Community:			-	-	*Data not analysed yet. Will be prepared for Scrutiny report
CS: Long term sickness (days)	Andy Wilson	359	Measured for Quarters			176	405	This level of sickness is from 6 members of staff. 2 are ongoing. The percentage of sickness that is long term has dropped from close to 80% last quarter to around 65% this quarter and it is hoped the trend will continue into Q3
CS: Short term sickness (days)	Andy Wilson	644	Measured for Quarters			93	155	Total sickness equates to 2.4days/FTE. Short term sickness is equivalent to 0.82 days/FTE.
ICT & CS: Top 5 call types	Kate Hamp	-	1. Council Tax 2. Waste & Recycling			-	-	Further planned development work will improve the accuracy of the trend information collected as the measurement of first point

PI Code & Short Name	Managed By	2011/12	July 2012	Aug 2012	Sep 2012	Q2 2012/13	2012/13	Comment (If Applicable)
		Value	Value	Value	Value	Value	Value	
			3. Benefits 4. Dog Waste 5. Planning Applications					resolution of phone enquiries is collected.
ICT & CS: Top 5 website views/trend	Kate Hamp	-	1. Planning Application Search 2. Find my bin collection day 3. Site search 4. Planning Homepage 5. Member list			-	-	

Exception Report

Code and Name	Managed by	Prev Status	Last Qtr	July 2012	Aug 2012	Sep 2012	Q2 2012		Action Response
			Q1	Value	Value	Value	Value	Target	
Page 55 S: Avg days sickness/FTE	Andy Wilson		2.61	Measured for quarters			2.40	2.00	Short term sickness levels for quarter 2 is still excellent at only 0.82days/FTE. The overall performance is let down by the level of long term sickness. This is only from 6 instances, due to the size of West Devon it has a large effect on our average levels. Of the 6 instances, 2 are ongoing. The % of sickness that is long term has begun to return normal levels and we would expect this downward trend to continue over the next quarter as additional work is done to manage long term sickness
ICT & CS: Avg End to End time (Change of circumstances) (Days)	Paul Eels		13.9	15.1	14.6	13.7	14.5	8	Although current performance levels are not where we would like them, current projects help explain the numbers and management actions are taking place that should show a positive effect on the figures. Essential work for converting to a joined up system across both Councils has involved considerable processor time from active casework for a lot of quarter 2 and put pressure on the rest of the staff. A restructure has taken place which will provide additional Team Leader support across the two authorities which should further improve the management of the performance with the team. The steps taken so far for the benefits team were always going to make the performance data look worse before it looks better but they seem to be changing the trajectory of the team and will begin to show in the headline figures shortly. A lot of work is being done on historic ATLAS cases, which are received from DWP retrospectively. The ATLAS system, introduced this year, has had teething issues which has delayed the information coming through. This in turn artificially inflates the end to end time. This makes the averages look particularly bad but this is not reflective of the quantity of work being

Code and Name	Managed by	Prev Status	Last Qtr Q1	July 2012	Aug 2012	Sep 2012	Q2 2012		Action Response
				Value	Value	Value	Value	Target	
									processed. This backlog is clearing quickly but will still be in place for most of quarter 3 but improvements in these headline figures should start to be seen and continue into quarter 4.
ES: Car parking Income (Quarterly target: non-cumulative)	Cathy Aubertin			Measured for quarters			£198,000	£249,000	Continuing bad weather and a drop in tourist numbers continued over the quarter. Income from July was particularly bad which negatively affected the overall figures for the quarter. This performance drop was expected as we were suffering from one of the wettest summers on record. Figures for the next quarter should be less affected by the weather and should start to normalise but the wet weather did continue so continued pressure on these income figures is likely. Numbers of tickets sold is holding up but income is down, therefore the duration of stay must be decreasing compared to last year. This may well be another impact of the tough financial conditions the country is facing.
PEC: Income collected: Land charges (000's)	Justine Gosling		21	25	26	32	32	46	Limited direct control over income level for this measure as it is affected more by wider macro-economic factors.
PEC: Average time for completion (Minor)(Weeks)	Malcolm Elliot	-	-	12.7	11.2	18.7	14.2	10	This indicator changes the incentive for planning applications, the previous PI focused on an 8 week deadline that, once missed, had no further bearing on the results. The focus on average time for completion makes all applications important and should reduce the variety in the service level experienced by the customer. The large jump in the September figure is evidence of the backlog that is being cleared. A number of older cases were completed and hence increased the average for the month. As the backlog is cleared this measure will improve, sudden jumps in average time could still happen if a number of older applications are completed, but this should be seen as a good thing. Positive improvement should start to be seen in Q3 and continue in Q4.
ICT & CS: Average call answer time	Kate Hamp	-	-	-	-	72 secs	72 secs	-	Development work was required on the telephony system in order to monitor this PI. This work took longer than expected but has now been successfully completed. Monitoring has taken place from September. Following a period of reduced capacity within the team we have now filled all vacant positions and are able to push ahead with further training opportunities. This will enable the team to answer a bigger variety of calls and therefore increase the capacity to respond faster. The introduction of self-service functionality on Council Tax and Business Rates lines will also enable customers to resolve frequently asked, simpler transactions through an automated system. This will increase the availability of the team to deal with more complex calls that require longer interactions with callers.
ICT & CS: % of calls experiencing a long wait	Kate Hamp	-	-	-	-	24%	24%	-	As above.

