

# West Devon Overview and Scrutiny Committee



West Devon  
Borough  
Council

<b>Title:</b>	<b>Agenda</b>														
<b>Date:</b>	<b>Tuesday, 20th April, 2021</b>														
<b>Time:</b>	<b>12 Noon</b>														
<b>Venue:</b>	<b>TEAMS Meeting</b>														
<b>Full Members:</b>	<p style="text-align: center;"><b>Chairman</b> Cllr Ewings <b>Vice Chairman</b> Cllr Kimber</p> <p><i>Members:</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Cllr Bolton</td> <td style="width: 33%;">Cllr Moyse</td> </tr> <tr> <td>Cllr Coulson</td> <td>Cllr Musgrave</td> </tr> <tr> <td>Cllr Crozier</td> <td>Cllr Ratcliffe</td> </tr> <tr> <td>Cllr Daniel</td> <td>Cllr Southcott</td> </tr> <tr> <td>Cllr Heyworth</td> <td>Cllr Spettigue</td> </tr> <tr> <td>Cllr Hipsey</td> <td>Cllr Wood</td> </tr> <tr> <td>Cllr Kemp</td> <td></td> </tr> </table>	Cllr Bolton	Cllr Moyse	Cllr Coulson	Cllr Musgrave	Cllr Crozier	Cllr Ratcliffe	Cllr Daniel	Cllr Southcott	Cllr Heyworth	Cllr Spettigue	Cllr Hipsey	Cllr Wood	Cllr Kemp	
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Cllr Heyworth	Cllr Spettigue														
Cllr Hipsey	Cllr Wood														
Cllr Kemp															
<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>	Democratic.Services@swdevon.gov.uk														

**1. Apologies for Absence**

**2. Confirmation of Minutes**

**1 - 6**

**3. 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.

**4. 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

**5. Public Forum**

**7 - 8**

A period of up to 15 minutes is available to deal with issues raised by the public.

**6. Hub Committee Forward Plan**

**9 - 12**

If any Member seeks further clarity, or wishes to raise issues regarding any future Hub Committee agenda item, please contact Democratic Services before **5.00pm on Thursday, 15 April 2021** to ensure that the lead officer(s) are aware of this request in advance of the meeting.

**7. Corporate Key Performance Indicators**

**13 - 24**

**8. Planning & Enforcement Review - Service Improvement Plan -verbal update**

**9. Draft Annual Work Programme 2021/22**

**25 - 26**

**10. Member Learning and Development Opportunities Arising from the Meeting**

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

[democratic.services@swdevon.gov.uk](mailto:democratic.services@swdevon.gov.uk)

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# Agenda Item 2

At a Meeting of the **OVERVIEW & SCRUTINY COMMITTEE**  
held **REMOTELY via TEAMS** on  
**TUESDAY** the **2<sup>nd</sup>** day of **MARCH 2021** at **2:00pm**.

**Present:**

Cllr M Ewings – Chairman  
Cllr P Kimber – Vice-Chairman

Cllr A Coulson	Cllr P Crozier
Cllr L Daniel	Cllr N Heyworth
Cllr S Hipsey	Cllr C Kemp
Cllr D Moyse	Cllr R Musgrave
Cllr B Ratcliffe	Cllr T Southcott
Cllr L Wood	

Chief Executive  
Deputy Chief Executive  
Section 151 Officer  
Director of Governance and Assurance  
Director of Place and Enterprise  
Head of Strategy and Projects  
Democratic Services Manager  
Democratic Services Officers  
Business Manager – Case Management  
Case Management Team Leader  
Specialist – Leisure  
Case Manager - IT  
Fusion – Regional Manager  
Fusion – Business Development Manager

**Also in Attendance:**

Cllrs Cheadle, Edmonds, Jory, Leech, Moody,  
Mott, Pearce, Renders, Samuel, Sellis and  
Yelland

- \*O&S 61      APOLOGIES FOR ABSENCE**  
Apologies for absence for this meeting were received from Cllrs T Bolton and J Spettigue.
- \*O&S 62      CONFIRMATION OF MINUTES**  
The minutes of the Meeting of the Overview and Scrutiny Committee held on 19 January 2021 were confirmed by the Meeting as a true and correct record.
- \*O&S 63      DECLARATIONS OF INTEREST**

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

**\*O&S 64 ITEMS REQUIRING URGENT ATTENTION**

At the invitation of the Chairman, the Director for Place and Enterprise updated the meeting on the Tavistock/Plymouth cycle route. Sustrans had been asked to investigate the corridor and had concluded that, at this stage, the route appeared feasible.

During the ensuing discussion the following points were made:

- a) The project would be progressed through the Council's Corporate Strategy.
- b) Progress would include discussions with Plymouth City Council, South Hams District Council, Devon County Council, Dartmoor National Park Authority and cycling lobby groups.
- c) The officer would contact Cllr Heyworth to progress an application for ELS funding through Defra (Department for Environment, Food & Rural Affairs).
- d) Members were asked to send any suggestions to the Director of Governance and Assurance or the Head of Strategy and Projects for inclusion in the developing Corporate Strategy.

The lead officer agreed to ensure that local Ward Members received regular updates.

**\*O&S 65 PUBLIC FORUM**

The Chairman informed that no formal requests had been received in accordance with the Overview and Scrutiny Procedure Rules.

**\*O&S 66 HUB COMMITTEE FORWARD PLAN**

It was noted that no prior requests had been received in accordance with the Overview and Scrutiny Procedure Rules.

Following the decision of Full Council to defer a decision at its meeting on 8 December 2020 on the Dog Control Orders (Minute CM 28 refers), it was also noted that the issue would be reconsidered at the next Hub Committee meeting to be held on 16<sup>th</sup> March 2021.

**\*O&S 67 LEISURE CONTRACT – FUSION ANNUAL REPORT**

At the invitation of the Committee, Gregg Holland (Fusion, Regional Manager and Steve Rose, Business Development Manager) gave a presentation of the Annual Report, during which the following key points were highlighted:

- Thanks were given to West Devon Borough Council (WDBC) for all the help Fusion had received through the pandemic;
- Lockdowns 1 and 3 had been hard closures, ie mothballing of centres, with lockdown 2 a soft closure where water temperatures were dropped rather than heating turned off. Monies received from the Council had been used to support maintenance and asset protection;
- Centres would be reopened in line with Government guidelines, with new covid-19 procedures in place, including risk assessments, increased cleaning regime, and training for staff, including CIMSPA (Chartered Institute for the Management of Sport and Physical Activity) accredited course;
- The greatest lesson learnt by Fusion from the first lockdown was for increased communication with customers. Mitigation measures included the introduction of a dedicated customer service team available seven days a week. The intention to continue to build on communication channels with customers was also highlighted.
- A staff review had been carried out in July 2020, with redundancy of 37 positions (which equated to 11 people) concluded in November 2020. This was confirmed as being across both WDBC and South Hams District Council geographical areas.
- Fusion was currently working on financial projections for April 2021 to March 2022. Once this exercise was completed, along with a review of the pricing structure, these figures would be brought to WDBC.
- The CLBIL loan had been confirmed. Other funding had been applied for, and Fusion was hoping to hear the outcome of these applications shortly. It was noted that Fusion was looking to re-open its centres in April 2021.
- Members were reminded of a Joint All Member briefing with South Hams District Council Members on Fusion which would occur on 18<sup>th</sup> March 2021.

In conclusion, and on behalf of the Committee, the Chairman wished Fusion well with reopening and thanked Mr Holland for his presentation.

It was then:

**RESOLVED**

That the Committee note the contents of Fusion's Annual Report for 2020 and proposals for 2021.

**\*O&S 68 RURAL BROADBAND WORKING GROUP: VERBAL UPDATE**

In his update, the Hub Lead Committee Member for Enterprise highlighted that:

- a) WDBC were in the process of hiring a dedicated broadband officer; this role would be employed in a shared capacity in conjunction with SHDC.
- b) Sydenham Damerel had now signed a Community Fibre Partnership Agreement with BT Openreach. WDBC would be underwriting the legal framework of the agreement and would monitor this as a pilot project.
- c) Connecting Devon and Somerset had developed contracts with Airband to provide fixed fibre from Airband hubs. However, no one had connected via this route yet, but surveys and engineering works were on-going.
- d) Some Members had met with Sir Geoffrey Cox MP and broadband provision had been high on the agenda. The MP had been very interested and had requested more information which had been provided to him. The MP said he would do what he could to assist generally, as he understood the need for good broadband in rural environment.

