

Agenda for Scrutiny Committee

Thursday, 6 October 2016, 6.00pm



[Members of the Scrutiny Committee](#)

Venue: Council Chamber, Knowle, Sidmouth, EX10 8HL

[View directions](#)

Contact: Debbie Meakin, 01395 517540 (or group number 01395 517546): Issued 28 September 2016

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- 1 [Public speaking](#)
- 2 To confirm the minutes of the meeting held on 7 July 2016 with the inclusion of Councillor Tom Wright in attendance (pages 3-7)
- 3 Apologies
- 4 [Declarations of interest](#)
- 5 [Matters of urgency](#) – none identified
- 6 To agree any items to be dealt with after the public (including press) have been excluded. There are no items that officers recommend should be dealt with in this way.
- 7 Decisions made by Cabinet called in by Members for scrutiny in accordance with the Overview Procedure Rules. There are no items identified.

Matters for Debate

- 8 **St Johns Court, Exmouth - Devon Partnership NHS Trust (pages 8 -10)**
The Deputy Director of Operations and the Programme Manager for SMART will present the report to the Committee and take questions. As background information, an extract from minutes of the DCC Health and Wellbeing Scrutiny Committee of 8 March 2016 is included in the agenda papers.
- 9 **Update on Strata Joint Scrutiny Committee**
The Vice Chairman will update the committee following a recent [meeting of the Strata JSC on 15 September 2016](#).
- 10 **Performance monitoring for first quarter 2016/17 (pages 11 - 46)**
Performance report outlining performance and progress against the promises and priorities outlined in the Council Plan.
- 11 **Scope for raising the profile of the Scrutiny Committee (pages 47 - 51)**
A report to prompt debate before the committee agree to what the scope will be for this piece of work agreed at the last meeting of the committee.

12 Scrutiny forward plan (page 52)

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[Decision making and equalities](#)

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EAST DEVON DISTRICT COUNCIL

Minutes of a meeting of the Scrutiny Committee held at Knowle, Sidmouth on 7 July 2016

Attendance list at end of document

The meeting started at 6.00pm and ended at 8.11pm.

Prior to the business of the meeting, the Chairman spoke about the sad loss of David Chapman, and of his thoughts with David's wife Maddy at such a difficult time. He spoke about the diligent and constructive work he had achieved, whilst always acting as a gentleman even in the face of passionate debate. Cherry Nicholas also spoke about David's work and the friendships that had grown out of his dedication; his passion for sport and his willingness to pass on his skills to others. As a mark of respect, the committee stood for a period of silence to reflect and remember David.

***7 Public speaking**

There was no public speaking at this part of the meeting.

***8 Minutes**

The minutes of the Scrutiny Committee held on the 9 June 2016 were confirmed as a true record.

9 Matters of urgency – LGBCE Electoral Review Programme 2015 – 2019 report to Cabinet for 13 July 2016

The Chairman raised this item as a matter of urgency, the reason being that the debate at Overview Committee on 28 June 2016 took place after the publication of the agenda for this meeting and the submission to the LGBCE is due to be submitted in the week commencing 18 July 2016. The Chairman apologised for the late addition of the item.

The discussion paper put to the Overview Committee, and being presented to Cabinet on 13 July 2016, suggested that the total number of members on a Scrutiny Committee could be 10. The Chairman disagreed with this suggestion.

Other committee members discussed research they had made into the number at neighbouring authorities and felt that the present number of 15 was at the correct level. A question was also raised about the consideration of appropriate skill sets of elected members before appointment to committees. It was not felt necessary to have a reduced membership in order to be effective.

The committee were reminded that the report by the Chief Executive was purely to stimulate debate and proposed, for the purposes of debate, that the minimum number of councillors required for the Council was 45. No decision had been made on the final submission.

RECOMMENDED that Cabinet retain a membership of 15 for the Scrutiny Committee in the submission to the LGBCE; and to note that the committee does not concur with the statement in the report that the committee "is at its most effective when it can reflect the level of the expertise and competence that is expected of Cabinet".

10 Scoping specific examples of public engagement and consultation identified by the committee

The committee received a report from the Democratic Services Officer on four examples of consultation identified by the committee for further scoping. The report set out the timeline for each example and suggested where the committee might recommend to Cabinet any additional elements to future consultation.

The four examples were:

1. Exmouth masterplan consultation of 2011
2. Exmouth "Splash" and associated area, excluding current pre-planning application work
3. Beach hut consultation prior to hire charge changes, particularly on the timing of public meetings in relation to wider consultation
4. Inclusion of land at Sidford in the production process of the local plan.

The Chairman heard from local Ward Members on each of the examples before hearing from the committee members and undertaking debate on each issue.

Exmouth masterplan

Points made included:

- The regeneration board for Exmouth should be a public forum that all members can attend;
- Any future survey relating to the masterplan must include seeking visitor, business and resident opinion;
- Suggestion that the adopted consultation guide was not owned by the council;
- That questions in original consultations were biased and leading;
- That the LDA, commissioned to undertake the consultation, were not independent;
- That the Council was not trusted by the public;
- Could a councillor operate their own consultation that has not been commissioned by the Council or would that confuse the public, who may assume that the consultation was on behalf of the Council? In response, legal advice was that any such exercise undertaken by a councillor would have to be done with caution; be mindful of the code of conduct; and making clear to the public what role the councillor is taking in carrying out such an exercise;
- Consultation on Exmouth had been undertaken over a long period prior to the masterplan consultation; so taken as a whole, extensive consultation had been carried out to date;
- The Masterplan needing more than just a refresh, as it had been many years since it had been drawn up and consulted on; many constituents may have forgotten about the original consultation;
- Incorrect press statements, although subsequently corrected, did not make a good impression to the public and was damaging to the relationship Ward Members had with their constituents

The Deputy Chief Executive responded that:

- Regeneration Boards were hugely valuable because they did not facilitate as a formal committee, allowing representatives from a wider area than just councils to freely discuss matters. Representation included from the local community and local business. The minutes of the regeneration boards are published and presented to Cabinet. Overall the boards have a good balance and have democratic links back to the Council;
- In revisiting the Masterplan, consultation will engage with the sectors raised by

- councillors and will be extensive;
- Correspondence sent in referred to by Cllr Armstrong had been previously raised at Council on 24 Feb 2016 and responded to by the Deputy Leader, as set out in the minutes of that meeting. The latest correspondence will be checked and a response to the individual concerns made if new issues have been raised;
 - There was no reason to conclude that the original consultations were biased; consultation was undertaken by qualified officers and the diversity of responses to the consultation suggested that people felt free to express their views fully. Consultation was undertaken, not only at a practical street level asking for people's views, but with groups such as the Exmouth Community Association, Chamber of Commerce, and the College;
 - In the last year, 45 consultation exercises have been undertaken over a wide range of issues across the District, with feedback on how effective and engaging those exercises have been;
 - Understand the frustration, which was also felt by officers, in not being able to communicate some information with Ward Members because of constraints such as commercial sensitivity or ongoing litigation.

During debate, the committee discussed how the Exmouth Regeneration Board could be more open to the public, as well as the extent of consultation needed on a refreshed masterplan, with a view to making it relevant to how the town had changed since the Masterplan was first drafted. The importance of including visitors, business and local residents being involved in consultation was stressed.

Exmouth "Splash"

Many points relating in part to this consultation had already been made in relation to the Masterplan. Additional points included:

- Consider widening the membership of the Exmouth Regeneration Board to include more Exmouth Town councillors;
- Change the Board to a committee format, as has previously been undertaken with the Asset Management Forum, functioning with a "part B" private session for commercially sensitive and confidential information;
- The existing Board already had a number of Exmouth councillors, both District and Town as well as a wide spectrum of representatives from other sectors

In response, the Deputy Chief Executive re-iterated his view on the effectiveness of regeneration boards in the existing format.

Beach hut consultation

No specific debate was held on this consultation but comments were made on the adopted guide in place. Suggestions were made that this needed to be more specific, but no additions were forthcoming from the committee. Reference was made to other authorities with a consultation policy in place that could be considered.

The committee were reminded that any work on formulating a policy on consultation would be in the remit of the Overview Committee.

Ward Member inclusion was also discussed as needed at the earliest opportunity for any consultation project.

Inclusion of land at Sidford

Comments were made briefly on the inclusion and Cllr Rixson outlined, as at previous meetings, her dismay at the inclusion in the Plan. The Vice Chairman reminded the committee that the Plan was now adopted following independent examination by the Inspector and there were no options open to the committee to pursue it further.

RECOMMENDED to Cabinet

1. that consideration be given to refreshing the Exmouth Masterplan, with a view to a proposal for that work being put before them in the autumn of 2016;
2. that consideration be given, for the purposes of greater transparency, to the Exmouth Regeneration Board being constituted in a similar format to the current Asset Management Forum, whereby the Board meetings are held in public with a private session for dealing with confidential/commercially sensitive information as required; and that new Regeneration Boards be constituted in the same format;
3. that consideration be given to the issue of press statements on the meetings of the Exmouth Regeneration Board for circulation to appropriate bodies such as Exmouth Town Council;
4. that consideration be given to the creation of a consultation policy to replace the existing guide;
5. that planned service and/or fees and charges changes must include relevant Ward members and town and parish councils at the earliest opportunity.

RESOLVED that no further action be taken by the committee on the consultation undertaken on the Local Plan, specifically in relation to the site allocation at Sidford.

***11 Scrutiny forward plan**

Next scheduled meetings of 4 August and 1 September were not expected to be required unless an urgent matter came to light. Update reports from Portfolio Holders were being sought to be provided to the committee.

The committee were reminded of the date of the next website tour for Members – 13 July 2016 at 3pm in the Council Chamber. The Vice Chairman had made note of some areas difficult to access on the website and would follow up with web editors.

Suggestions for scoping put forward were:

- Mortgage companies approaching tenants to help them purchase the property under the Right to Buy scheme – this area could be vulnerable to such fraud because of the value of property in the District and the pending extension of Right to Buy to Housing Associations;
- Raising the profile of the Scrutiny Committee through publicity

The suggestion of due diligence on partners for the Council was advised as falling to the remit of the Audit and Governance Committee.

Attendance list (present for all or part of the meeting):

Scrutiny Members present:

Roger Giles
Alan Dent
Dean Barrow
Colin Brown
Cathy Gardner
Simon Grundy
Douglas Hull
Bill Nash
Cherry Nicholas
Val Ranger
Marianne Rixson

Other Members

Megan Armstrong
Ben Ingham
Geoff Jung
Jill Elson
Pauline Stott
Rob Longhurst

Officers present:

Richard Cohen, Deputy Chief Executive
Anita Williams, Principal Solicitor and Deputy Monitoring Officer
Debbie Meakin, Democratic Services Officer

Scrutiny Member apologies:

Peter Burrows
Maddy Chapman
Marcus Hartnell

Other Member apologies:

John Dyson
Peter Bowden
Dawn Manley

Chairman

Date.....

East Devon District Council – Scrutiny Committee

St John's Court, Exmouth

Background

Devon Partnership NHS Trust is making some transformational changes over the next few years to ensure that it can continue to provide high quality services to people with mental health and learning disability needs and remain financially viable.

A key area of the programme is to make better use of the Trust's estate. The organisation currently operates out of around 60 buildings across Devon and spends around 10% of its annual budget (around £12m) on estates and their upkeep. Many of these buildings are old, under-used and/or unfit for purpose. Like all NHS organisations, the Trust has an annual savings target which is £4m for 2016/17, from a budget of around £130m. The Trust is striving to protect frontline services and jobs by making sure that its investment in bricks and mortar is no more than is absolutely necessary.