Responses from Scrutiny responding to 2 consecutive quarters at 'Red' status:

	Response	Result	Consequences for response (inc resourcing issues, etc)
1	Agree with Action response	Trust that Middle Managers interpretation of situation and response will rectify falling performance over time	No additional resource above effort proposed by Middle manager
2	Query Action response	Agree with interpretation of situation but express concern over the level of the response	No additional resource above effort proposed by Middle manager.
3	Request further details on the action responses undertaken so far	Assessment of management responses taken so far and their effectiveness.	Middle manager resources required, will pull form operational management time. HoS resources also required. Response at Scrutiny could be sufficient.
4	Request report on ongoing issues	Deeper understanding of the causes of falling performance	Middle manager resources required for explaining actions, additional Business Development Team support for analysing data, where capacity allows.
5	Set up Task & Finish Group	T&F group organised with clear goals and timescales	Large resource requirement from both Cllrs and Officers. Longer lead time for results but useful for reframing goals of service area
6	Request Service Review	Systems review process becomes high priority and scheduled to commence as soon as current review schedule allows	Large resource requirement both in Business Development Team and service area undergoing review. Need for robust understanding of problem to be resolved. Longer lead time for results. Schedule agreed by SMT

Members should note that the additional resource requirements for options 3-6, especially options 5 & 6, will impact on service level and performance themselves so should only be undertaken when a clear need is identified.

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WEST DEVON BOROUGH COUNCIL

NAME OF COMMITTEE	Overview and Scrutiny Committee
DATE	15 January 2013
REPORT TITLE	Two Committee Pilot
Report of	The Two Committee pilot review Task and Finish Group
WARDS AFFECTED	All

Summary of report: To present the findings of the review of the current two committee pilot to Overview and Scrutiny Committee for its consideration and recommendation to full Council.

Financial implications: There are no direct financial implications arising from this report.

RECOMMENDATION:

That the Overview and Scrutiny Committee **RECOMMEND** to Council that:

1. the current pilot (due to end in May 2013) be extended until the full Council meeting in December 2013; and
2. with immediate effect, the Chairs and Vice-Chairs of the Resources Committee and Community Services Committee consider revising current working arrangements to ensure that the workload, particularly within the Community Services Committee, be more evenly spread amongst its Committee Members.

Lead Member contact:

Cllr David Cloke, Chair of the Overview and Scrutiny Committee
 Email: cllr.david.cloke@westdevon.gov.uk

Officer contact:

Tracy Winsor, Corporate Director, Email: tracy.winsor@swdevon.gov.uk

1. BACKGROUND

- 1.1 The two committee system pilot scheme was introduced in May 2012 following a full Council decision. The pilot is due to end in May 2013. A Task & Finish Group (T&FG) was set up to review the pilot and a scoping meeting was held to decide on objectives and desired outcomes, criteria and sources of information.
- 1.2 It was decided to assess effectiveness of the pilot against the objectives as set by the original Democratic Arrangements T&FG so that a comparison of outcomes could be scrutinised. Those Members and officers with relevant information were identified as Members, Chairs of Community Services Committee and Resources Committee, Heads of Service and Committee Officer.
- 1.3 Information was gained by formal interview, Informal Council, informal discussions, group meetings and observation of meetings. Notes of these meetings can be found in Appendix A. In addition a Member survey was completed and the findings are contained in Appendix B.
- 1.4 It is necessary for Overview and Scrutiny to make recommendations to the Council Meeting on 12 February 2013 in order to ensure that any decision on/or amendments to the two committee system can be brought to full Council before the end of the pilot date in May 2013.