**O&S 69 VERBAL UPDATES FROM THE CHAIRMEN OF THE RECOVERY PLAN TASK AND FINISH GROUPS**

**(a) Consultation and Engagement Strategy**

The Chairman of the Task and Finish Group highlighted that the group had meet five or six times, and had now completed its task. The strategy had been put together with help from officers. The highlights were:

- i) The framework in middle of strategy outlined various forms of engagement and consultation which Council could embark on when making any changes
- ii) When any new piece of work comes in front of Council for approval, it would now have a standing item in the report outlining engagement and consultation format for that piece of work. Format will have been chosen from table mentioned in i) above.
- iii) Action plan and dates outlined for adoption of policy.
- iv) In terms of next steps, it was confirmed that the recommendations would now be presented to the Hub Committee at its meeting to be held on 16 March 2021 for consideration before onward determination at the Full Council meeting to be held on 30 March 2021



The Chairman remarked that it was a brilliantly set out document, easy to read, and would be very useful.

It was then:

**RESOLVED**

That the Committee:

- 1) Note the work of the Consultation & Engagement Task & Finish Group
- 2) Endorse the draft Community Consultation & Engagement Strategy and;
- 3) **Recommend** that the Hub Committee consider and recommend the strategy to Council for adoption.

**(b) Localities and Clusters**

The Localities and Clusters Group Chairman introduced the concluding report from the Group which had been asked to consider options for future partnerships to support the voluntary and community section; review the Locality Officer's role; approach to enforcement and tackling environmental crime; review of community clusters; and to review current tasks and roles of the Locality Engagement and Mobile Locality Officers.

Following a question from a Member, it was clarified that there was no recommendation on clusters because there had been no consistency across the Borough on how these clusters had worked. Therefore the flexibility of how these groups worked was important to maintain.

It was also confirmed that the Locality Officers had been involved in the review.

It was then:

**RESOLVED**

That the Committee **RECOMMEND** to the Hub Committee that the Business Manager for Case Management (in consultation with the Portfolio Holder):

1. Carries out a review of the Locality Service structure in order to deliver the following:
  - 1.1 Environmental Protection Officers are incorporated into the Localities Service;
  - 1.2 Close working relationships between the Localities, Parking Enforcement and Waste teams are formalised;

- 1.3 Shared officers are introduced to improve the flexibility to meet team demands; and
2. Drafts a new Locality Team structure to support recommendation 1. which will ensure:
  - 2.1 Clearly defined roles that support the delivery of scheduled tasks and the work of community groups, developing service level agreements where necessary;
  - 2.2 Improved office based and field support for mobile officers.

**\*O&S 70      DRAFT ANNUAL WORK PROGRAMME 2020/21**

The Committee considered the final version of its draft Annual Work Programme for 2020/21 and noted its contents without any further debate.

Officers confirmed that work is underway on the annual programme for next municipal year which would be brought to the next meeting for the Committee to review and input.

**\*O&S 71      MEMBER LEARNING AND DEVELOPMENT OPPORTUNITIES ARISING FROM THIS MEETING**

Members were reminded that a Joint Member Briefing with Fusion had been arranged to be held on Thursday, 18 March 2021.

(The meeting terminated at 3:17 pm)

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Chairman

## **PUBLIC FORUM PROCEDURES**

### **(a) General**

Members of the public may raise issues and ask questions at meetings of the Overview and Scrutiny Committee. This session will last for up to fifteen minutes at the beginning of each meeting, with any individual speaker having a maximum of three minutes to address the Committee.

### **(b) Notice of Questions**

An issue or question may only be raised by a member of the public provided that they have given written notice (which may be by electronic mail) to Darryl White ([darryl.white@swdevon.gov.uk](mailto:darryl.white@swdevon.gov.uk)) by 5.00pm on the Thursday, prior to the relevant meeting.

### **(c) Scope of Questions**

An issue may be rejected by the Monitoring Officer if:

- it relates to a matter within the functions of the Planning and Licensing Committee;
- it is not about a matter for which the local authority has a responsibility or which affects the district;
- it is offensive, frivolous or defamatory;
- it is substantially the same as a question which has previously been put in the past six months; or
- it requires the disclosure of confidential or exempt information.

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## WEST DEVON BOROUGH COUNCIL: HUB COMMITTEE FORWARD PLAN

This is the provisional forward plan for at least four months starting April 2021. It provides an indicative date for matters to be considered by the Hub Committee. Where possible, the Hub Committee will keep to the dates shown in the plan. However, it may be necessary for some items to be rescheduled and other items added.

The forward plan is published to publicise consultation dates and enable dialogue between the Hub Committee and all Councillors, the public, and other stakeholders. It will also assist the Council's Overview and Scrutiny Committee in planning their contribution to policy development and holding the Hub Committee to account.

The Plan is published on the Council's website ([www.westdevon.gov.uk](http://www.westdevon.gov.uk))

The Hub Committee consists of nine Councillors. Each has responsibility for a particular area of the Council's work.

*Leader – Cllr Neil Jory*

*Deputy Leader – Cllr Lois Samuel*

*Lead Member for Environment – Cllr Caroline Mott*

*Lead Member for Health and Wellbeing – Cllr Tony Leech*

*Lead Member for Enterprise – Cllr Ric Cheadle*

*Lead Member for Communities – Cllr Terry Pearce*

*Lead Member for Customer First – Cllr Jeff Moody*

*Lead Member for Resources and Performance – Cllr Chris Edmonds*

*Lead Member for Homes – Cllr Debo Sellis*

Further information on the workings of the Hub Committee, including latest information on agenda items, can be obtained by contacting the Democratic Services Section by e-mail to [democratic.services@westdevon.gov.uk](mailto:democratic.services@westdevon.gov.uk)

**All items listed in this Forward Plan will be discussed in public at the relevant meeting, unless otherwise indicated**

Portfolio Area	Report Title and Summary	Lead Member / Officer	Documents to be considered in making decision	Date of Meeting	Consultees and means of consultation
Customer First	<b>Title: Future Localities Service</b> <b>Purpose:</b> To consider a report that implements the recommendations following on from the Locality and Clusters Task and Finish Group.	Cllr Moody/ Sarah Moody	Report of the Business Manager – Case Management	27 April 2021	
Council	<b>Title: Write Off Report</b> <b>Purpose:</b> The Council is responsible for the collection of: Housing Rents, Sundry Debts including Housing Benefit Overpayments, Council Tax and National Non-Domestic Rates. The report informs members of the debt written off for these revenue streams.	Cllr Edmonds / Lisa Buckle	Report of S151 Officer	27 April 2021	
Enterprise	<b>Title: Tavistock BID Renewal</b> <b>Purpose:</b> To consider a report that sets out why the Council supports the BID; the Renewal timeline; our commitments for BID; and the proposed Plan moving forward.	Cllr Cheadle / Sarah Gibson	Report of Head of Placemaking	27 April 2021	
Council	<b>Title: Enhancing the Democratic Decision-Making Process</b> <b>Purpose:</b> To consider a report that suggests some revisions to the Democratic Decision-Making process in advance of the Annual Review of the Constitution and the Calendar of Meetings being presented to Annual Council.	Cllr Jory / Andy Bates	Report of the Chief Executive	27 April 2021	