St John's Court, Exmouth

St John's Court is currently the base for around 55 staff working in a number of different teams. They provide a variety of outpatient services to adults and older people with mental health needs.

The majority of people supported by the Trust's teams in Exmouth are not seen at St John's Court but seen at another setting or in their own homes. The site's estimated operating costs are £150k per year and a capital receipt from the sale of the building would generate an estimated sum of £600-800k – although this estimate has not been reviewed or revised during 2016. The Trust readily acknowledges St John's Court is highly valued by people who use services and staff but it is confident that far less expensive premises from which to deliver services could be secured in the town - and the sale of the building is a part of the Trust's capital savings plan.

It is vitally important that people understand that there is no threat whatsoever to the services in Exmouth. The Trust is simply striving to identify appropriate but more affordable premises in the town and it has stressed this repeatedly in all of its communication with staff, local stakeholders, users of services and the media.

Current position

It remains the Trust's intention to sell the site, use the proceeds from the sale to develop other capital projects and significantly reduce its annual operating costs by moving to more affordable premises in Exmouth. The Trust continues to reiterate that there is no intention to reduce the quality or accessibility of mental health services in and around Exmouth.

The Trust is continuing to explore a range of alternative locations, including co-location with other health and social care providers and voluntary organisations. These options include the possibility of finding suitable space at Exmouth Hospital and these discussions are ongoing. In terms of the sale of the building, the Trust has not yet actively promoted the site and there are no prospective purchasers on the near horizon.

It has made it equally clear appropriate arrangements will be made for people who are unable to travel to Wonford House for their assessment or other treatment.

Bigger picture

[The Success Regime](#) for the NEW Devon Clinical Commissioning Group area and the Sustainability and Transformation Plan (STP) for the whole of Devon have brought additional focus to the need for all health and social care organisations to contribute to the financial recovery of the county over the next five years. Our Trust is closely involved in both of these programmes, which are seeking to transform services and avoid a predicted financial shortfall of more than £500m by 2020/21 if action is not taken.

Engagement

The St John's Court Community Engagement group was established to listen to the views and concerns of the campaign group, staff and service users and to provide regular updates on progress. The group includes Cllr Eileen Wragg as well as representatives from Exmouth Town Council. It has met several times but has been temporarily suspended until we have something new to report. It will be reconvened immediately when the current situation changes. We have agreed that we will keep service users, the public, commissioners and staff apprised of developments however, at this stage, we have no further updates. If and when this changes, we will obviously engage further and this may include more significant engagement with the community in Exmouth.

September 2016

Extract from Health and Wellbeing Scrutiny

Devon County Council Committee Minutes

Tue Mar 08 2016

Related Documents:

[agenda](#) for these minutes

Present:

Councillors Westlake (Chairman), Boyd, Brook, Chugg, Clarence, Colthorpe, Gilbert, Morse, Sellis, Wragg and Wright

Member attending in accordance with Standing Order 25:-

Councillor Davis

Apologies

Councillors Dezart, Diviani, Greenslade and Gribble

Councillor Christophers (representing District Councils)

*132 St John s Court, Exmouth: Progress Report

The Committee considered the report of the Devon Partnership Trust (PH/16/7 - [text only](#) | [pdf](#) PH/16/7) on proposed changes to better use its Estate including a proposal to sell St John s Court and relocate to more affordable premises in the Town.

The DPT representatives responded to Members questions including:

confirmation that the Trust would not make any decision about the future of the site until suitable alternative accommodation was found in the Town

the cost of the past refurbishment of the St John s Court and the estimated capital receipt from the sale of the building which had been earmarked in the Trust s capital programme for 2016/17 and hope for less expensive premises from which to deliver services in the town, on which there had been no definitive progress

the possibility of further use of St John s Court by a 3rd sector party which had been explored and could not be progressed

the Success Regime for Devon, of which DPT was an active member, had brought additional focus on the need for change

Engagement Meetings continued to take place to provide the local campaign group, staff and service users an update on progress and address concerns and the Trust intended to hold further engagement meetings

the possibility of relocating some of the services currently located at St John's Court to Exmouth Hospital and the Trust confirmed that it was exploring this option, noting the parking and other difficulties at the site

the out-patient mental health services provided by the Trust at the St John s site and the success of another hubs

possible difficulties for patients accessing services at the proposed Wonford Exeter Hub which the Trust would endeavour to address.

It was **MOVED** by Councillor Westlake, **SECONDED** by Councillor Wragg and **RESOLVED** that the Chairman and Vice Chairman and other members visit the site and meet with the local campaign group and patient representatives for report to a future meeting.

Report to: **Scrutiny Committee**

Date of Meeting: 6 October 2016

Public Document: Yes

Exemption: None

Review date for release None

Agenda item: 9

Subject: **Quarterly monitoring of performance – 1st quarter 2016/17 April to June 2016**

Purpose of report: This report provides performance information and progress against our promises and priorities as outlined in the Council Plan. This cumulative quarterly information will be used to provide an annual review of our performance against the Council Plan in the Annual Report.

Recommendation: **It is recommended that Members consider performance against delivery of the actions/priorities in the Council Plan, key service objectives from service plans and performance measures for the 1st quarter of 2016/17.**

Reason for recommendation: So that Members can gain a clear view of progress against what we said we would deliver in the Council Plan and deal with performance issues arising.

Officer: Karen Jenkins, Strategic Lead – Organisational Development and Transformation

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Financial implications: There are no direct financial implications.

Legal implications: No legal comments are required

Equalities impact: Low Impact

Risk: Low Risk

A failure to monitor performance may result in customer complaints, poor service delivery and may compromise the Council's reputation.

Links to background information:

- [Appendix A – Performance against Council Plan and our key performance indicators](#)
- [Appendix B – Performance against Service Plans and their objectives](#)
- [Appendix C - Explanations and definitions.](#)

Link to Council Plan: Continuously improving to be an outstanding Council



Report in full

1. Appendix A gives an overview of the performance against measures in the form of gauge charts for the council actions taken from the Council Plan 2016-20, key performance indicators and objectives from the service plans. The report also provides detailed information on the status of the council actions and key performance indicators.

2. Appendix B shows progress against service plan objectives linked to the council aims in the form of gauge charts with the reports from SPAR.net detailing the progress of all objectives from the service plans.

3. Detailed progress of all of the council actions can be found in Appendix A. Most of the council actions for 2016/17 are showing as achieved or on track, however one is showing a status of variation, the detail of which can also be found in [Appendix A](#).

4. There are three service objectives showing a status of concern and six showing as variation, the detail of which can be found in [Appendix B](#).

- **Promote inspection outcomes under the Food Hygiene Rating Scheme and to improve the ways in which we draw attention to those outcomes. To provide a clear incentive for businesses to improve their compliance with regulatory standards we will clearly and expressly identify businesses who have achieved improved scores and those who have not** - Real time "changes" to food hygiene scores remains something that we are keen to promote but the project cannot proceed until our partners in Strata are able to devote time to developing the IT processes that enable us to populate our webpages with the relevant information. In the meantime anyone can view the current food hygiene rating score of any restaurant, café, pub - in fact any caterer or food retailer in our area via the EAST DEVON APP.
- **Promoting use of Council assets as potential locations for joint venture energy generation with private energy company** – To be progressed by incoming post holder of Property & Estates Manager. Post still currently vacant.
- **Work with local government and other public sector partners to identify shared service and shared resource opportunities with a view to savings and more efficient service delivery from and of assets. Also explore opportunities for asset sharing and disposal** - Identified as role for new Property & Estates Manager post as yet vacant. In meantime, joint acquisition of internet software with Exeter City Council has identified savings and been implemented.

5. There is one performance indicator showing a status of concern and four showing as variation, the detail of which can be found in [Appendix A](#).

- **Percentage of Minor planning applications determined within 8 weeks** – We are aware that we have not achieved the target for the percentage of Minor planning applications determined within 8 weeks. This is due to a number of reasons including very high workloads, high number of major applications and our principle of working with applicants to seek a positive determination rather than issuing refusals of permission.

We are currently carrying out a Systems Thinking Review of Development Management to help to address these issues and as part of this we will be looking at ways to improve our performance across the board, but particularly on Minor applications. This review is due to run until at least the end of September and given the considerable time and staff resources needed to carry this out thoroughly, there will be some short-term impact upon performance whilst staff engage in the process.



Quarter 1 Performance Report 2016-17

Performance Overview, Council Plan Actions and Key Performance Indicators

July 2016

Document Key

Action Status classification

- Red (Concern) highlights targets with serious problems or significant delays.
- Amber (Variation) indicates actions with mild concerns or minor setbacks.
- Green (Achieved) displays special achievements or early completions.

Performance Indicators (PI)

- The 'Previous Year End' column reports performance at the end of 2015/16, if that information is available.
- The 'Current Target' column represents the annual target some measures no longer have targets or are not suitable for targets.
- The columns 'Q1 Act', 'Q2 Act', etc. show the actual year to date situation for each Performance Indicator. The key for the colours is as follows:
 - Red (Concern) – if the PI is 10% or more below the target.
 - Yellow (Variation) – if the PI is between 10% and 0.1% below the target.
 - Green (Achieved) – if the PI and the target match exactly or the PI is above the target.
- The Direction of Travel column shows if the PI has improved since the same period last year. An up arrow showing improvement, a down arrow showing

Overview of our performance – Quarter One 2016/17

Chart a. Performance against our Council Plan 2016/17 – for more detail please see the following pages

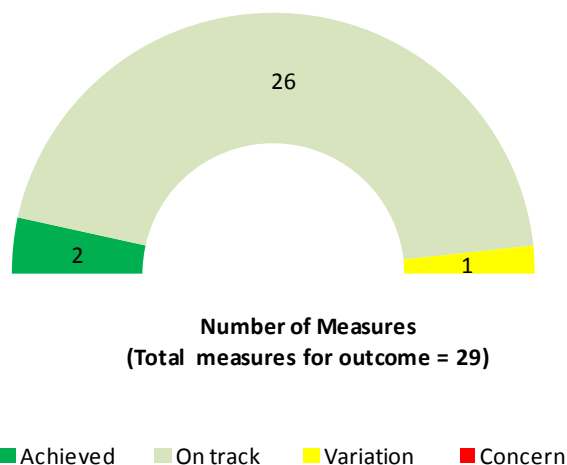


Chart b. Performance against our Service Plan Objectives – for more detail please see appendix B

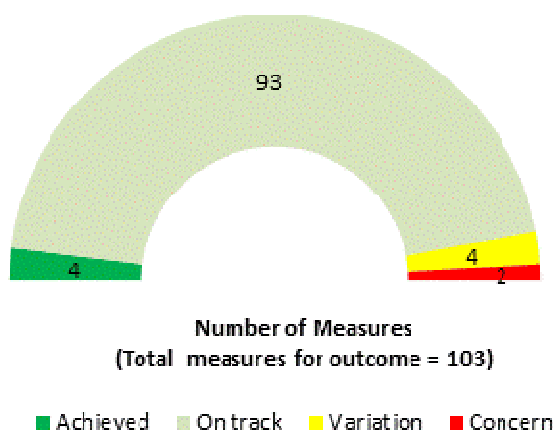
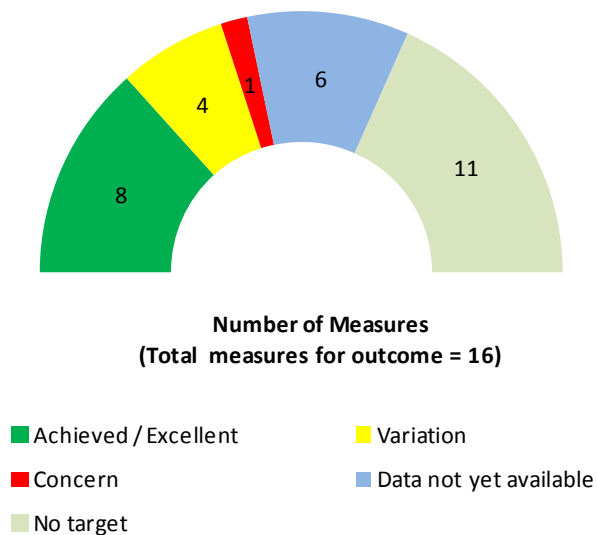