2. ISSUES FOR CONSIDERATION

- 2.1 Whilst the response rate to the survey was disappointing, there was some degree of consistency within the findings of the meetings and discussions held that the pilot had not run for long enough to make a fair assessment of the two committee system.
- 2.2 There was also concern expressed that the workload of the Community Services Committee has, so far, been very high and that there had not yet been enough time to determine whether the appointment of Lead Members would ensure that this high workload did not reduce the effectiveness of the Committee or indeed whether this high workload would continue in the future.
- 2.3 Furthermore there was some degree of concern that the current use of Lead Members was not widely understood, lacked consistency of approach and could be seen to be unhelpful if not made transparent to all Members.
- 2.4 As requested by the O&S Chair, members of the Senior Management Team have looked at the possible workload of the Community Services Committee for the next municipal year but have concluded even with the known items, it is too early, both in the year and in the lifetime of the pilot to predict with any degree of accuracy whether the workload will continue at the same level.
- 2.5 In order to allow the pilot to run for enough time to make a more accurate assessment of its success, advice from Member Services is that an extension to part way through the municipal year is possible. Whilst the recommendation of the T&FG is for the current pilot to be extended until the full Council meeting in December 2013, significant changes to the committee structure could have major ramifications to the Council's political balance provisions. Therefore, officers

would find it beneficial for the T&FG to be re-convened before the Council meeting (e.g. during November) in order to provide them with some guidance on the likely extent of any changes in structure.

- 2.6 During the pilot, it has been suggested that the Chairs of the Community Services and Resources Committees should be appointed to serve on the other Committee. The T&FG can see the merits of this suggestion and feels that Group Leaders can incorporate this into their nominations for appointments to Council Bodies, which will be presented to the Annual meeting of Council in May.
- 2.7 As far as the operation of the Overview and Scrutiny Committee is concerned, suggestions for changes have been discussed at previous meetings. In particular, whether the functions of the Committee should be split into two, to mirror the workings of the Resources and Community Services Committees or whether it should continue as one Committee but with specific and ongoing working groups established to allow for some degree of specialism. These options can be further considered at the Overview and Scrutiny Committee meeting on 15 January 2013.

3. RISK MANAGEMENT

- 3.1 The Risk Management implications are shown at the end of this report in the Strategic Risks Template.

Corporate priorities engaged:	In some form or another, this report is linked to all of the Council Corporate Priorities
Statutory powers:	Local Government Act 2000
Considerations of equality and human rights:	None directly related to this report
Biodiversity considerations:	None directly related to this report
Sustainability considerations:	None directly related to this report
Crime and disorder implications:	None directly related to this report
Background papers:	Council Constitution; Task and Finish Group notes arising from the meetings held on 26.09.12, 14.11.12 and 06.12.12.
Appendices attached:	Appendix A - Notes of the meetings held Appendix B - Summary of the Member responses to the consultation exercise

STRATEGIC RISKS TEMPLATE

No	Risk Title	Risk/Opportunity Description	Inherent risk status				Mitigating & Management actions	Ownership
			Impact of negative outcome	Chance of negative outcome	Risk score and direction of travel			
1	Lack of agreement on extension of the pilot or a recommendation to change	The Council will not have a legal or workable system in place for the next Muniपाल year	4	2	8	↔	Full consideration at the Overview and Scrutiny Committee on 15 January 2013 resulting in a recommendation to full Council in time for the March meeting	Members

Report of Overview and Scrutiny Committee Task and Finish Group ,
2 Committee System Pilot.

Background and Timeline.

The 2 Committee System pilot scheme was introduced in May 2012 following a Full Council decision, the pilot is due to end in May 2013.

A T&FG was set up with Members from O&S that are cross political group and cross Borough. Scoping meeting was held to decide on objectives and desired outcomes, criteria and sources of information.

It was decided to use the objectives as set in the original Democratic Arrangements T&FG so that a comparison of outcomes could be scrutinised Those Members and Officers with relevant information were identified as, Members, Chairs of Community Services Committee and Resources Committee,(CSC and RC), Heads of Service and Committee Officer.

Information was gained by formal interview, informal council, informal discussions, group meetings, observation of meetings and Members survey.

The deadline for reporting to Overview &Scrutiny is 15th Jan 2013, the report will then go to Full Council Meeting of 12th February. This deadline is so that any decision on or amendments to the 2 Committee System can be brought to Full Council before the end of the pilot date in May 2013.

Sources of Information.

Interview between Chairs of CSC and RC and T&FG, 14th Nov 2012.

Main Points.

- • CSC identified as having greater workload than RC.
- • Committee meetings time of 2 hours thought to be sufficient however more time now spent at Briefing meeting in order to reduce full meeting time.
- • Lead Members at Briefings are then able to clarify issues at full meeting, concern was raised that briefings and discussions involving all Lead Members were thought to exclude all committee members and were therefore not democratic.