Portfolio Area	Report Title and Summary	Lead Member / Officer	Documents to be considered in making decision	Date of Meeting	Consultees and means of consultation
Environment	<p><b>Titles: Planning &amp; Planning Enforcement Improvement Plan</b></p> <p><b>Purpose:</b> To consider a report that presents a Planning and Planning Enforcement Improvement Plan for adoption.</p>	Cllr Mott / Steve Mullineaux	Report of Director of Customer Service and Delivery	27 April 2021	
Environment	<p><b>Title: Three Weekly Waste Update</b></p> <p><b>Purpose:</b> To provide Members with an outcome report on the 3 weekly waste trial</p>	Cllr Mott / Jane Savage	Report of Head of Contracts and Commissioning	27 April 2021	
Homes	<p><b>Title: Homelessness Strategy – Annual Action Plan</b></p> <p><b>Purpose:</b> To consider a report that presents the Annual Action Plan that underpins the Council’s Homelessness Strategy.</p>	Cllr Sellis / Issy Blake	Report of the Head of Housing, Revenues, and Benefits	8 June 2021	
Council	<p><b>Title: Climate Change and Biodiversity Strategy Update</b></p> <p><b>Purpose:</b> Update on progress against delivery of the Climate Change and Biodiversity Strategy</p>	Cllrs Jory & Davis / Drew Powell	Report of Director of Governance and Assurance	8 June 2021	
Homes	<p><b>Title: Springhill Project Update</b></p> <p><b>Purpose:</b> To provide an update of the project and seek approval to submit a planning application for the scheme</p>	Cllr Sellis / Issy Blake / Laura Wotton	Report of Head of Housing & Head of Assets	8 June 2021	
All	<p><b>Title: Draft Corporate Strategy</b></p> <p><b>Purpose:</b> To consider a report that seeks to recommend to Council approval of the draft Corporate Strategy</p>	Cllr Jory / Senior Leadership Team	Report of the Senior Leadership Team	July 2021	

Portfolio Area	Report Title and Summary	Lead Member / Officer	Documents to be considered in making decision	Date of Meeting	Consultees and means of consultation
Health and Wellbeing	<b>Title: Leisure Update</b> <b>Purpose:</b> To consider a report that seeks to present a Leisure Update to the Hub Committee.	Cllr Leech / Chris Brook	Report of Director of Place and Enterprise	July 2021	
Resources and Performance	<b>Title: Section 106 Agreement Expenditure</b> <b>Purpose:</b> To consider a report that outlines the latest position in respect of Section 106 Agreement Expenditure.	Cllr Edmonds / Lisa Buckle	Report of the Section 151 Officer	July 2021	
Council	<b>Title: Annual Report</b> <b>Purpose:</b> To consider a report that seeks to recommend to Council approval of the Council's Annual Report.	Cllr Jory / Neil Hawke	Report of the Head of Strategy and Projects	July 2021	



# Agenda Item 7

Report to: **Overview and Scrutiny Committee**

Date: **13th April 2021**

Title: **Performance Management Report**

Portfolio Area: **Performance**  
**Portfolio holder: Cllr Chris Edmonds**  
**Customer First**  
**Portfolio holder: Cllr Jeffrey Moody**

Wards Affected: **All**

Urgent Decision: **N** Approval and clearance obtained: **N**

Authors: **Jim Davis** Role: **Customer Improvement Manager**

Contact: [Jim.Davis@swdevon.gov.uk](mailto:Jim.Davis@swdevon.gov.uk)

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**RECOMMENDATIONS:**

- 1. That the Overview and Scrutiny Committee notes the performance figures shown in the Pentana report.**
- 2. That Members review the information provided in the dashboards and provide feedback to the portfolio holder on any additional measures required to scrutinise performance.**

**1. Executive Summary**

- 1.1** The purpose of this report is to provide a high level overview of performance across the Council. Reporting has not taken place over the previous twelve months due to increased workload due to the pandemic and staff resources have been redeployed to deal with fluctuating demands, in particular the business grants.
- 1.2** Performance measures are monitored throughout the year to spot trends or issues of concern.

- 1.3 Data will still be collected in Pentana (the Council's performance tool) for the time being, but as the FIT project progresses more data and more timely data will be available through live dashboards. Performance reporting at a high level will transition into deep dive reports on specific services areas across the Council to enable Members to understand issues in more detail.
- 1.4 Despite substantial changes over the last year in how we have been delivering services, responding to customers, and managing staff resources, performance has been at least maintained in most areas and many have slightly improved compared to performance before lockdown.
- 1.5 The Contact Centre is one area where performance has dipped and there are other areas that we expect will experience issues in the coming months. This is due to increased demand, or lower priority work that has been postponed during the Pandemic which is now required to be completed.
- 1.6 Ongoing changes and improvements as part of the FIT project will deliver access to live information and reports that can be interrogated in order to understand what is happening both across a service area and multiple service areas. This will benefit managers as well as Members.

## 2. Background

- 2.1 The reporting of performance has varied over the years with changing systems and requirements on what should be reported. All previous performance reports have looked at the information in one way, often in isolation, and cannot tell the whole story. The measures detailed in the dashboard in Appendix A (using the current performance software Pentana), show the performance measures recorded consistently across the Council for a number of years which show broad levels of performance. All the data is captured in other systems and inputted into Pentana.
- 2.2 Performance is regularly monitored across the Council by the Business Development team and managers and for the whole of the Covid-19 crisis the performance of the Council has been maintained at a very high level. There have been many challenges during the crisis not limited to; responding to customers, managing staff, and significant new and unplanned for additional work. Despite that, services across the Council have responded flexibly to maintain delivery of a high level of service to the customer whilst still continuing on an ambitious program of IT improvements and implementation.
- 2.3 Alongside the obvious challenges during Covid-19 the Council has been responsible for delivering a number of Grant schemes to support local businesses. Over the last 10 months we have created over a dozen schemes and received and processed over 8000 grants, on which Members have been updated regularly. This has been achieved mainly by dynamic prioritisation of resources to provide support where it was needed to respond to each stage of the crisis. Whilst this prioritisation achieved its goal of maintaining service levels during the crisis, it has moved a large amount of less time-dependent work into the coming months and year. This will still require active and intelligent management to balance the capacity against the demands.

## 3 Outcomes/ outputs

**Appendix A** contains screen shots of Pentana dashboards showing monthly or quarterly performance levels over previous years.

- 3.1 Broadly speaking, performance is currently at the same level or slightly improved compared to previous years but there are a few points for consideration.

- 3.2 Contact centre performance has been struggling for around 6 months for a number of reasons:
  - 3.2.1 Large increase in new and complex calls in response to the new business grant schemes.
  - 3.2.2 Many of the experienced Contact centre team have been redeployed into areas of the Council that have received high demand as a result of the Pandemic. As a result recruiting and training replacement staff has been challenging due to the remote ways of working. In turn this has reduced the level of experience and knowledge in the Contact Centre Team and has resulted in increased call durations and subsequently increased call waiting times which tends to increase call times.
  - 3.2.3 These factors all combined to increase call and wrap up length in the second half of the year from around 9 minutes to around 12 minutes, an increase of around 25%. The team has very little spare capacity and these huge changes are only partially offset by the continuing success in channel shift.
  - 3.2.4 Increased on line contact removes the more straightforward calls and increases the relative percentage of complex calls.
- 3.3 Sickness across the Council has reduced throughout 2020. A 2019 peak was due to above average long-term sickness which has now been managed down to lower levels. The current average per full time equivalent (fte) posts is just above 1 compared to a public sector average of 2.5 days per fte per quarter.
- 3.4 Web transactions have continued to increase in parallel with a drop in phone calls. Due to the nature of a web transactions as opposed to a phone call that can cover more than one issue, web transactions rise at a faster rate than the corresponding drop in phone calls. The increase in web transactions has been as a result of improved processes as well as new types of processes going online.
- 3.5 Planning workload and processing speed has been maintained over the year. Over the last three months there has been an almost 50% increase in the number of applications registered above the long-term average, and will likely result in an increase in the time taken to process applications in the coming months. This will be compounded by the introduction of a new planning IT system which will involve significant training and system familiarity. The introduction of a new IT system will always have a one-off short-term negative effect on performance and, whilst all efforts will be made to reduce this, this fall in performance is likely to appear in the 2021 Q1 & Q2 results.

#### **4 Options available and consideration of risk – future recommendations;**

- 4.1 As more processes are moved into our new customer facing software (Liberty Create) and back office software (Northgate Assure) will both have the functionality to display easy-to-access dashboards with live data. For each process, or group of processes, live performance can be displayed with the ability for the data to be investigated. For example, with the new system it is possible to look at complaints within one service as opposed to the whole council, or drill down into results over 3 successive months rather than quarters.
- 4.2 The current proposal is to create a Member portal within the new system at the same time we create and go live with a customer portal, which will have live performance data linked to it automatically. This will be timed to coincide with other new services and tools for customers and (depending on workload) the coordination of other areas is being planned for the second half of the year.

