

Date: 19 August 2011
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To: Members of the Overview and Scrutiny Committee
(Mike Allen, Peter Bowden, Graham Brown, Peter Burrows,
Derek Button, David Chapman, Deborah Custance Baker,
Vivien Duval Steer, Roger Giles, Mike Howe,
Stuart Hughes (Chairman), John Humphreys (Vice Chairman),
Sheila Kerridge, David Key, John O'Leary, Brenda Taylor,
Graham Troman, Tim Wood, Eileen Wragg, Claire Wright, Tom Wright)

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Portfolio Holders
Other Members of the Council for Information
Chief Executive
Deputy Chief Executives

Meeting of the Overview and Scrutiny Committee
Thursday 1 September 2011 – 6.30pm
Council Chamber, Knowle, Sidmouth

Members of the public are welcome to attend this meeting.

- **A period of 15 minutes has been provided at the beginning of the meeting to allow members of the public to raise questions.**
- **In addition, the public may speak on items listed on the agenda. After a report has been introduced, the Chairman of the Committee will ask if any member of the public would like to speak in respect of the matter and/or ask questions.**
- **All individual contributions will be limited to a period of 3 minutes – where there is an interest group of objectors or supporters, a spokesperson should be appointed to speak on behalf of the group.**
- **The public is advised that the Chairman has the right and discretion to control questions to avoid disruption, repetition and to make best use of the meeting time.**

Councillors and members of the public are reminded to switch off mobile phones during the meeting. If this is not practical due to particular circumstances, please advise the Chairman in advance of the meeting.

AGENDA

Page/s

1. **Public question time** – standard agenda item (15 minutes)
Members of the public are invited to put questions to the Committee through the Chairman. Councillors also have the opportunity to ask questions of the Leader and/or Portfolio Holders during this time slot whilst giving priority at this part of the agenda to members of the public
2. To confirm the minutes of the meeting of the Overview and Scrutiny Committee held on 7 July 2011 5 - 9

3. To receive any apologies for absence
4. To receive any declarations of interest relating to items on the agenda.
5. To consider any items which, in the opinion of the Chairman, should be dealt with as matters of urgency because of special circumstances.
(Note: Councillors please notify the Chief Executive in advance of the meeting if you wish to raise a matter under this item, who will then consult the Chairman).
6. To agree any items to be dealt with after the public (including the press) have been excluded. There are **no** items that the officers recommend should be dealt with in this way.
7. Decisions made by the Cabinet called in by Members for scrutiny in accordance with the Overview Procedure Rules under Part 4.5 of the Constitution. There are **no** items identified.
8. **Cabinet Agenda** Please refer to Cabinet agenda
Members are asked to notify in advance the Chairman or the Democratic Services Officer any Cabinet items they wish to debate.
Members to debate any issues of concern on the current Cabinet agenda in order for the Chairman to feed this back to the Cabinet at its meeting on the 7 September 2011. The website link to the Cabinet agenda will be e-mailed to Members on 26 August 2011.
9. **Quarterly Monitoring of Performance – 1st Quarter 2011/12** 10 - 45
Denise Lyon, Deputy Chief Executive
Member to consider the Performance information by Corporate Priority for the 1st Quarter. This allows Members to monitor overall performance and identify any areas where improvement may be necessary.
10. **Forward Plan** 46
Members are asked to note the Forward Plan and any suggestions for further additions are welcomed.

Members remember!

- You must declare the nature of any personal or prejudicial interests in an item whenever it becomes apparent that you have an interest in the business being considered.
- Where you have a personal interest because the business relates to or is likely to affect a body of which you are a member or manager as an EDDC nominee or appointee, then you need only disclose that interest when (and if) you speak on the item. The same rule applies if you have a personal interest in relation to a body exercising functions of a public nature.
- Make sure you say the reason for your interest as this has to be included in the minutes.
- If your interest is prejudicial you must leave the room unless
 - a) you have obtained a dispensation from the Council's Standards Committee or

- b) where Para 12(2) of the member Code of Conduct applies. [Para 12(2) allows a Member with a prejudicial interest to stay for the purpose of making representations, answering questions or giving evidence relating to the business but only to the extent the public are allowed the same rights. If you do remain for these purposes, you must not exercise decision-making functions or seek to improperly influence the decision; you must leave the meeting room once you have made your representation, answered questions or given evidence.]
- The Code states that any member of the Executive Board or other decision-making committee or joint committee or sub-committee attending Overview and Scrutiny committees has a prejudicial interest in any business where that member was a member of the committee at the relevant time **and** present when the decision was made or other action was taken (whether or not implemented). Members with prejudicial interests should declare them and are allowed to remain in the meeting for the limited purposes set out in the Code para 12(2) – see last paragraph.
 - You also need to declare when you are subject to the party whip before the matter is discussed.

Suggestions for questioning during an Overview and Scrutiny meeting

Below are some prompts which may help you to form your own questions to ask at an Overview and Scrutiny meeting. Your questioning technique is crucial in creating an atmosphere conducive to open answers. Avoid excessive interrogation and treat those being questioned with courtesy and respect; however don't be afraid to ask supplementary questions if you feel that you haven't been given a clear answer.

- **IS IT REQUIRED?** (do we have this, does it make sense to tackle it, do we really need it).
- **IS IT SYSTEMS THINKING?** (is it evidence based and designed around the customer demands)
- **IS THE INTENTION CLEAR?** (what are we actually trying to achieve)
- **ANY REAL OUTCOMES?** (are we actually, and measurably, achieving things for our customers).
- **WHAT IS THE COST?** (both time and money)
- **DOES IT COMPLY?** (have we checked that it meets our obligations, the law, any formal guidance, and any Council policy or resolutions).
- **OTHERS DO WHAT?** (how do other organisations tackle this, best practice)
- **EFFECTIVE AND EFFICIENT?** (how do we know we're doing things well, in a timely fashion, and at "best value")
- **WHAT IS THE RISK?** (any areas of risk for the Council)
- **ANYONE LOSE OUT?** (are there sections of the community who might be disadvantaged by this approach, or be less able to take advantage, than others)
- **DOES IT LINK?** (have we linked this to other, similar, pieces of work within or outside the Council)

Getting to the Meeting – for the benefit of visitors



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The following buses all terminate at the Triangle in Sidmouth. From the Triangle, walk up Station Road until you reach the Council Offices (approximately ½ mile).

From Exeter – 52A, 52B

From Honiton – 52B

From Seaton – 52A

From Ottery St Mary – 379, 387

Please check your local timetable for times.

The Committee Suite has a separate entrance to the main building, located at the end of the visitor and Councillor car park. The rooms are at ground level and easily accessible; there is also a toilet for disabled users.

For a copy of this agenda in large print, please contact the Democratic Services Team on 01395 517546

EAST DEVON DISTRICT COUNCIL
Minutes of a Meeting of the
Overview and Scrutiny Committee held
at Knowle, Sidmouth on 7 July 2011

Present:	Councillors: John Humphreys (Vice-Chairman in the Chair) Mike Allen Peter Bowden Peter Burrows David Chapman Deborah Custance Baker Vivien Duval Steer Mike Howe	Sheila Kerridge John O'Leary Brenda Taylor Graham Troman Tim Wood Eileen Wragg
	Officers: Debbie Meakin – Democratic Services Officer Mark Williams - Chief Executive	
Also Present	Councillors: Bob Buxton Iain Chubb Trevor Cope Jill Elson Steve Hall Steve Gazzard Pauline Stott Christine Drew	Frances Newth Ray Bloxham Tony Howard Andrew Moulding Stephanie Jones Paul Diviani Peter Halse Phillip Skinner
Apologies:	Committee Members: Graham Brown Roger Giles Stuart Hughes David Key Claire Wright	Councillors: Derek Button Geoff Chamberlain Douglas Hull Steve Wragg

The meeting started at 6.30pm and ended at 8.11pm.

***11 Chairman Opening Remarks**

The Chairman gave Councillor Stuart Hughes apologies and the Committee agreed for Councillor Tim Wood to act as Vice-Chairman for the meeting. He reminded Members of the Overview and Scrutiny training being held at the close of the meeting.

***12 Public Question Time**

There were no questions from the public.

***13 Declarations of Interest**

Councillor/ Officer	Minute number	Type of interest	Nature of interest
Mike Allen	16	Personal	Employed by South Somerset District Council

***14 Urgent Item – Membership of East and Mid Devon Crime and Disorder Scrutiny Panel**

The Chairman allowed an urgent item to be brought forward to deal with the Membership of the Scrutiny Panel. Debbie Meakin, Democratic Services Officer, reminded Members of the Panel's work scrutinising the work of the East and Mid Devon Community Safety Partnership. Since agreement at Annual Council, it had come to light that two existing members of the Panel are not members of the Overview and Scrutiny Committee, which is a requirement of the protocol of the Panel. Two Members volunteered, citing experience in the field.

RESOLVED that Councillors Mike Howe and Tom Wright be proposed at Council for membership of the East and Mid Devon Crime and Disorder Scrutiny Panel.

***15 Cabinet Agenda**

No items had been notified to the Chairman or Democratic Services prior to the meeting. The Chairman reminded Members of the period of notice required.

***16 Review of the Joint Integration Committee**

The Chief Executive presented his report, in response to the request for a review at the previous meeting of the Committee.

The report outlined the lifetime of the Joint Integration Committee (JIC) from the adopted recommendation on 9 December 2009 to explore formal working with South Somerset District Council to the last scheduled, but cancelled, meeting of 28 October 2010. The report outlined the estimated £3.792m net shared saving for the two authorities if the Strategic Alliance Programme Plan had been implemented.