Chart c. Performance against Key Performance Indicators - for more detail please see the following pages



Council Priority 1 – Encouraging communities to be outstanding

Council Action 2016-20	Status	Comments
Deliver quality green space and wildlife habitats alongside new development.	On track	We continue to deliver high quality green spaces as part of developments integrating these with sustainable drainage systems wherever possible as well as securing on-site or off-site provision of Suitable Alternative Natural Greenspace's (SANG) within 10km of European protected habitats.
Deliver the Local Plan to meet the district's aspirations and needs in terms of the different housing people need and land for employment.	On track	While the Local Plan has been adopted progress is now being made on a number of Development Plan Documents (DPD) including the Villages Plan which is being presented to Strategic Planning Committee on the 21st July prior to going out to consultation. A progress report is also being taken to that meeting on the production of the Gypsy and Traveller DPD.
Deliver the right infrastructure through the Community Infrastructure Levy (CIL) to ensure that new developments and communities have all the facilities they need.	On track	We have not started collecting CIL yet; however in the meantime we continue to use Section 106 agreements to secure the necessary infrastructure.
Ensure that council homes are well maintained and managed effectively with high tenant satisfaction.	On track	We are delivering against our commitments in the Housing Revenue Account Business Plan and commitments to tenants.
Ensure that the activities which require it are appropriately licensed.	On Track	Despite being currently down on team numbers the service is performing well to ensure applications are progressing smoothly and within time.
Extend our range of community development activities to work with people of all ages, focusing particularly on the issues of health and wellbeing, worklessness and financial and digital inclusion.	On track	The SWITCH club we have been running successfully in Exmouth and Axminster for young people has now been extended to Honiton, with attendance building steadily. A team of young people attended the Devon Youth Games earlier this month and were extremely successful in a range of disciplines, bringing home several gold, silver and bronze medals for the district. Working with the older age group we plan to work regularly with the Thelma Hulbert gallery following the success this Spring with our pom pom installations at Dray Court for the Exmouth Art Trail, which were highly praised within the community.
Extending the housing options service and reducing numbers on the housing register.	Achieved	We are managing to meet demand for housing by providing a wide range of accommodation options for people accessing the Housing Options service, with the aim of preventing homelessness whenever possible and assisting people who do become homeless into suitable accommodation.
Implement the actions and commitments in our Public Health Plan.	On track	The Officer Steering Group continues to meet and maintain an overview of the plan. Various projects and workstreams that contribute to the health and wellbeing of our residents are ongoing.
Return empty homes to beneficial use.	On track	Several properties in the same ownership are going through the Enforced Sale procedure and have been confirmed by Land Registry. These properties will be auctioned in the next quarter. Other long term empty properties are being considered for enforcement action where owners are leaving them to create nuisances and deteriorate significantly.

Review our business plan for council homes to maintain a viable level of income and expenditure following changes in government policy to ensure that we continue to achieve a high level of tenant satisfaction.	On track	We are working with a Task and Finish Forum set up by the Housing Review Board and the South West Audit Partnership to update the Business Plan in response to significant changes in national housing policy.
When development happens, ensure that the natural environment and historic buildings are protected from inappropriate development.	On track	New developments are always fully assessed in terms of their impact on the natural and historic environment to ensure that any impacts are minimized and that they are protected.

Performance Indicators	Prev Year End	Current Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Direction of travel
Number of affordable homes delivered	204	100					↓
Number of households living in temporary accommodation	0	10 (1/4)	3				↑

Council Priority 2 – Developing an outstanding local economy

Council Action 2016-20	Status	Comments
Continue to support the growth of the Greater Exeter's economy through promoting employment sites identified in our Local Plan.	On track	We have provision in place to focus our Economic Development, Growth Point on wider sites promotion. With the Local Plan approved this promotes confidence to bring sites forward. The Growth Point logistics site has been approved in planning for Lidl with work due to start in 2016 which will deliver approximately 500 jobs. Elsewhere, the Sidford employment land is in planning process and we are handling numerous serious investment enquiries across the district.
Deliver our target to pay businesses within ten working days and through our Procurement Strategy encourage local business to do business with the council.	Achieved	96% in June 2016
Deliver projects to help create the conditions for local economic growth in partnership with neighbouring authorities where shared objectives exist and improved efficiencies evidenced.	On track	Through the Growth Point and Greater Exeter area council's partnership we continue to secure significant central government and private investment. Early discussions are underway for a joint local plan for the wider economic area. We are working closely with Devon County Council on options for A30/A303 improvements and jointly perusing other transport infrastructure investment with South West Local Enterprise Partnership. Continued success of Seaton Jurassic promoting the visitor economy of Seaton, the centre has now seen its 20,000 visitor.
Identify and bring forward a pipeline of regeneration and development projects across the lifetime of the Council Plan to deliver benefits through regeneration and/or capital receipts.	On track	Continuing to work on projects in Exmouth. Commencing work in Sidmouth and Axminster this year.
Implement the serviced workspace study recommendations and initiate site specific detailed reviews and business cases to seek investment and funding.	On track	Work is continuing on this with a review of the existing provision at the East Devon Business Centre and opportunities for expansion along with exploring options for privately owned business space
Increase income from existing assets either directly or through local partnerships.	On track	01/04/16-01/07/16 - £1,425
Secure new job opportunities in conjunction with development arising from the Local Plan for local residents (both young and disadvantaged in the labour market).	On track	Supporting planning applications that will create jobs within the District.

Work in partnership with and gain the positive support of town councils and local partners to identify and deliver new opportunities for regeneration.	On track	We have committed to a future focus on regeneration in Axminster and appropriate structures will be put in place in the 3rd quarter of 2016. The previous regeneration board of Seaton has agreed succession arrangements with Seaton Town Council. We continue to work closely with Exmouth Town Council on delivering the seafront regeneration. Joint agreement is in place between us and Sidmouth Town Council to take forward Port Royal renewal planning which is in the calendar for 2016.
Work with Exeter and Heart of Devon (EHOD) partner economic development teams to produce a joint economic development strategy which prioritises inward investment.	On track	Now established Business Boost - a joint contract for a business support service for the EHOD area. Also initiated the development of a joint EHOD Economic Development Strategy.

Performance Indicators	Prev Year End	Current Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Direction of travel
Creditor days - % of invoices paid within 10 working days	92	95 (3/12)	96				↑
Creditor days - % of invoices paid within 30 days	97	99 (3/12)	99				↑

Council Priority 3 – Delivering and promoting our outstanding environment

Council Action 2016-20	Status	Comments
Adopt a Green Space Strategy, the purpose of which is to value and help protect our natural environment.	On track	The Strategy is planned for senior management and Asset Management Forum consideration in September and October 2016
Adopt Beach Management Plans (BMP) for our beaches working closely with town councils and manage the risk of coastal erosion and flooding.	On track	Exmouth beach management plan has now been adopted and budget made available in this financial year to start carrying out some of the actions. Work is continuing on the technical elements and planning of Sidmouth BMP. Initial plans for the Seaton BMP have begun and we hope to tender for this at the end of the summer.
Enter into a new innovative recycling and waste collection contract extending the options for recycling and reducing waste that is incinerated or sent to landfill.	Variation	Work is progressing well with the mobilization of the new contract, which was awarded at the end of Feb 2016. A comprehensive working group, leaders group and project board system is project managing the mobilization working closely with our partners Suez. Progress is being reported to the Recycling and Waste Partnership Board and onto Cabinet. We are finalizing contract negotiations and hope to be bringing this to a close in the next few days. We are past the 1st July start date but are working closely with Legal and both parties are content with progress. We are on track for rolling out the new services in early 2017 and planning for the communication of the service change is well underway. The new fleet is expected to be delivered from November to December 2016.
Explore opportunities for securing a Blue Flag for the beaches in East Devon.	On track	We submitted a Seaside Award for Exmouth this year but were unsuccessful in achieving the award. We will be building on the feedback and submitting again next time. When the Beach Safety Officer is back from sick leave we will be further exploring opportunities for Blue Flag awards at our beaches that meet the criteria, working closely with local Town and Parish Councils.
Implement a programme of fuel efficiency measures for council properties.	On track	Air Source heat pump pilot undertaken in Rodney Close, Exmouth. Property now being monitored with a view to rolling out across the scheme. Housing Review Board to be briefed at September meeting

Performance Indicators	Prev Year End	Current Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Direction of travel
Percentage of Household waste sent for reuse, recycling and composting	N/A		N/A				
Residual household waste in kg per household	N/A		N/A				
Percentage of Municipal waste for disposal (incineration and landfill)	N/A		N/A				
Improved street and environmental cleanliness – fly tipping	2	3 (1/4)	2				↑

Council Priority 4 – Continuously improving to be an outstanding council

Council Action 2016-20	Status	Comments
Continue to develop self service capability of our website so that customers can access services online if they wish to.	On track	
Continue to identify opportunities to save money across Teignbridge, East Devon and Exeter City councils as well as through established frameworks nationally.	On track	
Implement the approved Strata Business Plan (a wholly-owned ICT company by East Devon, Exeter City and Teignbridge councils) in order to deliver savings, reduce risks and improve capability for IT-enabled change.	On track	
Relocate to Honiton and Exmouth Town Hall and establish surgeries where necessary to meet identified demand for particular services.	On track	Relocation plans continue in detail towards stage 4 architects sign off. Planning process for Knowle, Heathpark and Exmouth Town Hall are underway with applications to be considered by committee in the autumn 2016. Service continuity for the district is a key priority in the process.

