



Agenda for Scrutiny Committee Thursday, 5th March, 2020, 6.00 pm

Members of Scrutiny Committee

Councillors: A Dent (Chairman), K Bloxham (Vice-Chairman), T McCollum, K McLauchlan, C Pepper, V Ranger, J Rowland, E Rylance, J Whibley, M Chapman, I Chubb, B De Saram, C Gardner, P Jarvis and A Colman

Venue: Council Chamber, Blackdown House, Honiton

Contact: Chris Lane, Democratic Services Officer;
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(or group number 01395 517546)
Tuesday, 25 February 2020

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- 1 Public speaking
Information on [public speaking](#) is available online
- 2 Minutes of the previous meeting (Pages 3 - 6)
- 3 Apologies
- 4 Declarations of interest
Guidance is available online to Councillors and co-opted members on making [declarations of interest](#)
- 5 Matters of urgency
Information on [matters of urgency](#) is available online
- 6 Confidential/exempt item(s)
To agree any items to be dealt with after the public (including the press) have been excluded. There are no items which 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 and Scrutiny Procedure Rules

Minute 140, EDDC Cabinet, dated 5th February 2020, Queens Drive Development Project.

Resolution 1.

a selection panel comprising of the Leader, the Portfolio Holders for Asset Management, Finance and Economy, an EDDC Exmouth ward member appointed by the Leader, the Service Lead (Place, Assets and Commercialisation) and Project Manager – Place & Prosperity, be established for the purpose of agreeing the selection criteria for the commercial development (Phase 3a & 3b), which should be agreed in consultation with the Exmouth Queen's Drive Delivery Group. Then carrying out the evaluation of the bids received following the marketing exercise with a view to making a recommendation to Cabinet in relation to the preferred bidder / operator. That the Strategic Lead Finance be given delegated authority to progress the rest of the actions identified in Section 6 of the report,

- 8 People data survey (Pages 7 - 9)
- 9 Section 106 Funding and CIL - Verbal Update
- 10 Quarterly Performance Report (Pages 10 - 12)

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Members of the public exercising their right to speak during Public Question Time will be recorded.

[Decision making and equalities](#)

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EAST DEVON DISTRICT COUNCIL**Minutes of the meeting of Scrutiny Committee held at Council Chamber,
Blackdown House, Honiton on 6 February 2020****Attendance list at end of document**

The meeting started at 6.00 pm and ended at 8.35 pm

50 Election Of Chairman

RESOLVED that Cllr Maddy Chapman be elected Chairman for the meeting.

51 Appointment of Vice Chairman

RESOLVED that Cllr Bruce De Saram be nominated as Vice Chairman for the meeting.

52 Public Speaking

There were no members of the public who wished to speak.

53 Minutes of the previous meeting

The minutes of the previous meeting held on 21 November 2019 were agreed and signed as a true record.

Cllr Jack Rowland wished to raise the issue of the lack of a progress report at the meeting on the public portal into the Exacom system to permit public access to the data held on the collection and spend of Section 106 and CIL monies. However, it was noted that a report would be made by Ed Freeman, Service Lead – Planning Strategy and Development Management to the next meeting of the Committee on 5 March.

54 Declarations of interest

There were no declarations of interest.

55 Matters of urgency

There were no matters of urgency.

56 Confidential/exempt item(s)

There were no confidential/exempt items.

**57 Decisions made by Cabinet called in by Members for scrutiny in
accordance with the Overview and Scrutiny Procedure Rules**

There were no decisions called in.

58 Process for assessing Commercial Investment opportunities

Consideration was given to the report and presentation of Tim Child, Service Lead – Place, Assets & Commercialisation which advised members of the history, criteria and purpose of the Council’s adopted Commercial Investment Framework and informed discussions and recommendations.

Members noted that the Commercial Investment Framework provided the mechanism to help deliver £450,000 net income per annum set out within the Council’s Transformation Strategy and on which the Capital Strategy and Treasury Management Strategy have been developed. Being more commercial generally and generating this £450,000 net income per annum is key to the pathway to financial self-sufficiency and to address the Council’s budget shortfall along with the benefits of contributing to the wider growth and prosperity and place making aspirations benefitting not only the council but the residents and visitors to East Devon. There was a £20M fund to generate the £450,000 net income required.

At the joint Overview & Scrutiny Committee of 15th January discussions took place around the adopted Commercial Investment Framework. Councillors were interested in the degree of engagement with them in the consideration of individual transactions, the importance of commercial sensitivity and its impact in terms of confidentiality and the ability to share information.