The Chief Executive updated the Committee on a planned meeting between the Leaders of the Councils on 11 July 2011 to review the sharing to date. Both authorities appeared content with a shared Chief Executive. He also outlined the shared Emergency Planning Officer; and the possible review into treasury management for EDDC, due to SSDC producing a better return using in-house management of funds.

A concern was expressed that the report did not show all the costs involved (such as those relating to redundancy costs for the former SSDC Chief Executive).

***16 Review of the Joint Integration Committee (continued)**

The Chief Executive reminded Members that the information had been previously detailed at Executive Board and full Council. The redundancy cost in question had been 40% to EDDC at approximately £165,000 with payback of 28 – 29 months over the maximum five year term of the shared Chief Executive post. He outlined, as set out in his report, his guidance to officers not to spend undue time on the work for the JIC, including minimal meetings with opposite numbers at SSDC to identify how each service was run, test against each authority and prepare the business plan for a shared service.

The debate also covered:

- Advantages in a shared Chief Executive being able to assess good practice and apply to other authority;
- Consider joint consultation responses for better impact;
- DCLG guidance that sharing approach welcomed for efficiencies and good practice;
- Shared business plan work helped shaped the proposals for the last budget;
- Learning about SWAP from SDDC an advantage to enable a cost effective audit provision;
- LED discussions with SSDC led to them running the Goldenstones Swimming Pool complex at Yeovil;
- Other sharing that was being considered was minimal but covered ICT infrastructure potential savings along with DCC involvement; and procurement.

The Leader confirmed his scheduled meeting with the new Leader of SSDC and assured Members he would convey Members' view to date. He also explained that Exeter City Council were more inclined to discuss working with the Council, in light of projects such as the New Growth Point and Cranbrook. He was satisfied with the assurances that the Chief Executive gave and encouraged Members, in light of this being a new Council with a new membership, to move forward on the matter.

RESOLVED that a report covering a simple breakdown of quantifiable costs associated with the shared working pursued with SSDC be provided to the Overview and Scrutiny Committee, to bring together information previously published.

***17 New Management Structure**

The Chief Executive outlined the new Management Structure, using the South Somerset District Council departmental structure as a comparison. He enlightened Members of his rationale for the structure, based on moving away from a silo culture and on the positive experience of the then Corporate Director Denise Lyon working on systems thinking reviews without direct line manager responsibility but with authority to "pull" on officers as required. The Deputy Chief Executives, working with the Chief Executive, are preparing a document, the Draft Corporate Projects Timetable, to fit alongside the Cabinet forward plan, that shows the projects underway and how they relate to the Heads of Service and the Council's objectives. Heads of Service had responded well to the new structure, taking into account how their service related to the wider project work and direction of the Council.

*17 **New Management Structure (continued)**

Members discussed how reporting would work with the new structure, using the Exmouth Regeneration Board as an example, to pull officers as needed for focused project work whilst carefully managing the day-to-day workload.

Members also discussed:

- Production of a management responsibility guide which demonstrates how each of the Strategic Management Team relate to each other;
- Concerns about “pulling” officers from day to day service delivery for project work and care in not adversely impacting on service delivery;
- Suggestion to add another line in management structure to link the two Deputy Chief Executives;
- New structure allows flexibility and to be response to new projects and changing customer demand.

In answer to a question, draft proposals for tiers four and five management had been prepared and would be brought to Members in due course.

RESOLVED that the new Management Structure be noted.

*18 **Update from Portfolio Holder for Corporate Business**

The Chairman welcomed Councillor Ray Bloxham, Portfolio Holder for Corporate Business to the meeting to update the Committee on his work to date and his future vision.

Councillor Bloxham followed up on the earlier item on the Management Structure to show how the seven Portfolio Holder remits were aligned to the Management Team, and in turn how the Member Champions related to the Portfolios. The rationale behind the change, with three Portfolios operating on a strategic level, was to look across the Council as a whole and move away from silo working to improve delivery.

Current work of the Corporate Business Portfolio Think Tank covered a review of the Corporate Strategy – working up proposals to present to Cabinet, followed by a period of consultation with the public and stakeholders. He also outlined his current concerns about customer satisfaction generally with planning, outside of the established customer being the applicant; and how to improve the release of section 106 funds for communities. Future work would include looking at what sort of authority did the Council aspire to be, and what affects the Council’s reputation.

Members discussed various local issues with section 106 funds, and the helpful discussion was welcomed by the Portfolio Holder. The issues around the terms of the section 106 agreement were debated and the Chief Executive highlighted some of the areas that had to be clearly negotiated.

The Chairman thanked the Portfolio Holder for updating the Committee.

*19 **Forward Plan**

Members were updated on additions to the Forward Plan since the agenda was published, which would be reflected in an updated version on the next agenda. Portfolio Holders will be contacted to secure meeting dates for providing updates on their work.

Members learnt that four Task and Finish Forums had been set up, two from the Housing Review Board. The dates of meetings for the Leisure East Devon TaFF and the Ward Member satisfaction with the planning service TaFF were provided. Councillor Peter Bowden outlined the scope for the planning TaFF and the reasons for scoping, at the present time, to the Ward Member involvement in the planning process.

A request was made for the scope of a future Health review to include how the withdrawal of PCT funding would impact on the voluntary sector.

RESOLVED that the Overview and Scrutiny Forward Plan be updated and reflect the work and scheduled meetings of the Task and Finish Forums.

Chairman Date

Agenda Item 9

Overview and Scrutiny Committee

1 September 2011

Quarterly Monitoring report



Quarterly Monitoring of Performance – 1st Quarter 2011/12

Summary

Performance information by Corporate Priority for the 1st Quarter is attached to this report to allow Members to monitor overall performance and identify any areas where improvement may be necessary.

Recommendation

It is recommended that Members consider performance against Service Plan Key Service Objectives and Performance Measures for the 1st quarter of 2011/12.

a) Reasons for Recommendation

This report demonstrates our progress in achieving our Corporate Priorities by means of Service Plan Key Strategic Objectives and Performance Indicators, including Systems Thinking Measures. Addressing these areas will ensure the continuous improvement of services and the Council overall.

b) Alternative Options

None.

c) Risk Considerations

A failure to make satisfactory progress in addressing the areas of concern may lead to the Council being criticised by its customers and inspectors in a future inspection and could also compromise the Council's reputation and budgets.

d) Policy and Budgetary Considerations

One of our corporate priorities is 'Excellent services for our customers' and these performance reports help members understand whether we are improving services from our customers' point of view. Quarterly and monthly performance monitoring conforms with existing Council policy and the Council's current budget. However, any consequent improvement action could have policy and financial implications.

Positive Impact Overall

Affordable Homes.
Thriving Economy.
Safe Environment.
Clean Environment.
Green Environment.
Recycling.

Excellent Customer Service.
Inspirational Council.
Providing more service at same cost.
Create Cashable Savings

e) Date for Review of Decision

Monitoring of the performance of Service Plan Key Service Objectives and Performance Indicators, including Systems Thinking Measures, is carried out by the Committee at the end of each quarter.

1 Main Body of the Report

Key Issues and how they are being addressed

1. Finance

- **Customer Service Centre (CSC)**
Customers chasing non delivery of new/replacement food caddies which are not in stock. This has been alerted to the service department to enable a process to be put in place to reorder automatically when stocks are low.
- **Revenues & Benefits**
Benefits Customers not knowing when their payments are due. A calendar has been designed to give a clear indication of when payments are made throughout the year and this will shortly be sent to benefit customers.
- **Financial Services**
Working towards payment in advance, rather than raising a debtor's invoice after the event but, long progress as we work our way around each department, learn their different procedures etc.

2. Environment

- **Environmental Health**
Significant number of calls to Environmental health required a call back with technical advice and could not be dealt with at first point of contact. Generated significant amount of failure demand. Office based duty Technical Officer introduced on trial basis to take and give immediate response to technical enquiries

StreetScene
- **Demands for Streetscene services at weekends not always able to be met due to 5 day working arrangements.** Seven day working trial underway showing greater responsiveness of service and savings in overtime costs but there are issues being stretched on some days. Trial to be reviewed in November.
- **New Hand Arm Vibration regulations have placed restrictions on time Streetscene workers can use power tools. This is having a significant impact particularly on grounds maintenance and the use of strimmers, chainsaws, mowers etc.** Alternative working methods and equipment are being trialled and different approaches to maintenance of open space are being considered

3. Economy

- **Planning**

Find a way to pay for the infrastructure (physical and social) to support new development in the District. To address this we are striving to adopt a Local Plan, agree a Community Infrastructure Levy (CIL) charging schedule and secure an upfront revolving infrastructure fund.

- **Estates**

Management of the council's assets. A comprehensive, electronic asset register is being created, the agreed asset management plan is going to be delivered and funds are being secured to best deliver community's needs.

- **Economy**

Businesses (including visitor based ones) want more support in order to benefit of the economy of the District. Economic and Visitor strategies and associated action plans are being devised in order to set objectives, a major marketing campaign is required to encourage visitors to East Devon and the business community needs to be helped to have a voice in the future of the District.

4. Housing

- **Setting up self-financing arrangements** so we can manage and maintain council homes to the standard we and our tenants expect.

- **Successful re-tendering of the day to day repairs contract.**

- **Conclude negotiations for a continued HIA service to assist older and disabled clients maintain, adapt and improve their homes.**

5. ICT

- **ICT Business Solutions workload much greater than capacity...**the amount of project and change request work now far exceeds the capacity of the team to carry out within a reasonable timescale and is beginning to cause customer and staff dissatisfaction. The changes need to be prioritised in a structured and transparent way to best effect for the council rather than responding to "he who shouts loudest" and, to this aim, a scoring or prioritisation method has been devised. It is the intention to put the scored changes onto the intranet so that customers can adjust their plans accordingly. Note that this method means that there is a strong chance that some requested changes will never be carried out if new requests achieve a higher score.