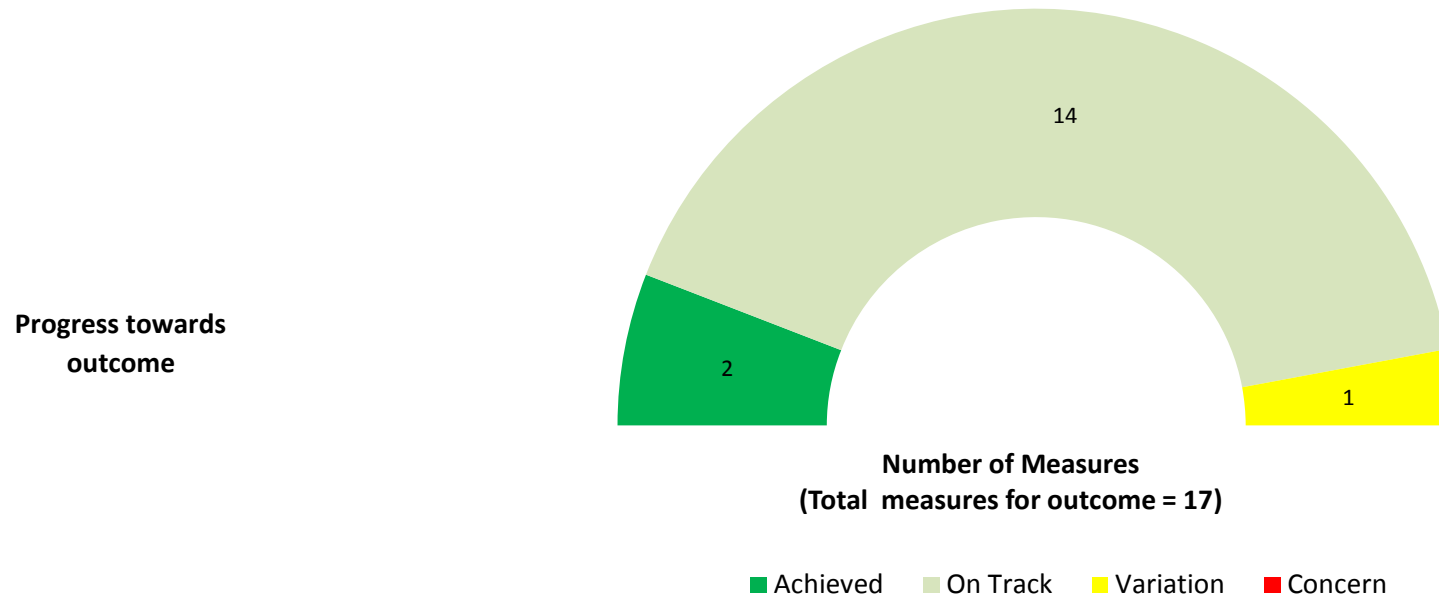
Performance Indicator	Prev Year End	Current Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Direction of travel
Percentage of Council Tax collected	98.84	30.89 (3/12)	30.46				↓
Management Note	Having carried out further analysis, we are sure that at least half of the amount we are down is as a result of customers moving to pay over 12 months and less people paying half-yearly. This difference will correct itself by the end of the year.						
Percentage of Non-domestic rates collected	97.75	31.24 (3/12)	30.54				↓
Management Note	The drop in the collection rate has been reduced slightly. We will now carry out an in-depth analysis.						
Working days lost due to sickness absence	8.91	2.13 (3/12)	1.93				↑
Percentage of planning appeal decisions allowed against the authority's decision to refuse	21.8	30 (3/12)	26.7				↓
Percentage of Stage 2 complaints responded to within stated timeframes	N/A New PI		80				N/A
Ratio of paper agendas issued	N/A New PI		-				N/A
Management Note	The team is currently reviewing agenda distribution lists. The team is always vigilant for opportunities to reduce the size of agendas - for example whether attachments can be included as electronic links.						

Percentage of minutes and audio from council meetings uploaded together within 5 working days	N/A New PI		89				N/A
Percentage of FOI responded to within the statutory time limits	N/A New PI		100				N/A
Management Note	The average response time is 8.46 working days from receipt of an FOI request.						
Number of random general licence checks	195	46 (1/4)	47				↑
Number of random vehicle licence checks	90	38 (1/4)	38				↑
Total average headcount (quarterly total)	498		502				↑
Cumulative Staff Turnover as a percentage of all staff (voluntary leavers)	7		3				↓
Capability at point of contact for Benefits	65		65				↑
% of residents who pay their Council Tax by Direct Debit	77		78				↑
Number of Level 2 complaints (year to date)	33		5				↓
Number of Freedom of Information Requests (year to date)	588		203				↑
Employee Satisfaction	88		-				
Management Note	Annual figure due Quarter 3 or 4						
Missed bin collections per 1000 households							
Percentage of minor planning applications determined within 8 weeks	46.39	65.0 (1/4)	46.89				↑
Management Note	<p>We are aware that we have not achieved the target for the percentage of Minor planning applications determined within 8 weeks. This is due to a number of reasons including very high workloads, high number of major applications and our principle of working with applicants to seek a positive determination rather than issuing refusals of permission.</p> <p>We are currently carrying out a Systems Thinking Review of Development Management to help to address these issues and as part of this we will be looking at ways to improve our performance across the board, but particularly on Minor applications. This review is due to run until at least the end of September and given the considerable time and staff resources needed to carry this out thoroughly, there will be some short-term impact upon performance whilst staff engage in the process.</p>						
Percentage of other planning applications determined within 8 weeks	69.87	80.0 (1/4)	73.54				↑
Days taken to process Housing Benefit/Council Tax Benefit new claims and change events	4.86	6.19 (3/12)	4.13				↑
Proportion of outstanding debt that is more than 90 days old from date of invoice	11		51				↓

Performance Indicator not linked to any aims	Prev Year End	Current Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Direction of travel
Number of redundancies (year to date)	2	-	0				↔

PRIORITY ONE: Encouraging communities to be outstanding

Service Plan Objectives - Quarter One Results 2016/17



Service Plan Objectives - Priority 1

Annual report for 2016/2017

Arranged by Aims

Filtered by Aim: Priority Encouraging communities to be outstanding

Key to Performance Status:

Key Strategic Objective:	No Data available	Milestone Missed	On track	Concern	Variation	Achieved
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* indicates that an entity is linked to the Aim by its parent Service

Service Plan Objectives - Priority 1			
Priority: Encouraging communities to be outstanding			
Key Strategic Objective			
Objective Status	Objective	Service	Comments
On track	<u>Advise on legal strategy / implementation of major projects (including regeneration) and related processes (internal with external resource where required).</u>	Legal, Licensing and Democratic Services	Advice being given as and when required. No challenges received.
On track	<u>Complete the Cranbrook Masterplan and adopt it as a Development Plan Document (DPD) to guide the next phases of development at the new community</u>	Planning Strategy and Development Management	The Cranbrook Masterplan is currently out to consultation on an issues and Options document the details the key issues the document will need to address and some of the options for addressing them. This consultation ends shortly after which the responses will be fully considered and work will commence on drafting the DPD.
Achieved	<u>Complete the disposal of Seaton Town Hall subject to resolution with and between local parties</u>	Property and Estates	Transfer complete
On track	<u>Continue to secure affordable housing (and other planning benefit through planning and property transactions and appropriate advice to council committees)</u>	Legal, Licensing and Democratic Services	S106 agreements being completed on appropriate developments to deliver affordable housing.
On track	<u>Continue to support the development management function in securing the right development in the right place, and taking effective enforcement action against unauthorised and harmful development.</u>	Legal, Licensing and Democratic Services	Dedicated resource (1 full time equivalent and Head of Service) providing support to Development Management function.
On track	<u>Develop a range of cultural events and engagement activities such as outdoor theatre, children's education and outbound activities to link with the Countryside events brochure and give our communities varied opportunities to make the most of our outside spaces for culture and leisure</u>	StreetScene	We are developing a program and have already delivered some additional events. We have had more open air theatre in our gardens this year and have participated in Love Parks Week. We are developing further plans for screening events such as Wimbledon in outdoor

Service Plan Objectives - Priority 1

Priority: Encouraging communities to be outstanding

Key Strategic Objective

Objective Status	Objective	Service	Comments
			spaces.
On track	<u>Enable the delivery of affordable housing through negotiation with developers</u>	Planning Strategy and Development Management	We continue to secure affordable housing from new housing developments although changes to government guidance in the last quarter mean that it is no longer possible to secure financial contributions towards affordable housing from the smaller residential developments. Implementation of the policies in the new local plan has started to assist with the viability issues previously experienced particularly within the lower value areas where the requirement has reduced to 25% to reflect viability.
On track	<u>Ensure delivery of the new waste contract</u>	Legal, Licensing and Democratic Services	Contract completion is imminent
Achieved	<u>Implement the council's new rent support scheme for sports and activity club tenants</u>	Property and Estates	New scheme now implemented. Tenant workshops to take place 20 and 27 July. First round of applications to be considered by end of the year.
On track	<u>Introduce design review at Cranbrook/strategic projects</u>	Planning Strategy and Development Management	While we have an existing local level design review panel in place there are plans to introduce a panel for the growth area to be run by government design panel Chartered Association of Building Engineers (CABE). Discussions continue with CABE and Exeter and Teignbridge Councils to bring this forward.
On track	<u>In consultation with the Chair of Asset Management Forum (AMF), oversee the council's ambition to devolve services and assets to the third sector</u>	Property and Estates	Approved by Cabinet 11 May 2016. Project planning and preparation now underway. Stage 1 includes data collation and designation of services and associated assets for devolution.
On track	<u>Provide governance advice and support for any devolution deal that may come forward</u>	Legal, Licensing and Democratic Services	Meetings currently being attended to consider / formulate the governance arrangements for any potential future devolution deal. Initial headline terms only at this stage.
On track	<u>Provide guidance to developers on the submission of a health impact assessment with their application to ensure that the Council has good information on which it can make the right development management decisions</u>	Env Health & Car Parks	Large scale developments must now submit a health impact assessment to accompany their planning applications as part of the validation process. Incomplete applications will not be considered and our Environment Health team has produced guidance in both summary and detailed form to assist

Service Plan Objectives - Priority 1

Priority: Encouraging communities to be outstanding

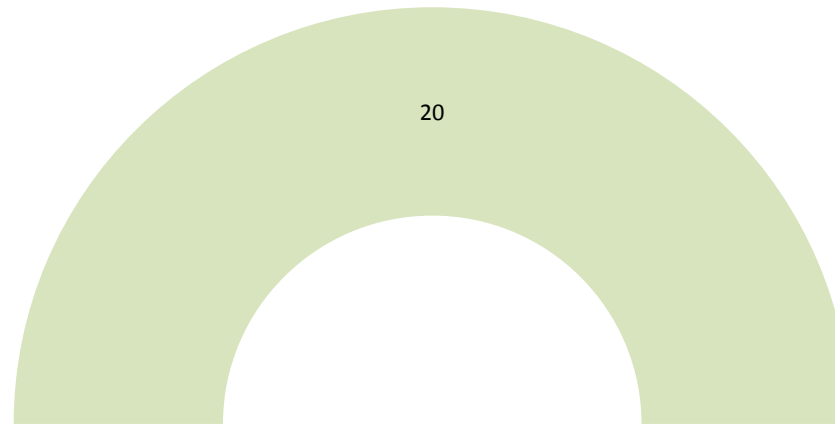
Key Strategic Objective

Objective Status	Objective	Service	Comments
			developers the identify the relevant planning policies and suggest a structure for documenting how issues will be addressed by the proposed development.
On track	<u>The local Council Tax Support Scheme for 2016/17 has been adopted with no amendments to the existing scheme other than applying appropriate uplifts. A full review will be undertaken in 2016/17 in relation to a scheme for 2017/18, this will involve working with other Devon authorities and possible extensive public and stakeholder consultation. A report will be presented to Council in 2016/17 with recommendation for consideration.</u>	Finance	Report was taken to Cabinet Members where they approved a draft scheme for 2017/18 which we are currently out to consultation on. The draft scheme is made up of 8 proposed changes to the current scheme.
Variation	<u>Reviewing and supporting the delivery of assets and services at Cranbrook to ensure that these are timely, cost effective and meet the needs of the community</u>	Growth Point Team	Variation due to change in personnel
On track	<u>Support for Healthy New Towns status and delivery of further community infrastructure to support the Cranbrook new community.</u>	Growth Point Team	Funding agreed. Stocktake meeting planned
On track	<u>Support the Planning Policy team through the Local Plan process and implementation of the Community Infrastructure Levy</u>	Legal, Licensing and Democratic Services	Officer meetings are occurring with a view to having a process / procedure in place for when the Charging Schedule comes into effect. Legal advising as required.

