

# South Hams Overview and Scrutiny Committee



<b>Title:</b>	<b>Agenda</b>										
<b>Date:</b>	<b>Thursday, 5th October, 2023</b>										
<b>Time:</b>	<b>2.00 pm</b>										
<b>Venue:</b>	<b>Council Chamber - Follaton House</b>										
<b>Full Members:</b>	<p style="text-align: center;"><b>Chairman</b> Cllr Hawkins</p> <p style="text-align: center;"><b>Vice Chairman</b> Cllr Cooper</p> <p><i>Members:</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Cllr Dennis</td> <td style="width: 33%;">Cllr Lawford</td> </tr> <tr> <td>Cllr Dewynter</td> <td>Cllr Munoz</td> </tr> <tr> <td>Cllr Dommett</td> <td>Cllr Penfold</td> </tr> <tr> <td>Cllr Edie</td> <td>Cllr Presswell</td> </tr> <tr> <td>Cllr Jackson</td> <td>Cllr Steele</td> </tr> </table>	Cllr Dennis	Cllr Lawford	Cllr Dewynter	Cllr Munoz	Cllr Dommett	Cllr Penfold	Cllr Edie	Cllr Presswell	Cllr Jackson	Cllr Steele
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Cllr Dewynter	Cllr Munoz										
Cllr Dommett	Cllr Penfold										
Cllr Edie	Cllr Presswell										
Cllr Jackson	Cllr Steele										
<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. Minutes** **1 - 4**

to approve as a correct record the minutes of the Committee held on 20 July 2023;
- 3. Declarations of Interest**

In accordance with the Code of Conduct, Members are invited to declare any Disclosable Pecuniary Interests, Other Registerable Interests and Non-Registerable Interests including the nature and extent of such interests they may have in any items to be considered at this meeting;
- 4. Urgent Business**

brought forward at the discretion of the Chairman;
- 5. Division of Agenda**

to consider whether the discussion of any item of business is likely to lead to the disclosure of exempt information;
- 6. Public Forum** **5 - 6**

A period of up to 15 minutes is available to deal with issues raised by the public;
- 7. Homelessness and Temporary Accommodation**

An opportunity for Members to ask questions on the current position regarding Homelessness and Temporary Accommodation across the District;
- 8. Task and Finish Group Updates** **7 - 8**
  - a) Set up SW Water Research Task and Finish Group
  - b) Set up Fusion Task and Finish Group
  - c) Set up Planning Enforcement Task and Finish Group
- 9. O&S Annual Work Programme** **9 - 10**

**MINUTES of the MEETING of the  
OVERVIEW & SCRUTINY COMMITTEE,  
Held in the Council Chamber, Follaton House, Totnes, on  
THURSDAY, 20 July 2023**

<b>Panel Members in attendance:</b>			
* Denotes attendance		∅ Denotes apology for absence	
*	Cllr B Cooper (Vice-Chairman)	∅	Cllr S Jackson
*	Cllr S Dennis	*	Cllr L Lawford
*	Cllr A Dewynter	*	Cllr P Munoz
*	Cllr N Dommett	*	Cllr S Penfold
*	Cllr T Edie	*	Cllr A Presswell
*	Cllr J Hawkins (Chairman)	*	Cllr M Steele

<b>Other Members also in attendance either in person or via Teams:</b>
Cllrs Birch, Hopwood and Thomas. Cllrs Presswell and Munoz (via Teams)

Item No	Minute Ref No below refers	Officers in attendance and participating
All		Director of Customer Service and Delivery, Assistant Director of Strategy and Organisational Development (via Teams), Head of Customer Service Improvement (via Teams), Senior ICT Member Support Officer and Senior Democratic Services Officer

**O&S.01/23 MINUTES**  
The minutes of the meeting of the Overview and Scrutiny Committee held on 16 March 2023 were confirmed as a correct record.

**O&S.02/23 DECLARATIONS OF INTEREST**  
Members and officers were invited to declare any interests in the items of business to be considered during the course of the meeting, but there were none made.