- 4.3** Pending the new IT system, all data in Pentana is still available for Members to view but Members need to bear in mind that, due to the data being manually entered, there is always a delay between the capture of the information and the timing of the update. There has historically been limited appetite and usage but access and training can be provided should Members require a refresher.
- 4.4** Due to the increase in data being available via the dashboards and portals the approach to performance reporting will change over the coming months. In discussion with Cllr Edmonds and SLT, performance reporting will refocus on providing deep dive reports on either specific service areas or linked to the Corporate Strategy. This will provide access to data for those that want it as well as the context to scrutinise whole areas.

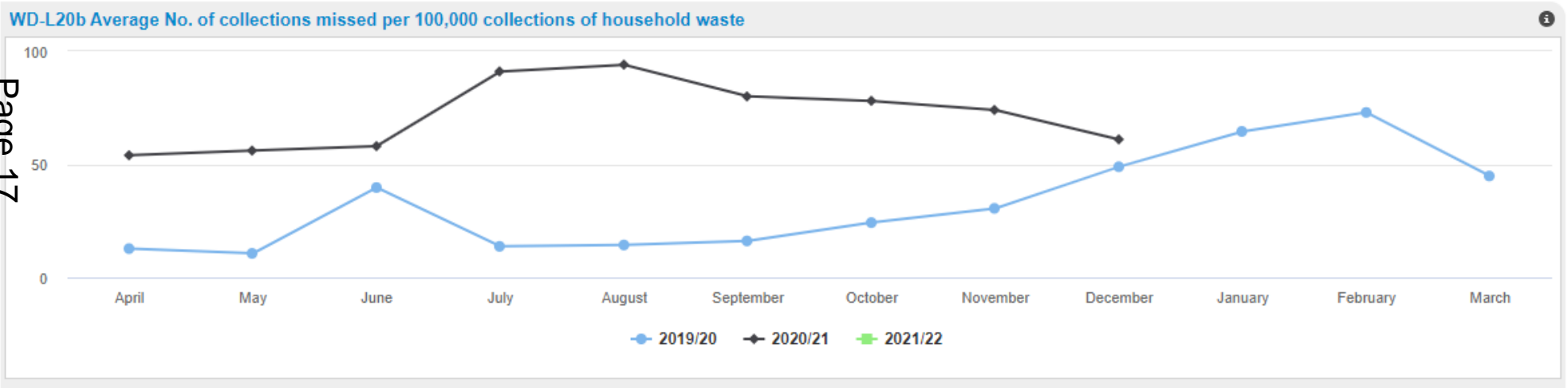
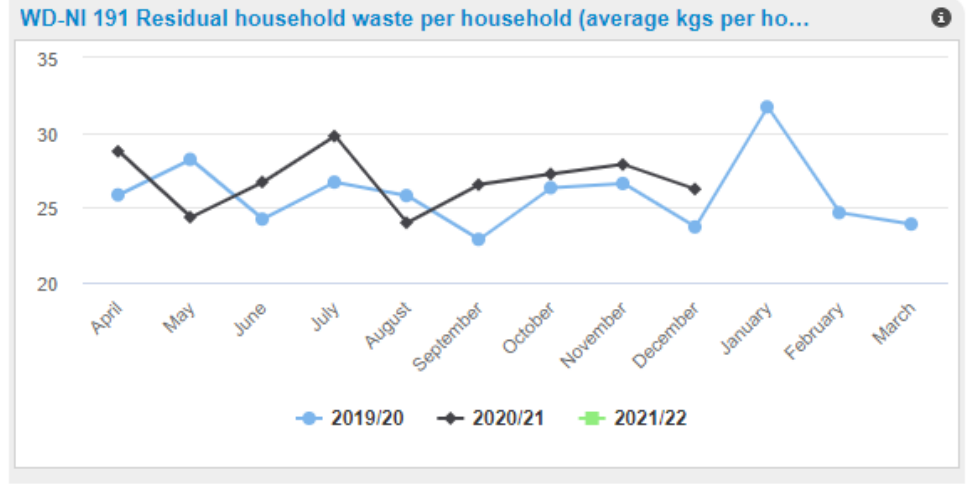
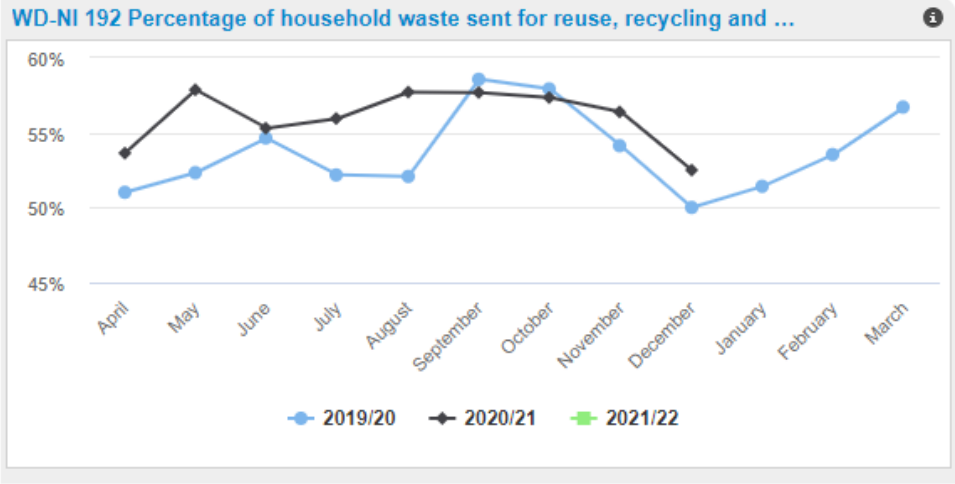
## **6 Implications**

<b>Implications</b>	<b>Relevant proposals Y/N</b>	<b>Details and proposed measures to address</b>
Legal/Governance	Y	The Overview and Scrutiny Committee is responsible for both an overview of performance and for scrutinising how the Council is performing as an organisation.
Financial	N	There are no direct financial implications to this report
Risk	N	
<b>Comprehensive Impact Assessment Implications</b>		
Equality and Diversity	N	
Safeguarding	N	
Community Safety, Crime and Disorder	N	
Health, Safety and Wellbeing	N	
Other implications	N	