PRIORITY TWO: Developing and outstanding local economy

Service Plan Objectives - Quarter One Results 2016/17

Progress towards
outcome



Number of Measures
(Total measures for outcome = 20)

■ Achieved ■ On Track ■ Variation ■ Concern

Service Plan Objectives - Priority 2

Annual report for 2016/2017

Arranged by Aims

Filtered by Aim: Priority Developing an outstanding local economy

Key to Performance Status:

Key Strategic Objective:	No Data available	Milestone Missed	On track	Concern	Variation	Achieved
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Service Plan Objectives - Priority 2			
Priority: Developing an outstanding local economy			
Key Strategic Objective			
Objective Status	Objective	Service	Comments
On track	<u>Adopt a Community Infrastructure Levy (CIL) Charging Schedule and establish procedures for charging and collecting monies</u>	Planning Strategy and Development Management	The CIL charging schedule has all been adopted and Members have resolved to adopt from 1st September. We are in the process of setting up Exacom which is an IT system that will administer the collection of CIL and associated work processes and have also appointed a CIL administration officer who should be in post by the end of August.
On track	<u>Appraisal of investment models to improve or equal the return on Council's cash flow investments that also deliver a wider social benefit (example District Heating Investment). Report to be prepared for Cabinet for any such schemes.</u>	Finance	
On track	<u>Complete a review of district wide public toilet provision and report to the Asset Management Forum (AMF) with a range of suggestions to reduce reliance on general fund budget by analysing the possibility of paid access at some key sites, leases to businesses for some toilets and other innovative ways of reducing the costs of providing the service</u>	StreetScene	We have completed a review of our stock and assessed possible opportunities for different methods of operation, rationalization and provision through development. We are currently working on the wider asset devolution work as approved through Cabinet and ensuring our work on toilets links with this.
On track	<u>Continue to explore the benefit of alternative delivery models and conduct trials of alternative partnerships, technologies and systems as appropriate</u>	Env Health & Car Parks	We have begun working more closely with Exeter City and Teignbridge District Council looking for opportunities to deliver some of our food safety and workplace safety role as a business support service across the Greater Exeter area. It is envisaged that this will start with training and new business induction events but may grow in future to encompass business audits and

Service Plan Objectives - Priority 2

Priority: Developing an outstanding local economy

Key Strategic Objective

Objective Status	Objective	Service	Comments
			regulatory compliance advice.
On track	<u>Continue to support small and start up business through the proactive management of East Devon Business Centre</u>	Regeneration & Economic Development	Improvements to the Business Centre and increased number of tenancies in place. Also through Business Boost and pre-application advice on planning applications. Also by holding advice sessions with the Hinkely Supply Chain Team, at the Business Centre.
On track	<u>Develop a package of increased events charges across our assets to generate a better income whilst balancing this with encouraging our communities to be outstanding</u>	StreetScene	We have almost completed our events management procedure which will set the tone for improved event hosting on our land, with a greater focus on commercialism including a new set of events charges. We now need to complete the area specific appendices which will take account of specific local issues in each area where events are held. The completed procedure alongside the revised terms and conditions and charges will be ratified through the appropriate authorization process.
On track	<u>Explore the option of a tariff structure that encourages off-peak and low-season activity in our towns and that reflects market conditions during peak hours and high-season. We believe that this will encourage better traffic flow and reduce congestion in some of our most popular locations at times of peak demand</u>	Env Health & Car Parks	This is an ongoing piece of work and it is our intention to present to Members in the autumn a report setting out the risks and benefits that would arise if we take the opportunity to offer an extended £2 all day winter offer this year rather than restrict it to Christmas only.
On track	<u>Explore the potential benefits including fee earning opportunities that might arise from working with other local authorities including Exeter City Council and Teignbridge District Council to deliver advice support training and auditing services to businesses across the region.</u>	Env Health & Car Parks	The work described above being carried out with other Councils has the potential to lead to fee earning work in the future. There is no realistic prospect of significant revenue generation this year but with potential changes in business regulation reasonably foreseeable in the future, work on setting up delivery structures now makes good sense.
On track	<u>Extend our domestic pest control service to provide expert advice and assistance to Environmental Health staff engaged in providing advice and support to the operators of new and small food businesses</u>	Env Health & Car Parks	This service is now available and is being signposted at the point of inspection if the Environmental Health Officers believes that a suitable opportunity to provide this support service in a small business exists. Possible (but small scale) income generation potential.
On track	<u>Extending corporate support on economy matters: support to</u>	Regeneration & Economic	Support to Licensing for the Street Trading consultation. Also corporate

Service Plan Objectives - Priority 2

Priority: Developing an outstanding local economy

Key Strategic Objective

Objective Status	Objective	Service	Comments
	<u>Licensing; support to Estates; Business Rates; Planning Policy; Community Development; Growth Point Team</u>	Development	support to Development Management with comments on economic development matters for relevant planning applications. 100% record of responses on consultation requests.
On track	<u>Progress a town centre economy and design study for Axminster and provide support to the owners of Websters Garage site to enable this site to come forward in the near future. This will be subject to resources being available</u>	Regeneration & Economic Development	Early stages. Regeneration Board to be established and will meet in the autumn.
Concern	<u>Promote inspection outcomes under the Food Hygiene Rating Scheme and to improve the ways in which we draw attention to those outcomes. To provide a clear incentive for businesses to improve their compliance with regulatory standards we will clearly and expressly identify businesses who have achieved improved scores and those who have not</u>	Env Health & Car Parks	Real time "changes" to food hygiene scores remains something that we are keen to promote but the project cannot proceed until our partners in Strata are able to devote time to developing the ICT processes that enable us to populate our webpages with the relevant information. In the meantime anyone can view the current food hygiene rating score of any restaurant, café, pub - in fact any caterer or food retailer in our area via the EAST DEVON APP.
On track	<u>Review of Exmouth masterplan: engagement with Magnolia landowner and retail market for Exmouth town centre and to promote a new solution for the Estuaryside site. This will be subject to resources being available</u>	Regeneration & Economic Development	
On track	<u>Secure Enterprise Zone status for investment to support the delivery of new jobs in the growth point area addressing associated governance investment and marketing issues.</u>	Growth Point Team	Paper considered by Cabinet. Detailed business case now being developed.
On track	<u>Port Royal: Sidmouth Town Council has asked us to join in a scoping exercise to explore opportunities to renew the eastern part of Sidmouth's seafront. Subject to Cabinet agreement this exercise will identify future potential for planning and redevelopment. This will be subject to resources being available</u>	Regeneration & Economic Development	Presentation to Sidmouth Town Council on the process of development. Preparing the project brief for Scoping exercise.
On track	<u>Street Trading consultation and consideration for developing a more flexible policy while also</u>	Deputy Chief Executive - Development,	Consultation process underway. Internal testing of consultation detail with selected Town Councils preceded

Service Plan Objectives - Priority 2

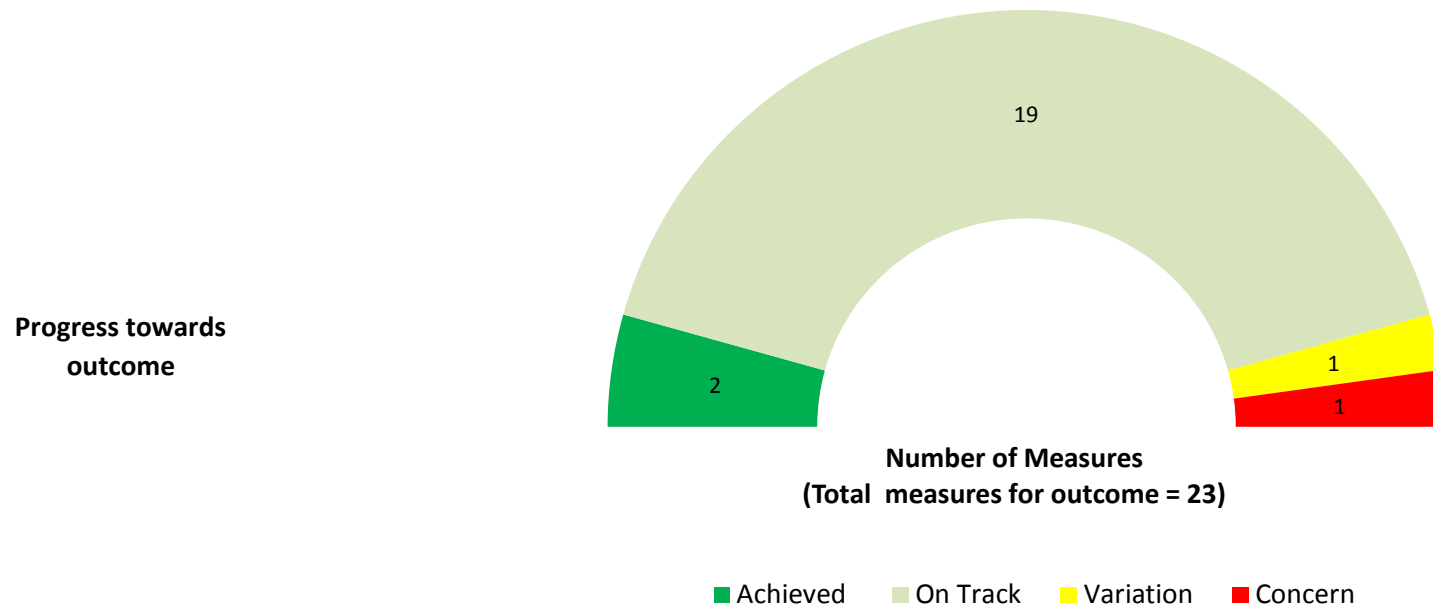
Priority: Developing an outstanding local economy

Key Strategic Objective

Objective Status	Objective	Service	Comments
	<u>extending the control to the whole district</u>	Regeneration and Partnership	consultation with all Town and Parish Councils, Chambers of Commerce, individual businesses and the public. Outcomes will be considered by Council in quarter 3 2016 any changes decided upon and new arrangements made.
On track	<u>In partnership with economic development manager establish route to securing the council's ambition to support local economic growth through the development of workspace for small and start up business on council owned land</u>	Property and Estates	Initial feasibility studies underway.
On track	<u>Support the Exeter Innovation Greater Exeter and Exeter City Futures Initiatives to deliver productivity-led growth and take forward the outcomes of the Heart of the South West devolution bid</u>	Growth Point Team	
On track	<u>Support the first phase workspace/ Business Centre provision at Cranbrook</u>	Property and Estates	Negotiations on latest premises offered by the consortium is in progress. Bid to Devon County Council for match funding on start up costs made. Planning application for change of use to be submitted shortly.
On track	<u>Supporting Early Help and helping people into work.</u>	Housing	We continue to work closely with partners across the Early Help team, both on individual cases supporting families and by ensuring we are represented at all meetings which are spread geographically across the district. We have had limited success helping people into work, but provide a range of training opportunities, digital coaching and signposting towards community provision that can help them gain the skills they need to find education or employment in their chosen field.