- • Some Lead Members relished the role whilst others were more reluctant.
- • Members should do more to present reports.
- • Chairing CSC was highlighted as being very time consuming and required full commitment. Time was needed for report reading, emails, presentation. Major issues were leisure, waste and Core Strategy which because of their complexity are very demanding.
- • Pressure on Chair of CSC to lead at committee meeting. A clear direction was needed.
- • Chair of CSC has to have time available and be able to manage that time.
- • Frequency of meetings was thought to be about right, any increase in meeting dates would increase the huge amount of Officer time needed.
- • There was concern over the workload of the Committee's Officer, Mr Tony Rose. Concern was also expressed over officer sickness time and morale if overloaded with committee work.
- • RC recognised that not much has changed and is run well.
- • If 2 Committee System retained first point of contact should be Chair and Vice Chairs.

Interview with Mr Tony Rose, Committees Officer.

Main Points

- • Workload has increased but partly due to Shared Services. Was not given personal interview for Job Evaluation process.
- • Provides agendas and papers for all committee meetings plus external bodies and attends all P&L site meetings.
- • Core Strategy and Legislative changes going to increase workload.
- • Introduction of Lead Members has not been clarified or how it will work.
- • Length of meeting times thought to be about right for agenda.
- • Although workload was heavy enjoyed his working environment.

Informal interview with Heads of Service.

Main Points.

- • Lead Members thought to be good idea but individuals must be allowed to work without interference from Chair.
- • Workload of some Officers increased.
- • Workload increased when explanations need to be given twice.
- • Concern over forthcoming Core Strategy and the resultant increase in time needed.

- • Good working relationship between Lead Members and Officers.
- • Recognised that CSC has a huge agenda.
- • Recognised that it was early days in the 2Committee System and that adjustments could be made.

O&S, T&FG Meeting held 6th Dec. 2012.

Main Points.

- • Update on progress so far.
- • Discussions with, Members, Chairs and Officers had taken place, Survey forms had been returned but there had been a disappointing shortfall.
- • The overall picture being formed was that RC was running smoothly but CSC was causing concern due to the size of agenda and the perceived workload of its Chairman.
- • Committee meetings were such that not enough time was given to some items which resulted in rushed decisions.
- • Concern was voiced over the Lead Member (LM) system stating that meetings of LM were excluding other CSC members who were then not party to discussions and the decision making process.
- • Although LM's were introduced to relieve the workload of the Chair and the length of time of the main meeting it was thought that the overall time (LM's plus full meeting) was counter productive.
- • It was recognised that the Chair of CSC had an excessive workload resulting a huge time and commitment requirement.
- • It was felt that the time commitment of all Councillors was becoming a concern not only CSC members.
- • More T&FG /Working Groups that reported to main committee could be employed to relieve some of the pressure on the CSC. The system was currently working well within the O&S Committee.
- • The Group felt that a discussion with Heads of Service to determine the forthcoming year's workload would be an advantage when considering if future amendments were needed to the 2Comittee System.
- • The Group felt that the current pilot needed to run its full extent before definite recommendations could be made but recognised that changes could be made before May 2013. If necessary.

Report to go to O&S 15th Jan 2013.

- • The current 2 Committee System pilot should run until May 2013, after which a final review could take place. Amendments to the system could be introduced before the pilot ended. ie, introduction of Working Groups.
- • The current cycle of meetings was adequate, however more use could be made of dates set aside for special meetings. This would mean that additional CSC meetings could be held if necessary allowing full discussion of some agenda items.
- • Input from Hof S should be held to determine workload for the coming year.
- • The alignment between Hof S and Committees was working well and it was felt that no changes were needed.
- • The sequence of meetings culminating with Full Council was working well increasing council efficiency.
- • Lead Member meetings were too exclusive, meaning other Committee Members were excluded from decision making.
- • The workload of CSC was thought to be excessive and needed addressing. ie, moving some agenda items to RC, splitting FP&H.
- • The Chair of CSC was an exacting position that needed a huge input of time, work and commitment.
- • Members were now leading more than previously on policy issues. However, they still needed a large amount of input from Officers as they did not possess the background skills and knowledge.
- • RC was thought to be running well with little change to the agenda.
- • O&S was thought to be running well but more use to be made of Working Groups, ie WG to cover individual committees CSC,RC and report back.