- **Weakness discovered in our main computer framework...**which caused all systems to go off line on Wednesday evening when a change was attempted to the Oracle servers. This resulted in the ICT team working long hours to recover the systems ready for customers at 8am the next morning. The issue is a "known problem" to the supplier, Hewlett Packard, but we were unaware of it. A fix is available for the problem and this now needs to be carried out before any other work is done on the servers. This will require turning off all systems again, only this time under controlled conditions on the weekend.

- **Capacity within ICT Support and Operations**...within the last 4 months two ICT infrastructure officers have resigned, both going to jobs outside the local authority arena, leaving us with significant support issues. The gap may temporarily need to be filled by contract staff or by buying services from suppliers. This shows the portability of ICT roles and the need to do something to help retain these critical staff. In the short term we will be re-examining the reward mechanism.

6. Organisational Development

- **Our 'what matters' survey for recruitment provides an average score of 7.8 out of 10.** Issues relate to the lack of an on-line application form and these are currently being addressed in conjunction with ICT as we are designing an on-line form. Other issues relate to confusion for applicants who had been told by the manager not to hand in their notice but also to provide a start date. This is being addressed through further training.
- **Workforce monitoring needs to be enhanced to meet the specific duties outlined in the Equality Act 2010.** This will be addressed by September. Our ability to monitor diversity of applicants will be considerably enhanced through the delivery of an on-line application form.
- **Implement the Agency Working Regulations** and ensure that our procurement of temporary staff meets procurement standards required.

7. Legal and Democratic Services including Elections and Licensing

- **Legal**
We have begun to 'systems think' planning agreements, as this was not included in the original systems thinking work. We are investigating whether it is possible to streamline systems further; this is a corporate piece of work which will involve several services.
- **Licensing**
We are working on a technical solution, with ICT support, to enable licensing applications to be made on line. At present this is only possible with a small number.
- **Democratic services**
'Dirty reports' – authors providing late or incomplete committee reports and poor version control – causes waste work (duplication of effort, extra checking, delays). This can delay the dispatch of agendas or result in 'to follow' reports. Consistent standards of reports and timeliness of report delivery to democratic services should help members have relevant, concise information they need, at the right time. We have already implemented some steps, including revised report timetables, building more time into production process between briefing and final agenda issue to cover any changes needed and reminders that reports are due, and agreeing some possible solutions at SMT.

6. A report showing the measures recorded quarterly by the council appear in Appendix A. This appendix is arranged by Priority Outcome and consists of a detailed breakdown of measures (excluding those which are showing 'Normal' or 'on track' performance) and then a summary bar chart showing progress towards the Priority Outcome.
 7. An explanation and definitions of these measures can be found in Appendix B.
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Legal Implications

No legal comments are required.

Financial Implications

No direct financial implications.

Consultation on Reports to the Executive

Relevant Directors, Heads and Officers have contributed to the appendices.

Background Papers

Appendix A – Detailed Measures report plus bar chart summary for each Priority Outcome.

Appendix B – Explanation and Definitions.

Tessa Adkins, ext. 2332
Management Information Officer

Overview and Scrutiny Committee
1 September 2011

Actions from Cabinet

Quarterly report for 2011/2012

Arranged by Aims

Filtered by Aim: Priority Actions from Cabinet

Filtered by Performance Status: Exclude PI Status: No Data, No Target, Data not due, Data not entered

Exclude Objective Status: No Data available, Milestone Missed, Normal

Key to Performance Status:

Key Strategic Objectives:

No Data available	Milestone Missed	Normal	Concern	Variation	Achieved
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Performance Indicators:

No Data	Concern	Variation	Achieved	Excellent
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Key to +/- Column:

+	Higher figures are better	-	Lower figures are better	OFF	Direction cannot be determined
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* indicates that an entity is linked to the Aim by its parent Service

Actions from Cabinet

Priority: Actions from Cabinet

Key Strategic Objectives

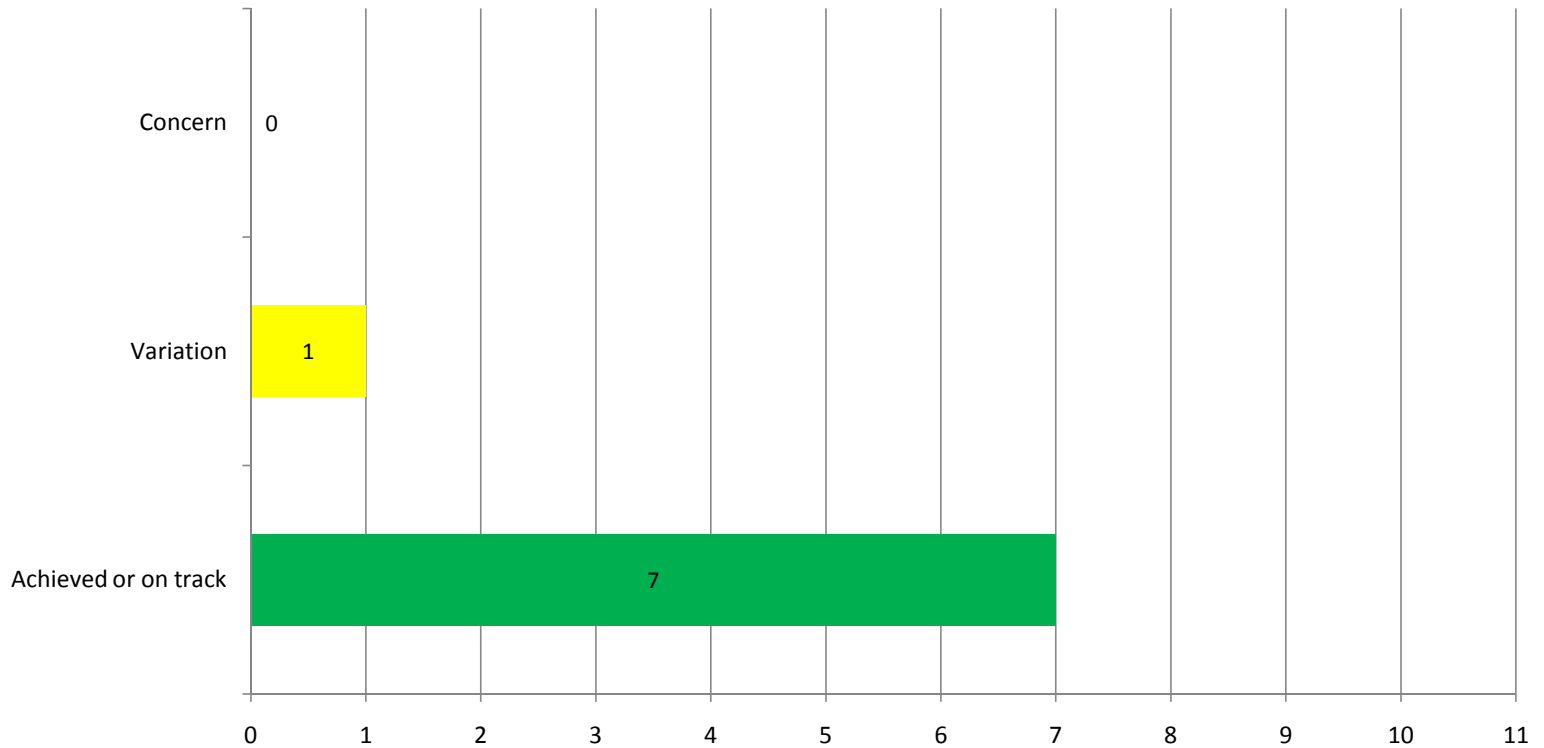
Objective Status	Code	Title	Objective	Comments	Budget	Officer Notes
Achieved	OD-PA-1570	<u>Make changes to the policy on Village Hall Funding to enable the money to be used more effectively</u>	<p><u>That the following changes are made to the policy on Village Hall Funding with immediate effect too enable the money available to be used more effectively:</u></p> <p><u>a) Increase the maximum amount of grant from £3,000 to £5,000 for each village hall;</u></p> <p><u>b) If the Community Council of Devon (CCD) run out of money to match fund but there are projects in East Devon that have applied and been assessed as worthy, East Devon could exercise its discretion to fund them without match funding from CCD.</u></p>	I have told the Community Council of Devon who administer our part of the fund as well as their own to increase our maximum grant from £3,000 to £5,000. I have also informed CCD that we will consider worthy projects even if they cannot match fund. This round of funding closes to applications on 30 June 2011.		

PRIORITY ONE: Thriving Communities

a. Outcome Make more affordable homes available for our residents

Quarter One Results 2011/12

Progress towards outcome



**Number of Measures
(Total measures for outcome = 8)**

Measures which are on track do not show in the full report attached but show as green above

Priority 1a 2011-12

Quarterly report for 2011/2012

Arranged by Aims

Filtered by Aim: Outcome Make more affordable homes available for our residents

Filtered by Performance Status: Include PI Status: Achieved, Concern, Variation, Excellent, No Target, Not calculable

Include Objective Status: Concern, Variation, Achieved

Key to Performance Status:

Key Strategic Objectives: No Data available Milestone Missed Normal Concern Variation Achieved

Performance Indicators: No Data Concern Variation Achieved Excellent

Key to +/- Column:

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined

* indicates that an entity is linked to the Aim by its parent Service

Priority 1a 2011-12

Outcome: Make more affordable homes available for our residents

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
NI155 Number of affordable homes delivered (gross) (LAA)	+	108		24			

Management Notes:

(Quarter 1)

Predicted affordable housing delivery for 2011/12 is circa 147 units. There is a possibility that one scheme may not deliver all the units as expected in this year.