PRIORITY THREE: Delivery and promoting our outstanding environment

Service Plan Objectives - Quarter One Results 2016/17



Service Plan Objectives - Priority 3

Annual report for 2016/2017

Arranged by Aims

Filtered by Aim: Priority Delivering and promoting our outstanding environment

Key to Performance Status:

Key Strategic Objective:	No Data available	Milestone Missed	On track	Concern	Variation	Achieved
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Service Plan Objectives - Priority 3			
Priority: Delivering and promoting our outstanding environment			
Key Strategic Objective			
Objective Status	Objective	Service	Comments
Achieved	<u>Continue to support the work of Villages in Action ensuring that East Devon's rural communities benefit from high quality cultural & artistic performances</u>	Countryside, Arts and Leisure	Grant awarded for the 2016/17 programme of artistic productions into our rural communities.
On track	<u>Creating new opportunities and reasons for people to visit East Devon. Accommodation and attractions that widen the visitor type and extend the season</u>	Regeneration & Economic Development	Continuing work on new development projects that will bring forward leisure and recreation opportunities for the people of East Devon and visitors to the District. Exmouth and Sidmouth.
On track	<u>Deliver countryside outreach work programme within targeted communities across East Devon collaborating with Housing</u>	Countryside, Arts and Leisure	Outreach project is going very well with many community groups, pre-schools and switch youth groups attending ranger sessions within their communities. 1.5 days has been allocated for this work which has seen new activities in Axminster, Honiton and Exmouth.
On track	<u>Delivery of habitat mitigation regulation interventions through the Joint Committee. This will ensure that legal requirements are met in relation to protecting the integrity of European Habitats are met in this area of high growth</u>	Growth Point Team	First meeting of Joint Committee successfully completed.
On track	<u>Develop a programme of health walks green gym project and GP referral scheme that helps to deliver the East Devon Public Health Plan</u>	Countryside, Arts and Leisure	Health walks scheme is on target with LED continuing to support this work. New health walks scheme is being designed for Cranbrook. Volunteering opportunities are being well supported and attended, plans to create a new volunteering scheme at Cranbrook when country park is in suitable condition. Discussion with GP's are at an early stage. We are watching closely the two naturally healthy pilot projects on Exmoor and Dartmoor that

Service Plan Objectives - Priority 3

Priority: Delivering and promoting our outstanding environment

Key Strategic Objective

Objective Status	Objective	Service	Comments
			are trialing green or social prescribing with targeted communities.
On track	<u>Develop new income streams around woodland products facilities hire corporate away days and review events to drive up income potential. Investigate opportunities for creating franchised out operations on selected Local Nature Reserves eg bike hire café</u>	Countryside, Arts and Leisure	Paper being prepared for the senior management team outlining how income can be developed in key sites and where investment required to achieve the Transformation Strategy target.
On track	<u>Develop phase 2 of the Community Orchard project collaborating with Housing & Streetscene services that links to East Devon's Public Health Plan</u>	Countryside, Arts and Leisure	The two sites in Littleham and Budleigh are well established and a series of events occurred over the winter period to establish the second community orchard. Tree guardians have been set up and tree care days and harvest celebrations are planned for the rest of this year. New sites will be considered over the Autumn, especially focused on towns without orchards such as Honiton and Axminster
On track	<u>Enter Thelma Hulbert Gallery for following awards: Devon Tourism/ Family Arts Festival South West Tourism/ Exeter Living</u>	Countryside, Arts and Leisure	Devon Tourism application and Marsh Award application submitted.
On track	<u>Expanding Thelma Hulbert Gallery's outreach offer and reaching new areas of East Devon</u>	Countryside, Arts and Leisure	Outreach includes Gallery Takeover art activities at Exmouth's Blackmore Theatre during May Bank Holiday in partnership with Exmouth Festival as direct result of Cllrs request to have a presence in Exmouth.
On track	<u>Feniton – Following completion of phase 1 in 2015; Complete delivery of phase 2 3 & 4 engineering works to provide a completed flood alleviation scheme for Feniton.</u>	StreetScene	Last property as part of Phase 2 completed. Phase 3 start date in October agreed with Network Rail Phase 4 tender due for issue August
On track	<u>Identify new opportunities to promote responsible dog ownership in communities and to develop flexible ways of ensuring high levels of compliance with dog control restrictions within communities utilising that community's knowledge and intelligence</u>	Env Health & Car Parks	This approach to the problems associated with irresponsible dog ownership is now embedded within the usual working practices of the team. However exciting new opportunities may arise from joint working with new Officers funded to tackle similar issues through the Exe Estuary Partnership.
On track	<u>Implement the Council's Energy Act Action Plan to ensure compliance with current legislation and to enable assessment of current energy efficiency and risk performance across the portfolio including the risk against the anticipated April 2018</u>	Property and Estates	Initial assessment undertaken. Report due to September Asset Management Forum.

Service Plan Objectives - Priority 3

Priority: Delivering and promoting our outstanding environment

Key Strategic Objective

Objective Status	Objective	Service	Comments
	<u>legislative changes</u>		
On track	<p><u>Asset mapping & condition survey. Map all of our assets (Street furniture, signs, bridges, flood defence schemes) so we can undertake proactive asset inspections and condition surveys and plan a proactive maintenance budget.</u></p> <p><u>Transfer mapping info onto Emap to improve Customer Service Centre (CSC) and customer information regarding StreetScene/Council assets.</u></p> <p><u>Agree an Asset inspection protocol and service asset management plan in conjunction with Estates and inspect assets accordingly.</u></p> <p><u>Implement recommendations from asset audit including identifying an appropriate software system to track asset inspections, developing a simple app. style tool for on-site asset inspections to be logged electronically and a protocol of inspection frequencies.</u></p>	StreetScene	Mapping due for completion Oct '16 Asset mapping to be linked to uniform following mapping, including adding in new assets
On track	<p><u>Plan to implement an operational trees team through analysis of the business case allowing us to take work in-house, do more proactive management of our tree stock, generate an income from timber arising and outside work and put in place a forward plan for tree planting.</u></p> <p><u>Produce Trees policy for management of council owned stock.</u></p> <p><u>Work with Countryside to better manage our entire tree stock.</u></p>	StreetScene	The business plan is still being developed fitting into our current workloads. We have appointed a grounds worker who will join the tree team. This will be funded through using our trees contractor budget. In short we will be able to do more work with our in house team rather than paying contractors to complete the work from this budget.
Variation	<p><u>Seaton Beach Management Plan (BMP) to produce a beach management plan for Seaton beaches from Seaton Hole to Axmouth Harbour which will produce options and costs to manage the beaches over the next 10 years.</u></p> <ul style="list-style-type: none"> <u>• Working with all stakeholders through a steering group, develop a Beach Management Plan to ensure the existing standard of protection from flooding is maintained or improved and that erosion is managed in line with the shoreline management plan.</u> <u>• BMP to tender & completion</u> <u>• Use BMP to design a scheme of works to help protect Seaton beaches & apply for DEFRA funding if appropriate.</u> 	StreetScene	First steering group meeting planned for August to agree brief

Service Plan Objectives - Priority 3

Priority: Delivering and promoting our outstanding environment

Key Strategic Objective

Objective Status	Objective	Service	Comments
On track	<p><u>Sidmouth Beach Management Plan (BMP) to produce a beach management plan for Sidmouth town beach and Sidmouth East beach which will produce options and costs to manage the beaches over the next 10 years.</u></p> <ul style="list-style-type: none"> • Working with all stakeholders through the Sidmouth town and East Beach Steering Group progress the Beach Management Plan process to help achieve funding for future protection works which may include beach recharge. • BMP to tender & completion • Use BMP to design a scheme of works to help protect Sidmouth Town and East beaches & apply for DEFRA funding if appropriate. 	StreetScene	Sidmouth and East Beach Management Plan currently due for completion Autumn 2016.
Variation	<p><u>Produce a renovation plan for Beach gardens Exmouth to tie in with the surrounding regeneration; include interactive play features reduced maintenance planting multi use community space and the possibility of a cafe or bar style concession. Work with local partners to agree the plans and identify sources of funding to deliver the renovation.</u></p>	StreetScene	At the planning stage at the moment however we need to resolve an issue regarding the relocation of protected grasses from the Queens Drive development – Beach Gardens has been mentioned as a possible site which will prevent us from achieving this objective if that's the case. On going discussions are currently taking place before further planning work commences.
Concern	<p><u>Promoting use of Council assets as potential locations for joint venture energy generation with private energy company</u></p>	Property and Estates	To be progressed by incoming post.
On track	<p><u>Provide governance support / advice and committee administration support for the new Joint Habitats Committee</u></p>	Legal, Licensing and Democratic Services	First meeting of this committee has now been held and a clear reporting process established to identify clear approach to future meetings.
On track	<p><u>Submit new 2 year Grants for the Arts application to Arts Council England to continue to expand our audience and fund our learning programme</u></p>	Countryside, Arts and Leisure	Undertaking research for future application to be submitted once current grant finishes.
Achieved	<p><u>Support the annual placement of at least 2 Trainee Ranger posts as part of commitment to East Devon's Public Health Plan</u></p>	Countryside, Arts and Leisure	Appointment made for Trainee Ranger post 2016/17 - due to start September 2016.
On track	<p><u>Support the work of the East Devon Area of Outstanding Natural Beauty (AONB) & Blackdown Hills AONB Partnerships to deliver their annual business plan outputs – promoting the value of the landscape and wildlife of these nationally important</u></p>	Countryside, Arts and Leisure	We have awarded grants to both AONBs for 2016/17 set against their approved business plans which will deliver multiple benefits for the landscapes and communities in both AONBs.

Service Plan Objectives - Priority 3

Priority: Delivering and promoting our outstanding environment

Key Strategic Objective

Objective Status	Objective	Service	Comments
	<u>landscapes</u>		
On track	<u>The Customer Service Centre (CSC) will be responsible for delivering aspects of the new recycling and refuse contract to our customers. This will involve changes to the CSC processes and systems. Allocation of tasks will be managed and reviewed through a project board; the CSC manager will be responsible for the delivery of some of these tasks.</u>	Customer Service	
Achieved	<u>The Manor Pavilion Theatre to resubmit to the Trip Adviser Award</u>	Countryside, Arts and Leisure	The Manor Pavilion Theatre, is a Trip Adviser Award member, (on going) promoting it on the internet and what's on Guide etc. The venue is receiving high ratings.
On track	<u>The Manor Pavilion Theatre to more proactively market and promote the second 3 year contract of the Summer Season</u>	Countryside, Arts and Leisure	The Manor Pavilion Theatre is now marketing the second 3year contract for the Summer Season, and has seen a large increase in ticket sales for the 4th year running. Season tickets sales are proving very popular, and the venue has successfully increased its marketing of the season, with the results clearly being seen at the box office.
On track	<u>Thelma Hulbert Gallery to programme five significant exhibitions a year attracting an audience of 10 000 as agreed in the Gallery's business survival strategy</u>	Countryside, Arts and Leisure	
On track	<u>To produce a District Design Guide to improve the quality of new buildings and places to enable the development of places that work</u>	Planning Strategy and Development Management	The Design Guide is included in the Planning Policy Teams work programme, however focus is on the Villages Development Plan Document (DPD) and the Gypsy and Traveller DPD at present. We will shortly be recruiting to fill the currently vacant Planning Officer role in the team and hope that this will restore previous capacity in the team to enable the design guide to progress.
Achieved	<u>To provide a responsive and proactive dangerous structures service to ensure that action is taken against any dangerous structures in a timely manner</u>	Planning Strategy and Development Management	The dangerous structures response service is running both during and outside of officer hours and is effective.
On track	<u>Undertake more detailed planning across the district in partnership with Devon County Council (DCC) to enable us to deal with extreme flooding events and ensure that the appropriate flood defences are</u>	StreetScene	Discussions on-going with DCC to link to DCC risk prioritisation