**O&S.03/23 PUBLIC FORUM**  
In accordance with the Public Forum Procedure Rules, the Chairman informed that no questions had been received for consideration.

**O&S.04/23 THE OVERVIEW AND SCRUTINY FUNCTION**  
The Director of Customer Service and Delivery provided a presentation on the Overview and Scrutiny Function, which highlighted:

- The Role of Scrutiny and Government Guidance;
- Overview and Scrutiny Committee Arrangements;
- Items that can be scrutinised;

- Shortlisting Work Programme Topics.

Members noted the Overview and Scrutiny Function presentation.

## O&S.05/23 **PERFORMANCE UPDATE TO JUNE 2023**

The lead Executive Member for Customer Service; Improvement; IT; and Digital Services introduced the report and invited Members' questions on the contents of the Performance Update to June 2023.

In discussion, the following points were raised:

- Overall, there is positive performance in the majority of the KPI's
- FOI requests mainly related to planning but did cover a wide range of subjects;
- No sanctions received from the ICO in respect of compliance with FOI timescales;
- % of non-major application determined to be worded better. Add the word 'Planning' to be clear it relates to that service;
- Planning Inspectorate could intervene if they did not meet targets;
- Extension on time (related to planning applications) could either be the applicant or the local planning authority extending the time;
- A full update on the Planning Improvement Plan, including Enforcement would be considered by the Executive in September;
- In respect of Homelessness preventions, an example of someone that presents themselves as intentionally homeless was a person that decided to leave a property or had been evicted by a landlord because due to intentional damage;
- Some people choose to be homeless and there were currently two rough sleepers in South Hams;
- Regarding Employment Estate Occupancy rates, the Employment estate includes Follaton House;
- IT software has sped up the processing of Temporary Events Notices and this would remain as a KPI;
- Central Government would shortly be monitoring household recycling rates;
- A request was made for the target for contact centre calls answered within 5 minutes to be changed from 60 – 80% to 80% and this was welcomed by the lead Member;
- The Council will be launching a new website in September and the preference for people to go online but with the option of a callback service;
- From September Revs and Bens would be splitting away from Contact Centre. These calls were more complex and could take up to an hour. All calls were recorded and monitored for training purposes;
- It was suggested that Committee look at KPIs informally with officers in September to understand the measures further.

It was then:

**RESOLVED**

That the Overview and Scrutiny Committee notes:

1. the key service performance of the Council, as set out in Appendix A to this report.
2. the intention to provide more regular updates on the KPI's to the committee to ensure more timely reporting of data.

O&S.06/23 **ANNUAL WORK PROGRAMME 2023/24**

The Committee were invited to add items to the work programme:

- Livewest/other social housing providers
- Homelessness and temp accommodation
- SW Water - quality of water rivers/beaches
- Community Safety Partnership
- Fusion
- CVS
- CAB Annual report
- Review of Planning Enforcement
- AONB
- Stagecoach
- Road Maintenance
- Dartmoor National Park – Right to Roam
- Look at internal and external item at each meeting.
- Business Information Point

It was then:

**RESOLVED**

That Officers to formulate the Overview and Scrutiny Workplan for 2023-24.

(Meeting started at 2.00 pm and concluded at 3.50 pm)

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Chairman

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## **PUBLIC QUESTIONS AT OVERVIEW AND SCRUTINY COMMITTEE MEETINGS**

There is a period of 15 minutes at meetings of the Overview and Scrutiny Committee during which members of the public can ask questions about items on the agenda.

Any member of the public who wants to ask a question should ensure that the question:

- a) is no more than 50 words in length;
- b) is not be broken down into multiple parts;
- c) relates to an item included on the agenda; and
- d) is suitable to be considered. A question will not be suitable if, for example, it is derogatory to the Council or any third party; relates to a confidential matter; it is about a specific planning matter; or it is substantially the same as a question asked in the past six months.

