

At a Meeting of the **OVERVIEW & SCRUTINY COMMITTEE** held at the Council Chamber, Council Offices, Kilworthy Park, Drake Road, **TAVISTOCK** on **TUESDAY** the **14th** day of **JANUARY 2014** at **2.00 pm**

Present: Cllr M V L Ewings – Chairman

Cllr K A Clish Green	Cllr C Hall
Cllr L J G Hockridge	Cllr D M Horn
Cllr J B Moody	Cllr D E Moyse
Cllr D K A Sellis	Cllr J Sheldon
Cllr D Whitcomb	

Executive Director (TW)
Customer Services Manager
Head of ICT and Customer Services
Head of Environmental Health and Housing
Development Manager
Member Services Manager

***O&S 28 APOLOGIES FOR ABSENCE**

There were no apologies for absence.

***O&S 29 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 30 CONFIRMATION OF MINUTES**

The Minutes of the meeting held on 29 October 2013 were agreed and signed by the Chairman as a correct record.

***O&S 31 UPDATE FROM THE CORPORATE DIRECTOR ON TRANSFORMATION PROGRAMME T18**

The Executive Director updated the Committee by advising that the Blueprint report was on the agenda for SMT this week and the timetable for publication of the report to staff and Members was 27 January 2014. The Executive Director reminded Members that the Blueprint report was the result of work undertaken by approximately 40 staff that tested the assumptions made in the initial Proof of Concept document. Those assumptions have broadly been proved to be correct, however, the figures are expected to change again as a full range of processes are looked at (likely to be 400 rather than the 100 processes examined so far). One of the potential changes to the programme may be the change of phasing to introduce a third phase which would result in: 1a – support services particularly finance, legal and ICT, Phase 1b – property and Phase 2 – people.

Moving support services to the start of the phasing was likely to realise significant savings that were not ICT dependent. If this change proceeded, support services staff were then likely to be affected by summer 2014. The consultants had suggested that this proposed change was discussed with the potential ICT suppliers as they may have also had a view, and experience, on the most effective way forward.

The Executive Director went on to explain that the first meeting of the steering group would take place on 27 January 2014. She then advised Members of the position in relation to discussions with Torridge District Council who were now progressing with iESE and Ignite to develop a business case. It had been made clear that any aspect of working together would need to have benefits for all three councils but that Torridge District Council did have a number of options to consider. Financial benefits had to be proved, although resilience and other strategic benefits should not be ignored.

The Chairman thanked the Head of ICT and Customer Services and Cllr Baldwin for their work on the ICT procurement document.

***O&S 32 UPDATE FROM THE TASK AND FINISH GROUP ON LOCALITY AND COMMISSIONING**

Cllr Sheldon updated the Committee on the meeting that had taken place earlier that day and he outlined the objectives of the Task and Finish Group. Members expressed concern that so few of the invitees had been able to attend as this was a key piece of work to feed into the T18 Programme. The officer leading the project would circulate the presentation to the Committee, and also update those who had not attended on the work that was required to be undertaken.

***O&S 33 RESPONSE FROM CUSTOMERS IN RELATION TO THE RECEPTION AREA**

The Customer Services Manager advised Members that in response to concerns raised at the previous meeting a satisfaction questionnaire was provided for all visitors to the Customer Services Area at both Tavistock and Okehampton to ascertain satisfaction with the resolution of their query and the layout of the area. Only 24 questionnaires were completed, and all questions received a '10 out of 10' response except for the need for privacy at Okehampton. Whilst there were no specific concerns raised at lack of facilities for children, staff now had supplies of colouring books and crayons to give out if necessary.

***O&S 34 PERFORMANCE REPORT**

The Head of ICT and Customer Services presented a report (page 1 to the agenda) that provided Members with information on Key Performance Indicators at the end of quarter 1 for 2013/14, and the end of quarter 4 2012/13. The information was set out with the Balanced Scorecard showing broad performance levels.

Further information for those indicators at 'red' status was provided along with a standard information report giving background information and context to workload.

The Head of ICT and Customer Services introduced the report and advised Members that only one performance indicator was at red status for the second consecutive quarter. This indicator related to the number of Major Planning Applications determined within the statutory timeframe, and the Development Manager was in attendance to answer any questions. The Development Manager added that meeting the Major Applications target was difficult, as West Devon Borough Council was a relatively small council that did not determine a large number of this type of application. In addition, there was a complexity to them, and often a requirement for s106 legal agreements that added to the timescale. Assurances were given that the figures should improve in the future as it was now the case that extensions to timescale could be agreed between parties. In addition, the performance at West Devon did not compare unfavourably with comparable authorities and this was a credit to staff when the staffing difficulties within the department were taken into account.

Members had a detailed debate about the issues within the Planning Department and the Development Manager responded to a number of questions relating to performance and resources. At the conclusion of this debate it was **PROPOSED, SECONDED** and on being put to the vote declared **CARRIED** that a note be sent to SMT advising that the Overview and Scrutiny Committee understand the issues and have expressed their concern, and would ask that SMT look favourably on any request for resources that would help the department in relation to staffing levels which would address the issues raised.

Some Members raised concerns over the layout of the report and felt that the information was not always easy to understand in the way it was presented. It was agreed that a key would be provided in relation to the symbols used, although the traffic light system relied more on colour than shape. Other Members praised the report for its clarity.

