### AGENDA - OVERVIEW & SCRUTINY COMMITTEE - 29th OCTOBER 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 4<sup>th</sup> June 2013 (previously circulated)

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5.	Update on Transformation Programme Oral Report of Corporate Director	
6.	Monitoring of West Devon Community and Voluntary Services and Citizens Advice Bureau Service Level Agreements 202/13 Report of Community Projects & Policy Officer	6
7.	Impact of Welfare Reforms Report of the Head of ICT and Customer Services	45
8.	Ombudsman Update and Annual Letter Report of Monitoring Officer and Ombudsman Liaison Officer	53
9.	Performance Indicators (Q4 2012/13 and Q1 2013/14) Report of the Head of ICT and Customer Services	60
10.	Update on Agency Staff Report of the Personnel Manager	75
11.	Conclusion of the work of the Focus Review Working Group Report of the Focus Review Working Group	81
12.	Draft Work Programme 2013/14	84
13.	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	

# 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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#### STRATEGIC RISK ASSESSMENT

### **Reports to Members**

Members will be aware of the requirement to take account of strategic risk in decision making. This note is designed to support Members consider strategic risks as part of the assessment of reports from officers.

There are an increasing number of issues that we have a statutory requirement to take into account which affect all aspects of the Council's policies and service delivery (e.g. Human Rights Act). There are also discretionary issues we choose to highlight in our reports (e.g. Financial Implications, and Impact on Council Priorities and Targets). Common Law duty requires Local Authorities to take into account all things they need to take into account! The Courts hearing Judicial Review applications make this their starting point in deciding whether any decision is reasonable.

Officers have a responsibility to assess the implications of recommendations to Members. Members should ensure that before making a decision they have undertaken a similar consideration relating to the risks associated with the report.

Examples of risk to be considered:-

### **Statutory Requirement:**

- Equalities and Discrimination, particularly Race Equality. (Consider the impact on each of the following equality areas: Race, Religion and Belief, Gender, Sexual Orientation, Disability, Age)
- Human Rights
- Crime and Disorder
- Health and Safety
- Employment Legislation
- Data Protection
- Freedom of Information
- Corporate activity with an impact on Areas of Outstanding Natural Beauty, National Parks, Sites of Special Scientific Interest, and biodiversity

### **Corporate Requirement:**

- Impact on Council's Reputation
- Impact on Priorities, Cross-Cutting themes, Targets and / or Commitments
- Impact on Standing Orders / Financial Regulations
- Impact on Council's Assets
- Financial Risks
- Compliance with National Policies and Guidance
- Impact on Sustainability

Members' attention is drawn to the Risk Assessment section within each report. Members are encouraged to consider whether the report has satisfactorily identified all likely negative impacts and mitigating action that will be taken. Members also need to consider the opportunities presented by actions, noting that any change entails an element of risk. The challenge is to effectively manage that risk.

# RISK SCORING MATRIX

Impact/Severity			Target impact	Stakeholder impact	Finance impact	
1		Insignificant	Low impact on outcome & target achievement & service delivery	Low stakeholder concern	Low financial risk	
2		Minor	Minor impact on outcome & target achievement & service delivery	Minor stakeholder concern	Minor financial risk	
	3	Moderate	Moderate outcome & target achievement & service delivery	Moderate stakeholder concern	Moderate financial risk	
	4	Serious	High impact on outcome & target achievement & service delivery	High stakeholder concern	High financial risk	
	5	Very serious	Very high impact on outcome & target achievement & service delivery	Very high stakeholder concern	Very high financial risk	
Likelihood/ Probability		Risk		Opportunity		
1	Very low	Negligible charoccurred	nce of occurrence; has not	Possible opportunity yet to be investigated with low likelihood of success		
2	Low		occurrence; has occurred at within internal control	Opportunity being investigated with low likelihood of success		
3	Medium	could occur mo	of occurrence or non occurrence; ore than once and be difficult to external influences	Opportunity may be achievable with careful management		
4	High		occur than not occur; has than once and difficult to control influences	Good opportunity which may be realised		
5	Very high		ace of occurrence but not a occurred recently	Clear reliable opportunity with reasonable certainty of achievement		

Risk score = Impact/Severity x
Likelihood/Probability

	5	5	10	15	20	25		
	4	4	8	12	16	20		
Likelihood	3	3	6	9	12	15		
Likel	2	2	4	6	8	10		
	1	1	2	3	4	5		
	0	1	2	3	4	5		
	Impact							