During discussions the following points were noted:

- There was a clear preference expressed to invest within the district.
- It was a cautious and proportionate approach being taken, due to EDDC’s financial position being relatively comfortable.
- Applying a clear and costed risk managed and studied programme of investment using rigorous criteria and with appropriate decision making capabilities to respond to market opportunities in an agile but safe manner.
- Need to ensure agility in terms of the allocation of resources but also in decision making to take advantage of commercial opportunities when they arise but doing so in a safe, accountable and democratic way.
- Investment opportunities under £5M are delegated to the Deputy Chief Executive and those over £5M for Cabinet decision. The delegation will escalate to the Chief Executive following the departure of the Deputy chief Executive.
- The greatest challenge had been around availability of a good quality of investments within East Devon. It had been a difficult market in the last 6 months.
- There were a number of opportunities that were being progressed and a number that had been rejected.
- A concern that the requirement to invest in East Devon could drive up the cost of investment opportunities. There was no evidence of this happening and no investment would be pursued unless it stacked up financially.
- In terms of ethical considerations around the investment policy members were interested in how these might be addressed. Officers advised of one recent example with regard to a petrol filling station which was able to be considered in the context both of commercial case and the Council plan and emerging Climate Change concerns. The acquisition was not pursued.
- There had been a recent increase in Public Works Loan Board (PWLB) rate to consider in terms of the viability of investments. The Council would only borrow on a fixed rate so a PWLB rate increase is factored in at the outset and for the duration of the loan periods.
- Concern over a possible crash in the commercial property market and the importance of buying property at the right time.

- Members were reassured of the experience and professional qualifications within the officer team and the council more broadly (eg legal and finance colleagues) as well and the ability and budget to bring in external expertise as required.
- Ward members should have more involvement in the investment decision making process.
- Importance of getting the policy right and generate the £450,000 of additional income that is currently required as part of a balanced budget.
- It was important that the decision to invest should be done ethically and wisely. There needed to be an ethical framework around investment decisions. There was concern that the decision to invest was currently in the hands of too few people.
- The scoring matrix is confidential because otherwise the market would know how potential investments were scored.
- Concern over the length of time the process to find suitable investments for the council was taking.
- The £4M invested in Seaton Jurassic had been funded from a variety of sources. Seaton Jurassic was not a commercial investment and was taken forward as a regeneration project before the council's commercial investment fund was initiated.

RESOLVED 1. that the content of the presentation be noted.

2. that Council be **RECOMMENDED** to consider the following:

- a. that there be further engagement with Councillors through Commercialisation Workshops.
- b. that following the Commercialisation Workshops, an officer report be discussed at Council in April regarding an ethical investment policy.
- c. that the Commercial Investment Flow chart be updated to reflect the changes in SMT structure.
- d. that the Ward Members for the ward in which the investment proposition is located be notified prior to the exchange of contracts and before the press are notified.

59 **Forward Plan**

Noted that the next meeting would include discussion on staffing review, an update on Section 106 and CIL process and the quarterly monitoring report. It was also requested that discussion on Council Housing Policy be added to a future meeting. There were number of items on the Overview Committee Forward Plan that has been suggested could be discussed by scrutiny Committee.

Attendance List
Councillors present:

T McCollum
V Ranger
J Rowland
E Rylance
J Whibley
M Chapman
B De Saram
P Jarvis
A Colman

Councillors also present (for some or all the meeting)

S Bond
P Faithfull
G Jung
P Millar
A Moulding
T Wright
P Arnott
H Parr
G Pook

Officers in attendance:

Tim Child, Service Lead - Place, Assets & Commercialisation
Christopher Lane, Democratic Services Officer
Anita Williams, Principal Solicitor (and Deputy Monitoring Officer)
Richard Cohen, Deputy Chief Executive

Councillor apologies:

A Dent
K Bloxham
K McLauchlan
C Gardner

Chairman

Date:



Report to: Scrutiny Committee
Date of Meeting: 05 March 2020
Public Document: Yes
Exemption: None

Review date for release

Agenda item: 8

Subject: People data summary

Purpose of report: This report provides information regarding staff turnover and absences for the last three years breaking down the information by year and reasons for leaving.

Recommendation:

1. It is recommended that Members review this data with a view to determining any future actions that they would like officers to take.

Reason for recommendation: So that Members can gain a clear view of the levels of staff turnover and absences for the last three years

Officer: Karen Simpkin, Strategic Lead – Organisational Development and Transformation
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 ext 2762

Financial implications: There are no direct financial implications.