ASSESSMENT OF THE TWO COMMITTEE PILOT

QUESTION	ANSWER
<p>1. In considering the criteria used to determine the pilot scheme, which were:-</p> <ul style="list-style-type: none"> • It must enable Members to lead on policy and governance • Members should be accountable for decisions which must be made democratically • It must be an effective and efficient model for the Council • Benefits should be gained by being align with the management structure <p>Overall how successful do you think the scheme has been to date? Score 1 to 10 (10 being highest)</p>	<p>Average score of surveys returned is 5.5</p>
<p>2. Should the Chairmen of each Community Services and Resources Committee have a nonvoting place on the other Committee?</p>	<p>Yes But could add to already busy workload.</p>
<p>3. Is the frequency of meetings too often/ not enough/ correct?</p>	<p>Yes, but more could be made of reserved dates for special meetings.</p> <p>Main meetings too far apart.</p>
<p>4. Do you feel that the workload is too great for lead Members on Community Services Committee? If so, how could this be addressed?</p>	<p>Yes</p> <p>Split FP&H from CSC</p> <p>Could split CSC in half</p> <p>Chair has too many commitments</p> <p>Some Councillors being left out of decision making process.</p>
<p>5. Do you feel the current Overview and Scrutiny arrangements are adequate to support the Two Committee Model? If no, how could this be addressed?</p>	<p>Yes</p> <p>Could be two dedicated committees</p> <p>No, too much work placed on O&S, some issues not being addressed, should be looking at internal matters.</p>
<p>6. Is it too soon to make a decision about whether the pilot has been successful? If so, would you like to see the pilot extended for another year?</p>	<p>Yes.</p> <p>Should extend for another year</p> <p>Could tweak current system</p>

	Don't think anything to be gained by extending.
7. Should Members be able to sit on more than one of Community Services and Resources Committee?	<p>Yes,</p> <p>If CSC split into two</p> <p>Horrendous workload, would anyone want to?</p> <p>Yes, when committee places allocated.</p> <p>Some Members appear as subs already especially from P&L.</p>
8. Do you have any further comments which you wish to be considered during the review into the Two Committee Model?	<p>Importance of Working Groups need to be recognised.</p> <p>2Committee System too cumbersome for committee to digest information from Officers.</p> <p>Feels like decisions are rubberstamped after being agreed in small working parties.</p> <p>Issues not fully debated.</p> <p>Alignment of with management system overplayed, need to reflect on what is best for democracy.</p>

NAME OF COMMITTEE	Overview and Scrutiny Committee
DATE	15 January 2013
REPORT TITLE	MEMBER IT PROVISION – DRAFT POLICY
Report of	The IT Provision Task and Finish Group
WARDS AFFECTED	All

Summary of report:

To present the draft Member IT provision policy to Overview and Scrutiny for its consideration and recommendation for adoption to full Council.

Financial implications:

The Council currently has a Member IT provision budget of £15,000. The Task and Finish Group has emphasised the importance of this piece of work being at least cost neutral and it has hoped that these proposals may generate some cost savings.

RECOMMENDATIONS:

That the Overview and Scrutiny Committee **RECOMMEND** to Council that the draft Member IT provision policy (as attached at appendix B) be adopted.

Lead Member contact:

Cllr Baldwin, Deputy Leader of Council, Email: cldr.bob.baldwin@westdevon.gov.uk

Officer contact:

Darryl White, Democratic Services Manager, Email: darryl.white@swdevon.gov.uk

1. BACKGROUND

- 1.1 During the review of Members Allowances at the Annual Council meeting held on 15 May 2012 (Minute CM 20 refers), consideration was given to a financial uplift to offset the provision of IT equipment to Members. Since there had been no policy decision made in respect of future IT provision for Members, coupled with the current inconsistent approach to provision across the membership, then the Council concluded that any such proposal was premature and should be deferred.

- 1.2 Having made this decision, a Task and Finish Group was subsequently convened with the following agreed terms of reference:
- *Agree the timeline for completion of this work;*
 - *To review existing arrangements and costs;*
 - *Agree a method of consultation for Members;*
 - *Explore options for a cost effective and fit for purpose solution; and*
 - *The Task and Finish Group will not have decision making powers and will report in the first instance to the Overview and Scrutiny Committee.*
- 1.3 Cllrs Baldwin (Chairman), Cann OBE, Ewings, Musgrave, Sheldon and Whitcomb were appointed to serve on the Group, which has met on five occasions and is now in a position to recommend a draft policy for approval.

2. ISSUES FOR CONSIDERATION

- 2.1 The Group produced a first draft version of a policy, which was sent to all Members in order to provide an opportunity for wider Member consultation (summary of the feedback attached at Appendix A). A number of the comments received were incorporated into the final version and the Group now feels in a position to be able to recommend that the policy (as outlined at Appendix B) should now be adopted.

3. RISK MANAGEMENT

The Risk Management implications are shown at the end of this report in the Strategic Risks Template.