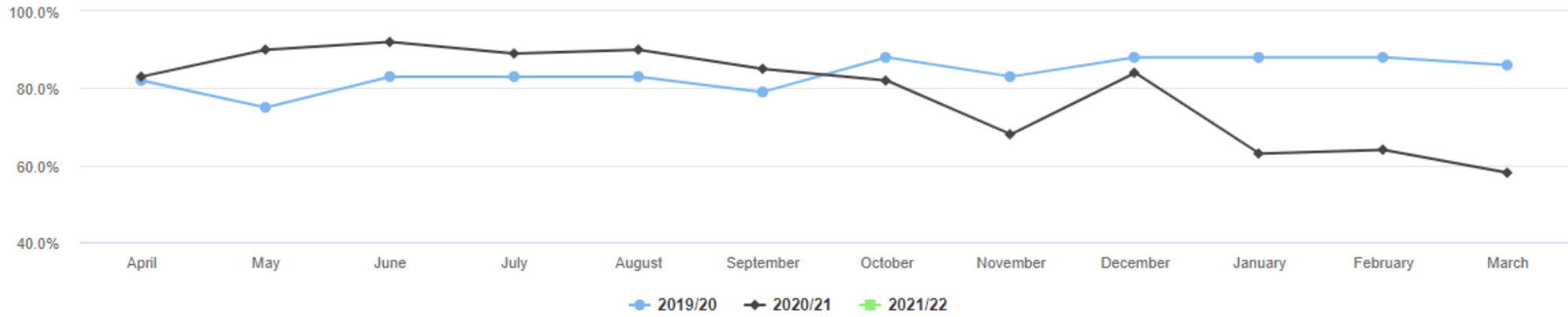
### **Supporting Information**

#### **Appendices:**

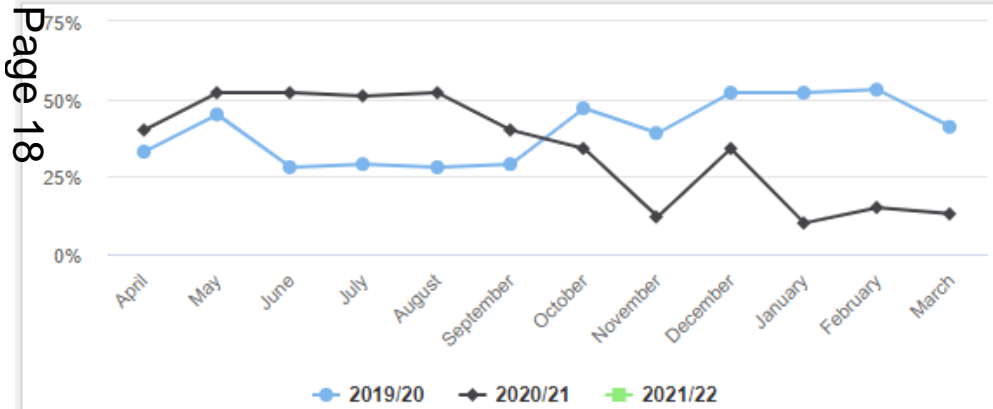
Appendix A – Screenshots of latest data from Pentana



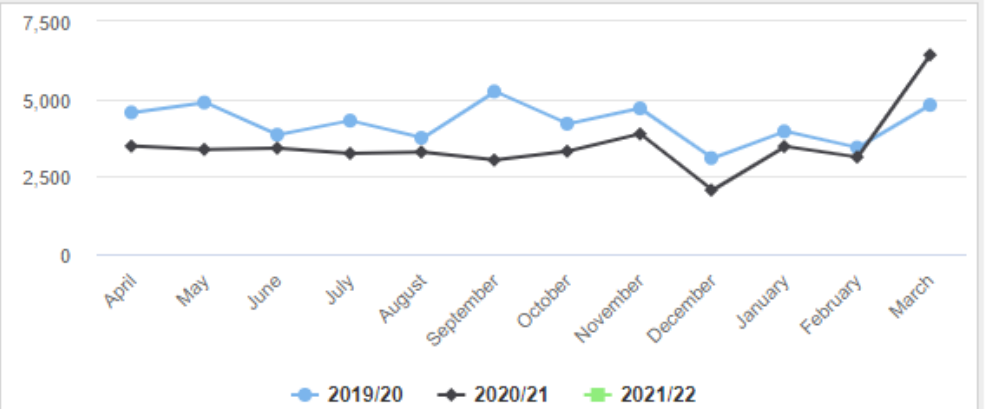
CST2a CST Percentage of telephone calls answered

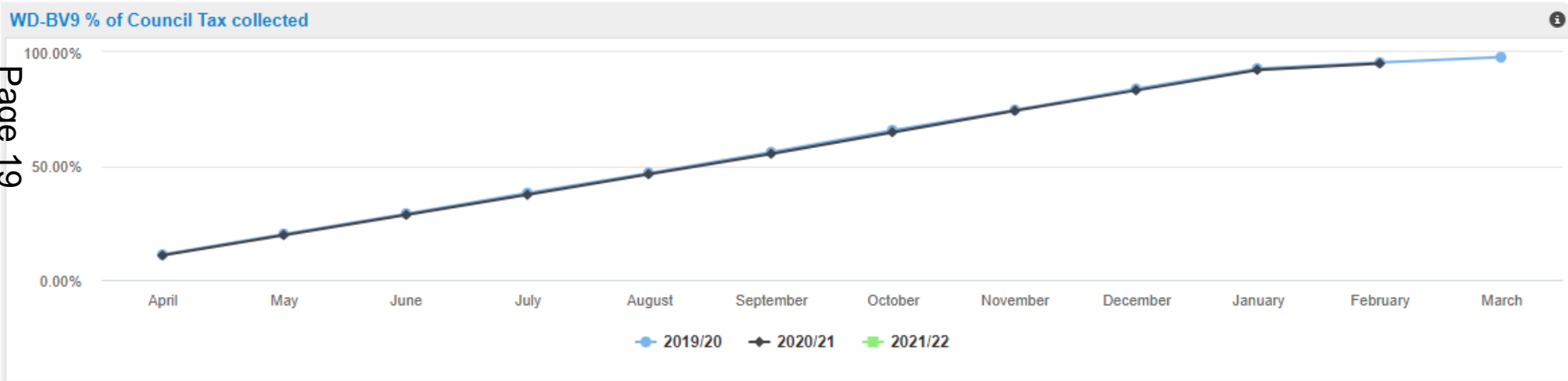
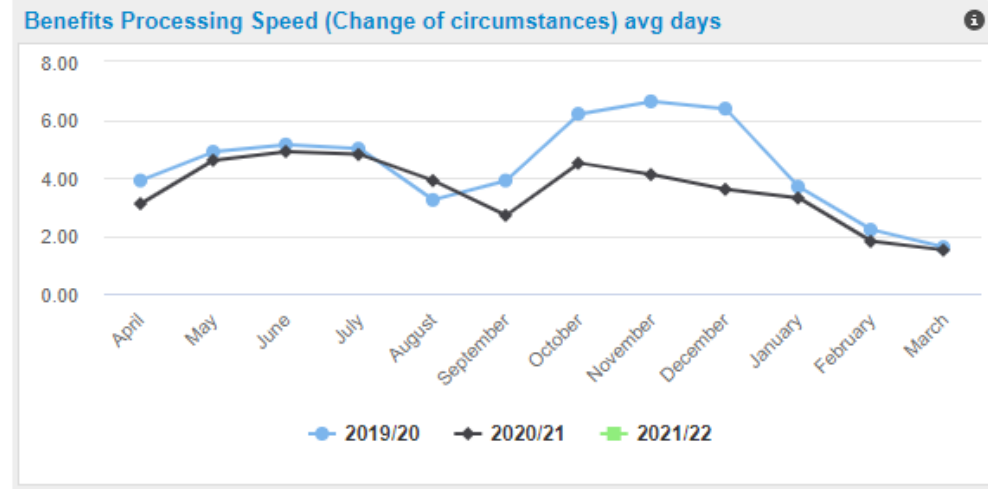
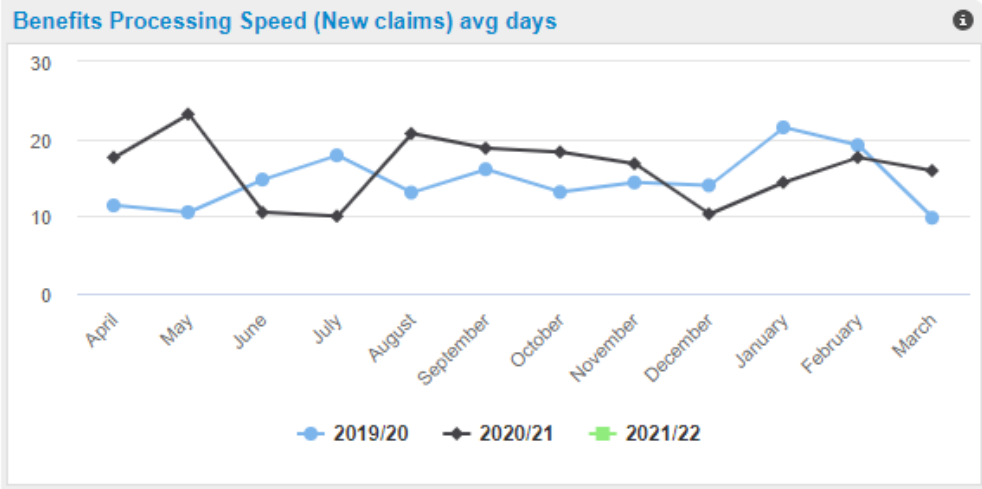


CST1a CST Grade of Service (% of calls answered within 20 seconds)