Legal implications: No legal comments are required

Equalities impact: Low Impact
 If choosing High or Medium level outline the equality considerations here, which should include any particular adverse impact on people with protected characteristics and actions to mitigate these. Link to an equalities impact assessment form if necessary.

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:

- Click here to enter links to background information; appendices online; and previous reports. These must link to an electronic document. Do not include any confidential or exempt information.

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

Report in full

As at June 2018 – LGA reported public sector absence was averaging 8.7 days per person and turnover was 13.4%. They no longer routinely benchmark this information.

1 Turnover

Turnover and voluntary turnover 2018/2019

- The combined voluntary and non-voluntary turnover of staff was **12.13%**.
- Non-voluntary turnover includes dismissals, redundancy, and end of fixed term contracts. Non-voluntary turnover was 0.44%.
- Voluntary turnover was 11.69%.

Turnover and voluntary turnover 2017/2018

- The combined voluntary and non-voluntary turnover of staff was **11.43%**.
- Non-voluntary turnover was 2.0%.
- Voluntary turnover was 9.43%

Turnover and voluntary turnover 2016/2017

- The combined voluntary and non-voluntary turnover of staff was **10.88 %**.
- Non-voluntary turnover was 1.38%
- Voluntary turnover was 9.5%

Reasons for Leaving Summary 2018/2019 - 60 employees

Reasons for leaving	Number of employees
Aggrieved with Line Manager decision	2
Career Change	3
Career Progression	7
Family Reasons	3
Family Relocation	4
Ill Health	2
Job closer to home	1
New job opportunity	6
Not suited to the role	5
Personal reasons	4
Poor working environment	1
Retirement	21
TUPE	1

2 Absence

Sickness absence 2018-19

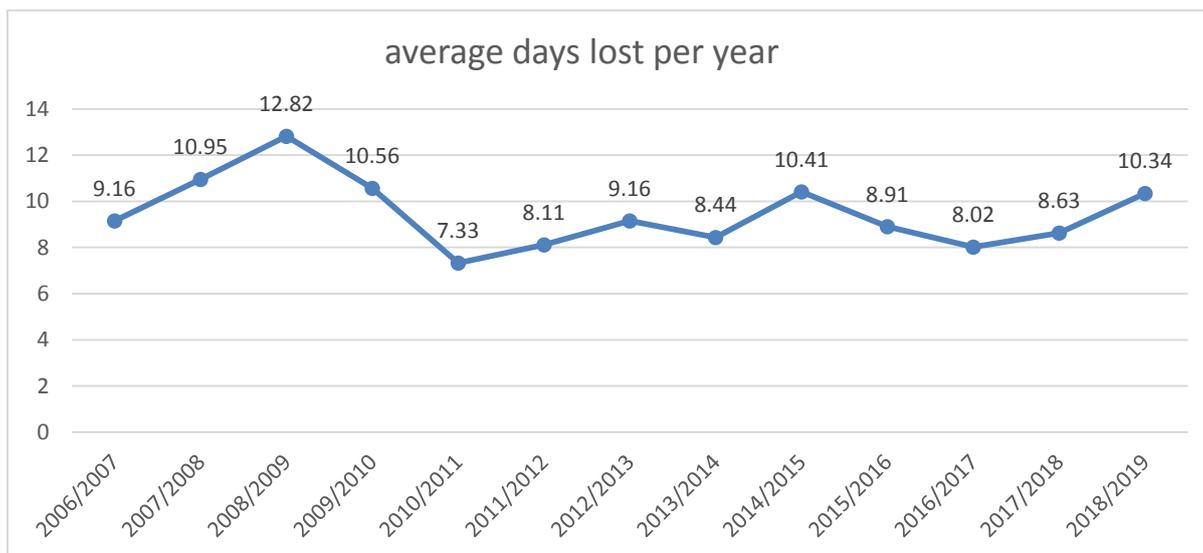
- Sickness absence was **10.34** days per person which is 1.84 days above our target. The key reason for this was the increase in long term absence.
- In 2018/2019 as an organisation we lost 774 days more than the previous year. We lost 833 days due to absence of 6 people for serious or life limiting illnesses.
- Without these absences our absence rate would have resulted in an outturn of 8.7 days per FTE which is comparable to previous years.

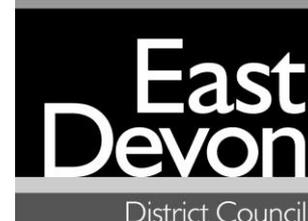
Sickness absence 2017-18

- Sickness absence was 8.63 days. Serious and life limiting illness counted for 103.5 days of the total days lost. Extracting these absences from our total days would have resulted in an outturn of 8.5 days.