(PL)

NI156 Number of households living in temporary accommodation	-	27		24			
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Management Notes:

(Quarter 1)

Number of households in temporary accommodation has again been significantly reduced due to pro-active actions such as successful prevention of potentially homeless

Priority 1a 2011-12

Outcome: Make more affordable homes available for our residents

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
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approaches, effective management of temporary accommodation (ie supported accommodation and PSL's) as well as quarterly occupancy checks of PSL's and our own housing stock being used as temporary accommodation.

(TA)

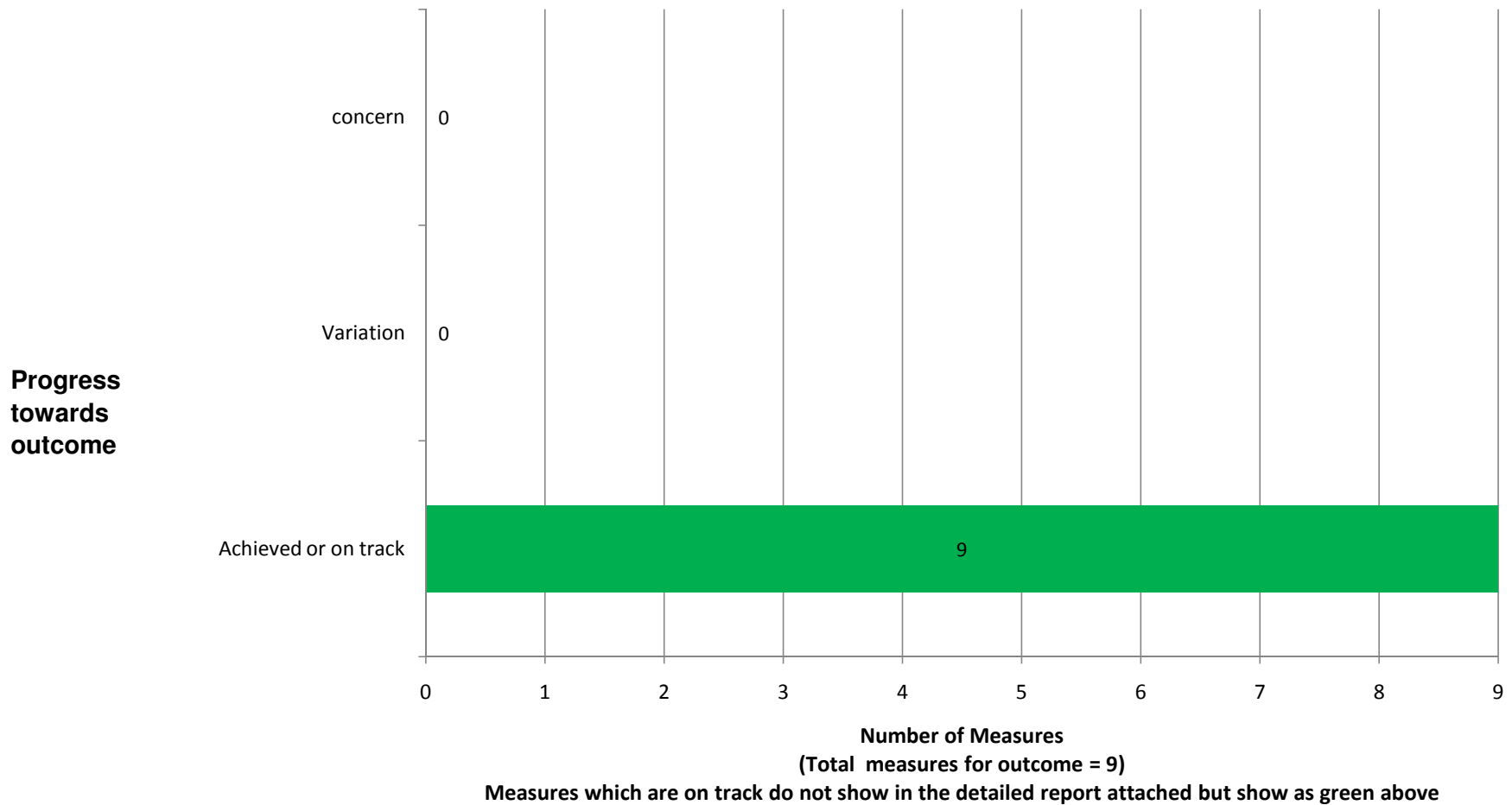
Key Strategic Objectives

Objective Status	Title	Comments	Budget	Officer Notes
Variation	<u>Produce the Local Plan</u>	Initial timetables had proposed that the Core Strategy/Local Plan would be at 'submission stages' in 2011. Amended timetables have been considered by LDF Panel (July 2011) proposing that a proposed consultation document is considered by Development Management Committee in October 2011 with consultation in late 2011. Submission stages will be entered into in 2012.	Finance to pay for evidence based reports and studies exists in budgets. Review will need to be undertaken of costs and requirements for examination expenses.	Resources = £124,000 revenue and the Planning Policy Team (TA)
Achieved	<u>Successfully project manage schemes for the delivery of affordable homes</u>	Planning service are actively contributing to exception site, cross subsidisation schemes and planning permissions. Affordable housing policy update in progress through Local Development Framework.		Resources: Planning & Housing Teams and Council owned land (TA)

PRIORITY ONE: Thriving Communities

b. Outcome Maintain residents' high satisfaction with their area and home as places to live

Quarter One Results 2011/12



Priority 1b 2011-12

Quarterly report for 2011/2012

Arranged by Aims

Filtered by Aim: Outcome Maintain residents' high satisfaction with their area and home as places to live
 Filtered by Performance Status: Include PI Status: Achieved, Concern, Variation, Excellent, No Target, Not calculable
 Include Objective Status: Concern, Variation, Achieved

Key to Performance Status:

Key Strategic Objectives: No Data available Milestone Missed Normal Concern Variation Achieved

Performance Indicators: No Data Concern Variation Achieved Excellent

Key to +/- Column:

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined

* indicates that an entity is linked to the Aim by its parent Service

Priority 1b 2011-12

Outcome: Maintain residents' high satisfaction with their area and home as places to live

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
NI158 % non-decent council homes	-	0.0	0 (1/4)	0			

Management Notes:

(Quarter 1)

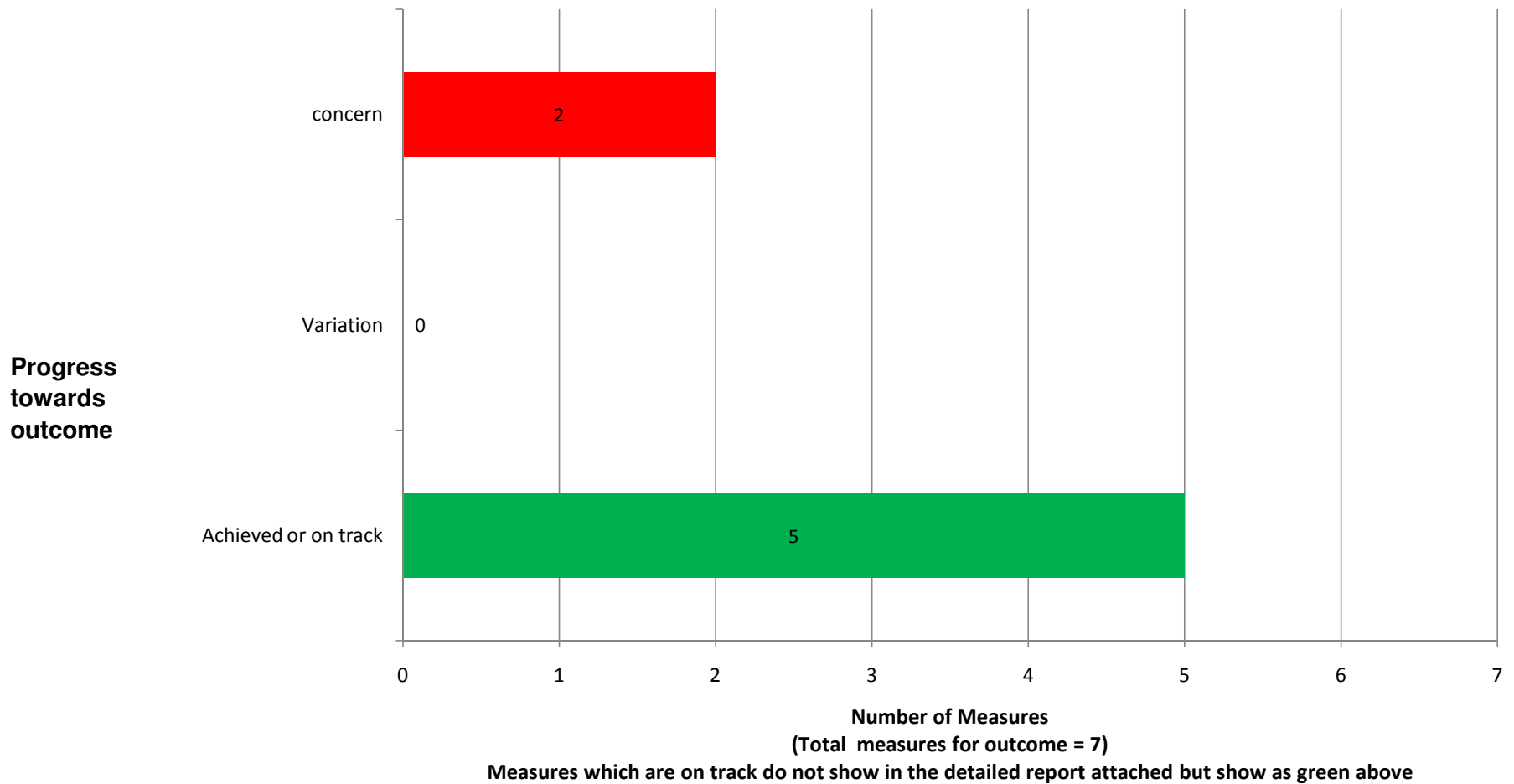
Whilst we have consistently reported compliance with the Decent Homes Standard the past few years the recent housing stock condition survey does indicate some homes require upgrading perhaps where the tenant has refused access for improvement work. These properties are upgraded through inclusion in our modernisation programmes or on change of tenancy when brought to our attention.