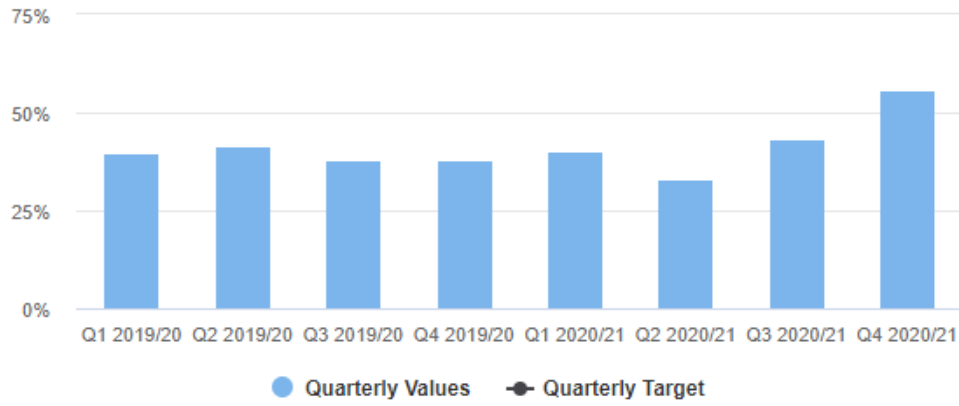


WD-CST10 Total Calls to WD

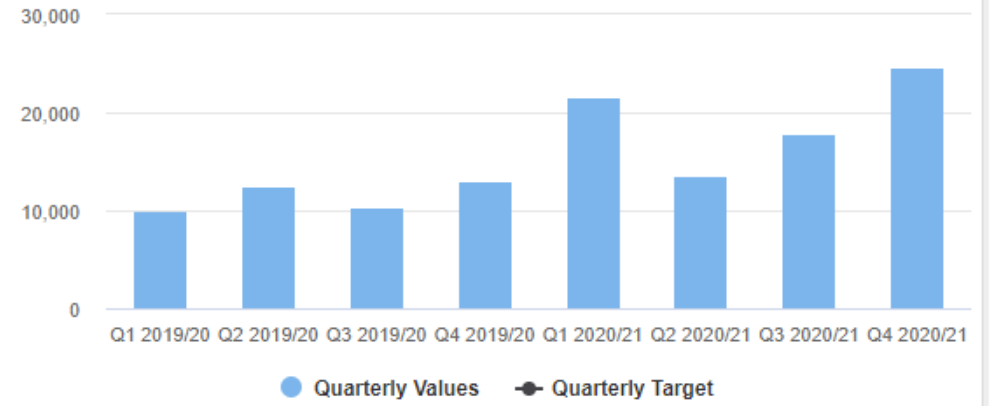




% of customer contact through online interaction



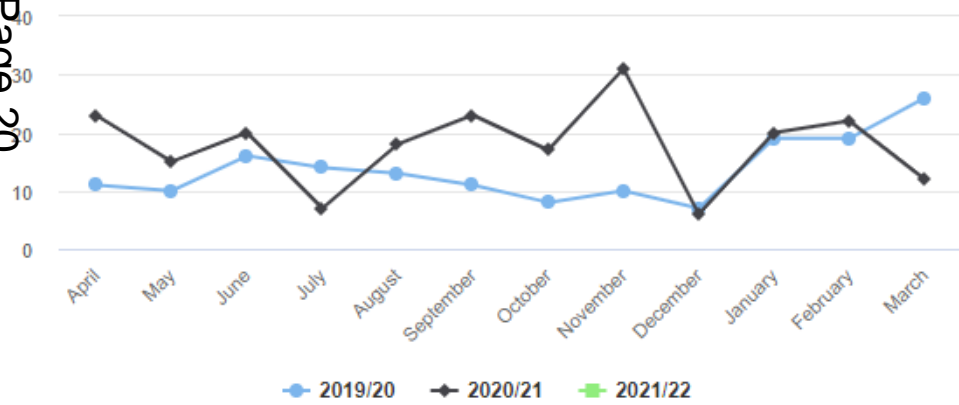
WEB Online submissions - Liberty & W360



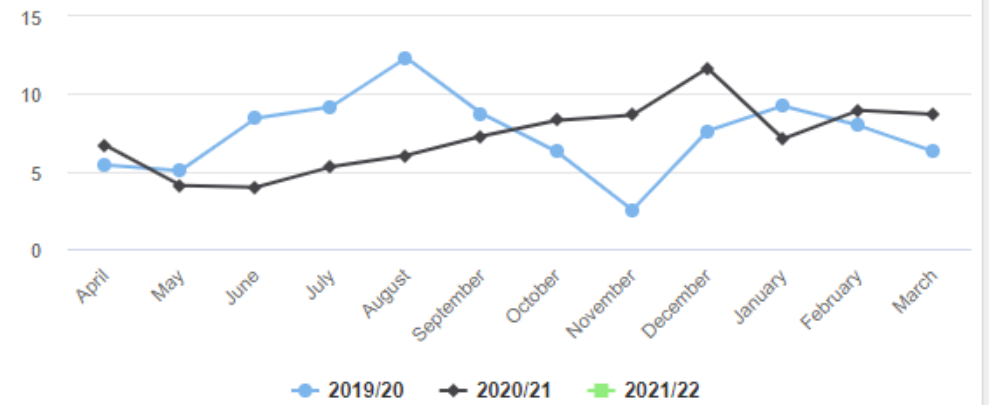
Number of households where homelessness prevented



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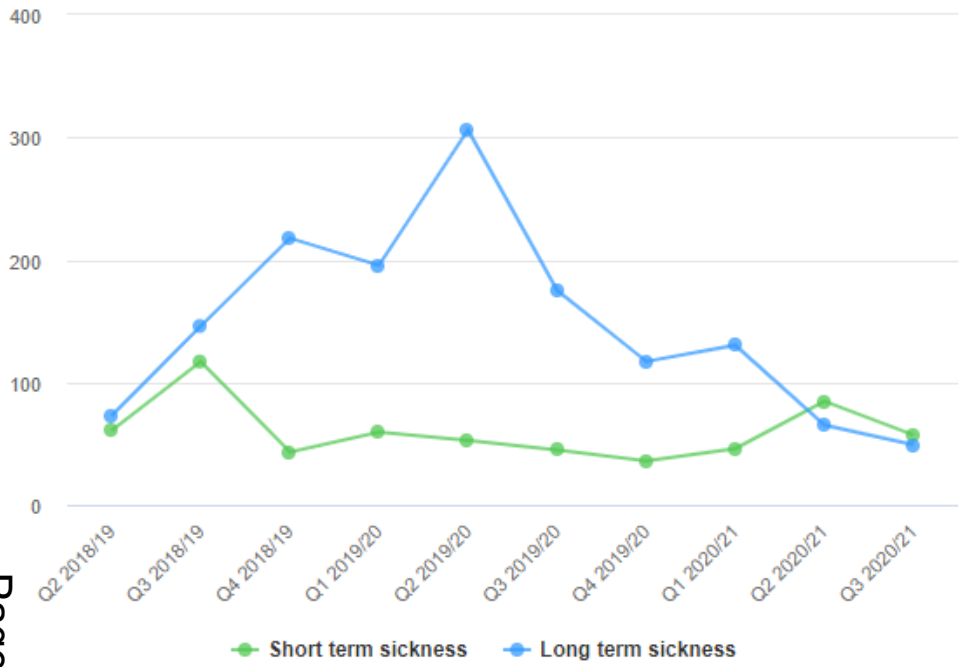


Level of temporary accommodation use (Avg over the month)