Sickness absence 2017-18

- Sickness absence was 8.02 days per FTE, extraction of days lost as a result of serious and other life limiting disease would have resulted in an outturn of 7.75.





Report to: **Scrutiny Committee**
Date of Meeting: 05 March 2020
Public Document: Yes
Exemption: None

Review date for release

Agenda item: 10

Subject: **Quarterly monitoring of performance – 3rd quarter 2019-20
October to December 2019**

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

Recommendation:

1. It is recommended that Members consider performance against delivery of the key service objectives from service plans and performance measures for the 3rd quarter of 2019-20 so that issues can be addressed in a timely way.

Reason for recommendation: So that Members can gain a clear view of progress against what we said we would deliver in our council plan and service plans and deal with performance issues arising.

Officer: Karen Simpkin, Strategic Lead – Organisational Development and Transformation
ksimpkin@eastdevon.gov.uk
ext 2762

Financial implications: There are no direct financial implications.

Legal implications: No legal comments are required

Equalities impact: Low Impact
If choosing High or Medium level outline the equality considerations here, which should include any particular adverse impact on people with protected characteristics and actions to mitigate these. Link to an equalities impact assessment form if necessary.

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 actions and performance indicators](#)
- [Appendix B – Performance against Service Plan 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 following:

- **council actions taken from the Council Plan 2016-20**
- **objectives from the service plans**
- **key performance indicators**
- **quarterly phone and website statistics**

The report also provides detailed information on the status of the council actions and key performance indicators.

All of the **council actions for this quarter 2019-20** from the Council Plan are showing as achieved or on track, with none showing concern or variation.

2. [Appendix B](#) shows progress against service plan objectives linked to the council aims in the form of gauge charts (reports from SPAR.net detail the progress of all the service objectives.)

There are two service objectives showing a status of concern.

We will offer an extension of the Exmouth overnight campervan and motorhome pilot to include Beer Cliff Top car park in 2019/20 - The extension to Beer is not going to be implemented at the request of the Parish Council.

Successful delivery of current One Public Estate (OPE) projects in Axminster and Exmouth – review of assets, synergies and scoping of opportunities - Continuing challenges with engaging public sector partners. Meeting arranged for February 2020 with Programme Manager for OPE and senior officers at DCC to ensure EDDC can get support from others.

Further details of the progress of our service objectives can be found in [appendix B](#).

3. Most of our performance indicators are showing on track or variation but none is showing a status of concern. Further details of the progress of our performance indicators can be found in [appendix A](#)

4. Web, app and phone statistics quarter 3 2019-20

Website statistics - from 1 October 2019 to 31 December 2019

- 132,225 visits to our website
- 505,262 page views
- 86,065 unique visitors
- 26,368 returning visitors
- 39.33% bounce rate (the percentage of visitors to our website who navigate away from the site after viewing only one page)

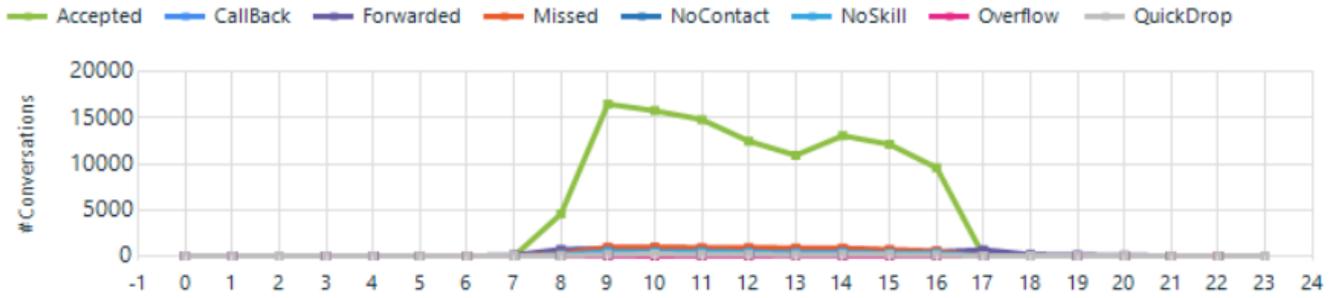
Total downloads for East Devon app to 31st December 2019:

- Android: 5,740
- iOS: 15,520
- Total: 21,260

From 1st August to 31st December:

- 93.7% Answer Rate (93.6%)
- 131627 calls offered (118518)
- 9-10am: busiest hour on phones (9-10am)
- 9-10am: Most abandoned calls (9-10)
- Monday: Busiest day of the week on phones (Monday)

Per hour



Per weekday