Questions should be sent to Democratic Services ([Democratic.Services@swdevon.gov.uk](mailto:Democratic.Services@swdevon.gov.uk)) by 1.00pm on the Monday before the meeting (the deadline will be brought forward by a working day if affected by a bank holiday). This will allow a detailed response to be given at the meeting. If advance notice of the question cannot be given the Chairman of the meeting has the discretion to allow questions on matters that are felt to be urgent;

For any further advice on questions to the O&S Committee, or to request a copy of the full Public Questions Procedure Rules, please contact Democratic Services ([Democratic.Services@swdevon.gov.uk](mailto:Democratic.Services@swdevon.gov.uk))

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## Planning Enforcement Task and Finish Group – DRAFT Terms of Reference

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### **Purpose & Remit**

At its meeting held on 21 September 2023, the Executive asked that the Overview & Scrutiny Committee give consideration to: *'setting up a Task and Finish Group to further develop the new approach to planning enforcement and report back to the Executive accordingly.'*

The main focus of the Planning Enforcement Task and Finish Group will be to:

- Undertake a detailed review of the existing Planning Enforcement Plan; and
- To review the current approach to handling Enforcement complaints and the associated resources required.

### **Group Membership:**

Cllr xxxxxx

Cllr xxxxxx

Cllr xxxxxx

Cllr xxxxxx

Cllr xxxxxx

Also invited to attend: Cllr Thomas (Lead Executive Member for Development Management (in an advisory (non-voting) capacity))

At the discretion of the Group Chairman, other interested Members of the Council will be able to attend Group meetings in a non-voting capacity.

The Chairman of the Group will be determined at the first Group meeting and, if necessary, will have the right to exercise a casting (second) vote.

For the avoidance of doubt, the substitute provisions will not apply for this Task and Finish Group.

### **Officer Support:**

Director of Strategy and Governance (lead officer)

Assistant Director – Planning

Planning Business Manager

### **Meetings:**

It is intended that the Group will meet on no more than 3 separate occasions and will agree the dates of the remaining meetings at its first meeting.

Given the tight time constraints associated with this Review, the Executive has asked that the Review be concluded in time for consideration at the Executive meeting to be held on 30 November. Therefore, if the Committee is minded to agree, then it is important to note that, due to the timing of the next Overview & Scrutiny Committee, **the concluding report will be presented direct to the Executive.**

## **Planning Enforcement Task and Finish Group – DRAFT Terms of Reference**

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Unless requested otherwise, all Task and Finish Group meetings will be held remotely via Teams.

## OVERVIEW AND SCRUTINY COMMITTEE

### INITIAL DRAFT ANNUAL WORK PROGRAMME PROPOSALS – 2023/24

Date of Meeting	Report	Lead Exec Member/Officer
21 December 2023	SW Water (Quality of River and Beach water)	SW Water
	Livewest / Other social housing providers	Cllr O’Callaghan/Issy Blake
	Devon Building Control Partnership	Cllr Birch/Drew Powell
	Performance Report – July to November 2023	Cllr Thomas / Neil Hawke
	Quarter 2 – KPIs	Cllr Hopwood / Neil Hawke
	Task and Finish Group Updates <i>(if any)</i>	
	O+S Annual Work Programme	Democratic Services
7 February 2024	Bi-Annual Fusion Report	Cllr Abbott / Jon Parkinson
	Sustainable South Hams	Cllr McKay / Drew Powell
	South Devon & Dartmoor Community Safety Partnership	Cllr O’Callaghan/Claire Birch
	Quarter 3 – KPIs	Cllr Hopwood / Neil Hawke
	Task and Finish Group Updates <i>(if any)</i>	
	O+S Annual Work Programme	Democratic Services
14 March 2024		
	Task and Finish Group Updates <i>(if any)</i>	
	O+S Annual Work Programme	Democratic Services
2 May 2024		
	Quarter 4 – KPIs	Cllr Hopwood / Neil Hawke
	Task and Finish Group Updates <i>(if any)</i>	
	O+S Annual Work Programme	Democratic Services
<i>To be scheduled</i>	South Hams Community and Voluntary Service	

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	Citizens Advice	
	South Devon AONB	

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