Service Plan Objectives - Priority 3

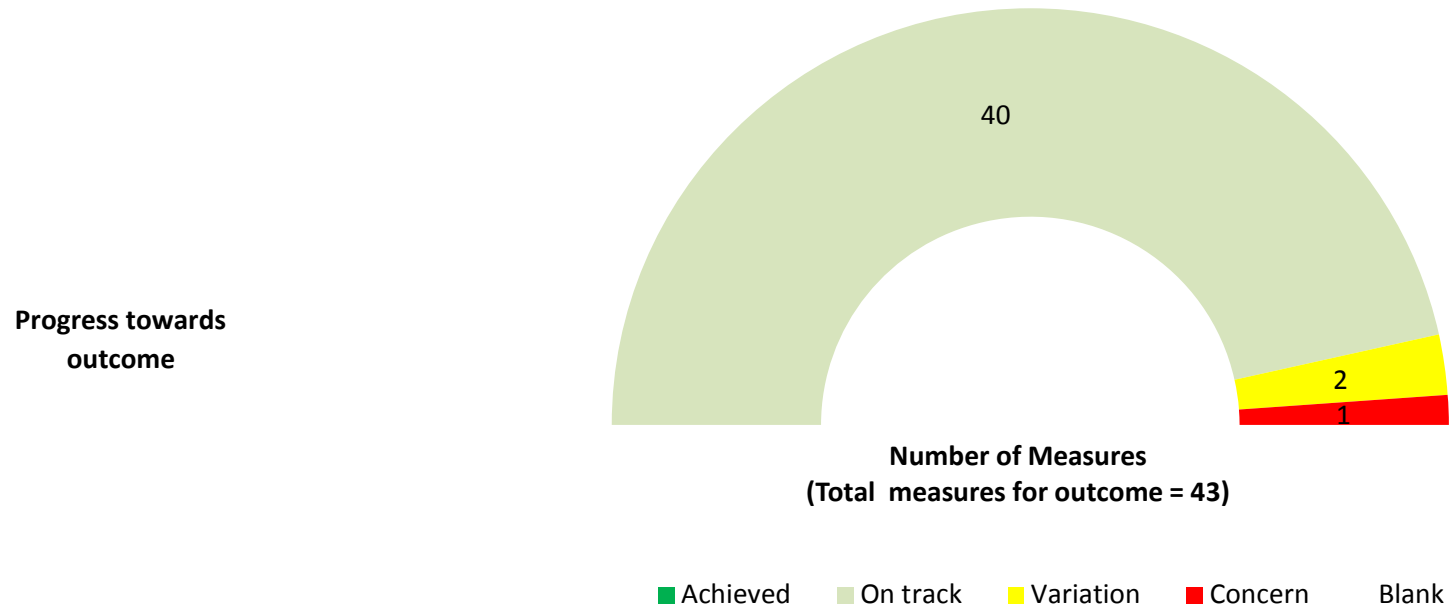
Priority: Delivering and promoting our outstanding environment

Key Strategic Objective

Objective Status	Objective	Service	Comments
	<u>delivered such as the scheme at Feniton.</u> <u>Produce a 6 year plan to link into both the EA 6 year plan and DCC's action plans.</u>		
On track	<u>Update our Play Strategy to improve outdated sites ensure appropriate provision introduce play space and 'play along the way' micro parks.</u> <u>Include in the strategy a rolling maintenance and refurbishment programme for our existing sites and plan in the use of s106 funds for these and ongoing maintenance where possible. Relate the Play Strategy to the Green Space Strategy so the two work in harmony.</u>	StreetScene	Meeting held to ensure relevant services have the opportunity to input as required, including planning policy, S106 Officer, Engagement and Funding Officer and the Parks Improvement Officer. Live draft strategy available for officers to update as required.
On track	<u>We will work in partnership with the Environment Agency to ensure that the public have access to good quality information allowing individuals to make informed decisions about swimming in East Devon's classified bathing waters</u>	Env Health & Car Parks	We are continuing to work closely with the Environment Agency to ensure that the correct public information signs are in place at our bathing water beaches warning that bathing is not advised today due to pollution run off following heavy rainfall. This year we are also trialling an automated electronic sign providing real time information at Budleigh Salterton beach.

PRIORITY FOUR: Continuously improving to be an outstanding council

Service Plan Objectives - Quarter One Results 2016/17



Service Plan Objectives - Priority 4

Annual report for 2016/2017

Arranged by Aims

Filtered by Aim: Priority Continuously improving to be an outstanding council

Key to Performance Status:

Key Strategic Objective:	No Data available	Milestone Missed	On track	Concern	Variation	Achieved
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* indicates that an entity is linked to the Aim by its parent Service

Service Plan Objectives - Priority 4			
Priority: Continuously improving to be an outstanding council			
Key Strategic Objective			
Objective Status	Objective	Service	Comments
On track	<u>Agree new policies with UNISON in relation to travel, home working and flexi time and additions to 'the way we work' protocols and policy.</u>	Organisational Development	
On track	<u>Combine Property and Estates Teams under a newly recruited Property and Estates Manager and determine an effective combined structure</u>	Deputy Chief Executive - Development, Regeneration and Partnership	Funding and specification agreed and post advertised via profession agent, selection process to follow in quarter 2.
On track	<u>Consult UNISON and staff individually and collectively with regard to office move where staff move to Exmouth ahead of October 2017</u>	Organisational Development	
On track	<u>Continue to provide integrated interdisciplinary legal service for major projects such as office relocation, Seaton and Exmouth Projects</u>	Legal, Licensing and Democratic Services	Legal regularly involved in major project meetings and advising on such projects.
On track	<u>Deliver service efficiencies and improvements through the application of Systems Thinking techniques and ensure that we do 'what matters' for customers.</u>	Legal, Licensing and Democratic Services	To be delivered in 16/17
On track	<u>Area Working – Operations Technical Officers arranged in an Area Working method for the East of the district, allowing more flexibility of service and ownership by teams as well as efficiencies in multi skilled operational teams. Design and implement an area working team to copy the principles and design of the East team, but using systems thinking</u>	StreetScene	Team Workshop taken place to identify how / what the area teams could look like. Demand gathering has taken place and we are using this data to establish where the demand is greatest to ensure we have adequate officer cover. Also identifying where preventable demand is present using system thinking principles. Looking to trial the first area working model end August.

Service Plan Objectives - Priority 4

Priority: Continuously improving to be an outstanding council

Key Strategic Objective

Objective Status	Objective	Service	Comments
	<u>principles to ensure the set up fits customer demand.</u> <u>Introduce area working to the recycling and waste team, with team potentially co-locating with contractor at Greendale Depot</u>		
On track	<u>Design policy and procedures and then implement changes on corporate anti fraud and compliance focusing on the revenues and benefits service and to consider Council wide issues (including electoral registration). The purpose being to safeguard public funds and maximising income to the Council.</u>	Finance	Already undertaken a Single Person Discount review and targeted review of Council tax support cases. We will then be focussing on other high risk areas of fraud such as tenancy fraud
On track	<u>Develop new intranet content in Umbraco for new intranet ahead of office relocation</u>	Organisational Development	
On track	<u>Developing a pipeline of projects that can deliver key growth objectives and can benefit from Growth Deal or European programme funding</u>	Growth Point Team	Projects being considered through the Growth Deal process
On track	<u>Implement gov.delivery with Strata to build communicate more effectively with subscribers to our website and launch the digital magazine as part of this implementation</u>	Organisational Development	
On track	<u>Implementation of any necessary changes required to Land Charges fees to comply with recent case law and subsequent guidance.</u>	Finance	
Variation	<u>Implementation of Revenues & Benefits Self Service modules and roll out to customers. Targets set for uptake by 31/3/17 are:</u> <u>- Business Rate customers signed up to online billing/notifications 5%</u> <u>- Benefit customers signed up to online notifications 3%</u> <u>- Landlords signed up to online notifications/viewing 10%</u> <u>- Council Tax customers signed up to online billing/notifications 3%</u>	Finance	We need to purchase another module in order for us to sign customers up to ebilling.
On track	<u>Lead implementation of communications strategy in</u>	Organisational Development	

Service Plan Objectives - Priority 4

Priority: Continuously improving to be an outstanding council

Key Strategic Objective

Objective Status	Objective	Service	Comments
	<u>relation to full roll out of new recycling and waste contract across the district</u>		
On track	<u>Maximise recoverable legal fee income</u>	Legal, Licensing and Democratic Services	Ahead of budget at end of Q1
On track	<u>Minimise the amount of paper used by the Service including through continuing the 'Paper light' committee agenda policy but also including reducing officer reliance on paper copies and general file management</u>	Legal, Licensing and Democratic Services	The service continues to seek to reduce the amount of printing carried out
On track	<u>New combined Cemeteries Regulations preparation, consultation and approval by Council (for all 3 council cemeteries)</u>	Legal, Licensing and Democratic Services	
On track	<u>New Procurement Strategy to be prepared and agreed by Council</u>	Finance	Work has commenced on preparing for a new procurement strategy to replace the strategy in place since 2012. Since that time an advisory national strategy has been issued and this forms the basis of a Devon districts strategy. This is in a form dissimilar to ours and a key part of the work here will be to draft a document acceptable to all or most stakeholders.
On track	<u>Plan, cost and commence works at Manstone Depot to upgrade facilities and also to accommodate transfer of Knowle Depot operations</u>	Property and Estates	Subject to Gateway 7 of the office relocation programme. Finalising Streetscene requirements and budget estimates. Work to commence March 2017.
On track	<u>Prepare 2015/16 Accounts to an appropriate standard that requires no additional audit days to be purchased from external auditor</u>	Finance	
On track	<u>Progress proposals for the establishment of a revolving infrastructure fund linking to the potential pooling of CIL monies in the locality</u>	Growth Point Team	Being progressed through devolution proposals.
On track	<u>Provide governance advice (especially in relation to new corporate projects) to facilitate effective corporate decision making.</u>	Legal, Licensing and Democratic Services	Advice provided to Members / officers / Committees when required
On track	<u>Provide legal advice to enable informed and appropriate strategy to be adopted for maximising value of Council's property assets.</u>	Legal, Licensing and Democratic Services	Advice being given as and when required

Service Plan Objectives - Priority 4

Priority: Continuously improving to be an outstanding council

Key Strategic Objective

Objective Status	Objective	Service	Comments
On track	<u>Provision of strategic legal advice on policy implementation at senior officer / Cabinet briefing level including inputting into and commenting on reports as appropriate</u>	Legal, Licensing and Democratic Services	Ongoing
On track	<u>Pursue opportunities for external funding towards regeneration and economic development activities individually and in partnership. Develop a corporate approach to providing economic data to inform strategic priorities, decision making, investment and project promotion, bidding and impact analysis</u>	Regeneration & Economic Development	Three bids submitted this year. Local Enterprise Partnership bid for infrastructure costs for Queen's Drive. Coastal Communities Fund bid for the same. Enabling Devon fund for feasibility costs for studies relating to extension of East Devon Business Centre.
On track	<u>Reduce the need for FOI requests by carrying through the Council's stated transparency aims</u>	Legal, Licensing and Democratic Services	New page on website created for Access to Information. Currently going through historic Part B reports and publishing those that are no longer sensitive (majority).
On track	<u>Review and make recommendations in relation to essential user allowances and use of company cars/vans with a view to saving money as outlined in the Transformation Strategy. Implement agreed recommendations following negotiation and agreement with staff and UNISON.</u>	Organisational Development	
On track	<u>Review the Council's Asset Management Plan to test continued fitness for purpose in the light of new Council priorities, local devolution opportunities and Loc Gov future funding</u>	Property and Estates	
On track	<u>Send out Viewpoint Survey, analyse results and work with management team to implement action plan</u>	Organisational Development	
On track	<u>Taxi Licensing Policy development, consultation and approval</u>	Legal, Licensing and Democratic Services	
On track	<u>To continue to promote local democracy through engagement with local councils and schools</u>	Legal, Licensing and Democratic Services	The latest example is the our awards to local councils – town and parish (categories – Community, Youth and Local Services) in celebration of the Queen's birthday and local initiatives.
On track	<u>To develop a programme of Member Development from January 2016 onwards, based on feedback from Councillors and to</u>	Legal, Licensing and Democratic Services	The programme is evolving based on feedback from councillors and to meet current working practices – examples include the social media cafes, virtual