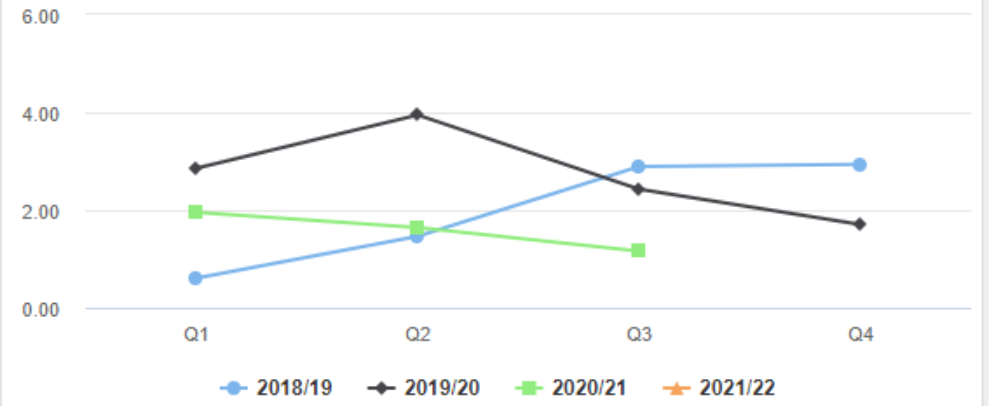




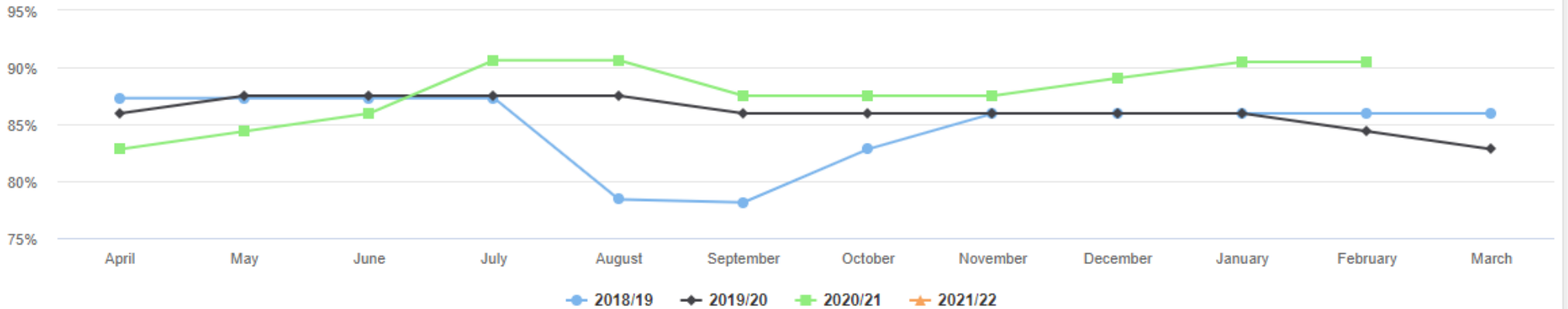
WD Sickness



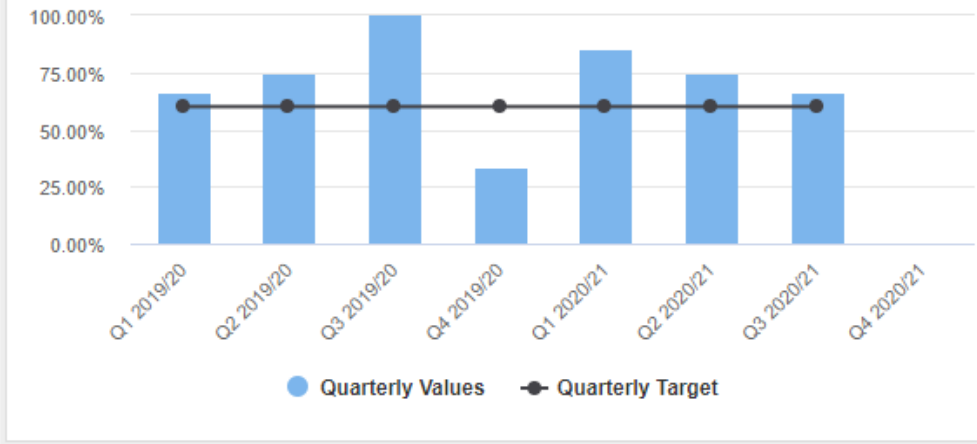
Working Days Lost Due to Sickness Absence (average days per FTE)



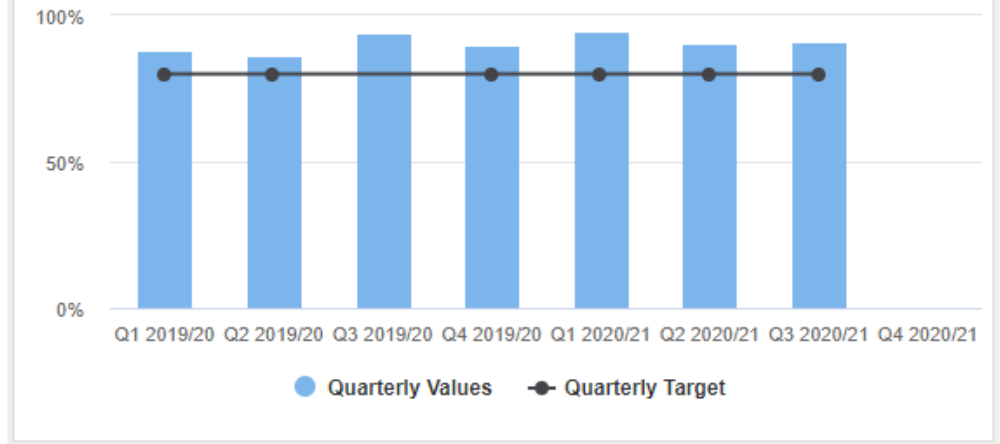
WD-P1 Employment estates occupancy levels (snapshot)



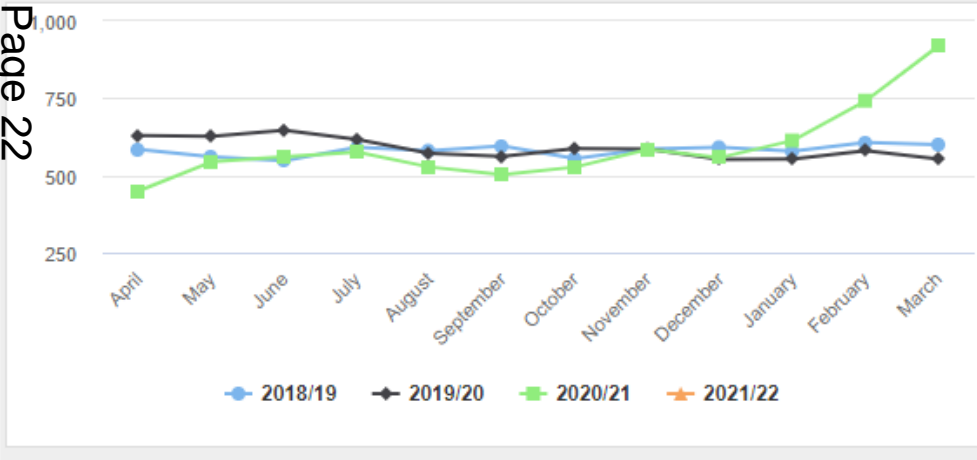
WD-NI 157a Processing of planning applications: Major applications % d...



