

# West Devon Hub Committee



West Devon  
Borough  
Council

<b>Title:</b>	<b>Agenda</b>
<b>Date:</b>	<b>Tuesday, 17th December, 2019</b>
<b>Time:</b>	<b>11.15 am</b>
<b>Venue:</b>	<b>Butchers' Hall, Tavistock PL19 0AL</b>
<b>Full Members:</b>	<p style="text-align: center;"><b>Chairman</b> Cllr Jory <b>Vice Chairman</b> Cllr Samuel</p> <p><i>Members:</i> Cllr Edmonds Cllr Moody Cllr Mott Cllr Pearce Cllr Leech Cllr Sellis Cllr Cheadle</p>
<b>Interests – Declaration and Restriction on Participation:</b>	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.
<b>Committee administrator:</b>	Member.Services@swdevon.gov.uk

**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 (if any)

**4. Confirmation of Minutes**

To approve and adopt as a correct record the Minutes of the Meeting of the Hub Committee held 5 November 2019

**1 - 6**

**5. Public Questions - a period of up to 15 Minutes is available to deal with issues raised by the public**

**6. Hub Committee Forward Plan**

**7 - 10**

**7. Revenue Budget Monitoring Q2 - Cllr Edmonds**

**11 - 22**

**8. Capital Budget Monitoring Q2 - Cllr Edmonds**

**23 - 32**

**9. Draft Revenue Budget Proposals 2020/21 - Cllr Jory**

**33 - 72**

**10. Draft Capital Budget Proposals 2020/21 - Cllr Jory**

**73 - 88**

**11. Write Off Report Q2 -Cllr Edmonds**

**89 - 98**

**12. Reports of other bodies - Overview and Scrutiny Committee 19 November, 2019, to approve the following recommendation under Minute Ref: O&S 54:**

**99 - 106**

That the results from the Customer Satisfaction Survey be welcomed and the Hub Committee be **RECOMMENDED** to approve the actions contained within Section 5 of the presented agenda report that are headed as follows:

- Customer Service Improvement Manager;
- Complaint Handling Review;
- Staff Meetings, Performance Monitoring and Training;
- IT Procurement and Improvement;
- Continued Surveying; and
- Progress Reporting.

This document can be made available in large print, Braille, tape format, other languages or alternative format upon request. Please contact the Committee section on 01822 813664 or email [darryl.white@swdevon.gov.uk](mailto:darryl.white@swdevon.gov.uk)