Service Plan Objectives - Priority 4

Priority: Continuously improving to be an outstanding council

Key Strategic Objective

Objective Status	Objective	Service	Comments
	<u>accommodate any new legislation and ways of working</u>		tours of the council's website and worksmart updates.
On track	<u>To ensure the Council has appropriate plans in place that will deliver a balanced Council budget up to 2020/21.</u>	Finance	
On track	<u>To service any changes to the committee structure as agreed by Council from both legal and democratic services perspectives</u>	Legal, Licensing and Democratic Services	New Strategic Planning Committee happening later in July. Papers issued for it.
On track	<u>To undertake a systems thinking refresh of the development management and enforcement services to ensure that they provide the best quality customer service</u>	Planning Strategy and Development Management	The Enforcement part of the service has been reviewed as far as it can be and now needs to be aligned with a review of the wider Development Management Service for which a review has commenced and is now in week 4 with good progress being made in documenting current processes.
On track	<u>To work with neighbouring authorities to investigate closer working through partnership to deliver planning services in the future</u>	Planning Strategy and Development Management	A lot of work has taken place in working up proposals for a joint strategic plan across the greater Exeter area. A report on these proposals is to be presented to the Strategic Planning Committee on 21st July and then on to council after that.
On track	<u>Trial new flexi time policy in a key front facing service area</u>	Organisational Development	
Variation	<u>Undertake a Review of the process for writing the Local Plan in future</u>	Planning Strategy and Development Management	There has not been an opportunity due to other workload commitments to consider how a review of this process may be taken forward and with proposals for a joint strategic plan going to members shortly the processes for future plan making may look very different anyway. It is considered that any review should follow decisions about how plan making will be taken forward in future so that any review can consider what can be learnt in the context of informing new processes moving forward whether this be through a Local Plan Review or a Joint Strategic Plan with a more local level plan beneath.
On track	<u>Undertaking Systems Thinking reviews throughout the Housing service.</u>	Housing	Managers have been trained and have Performance Excellence Reviews objectives to implement this action.
On track	<u>We will carry out a systems thinking review of all Environmental Health and car parking services.</u>	Env Health & Car Parks	This process has started and work will continue throughout the year.
On track	<u>In the face of previous and projected year on year formula</u>	Deputy Chief Executive -	Ongoing review of costs as part of the transformation agenda. It is important to

Service Plan Objectives - Priority 4

Priority: Continuously improving to be an outstanding council

Key Strategic Objective

Objective Status	Objective	Service	Comments
	<u>grant reductions, we will seek to increasingly cover cost and generate surplus to reinvest in improved Planning services</u>	Development, Regeneration and Partnership	sustain levels of housing development and employment land take up in a sustainable manor and maintain a reward based grant. Funding and intelligence post to be recruited in the Economic Development team. Enterprise zone plans approved for detailed development by government. Details of transfer of business rates to local authorities awaited. Increased commercial approach to asset management underway (eg increased beach hut charges).
Concern	<u>Work with local government and other public sector partners to identify shared service and shared resource opportunities with a view to savings and more efficient service delivery from and of assets. Also explore opportunities for asset sharing and disposal</u>	Property and Estates	Identified as role for new Property & Estates Manager post as yet vacant. In meantime, joint acquisition of internet software with Exeter City Council has identified savings and been implemented.
On track	<u>Work with Strata to scope workflows for electronic document management system for key HR processes</u>	Organisational Development	
On track	<u>Working proactively with developers to enable the release of development sites that are currently locked or not coming forward as quickly as they could</u>	Planning Strategy and Development Management	Through our Development Enabling and Monitoring Officer we continue to work with developers to bring forward sites that have stalled or are not proceeding as quickly as they could ad in so doing are considering various viability issues to see if sites could be brought forward more quickly.

Report to: **Scrutiny Committee**

Date of Meeting: 6 October 2016

Public Document: Yes

Exemption: None

Review date for release None

Agenda item: 11

Subject: **Scope for raising the profile of the Scrutiny Committee**

Purpose of report: To set out the scope for potential work by the committee in determining what needs to be undertaken in order to raise the profile of the committee

Recommendation: **The committee to debate options for raising the profile of the committee and any related resource and budget implications**

Reason for recommendation: The committee need to be clear on what can reasonably be done to raise their profile and agree a scope for exploring the options for doing so.

Officer: Debbie Meakin, Democratic Services Officer 01395 517540

Financial implications: At this stage of scoping, no financial implications need comment at this time.

Legal implications: The Constitution (see Article 7 in particular) details the role of Scrutiny and regard should be had to this when considering this scope of work. Otherwise there are no direct legal implications arising.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information: • n/a

Link to Council Plan: Continuously improving to be an outstanding Council

Report in full

The Committee agreed on the 7 July 2016 to put forward the topic of raising the committee's profile for scoping.

Attached is a scoping document for consideration, but the committee should debate clearly what they want to achieve as an outcome and what they regard as successful measures in demonstrating that the profile of the committee has been raised before deciding on the scope.

In this report I will cover aspects that may have some bearing on the profile of the committee including:



- Publications by the committee
- Press coverage
- Public attendance
- Awareness of the work of the committee across all Members of the Council
- Wider awareness both locally and nationally through the Centre for Public Scrutiny
- Undertaking a significant and relevant piece of work that directly relates to an issue of public concern

At present

The committee issues an annual report on their work, published as part of the Annual Council agenda papers.

Agendas and minutes of the committee are published on the Council's website

Press statements are occasionally requested by the committee on completion of major and/or contentious debate.

Cabinet Members often attend Scrutiny Committee as observers as well as attending on request for specific issues or topics.

Press coverage

Members of the press are able to attend public meetings of the Council. From evidence to date, personal attendance at meetings by press is only occasional, and dependent on the controversy of the topic being discussed, regardless of the committee hearing it. More common are press enquiries to the Communications Team the following day to check on recommendations or resolutions made before a story is published – but again on local topics of interest at that time.

Press releases are issued on a whole manner of issues, not necessarily committee based, but may include reference to a topic being considered or decided upon at a meeting. There is no guarantee that the press release in whole or part will be used and published by the local media, but it clearly gives journalists information easily without much pull on their own resources to produce a news item.

Attendance at meetings by journalists and communications officers as a matter of course is unnecessary, and inefficient in terms of staff resources. The committee may wish to debate what circumstances warrant attendance of a staff member from the communications team and to what extent press releases should be requested on the work of the committee.

The Council also issues its own publication, *The Knowledge*, which circulates amongst other elected members and to town and parish councils. The committee may wish to debate the merit of submitting a piece to this publication on the role of the committee or on a recent successful piece of scrutiny work.

Attendance – Public

The committee has, in the past, had attendance from members of the public. It has not always been possible to ascertain why they are attending – not all choose to speak – and no question is put to them to find out why they are in attendance.

In general terms, across all committees, higher public attendance has generally been related to the topic being discussed. Members of the public may also leave after that item has been dealt with, rather than remain for the rest of the meeting.

There are other ways of the public accessing how the committee have dealt with a topic – by reading the agenda and minutes, as well as listening back to the audio recording. Website hits on these are not high, particularly for audio recordings.

Attendance – Other Members not on the committee

Again, dependent on the topic, attendance by other Members to the committee varies. Generally there is a Cabinet presence, which can be helpful for them to see the process the committee have gone through to reach a recommendation to put to Cabinet.

Centre for Public Scrutiny

Members may be aware that the Centre for Public Scrutiny, a charity located in Whitechapel, London, shares good practice examples of Scrutiny work and from 2016 sponsored an Excellence in Governance and Scrutiny MJ Award (won this year by Durham County Council for their commitment to public participation in local decision making). They also provide a number of training courses each year on a number of issues that fall to County and District council responsibility.

The [website of the Centre for Public Scrutiny](#) is often used as a resource by myself and my colleagues in other District Councils when scoping an issue, to see if the issue has already been tackled elsewhere in the country.

The committee could consider, on completion of a particular piece of work, submitting a piece to the CfPS to ask if it could be published on their site.

Addressing issues of public concern

Any and all of the aspects listed above in this report may work to raise the profile of the committee to a degree, but ultimately, in my view and based on my experience, there is more interest in Scrutiny when the committee are discussing a topic of local public interest.

The most recent example is the increase of Beach Huts fees. This generated interest, naturally, from existing tenants and potential new tenants of the huts and sites, as well as from those Ward Members with huts and sites in their Ward. There was a desire to see the issue fully debated, and whilst some individuals may have been disappointed that the committee made no recommendation to review the fee increase, debate did make clear the need to make a better return on assets to help build a stronger budget that benefitted the whole district.

Agreeing the scope if the committee wish to proceed

Members need to ask and debate:

- What does the committee see as the purpose or outcomes of increasing publicity and raising the profile?
- If the committee get agreement to putting time and resource into publicity, what will it change, improve or increase?
- How does the committee envisage achieving the goal of increasing publicity and raising the profile?

Scoping template

Scrutiny Committee

Scope of work for scrutiny: Raising the profile of the Scrutiny Committee

Broad topic area:	Increasing the profile of the committee within and outside of the Council
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Specific areas to explore within topic area:	<ul style="list-style-type: none"> • Annual report publication • Press releases • Press attendance • Increased attendance • Publishing to the Centre for Public Scrutiny • Entering for MJ Award • Items for debate driving interest • How to measure that any initiative to increase profile has been successful <p>All areas need to be mindful of staff resource and budget impact</p>
Areas NOT covered by the review:	How the communications team operates
Desired outcomes of the review:	<p>Greater awareness of work of Scrutiny:</p> <ul style="list-style-type: none"> • for the public • amongst Members • amongst Partner agencies
Who should be consulted to obtain evidence (e.g. Ward Member, officers, stakeholders)	<p>Communications Team Ward Members Press representatives</p>
What evidence already exists (consultation, good practice examples)	
What experts are needed to help with the review:	Communications Team
What other resources are needed:	
Undertaken by the Committee or is a TAFF required:	Committee meeting
Timescale including start date:	tba
Who are the recommendations being reported to:	Any suggestions that imply budget implications including significant increase in workload for any officer or service ought to have been the subject of prior discussion / consultation with

	<p>the Strategic Lead for the relevant department and will need to be referred to Cabinet (and possibly Council).</p>
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Any suggestions that cover changes to the practices of the Scrutiny Committee that fall within the existing terms of the Constitution can be resolved by the Committee but if Constitutional changes are required then this will require approval of Council.

Agenda Item 12**Scrutiny Committee****Scrutiny Committee Forward Plan 2016/17**

Date of Committee	Report	Lead
3 Nov 2016	Police and Crime Commissioner Performance monitoring report Quarter 2 Priority setting discussion for Scrutiny Forward Plan	
24 Nov 2016	Financial plan and transformational strategy as referred to Cabinet 12/10/16 (for preparation of draft budget for 2017/18) CCG Consultation (representatives to be confirmed) to include the issue of transfer of ownership of community hospitals	Simon Davey
5 Jan 2017		
11 Jan 2017	Draft budget and service plans with Overview	Simon Davey
2 Feb 2017	Performance monitoring report Quarter 3 tbc	
2 Mar 2017		
30 Mar 2017		
9 May 2017		

Work for scoping and allocation to the Forward Plan as appropriate:

Proposed date	Topic
tbc	Portfolio Holder update reports being sought; committee can then subsequently ask the PH to attend committee on specific aspects of their portfolio
tbc	Review of the production process of the Local Plan
tbc	Update on all beach management plans – general updates are included in the performance monitoring reports.