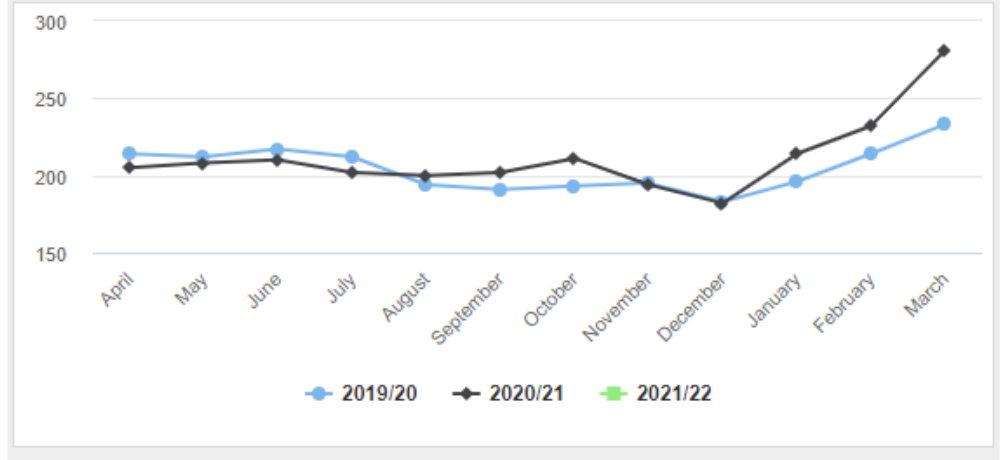
WD-PEC2 Non-Major apps with extensions



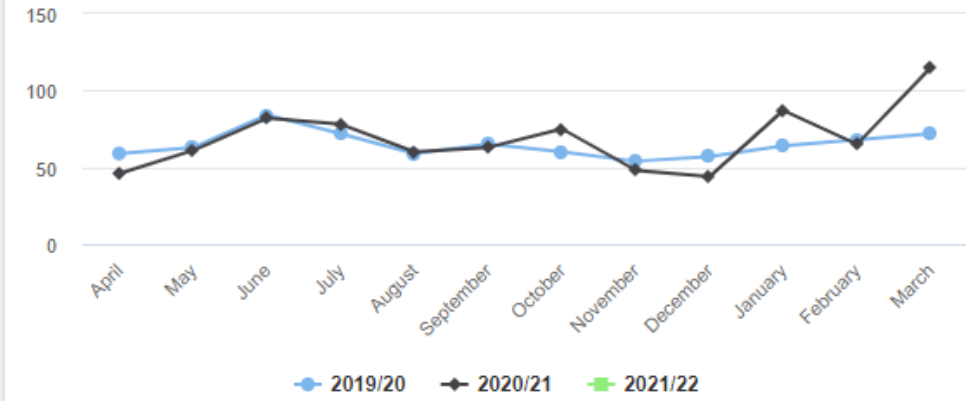
Combined Authority Planning Workload



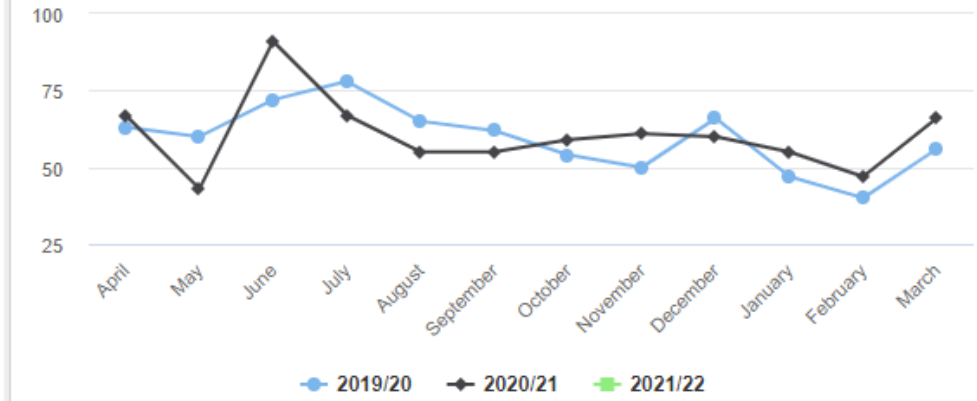
West Devon Planning Workload



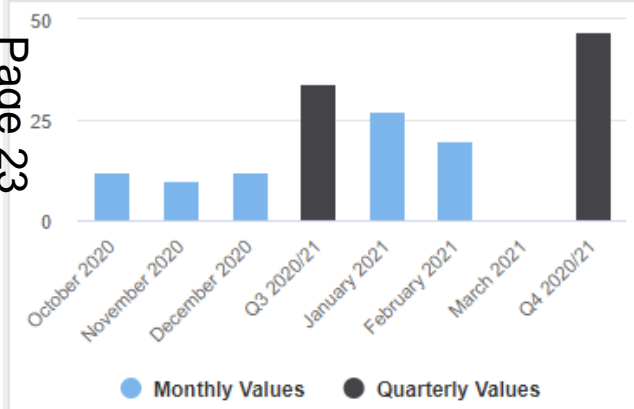
WD-P7 No of planning applications registered



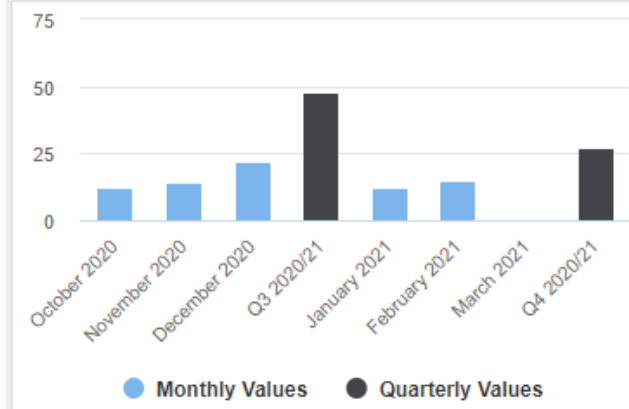
WD-APPDeter Applications determined



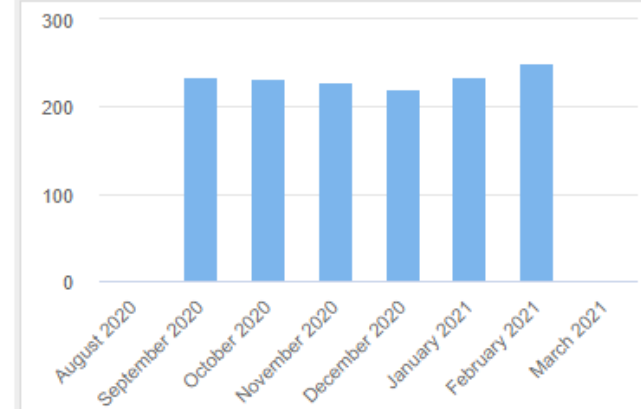
WD-W2PEC 25 Enforcement Cases Received



WD-W2PEC 24 Enforcement Cases Closed



WD-W2PEC 27 Enforcement Cases Outstanding



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## OVERVIEW AND SCRUTINY COMMITTEE

### INITIAL DRAFT ANNUAL WORK PROGRAMME PROPOSALS– 2021/22

Date of Meeting	Report	Lead Officer
June 2021	Climate Change and Biodiversity Action Plan: Six-Monthly Update	Drew Powell
	Overview & Scrutiny Annual Report: 2020/21	Darryl White
	Planning and Planning Enforcement Improvement Plan	Steve Mullineaux
	Task and Finish Group Updates <i>(if any)</i>	
	O+S Annual Work Programme <i>(to include preparation for next meeting)</i>	
July 2021	Task and Finish Group Updates <i>(if any)</i>	
	O+S Annual Work Programme <i>(to include preparation for next meeting)</i>	
Page 25	Key Strategic Partners: Dartmoor National Park Authority Reps; and South Devon AONB	
September 2021	Task and Finish Group Updates <i>(if any)</i>	
	Third Sector Partners – Council for Voluntary Service and Citizens Advice	
	Lamerton: Community Housing Programme	Chris Brook
	O+S Annual Work Programme <i>(to include preparation for next meeting)</i>	
November 2021	Task and Finish Group Updates <i>(if any)</i>	
	Review of Localities: Annual Report	Sarah Moody
	Community Safety Partnership	Louisa Daley
	Council Delivery against Corporate Theme 1	
	O+S Annual Work Programme <i>(to include preparation for next meeting)</i>	
December 2021	Climate Change and Biodiversity Action Plan: Six-Monthly Update	Drew Powell
	Council Delivery Against Key Performance Indicators	Jim Davis
	Task and Finish Group Updates <i>(if any)</i>	
	Council Delivery against Corporate Theme 2	
	O+S Annual Work Programme <i>(to include preparation for next meeting)</i>	

January 2022	Draft Budget Proposals 2022/23	
	Council Delivery against Corporate Theme 3	
March 2022	Task and Finish Group Updates ( <i>if any</i> )	
	Fusion (Leisure) Annual Report	Jon Parkinson
	Council Delivery against Corporate Theme 4	
	O+S Annual Work Programme ( <i>to include preparation for next meeting</i> )	
April 2022	Task and Finish Group Updates ( <i>if any</i> )	
	O+S Annual Work Programme ( <i>to include preparation for next meeting</i> )	
	Council Delivery against Corporate Theme 5	
	Livewest (Housing Provider)	
To be considered for scheduling: Page 26	FCC (Waste, Recycling and Streetscene contract performance)	
	Devon Health and Wellbeing Board	
	Broadband & Connecting Devon and Somerset	