(JG)

PRIORITY ONE: Thriving Communities

c. Outcome Delivery of strategic employment sites in the West of the District

Quarter One Results 2011/12



Priority 1c 2011-12

Quarterly report for 2011/2012

Arranged by Aims

Filtered by Aim: Outcome Delivery of strategic employment sites in the West of the District

Filtered by Performance Status: Include PI Status: Achieved, Concern, Variation, Excellent, No Target, Not calculable

Include Objective Status: Concern, Variation, Achieved

Key to Performance Status:

Key Strategic Objectives: No Data available Milestone Missed Normal Concern Variation Achieved

Performance Indicators: No Data Concern Variation Achieved Excellent

Key to +/- Column:

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined

* indicates that an entity is linked to the Aim by its parent Service

Priority 1c 2011-12

Outcome: Delivery of strategic employment sites in the West of the District

Key Strategic Objectives

Objective Status	Title	Comments	Budget	Officer Notes
Achieved	<u>Flybe Academy to open before the end of 2011 creating of 15 jobs initially & 45 jobs in phase 2</u>	Flybe Academy opened in April 2011 and training is now taking place.		Resources: The Growth Point Team (TA)
Concern	<u>Skypark to have progressed to building works on site by 2011.</u>	Site has outline planning permission, however, current market conditions are making a start on site in 2011 challenging. DCC Joint Venture Partners, St Modwen, are exploring potential for limited amount of B8 uses on site to get site away, however, this will require new planning application.		Resources: External Funding and the Growth Point Team (TA)
Concern	<u>To facilitate the delivery of the early stage buildings on phase 1 of the Science Park</u>	Road and service infrastructure to site is on schedule or ahead of schedule and site will be fully serviced and accessed within next 12 months. Market conditions are proving challenging to attract investment to site, however, some interest in Hotel development. Preferred Developers, Eagle One are progressing preparation of planning application for first building on phase 1.		Resources: £250,000 Revenue, the Growth Point Team and External Funding (TA)
Achieved	<u>To help secure the delivery of and the gap funding for the</u>	Cranbrook has started on site. The Combined Heat and Power facility has been agreed and funded. Transport schemes (J29 on the M5 and the Clyst Honiton Bypass) have		Resources: The Growth Point Team and £22,000,000

Priority 1c 2011-12

Outcome: Delivery of strategic employment sites in the West of the District

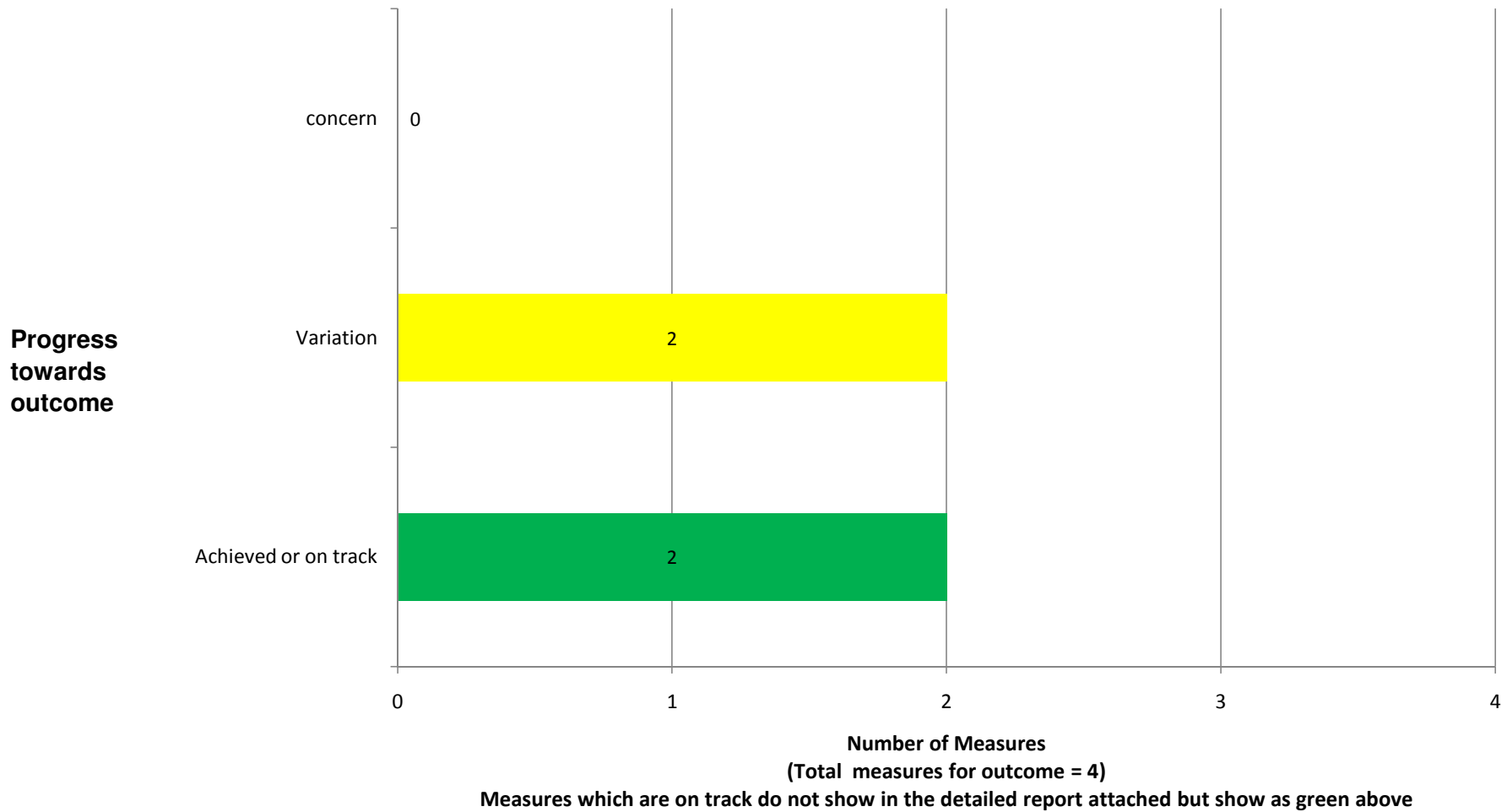
Key Strategic Objectives

Objective Status	Title	Comments	Budget	Officer Notes
	major infrastructure of Cranbrook	commenced or are about to commence. The multi purpose building is due to start shortly as is the first Primary School - both have planning permission. The station application is due shortly.		in External Funding (TA)

PRIORITY ONE: Thriving Communities

d. Outcome Regeneration of Exmouth and Seaton

Quarter One Results 2011/12



Priority 1d 2011-12

Quarterly report for 2011/2012

Arranged by Aims

Filtered by Aim: Outcome Regeneration of Exmouth and Seaton

Filtered by Performance Status: Include PI Status: Achieved, Concern, Variation, Excellent, No Target, Not calculable

Include Objective Status: Concern, Variation, Achieved

Key to Performance Status:

Key Strategic Objectives: No Data available Milestone Missed Normal Concern Variation Achieved

Performance Indicators: No Data Concern Variation Achieved Excellent

Key to +/- Column:

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Priority 1d 2011-12

Outcome: Regeneration of Exmouth and Seaton

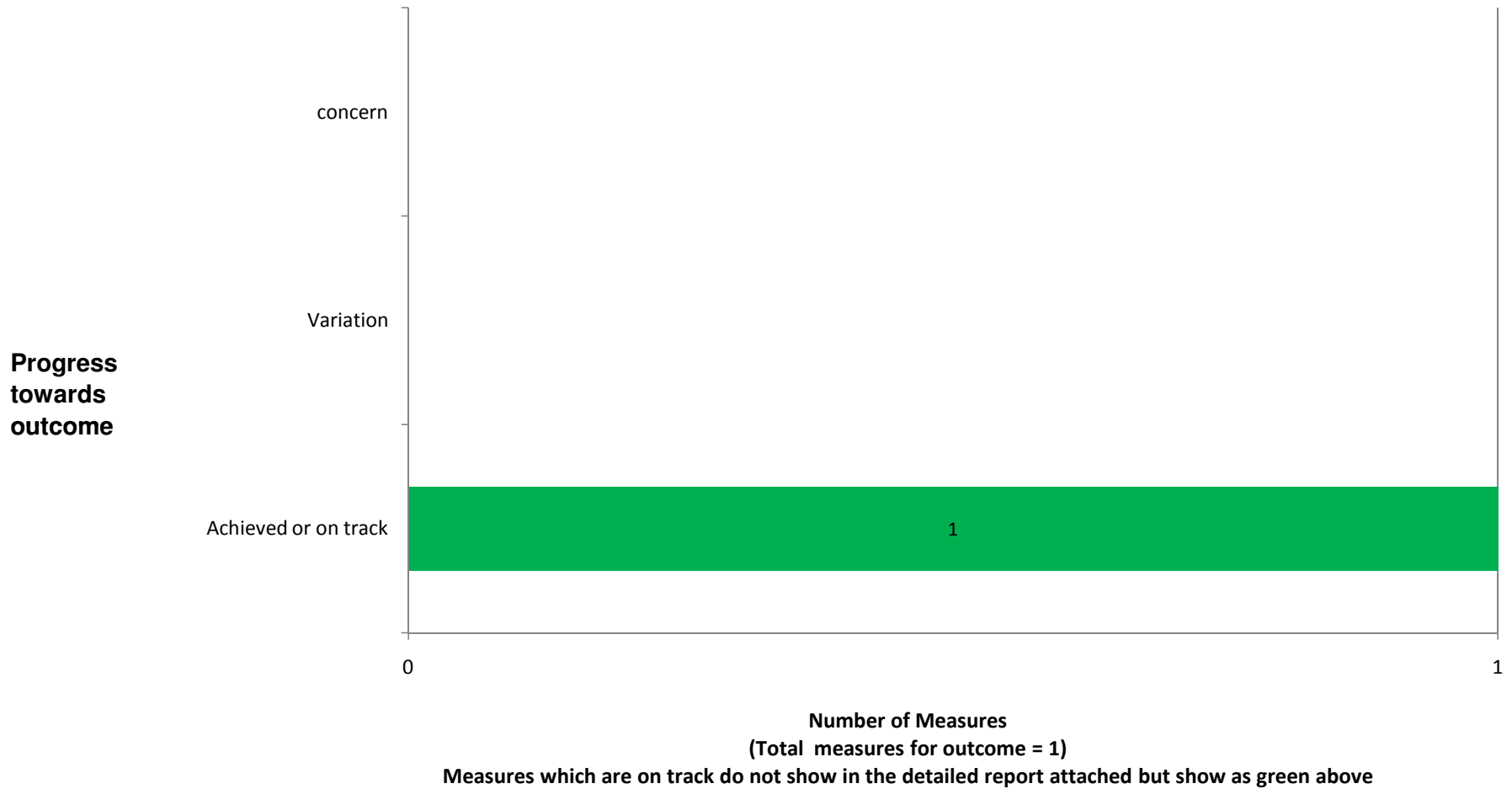
Key Strategic Objectives

Objective Status	Title	Comments	Budget	Officer Notes
Achieved	Project manage the delivery of a commercial building in the Strand Gardens	i) Amended scheme has been drawn up. ii) Currently undertaking 'Due Diligence' work on financing and maintenance implications of Strand building. A report to Cabinet is programmed for October.		Resources: £1,000,000 Capital, Corporate Director & Estates Team (TA)
Variation	Provide £1.83 million of funding towards the Seaton Interpretation Centre.	Still on course but 2nd payment instalment delayed owing to planning issues.		Resources: £1,830,000 in Capital and Corporate Director & Estates Team (TA)
Variation	Provide £80,000 towards improving youth facilities in Seaton and match funding of £45,000	Still on course but 2nd payment instalment delayed owing to planning issues.		Resources: £80,000 Capital, £45,000 Revenue and Economic Development & Estates Team (TA)

PRIORITY ONE: Thriving Communities

e. Outcome Delivery of economic growth throughout the District

Quarter One Results 2011/12



Priority 1e 2011-12

Quarterly report for 2011/2012

Arranged by Aims

Filtered by Aim: Outcome Delivery of economic growth throughout the District

Filtered by Performance Status: Include PI Status: Achieved, Concern, Variation, Excellent, No Target, Not calculable

Include Objective Status: Concern, Variation, Achieved

Key to Performance Status:

Key Strategic Objectives: No Data available Milestone Missed Normal Concern Variation Achieved

Performance Indicators: No Data Concern Variation Achieved Excellent

Key to +/- Column:

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Priority 1e 2011-12

Outcome: Delivery of economic growth throughout the District

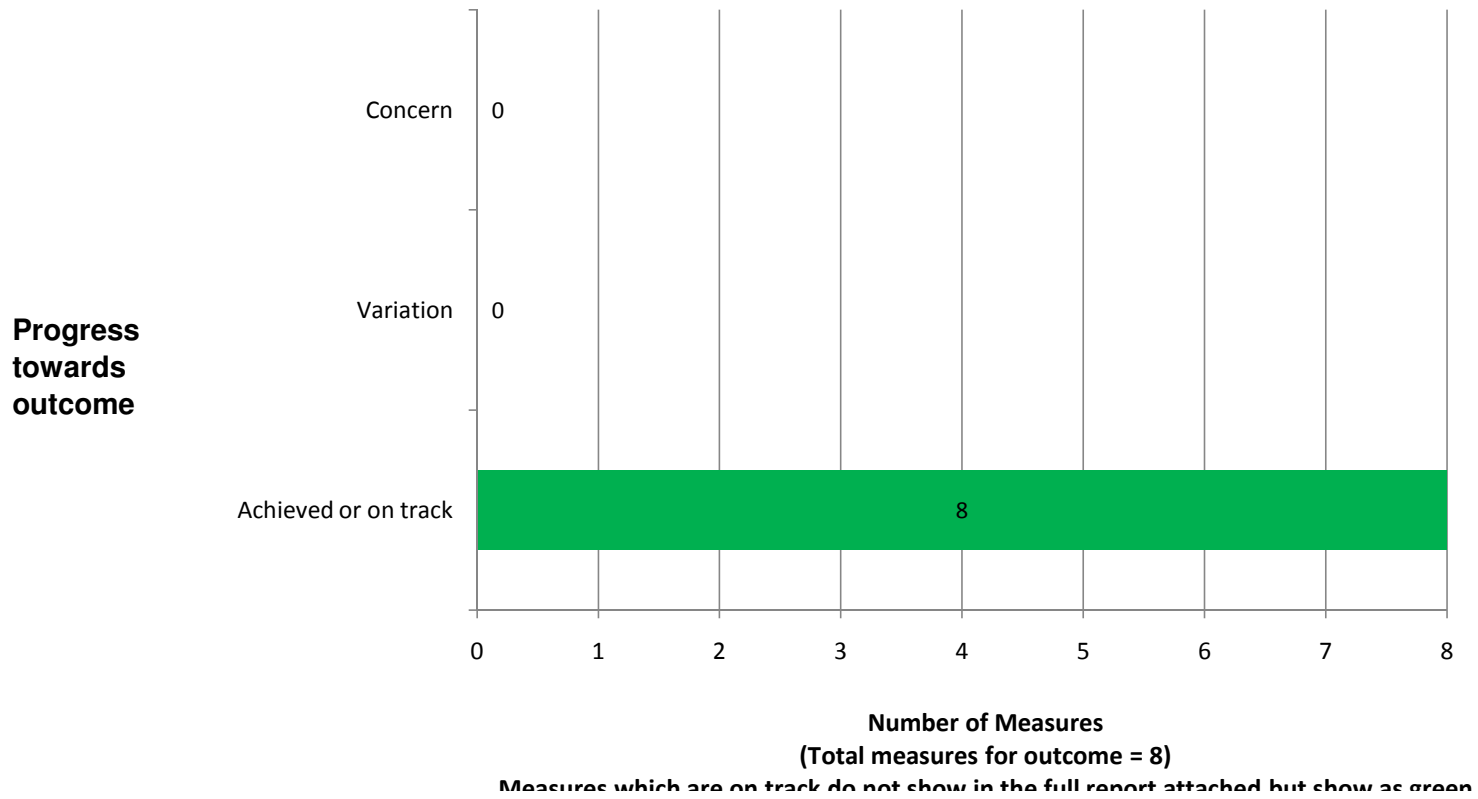
Key Strategic Objectives

Objective Status	Title	Comments	Budget	Officer Notes
Achieved	Support the redevelopment of Axminster's Webster's Garage site for retail	Legal agreement in place to facilitate the redevelopment.		Resources: Estates Team and Legal Team. (TA)

PRIORITY TWO: An Outstanding Environment

a. Outcome Outstanding environment

Quarter One Results 2011/12



Priority 2a 2011-12

Quarterly report for 2011/2012

Arranged by Aims

Filtered by Aim: Outcome Outstanding environment

Filtered by Performance Status: Include PI Status: Achieved, Concern, Variation, Excellent, No Target, Not calculable

Include Objective Status: Concern, Variation, Achieved

Key to Performance Status:

Key Strategic Objectives: No Data available Milestone Missed Normal Concern Variation Achieved

Performance Indicators: No Data Concern Variation Achieved Excellent

Key to +/- Column:

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Priority 2a 2011-12

Outcome: Outstanding environment

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
NI196 Improved street and environmental cleanliness – fly tipping	-	1	3 (1/4)	3			

Management Notes:

(Quarter 1)

There were 197 fly-tipping incidents recorded for the first quarter of 2011/12, up from 182 in the same quarter of last year. Because of seasonal trends it is more accurate to compare results to the first quarter of last year than Jan-Mar 2011. This increase is most likely the result of Devon County Council closing some of its recycling centres and introducing charges for construction/demolition waste. Although there is no direct evidence to prove this the figures collated show that areas such as Seaton that have had closures have seen a greater increase in numbers of fly-tips.