Corporate priorities engaged:	In some form or another, this report is linked to all of the Council Corporate Priorities
Statutory powers:	Local Government Act 2000.
Considerations of equality and human rights:	None directly related to this report.
Biodiversity considerations:	None directly related to this report.
Sustainability considerations:	None directly related to this report
Crime and disorder implications:	None directly related to this report.
Background papers:	Council Constitution; Task and Finish Group Notes arising from the meetings held on: 24 September 2012, 15 October 2012, 5 November 2012, 20 November 2012 and 17 December 2012; and IT Policy – First draft
Appendices attached:	A. Summary of the Member responses to the consultation exercise. B. Draft Member IT Provision Policy.

STRATEGIC RISKS TEMPLATE

No	Risk Title	Risk/Opportunity Description	Inherent risk status				Mitigating & Management actions	Ownership
			Impact of negative outcome	Chance of negative outcome	Risk score and direction of travel			
1	Lack of agreement of a Policy	The Council will continue to have an inconsistent approach to its Member IT Provision.	2	2	4	↔	Adoption of a coherent policy will mitigate against this risk.	Members

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SUMMARY OF FINDINGS

Of the 18 respondents:

- **100%** agree with the new Policy in principle. The most frequently commented on issue was that all Councillors should be subject to the same policy, concerns were also raised about current and future telephone line provision.
- **61.2%** (11 Members) were in favour of Council supplied equipment, one suggested the provision of Tablets to reduce the ongoing costs of consumables.
- **33.3%** (6 Members) preferred use of their own equipment though the amount thought appropriate for the allowance varied from £250 - £1,000, however, most considered the £360 proposed to be the minimum required.
- **5.5%** (1 Member) suggested a mix of Council and private provision with only the printer & consumables supplied by the Council.

Other General Comments:

- There should be a yearly report to Council on this situation.
- Member input should be via Group Leaders, rather than the Mayor.
- Independent Remuneration Panel should have no say in this matter.

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WDBC Members' IT Provision - Draft Policy

1. Communication with Members will normally be by e-mail. (Meeting agendas will continue to be posted to Committee Members and to named substitutes.)
2. All Members will:
 - 2.1 be expected to pay for their own telephone line rental.
 - 2.2 normally be expected to provide their own Broadband connection. However, those Members who currently have their connection paid for by the Council, and who can demonstrate that they use Broadband solely for Council business may, by exception, apply annually to the Head of IT & Customer Services, in consultation with the Mayor to have this arrangement continue.
- 3 All Council Members will have a choice **either**:
 - 3.1 to continue to be provided with Council owned IT equipment, together with consumables (paper and ink cartridges) for Council business only, together with technical support if required. This technical support will be limited to Council business only.
(At the end of their term as a Councillor, all IT equipment shall be returned to the Council).

Or

 - 3.2 to provide their own IT equipment * and consumables. In which case:
 - 3.2.1 The Council will provide remote access to enable secure access to the Council's e-mail and other systems (e.g. Outlook Calendar and Intranet) and any set-up support that may be required.
 - 3.2.2 Members will receive an additional IT allowance for 2013/14 of £400 per annum (paid monthly), in arrears, and which will be subject to Income Tax. In the future, this allowance will be set by the Council during the annual review of the Scheme of Members Allowances, whilst having consideration to the views of the Independent Remuneration Panel.
 - 3.2.3 The IT allowance will not be taken into account in calculations of Special Responsibility Allowances for Chairs etc. which will continue to be based as a multiplier of the Basic Member Allowance.
4. This policy will become effective at the start of the new financial year (6 April 2013) and will be reviewed no later than September 2015, after the 2015 Borough Council elections.

(* Note: Members are advised to consult the Council's IT department, before purchasing new IT equipment to check on its suitability for use with the Council's current remote access software.

A preliminary list of suitable equipment will be published by the Council's IT department).

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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 **15th** day of **JANUARY 2013** at **2.00 pm**.

Present:

Cllr D W Cloke – Chairman	
Cllr S C Bailey – Vice-Chairman	
Cllr K A Clish-Green	Cllr C Hall
Cllr L J G Hockridge	Cllr D M Horn
Cllr J B Moody	Cllr D K A Sellis
Cllr J Sheldon	Cllr D Whitcomb

Corporate Director (TW)
Community Manager
Community Development Officer
Personnel Manager
Head of Corporate Services
Head of ICT & Customer Services
Democratic Services Manager
Member Services Manager
Member Services Admin Officer

In Attendance:

Cllr R E Baldwin	Cllr M J R Benson
Cllr W G Cann OBE	Cllr R J Oxborough
Cllr T G Pearce	Cllr P R Sanders

Chief Executive
Acting Head of Finance & Audit

Mrs Barbara Osborne – CAB
Mandy Kenyon – CAB

***O&S 24 APOLOGIES FOR ABSENCE**

No apologies for absence were received.