Concerns were raised over the fall in number of car parking season tickets sold. Cllr Moody advised that he and Cllr Ball were currently undertaking an analysis of car parking income. Another Member asked why the department was not fully staffed during the summer. The Executive Director briefly outlined the position in relation to Civil Parking Enforcement. Cllr Sheldon advised that Tavistock Town Council would be discussing this matter later today and it was agreed that an update be brought back to the next meeting of this Committee.

Concerns were also raised over the time taken to answer calls. The Head of ICT and Customer Services advised Members that the figures related to the second quarter and the latest figures showed an improvement.

The Customer Services Manager advised that the latest statistics showed that the average time taken to answer a call was less than one minute.

The Executive Director added that the main problem was the retention of staff who, once trained, often successfully applied for vacancies in other parts of the council. This was an important point to consider for T18 as these staff would be important and should be appropriately rewarded so that they stay in the role.

It was then **RESOLVED** that:

- (i) The Key Performance Indicators for Q1 be noted and actions detailed considered to improve future performance; and
- (ii) Members had considered appropriate action for Indicators at 'Red' status for two consecutive quarters and requested a note to SMT supporting any request for resource to assist the Planning Department in addressing issues caused by reduced staffing levels.

***O&S 35 HEALTH AND WELLBEING**

Cllr McInnes attended the Committee to give an update on his role as the District Council representative on the Health and Wellbeing Board and Devon County Council. The Head of Environmental Health and Housing also attended.

Cllr McInnes advised Members that the Board had been set up as a result of government legislation and had been in place for nine months. The Members of the Board included elected representatives, doctors, officers and the Director for Public Health. The Board worked at a high strategic level and had started by producing the Health and Wellbeing Strategy which promoted Health and Wellbeing across Devon. Cllr McInnes encouraged Members to look at the website as there was a mass of information to see. The Board had four priorities, each with their own sub priorities, and wanted to focus on bringing people in public health together. It was not a scrutiny board, but did need to be confident that it knew what was going on with the respective Clinical Commissioning Groups.

In terms of budget, each district had access to the DCC public health specialist for one day per week and a budget of £20,000 per authority per annum for two years to be spent on promoting health and wellbeing projects. The Head of Environmental Health and Housing outlined the four projects that so far had received funding.

He also explained that it had been agreed that the Devonwide Chief Environmental Health Officers Group, who already met on a regular basis, would help the Devon Districts to achieve a more co-ordinated approach. Already joint commissioning had been looked at whereby local authorities could commission training for example, so that when looking at policies and strategies officers would be more informed to be able to see the benefits in relation to Health and Wellbeing.

Cllr McInnes queried whether Health and Wellbeing should be a future corporate priority. He added that future governance changes may impact on how the Board is engaged. Currently the link with districts tended to be through O&S chairs. Health and Wellbeing was a massive subject but much of the delivery was through district level for example with leisure and with housing. He concluded by advising Members of Healthwatch, a representative of which sat on the Health and Wellbeing Board.

Members asked how best to engage with the Board and were advised that Healthwatch would be the best route. The Board did not discuss local issues but operated at a strategic level. Members also talked about specific topics in relation to Health and Wellbeing that concerned them, particularly obesity and food waste. One Member advised that she was the Vice Chair of Health and Wellbeing Scrutiny at Devon County Council and their intention was to act as critical friends to the Board. The Head of Environmental Health and Housing advised that Councils should be looking at evidence based outcomes, for example was funding leisure centres the best way of promoting Health and Wellbeing or were other methods more effective. The Board should look to address the root cause rather than the symptoms. Cllr McInnes added that where we live was crucial. The districts had health centres and pools but perhaps instead of relying on districts to supply these, those responsible for health should be contributing.

The Chairman concluded this item by thanking Cllr McInnes and the Head of Environmental Health and Housing for attending.

***O&S 36 UPDATE FROM RURAL BROADBAND WORKING GROUP**

The minutes of the Rural Broadband Working Group were presented (page 14 to the presented agenda) and discussed. Cllr Sheldon advised that the next meeting of the Group would take place on 16 January 2014. He outlined some of his concerns and was thanked by the Chairman for his continuing work on this Group.

***O&S 37 DRAFT ANNUAL WORK PROGRAMME**

The Member Services Manager confirmed that there were no changes to the published work programme. The Chairman confirmed that representatives of the CAB would be in attendance at the meeting in March 2014. It was agreed that an update be brought back to the meeting in March in relation to car parking matters discussed at Tavistock Town Council. It was also agreed that Health and Well Being be a standing item on the agenda.

Finally, it was agreed that the October meeting would include an item on Broadband when Connecting Devon could be invited to attend to advise on the plans for the cabinets that had been missed out.

In response to a query relating to the Car Parks Manager attending to advise the Committee in relation to the business approach for car parks, it was agreed that this be deferred to enable the Car Parking Strategy Group to produce a report for Community Services Committee. If concerns persisted, then the Overview and Scrutiny Committee would invite the Car Parks Manager to attend to give further information.

***O&S 38 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 requests to use the powers under RIPA during the last quarter.

(The meeting terminated at 4.25 pm)

Chairman