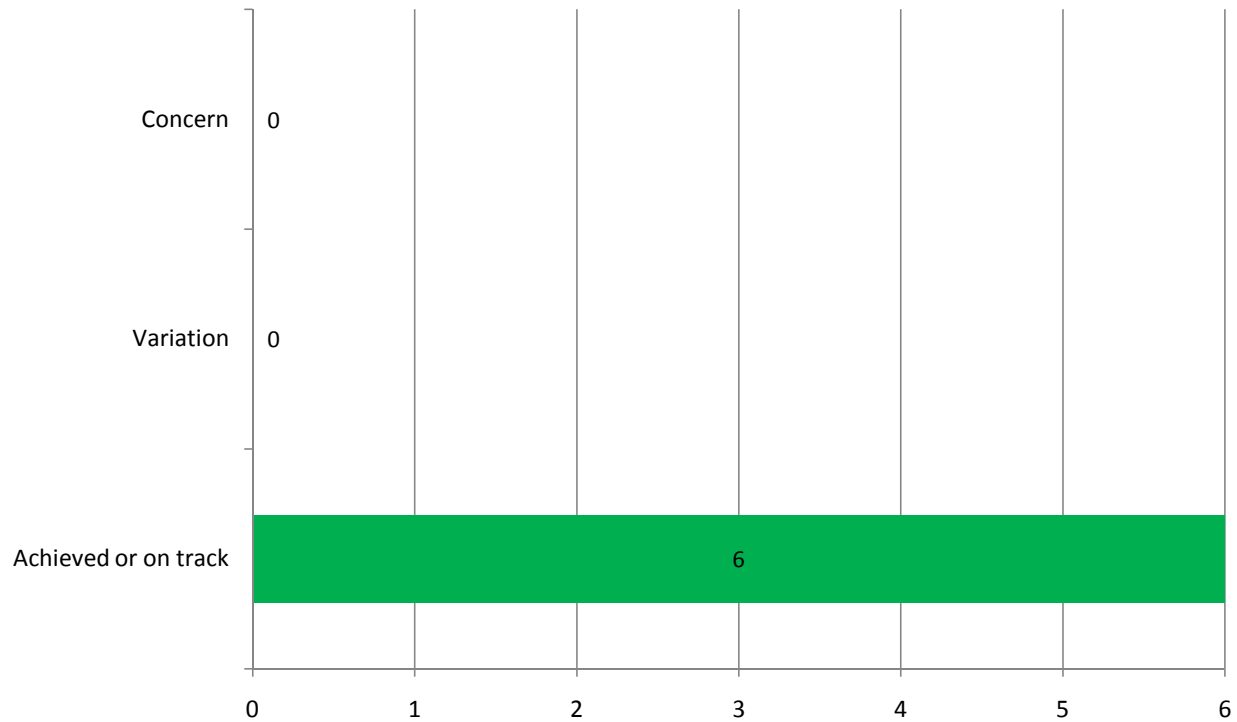
(TA)

PRIORITY TWO: An Outstanding Environment

b. Outcome A rise in recycling and composting and a fall in the disposal of other waste

Quarter One Results 2011/12

Progress towards outcome



Number of Measures

(Total measures for outcome = 6)

Measures which are on track do not show in the full report attached but show as green above

Priority 2b 2011-12

Quarterly report for 2011/2012

Arranged by Aims

Filtered by Aim: Outcome A rise in recycling and composting and a fall in the disposal of other waste

Filtered by Performance Status: Include PI Status: Achieved, Concern, Variation, Excellent, No Target, Not calculable

Include Objective Status: Concern, Variation, Achieved

Key to Performance Status:

Key Strategic Objectives: No Data available Milestone Missed Normal Concern Variation Achieved

Performance Indicators: No Data Concern Variation Achieved Excellent

Key to +/- Column:

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Priority 2b 2011-12

Outcome: A rise in recycling and composting and a fall in the disposal of other waste

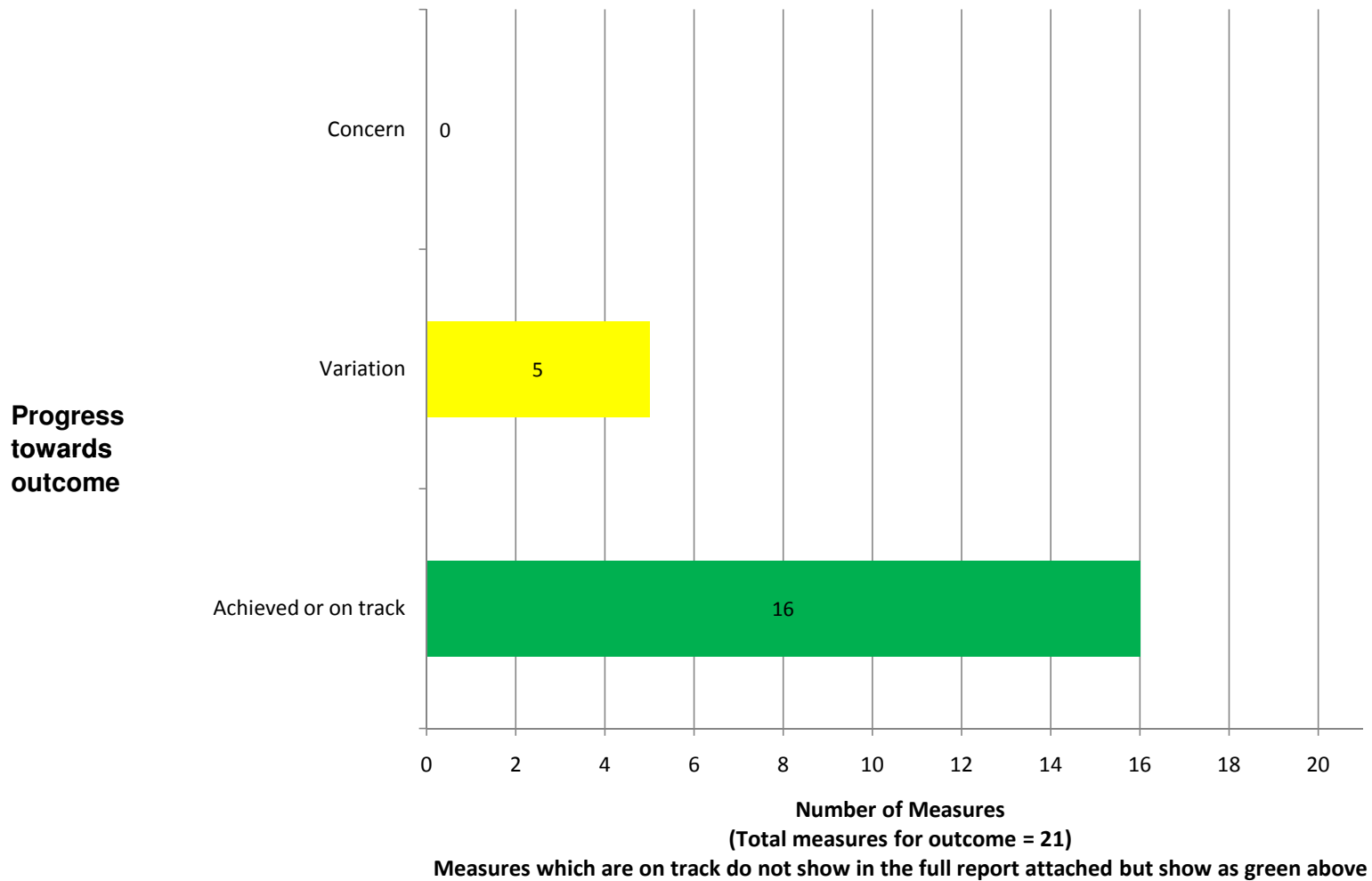
Key Strategic Objectives

Objective Status	Title	Comments	Budget	Officer Notes
Achieved	<u>Review range of materials to be collected for recycling</u>	Recycling kerbside collections including mixed papers (cardboard) and mixed plastics are going to be trialled in Beer for a 4 month period to establish viability and additional resource requirements for collecting the additional materials; The trial will help determine the viability and associated cost of extending the recycling service provided.		

PRIORITY THREE: Excellent services for our customers

a. Outcome Efficiencies: financial and time-saving

Quarter One Results 2011/12



Priority 3a 2011-12

Quarterly report for 2011/2012

Arranged by Aims

Filtered by Aim: Outcome Efficiencies; financial and time-saving

Filtered by Performance Status: Include PI Status: Achieved, Concern, Variation, Excellent, No Target, Not calculable

Include Objective Status: Concern, Variation, Achieved

Key to Performance Status:

Key Strategic Objectives: No Data available Milestone Missed Normal Concern Variation Achieved

Performance Indicators: No Data Concern Variation Achieved Excellent

Key to +/- Column:

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Priority 3a 2011-12

Outcome: Efficiencies; financial and time-saving

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
<u>Percentage of Council Tax Collected</u>	+	98.80	30.96 (3/12)	30.79			

Management Notes:

(July)

Performance is slightly down on this time last year (30.96%) which was expected because of the impact of losing experienced recovery staff.

(TA)

<u>Percentage of Non-domestic Rates Collected</u>	+	99.10	32.97 (3/12)	31.15			
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Management Notes:

(July)

The collection rate continues to be down although the shortfall has been reduced. Due to regulatory changes in Small Business Rates Relief, most of the annual charge will only become due from October 2011 & so we anticipate the situation improving from then.

Priority 3a 2011-12

Outcome: Efficiencies; financial and time-saving

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
(TA)							
<u>Working days lost due to sickness absence</u>	-	7.33	2.83 (4/12)	1.70			
Management Notes:							
<u>Cumulative Staff Turnover as a percentage of all staff (voluntary leavers)</u>	-	7		1.4			
Management Notes:							
<u>% of residents who pay their Council Tax by Direct Debit</u>	+	n/a		72			
Management Notes:							
<u>Number of redundancies (year to date)</u>	+	n/a		12			
Management Notes:							
<u>Percentage of councillors accessing electronic information</u>	+	98.31	100 (1/4)	98			
Management Notes:							
<u>NI 181 - Days taken to process Housing Benefit/Council Tax Benefit new claims and change events</u>	-	5.6	7.40 (3/12)	5.76			
Management Notes: (April - July)							
A very good performance for the 1st quarter of the year. Compares very favourably with 2010/11 Quarter 1 figure of 7.38							
(TA)							
<u>Percentage of Preventable demand within StreetScene</u>	+	n/a		6			

Priority 3a 2011-12

Outcome: Efficiencies; financial and time-saving

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
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Management Notes:

(Quarter 1)

The preventable/value split within business objects is going to be reassessed soon to ensure better accuracy.