***O&S 25 DECLARATIONS OF INTEREST**

Members and officers were asked to declare any interests in the items of business to be considered during the course of this meeting but none were made.

***O&S 26 CONFIRMATION OF MINUTES**

The Minutes of the meeting held on 16 October 2012 were agreed and signed by the Chairman as a correct record.

***O&S 27 PRESENTATION BY MRS BARBARA OSBORNE AND MANDY KENYON OF THE CAB**

Members received a presentation from Mrs Barbara Osborne and Mandy Kenyon of the CAB which was followed by a question and answer session for Members.

***O&S 28 SERVICE LEVEL AGREEMENT MONITORING – CAB/CVS**

The Community Development Officer presented a report (page 3 to the agenda) for Members to review the operation in 2011/12 of the Service Level Agreements (SLAs) with West Devon Community and Voluntary Services (WDCVS), including West Devon Volunteer Centre (WDVC), and West Devon Citizens Advice Bureau (WDCAB).

Having received a presentation from the CAB, the Community Development Officer advised that Members could invite the CVS to attend a future meeting of the Overview and Scrutiny Committee.

A Member asked if anyone had calculated the additional cost to the Borough Council if the CAB and CVS did not exist. In response, the Member was advised that this was difficult to do without exact figures but the cost would be considerable and the value of the CAB and CVS was in excess of what the Borough Council paid out through the SLAs.

It was **RESOLVED** that Members had scrutinised the performance of WDCVS and WDCAB against the SLAs.

***O&S 29 USE OF AGENCY STAFF**

The Personnel Manager presented a report (page 38 to the agenda) to provide Members with an overview on the use and costs of engaging agency workers.

During discussion, the following points were raised:

A Member asked if the report could be made clearer in indicating what money had been shown as being as a cost to the Council. Page 39 to the agenda indicated a cost to the Council when in actual fact it was a cost to Fosca;

A Member asked the Personnel Manager if instead of using agency staff, any additional hours could be offered first to existing part time staff, who might be glad of some additional hours/responsibility. In response, the Personnel Manager advised that most of the jobs available tended to be full time positions although utilising part time staff could be a way of meeting a short term need;

In respect of entitlement to holiday, the Personnel Manager advised that agency staff were not able to accrue holiday at the expense of the Borough Council and any holiday that needed to be taken would need to be arranged through their employer;

A Member asked the Personnel Manager if he thought that there would be an increase in using agency staff. The Personnel Manager advised that this was difficult to predict but at the present time the demand was not high;

A Member made reference to the 12 week level, where it was beneficial to the Council to change agency staff after every 12 weeks, to save money. In response, the Personnel Manager advised that this would not happen as there were anti avoidance measures in place.

A Member asked the Personnel Manager how many agency staff were currently employed by the Council. The Personnel Manager advised that at present, the Council employed five agency staff. A further question followed asking as to when agency staff were recruited how their suitability was assessed. In response, the Personnel Manager advised that the agency sourced suitable candidates from information provided and if the candidate proved to be unsuitable, then they could be replaced.

A Member raised concern that the Enforcement Officer costs seemed very high. In reply, it was noted that this unfortunately was due to supply and demand.

After a general discussion from Members, it was agreed that more regular up-dates on this were necessary to keep Members aware of the situation and that this would be included on a future O&S agenda.

It was then **RESOLVED** that Members agree that the Senior Management Team continue to monitor the use and cost of using agency workers.

***O&S 30**

PERFORMANCE INDICATORS QUARTER 2

The Head of ICT & Customer Services presented a report (page 43 to the agenda) to provide Members with information on Key Performance Indicators where performance was 10% or more below target at the end of quarter 2 2012-13. The information was set out in a new format with the Balanced Scorecard showing broad performance levels, indicators at 'red' status providing additional information and a standard information report giving background information and context to workload.

The Head of ICT & Customer Services advised that the Council was working tirelessly to hit all of the targets set and that these were very high.

A general discussion took place from Members regarding car parking issues. One comment was made that the car parking figures were down due to the bad weather and lack of visitors to the Borough. Concern was raised that the tariffs were incorrectly advertised despite being reduced. It was noted however, that this had now been rectified. The question was raised regarding publicity as to what we are doing now to tell the media that we were reducing costs. A suggestion was made that perhaps the Borough could explore offering free car parking after 3 pm.

In response to a query relating to the end to end time for change of circumstances, the Head of ICT and Customer Services advised that there was a new system that was working well, but a backlog of cases had built up which artificially inflated the figures. The Committee was given assurances that the figures would improve in the new financial year.

It was then **RESOLVED** that:-

- (i) Members note the Key Performance Indicators for Quarter 2 and consider the action detailed to improve future performance; and
- (ii) for all of the five indicators at red status for two consecutive quarters as detailed in para 2.4 of the presented report, the following action be taken:
 - End to end time for change of circumstances – agree with action response as per the presented report
 - Car parking income (day tickets from machines) – agree with action response as per the presented report, and in addition, request that the Car Park Strategy Group bring a report to a later Overview and Scrutiny Committee in response to comments made
 - Income collected: Land Charges – agree with action response as per the presented report
 - Average days sickness/FTE – agree with action response as per the presented report
 - Average time for completion (Minor) – agree with action response as per the presented report

O&S 31 REPORTS OF TASK & FINISH GROUPS

(i) Two Committee Structure

The Chair of the Overview & Scrutiny Committee presented the Group findings of the current two committee pilot (page 53 to the agenda) for its consideration and recommendation to full Council.

A Member asked the Chairman whether, if any changes were to be made to the current two committee system, this would be with immediate effect. In response, the Chairman advised that the Committee would make its recommendations to the next full Council Meeting for its determination.

A Member raised concern regarding the ability for the Community Services Committee to have Lead Members (who had specific roles and responsibilities) and how these Lead Members had been selected. Concern was raised again that Members did not know who the Lead Members were or their level of responsibility. To clarify this point, it was agreed that a list of the current Lead Members and their responsibilities would be circulated to all Members.

A Member commented how important the role of the Overview & Scrutiny Committee was and suggested how its workings could be adapted to reflect this importance (e.g. by carrying out more focused specific reviews and by investigating the merits of creating a second O&S Committee, with one being focused upon the

workings of the Community Services Committee and the other focused upon the Resources Committee). In reply, the Chairman advised that there was a further option to divide the workings of the two Committees within the existing Overview and Scrutiny Committee (e.g. with some O&S Members focusing upon the Resources Committee and others concentrating on the workings of the Community Services Committee)..

A general discussion took place. It was thought that the current two committee pilot needed to run for a further period of time. Concern was raised that the workload for the Chair of the Community Services Committee was an unsustainable workload.

Specifically for the Community Services Committee, a Member queried the current roles of the Chairman, Vice Chairman and the then appointed Lead Members and how the wording of Lead Members caused concern for some Members. The question was asked if there was provision in the Council Constitution for a Chairman and two Vice Chairmen to be appointed rather than Lead Members. Another Member felt that the current system with Chairs and Vice Chairs having their own briefing meetings was operating like an Executive model.

The Chairman of Community Services Committee advised that the use of Lead Members had happened in an evolutionary way

It was **RESOLVED** to **RECOMMEND** to Council that:

- (1) the current pilot (due to end in May 2013) be extended until the full Council meeting in December 2013; and
- (2) with immediate effect, the Chairmen and Vice-Chairmen of the Resources Committee and Community Services Committee consider revising current working arrangements to ensure that the workload, particularly within the Community Services Committee, be more evenly spread amongst its Committee Members, including clarifying the roles of Lead Members, Champions and Working Groups.

(ii) Member IT Provision

The Deputy Leader of the Council, Councillor Baldwin presented the draft Member IT provision policy (page 63 to the agenda) to the Overview & Scrutiny Committee for its consideration and recommendation for adoption to full Council.

A Member referred to the proposed additional IT allowance for 2013/14 of £400 (page 67 – 3.2.2) and queried why this figure would be subject to income tax. In response, the Deputy Leader assured the Member that this was the case but that he would check with the Head of Finance for clarification.

A Member in attendance wanted to thank the Deputy Leader and the Democratic Services Manager for all their hard work to date on this matter. For clarification, the Member wanted it noted that Members had a choice that they could either keep to the same arrangements as they had now or accept the proposed £400 to provide their own IT equipment (page 67 2.1 & 2.2 of the agenda).

After a general discussion, the Deputy Leader advised that the proposed new policy was a draft as prepared by the Task and Finish Group and therefore could be changed if necessary.

It was **RESOLVED** to **RECOMMEND** to Council that the draft Member IT provision policy (as attached at appendix B) be adopted.

***O&S 32 REGULATION OF INVESTIGATORY POWERS ACT 2000: REPORT ON INSPECTION AND AUTHORISATION**

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

(The meeting terminated at 4.50 pm)