(TA)

Creditor days - % of invoices paid within 30 days

+

99

99

Management Notes:

Proportion of outstanding debt that is more than 90 days old from date of invoice

-

18

23

Management Notes:

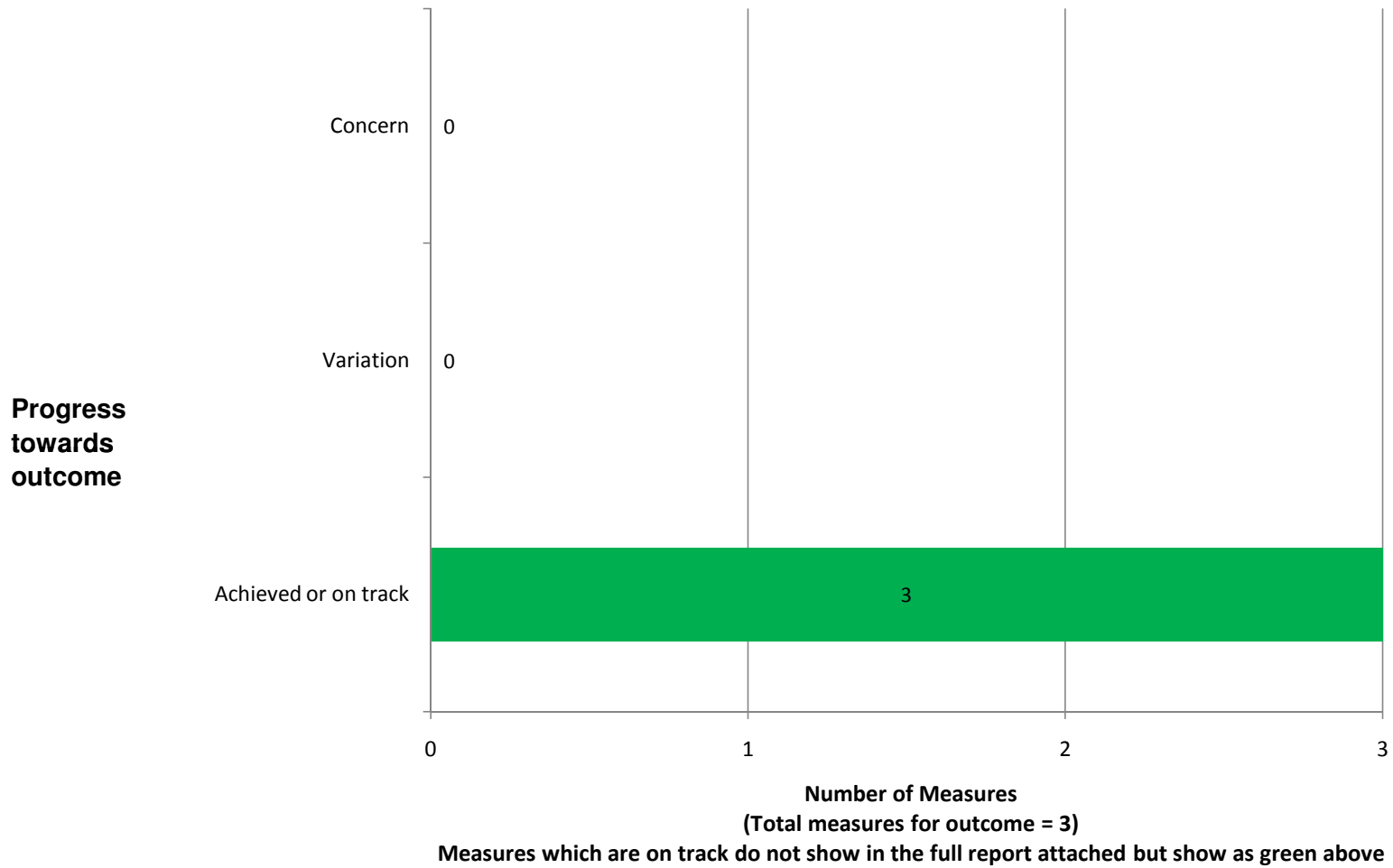
Key Strategic Objectives

Objective Status	Title	Comments	Budget	Officer Notes
Achieved	Have less than 90 units of temporary accommodation in use.	There are currently 24 households in temporary accommodation.		
Variation	Implementation of Document Image Processing for Housing Benefits	This is in the hands of ICT resources being available, progress has been hindered because of other ICT projects but resources are now allocated to the project again.		
Variation	Roll out of e-procurement (electronic ordering and payment process)	This is in the hands of ICT resources being available, progress has been hindered because of other ICT projects but resources are now allocated to the project again.		

PRIORITY THREE: Excellent services for our customers

b. Outcome Improved services through understanding our customers

Quarter One Results 2011/12



Priority 3b 2011-12

Quarterly report for 2011/2012

Arranged by Aims

Filtered by Aim: Outcome Improved service through understanding our customers

Filtered by Performance Status: Include PI Status: Achieved, Concern, Variation, Excellent, No Target, Not calculable
 Include Objective Status: Concern, Variation, Achieved

Key to Performance Status:

Key Strategic Objectives: No Data available Milestone Missed Normal Concern Variation Achieved

Performance Indicators: No Data Concern Variation Achieved Excellent

Key to +/- Column:

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Priority 3b 2011-12

Outcome: Improved service through understanding our customers

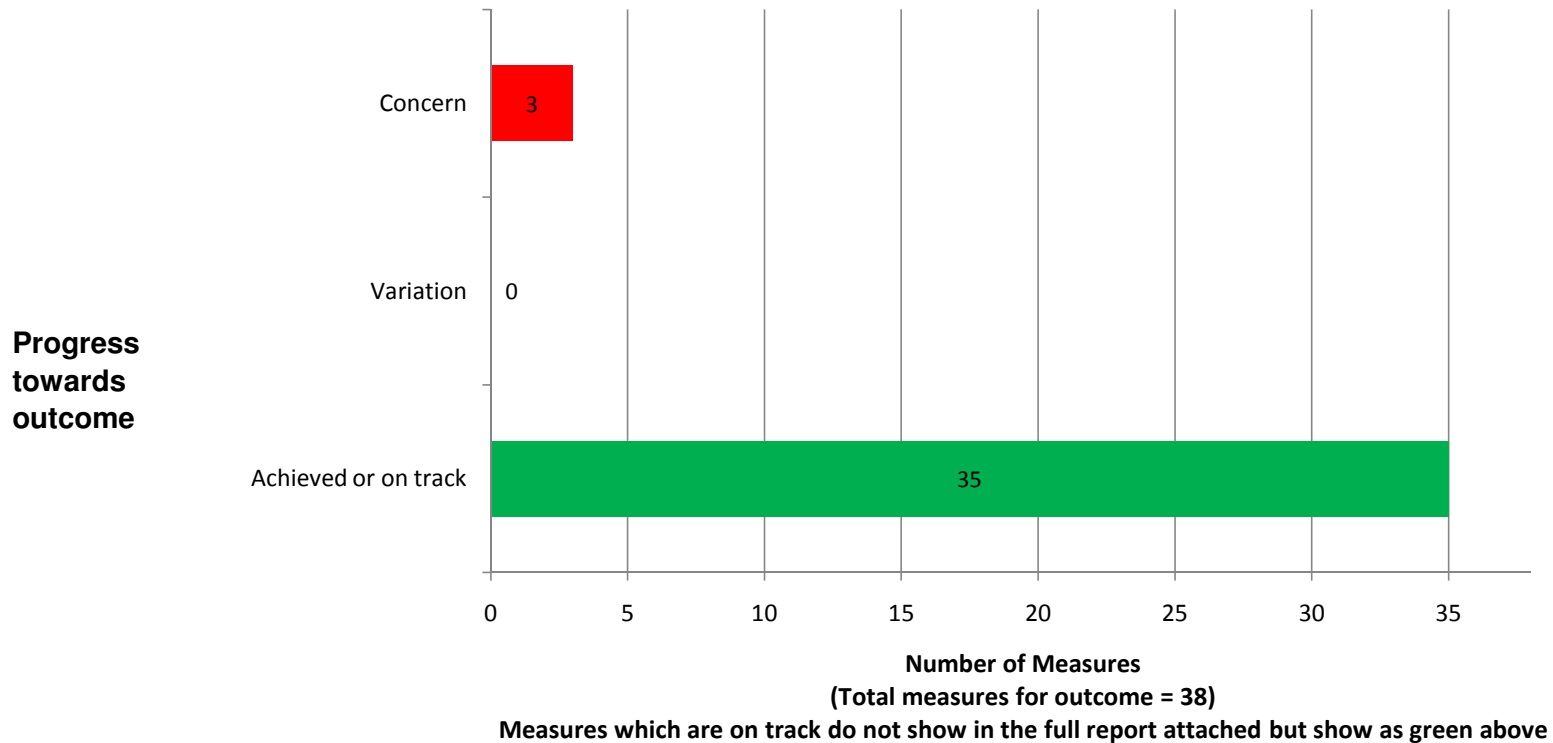
Key Strategic Objectives

Objective Status	Title	Comments	Budget	Officer Notes
Achieved	<u>Implement and develop the Devon Home Choice regional Choice Based Lettings scheme</u>	EDDC went live January 2010. Currently have in excess of 3,000 applications on housing register. Undertaking regular new tenant telephone satisfaction surveys to ensure matching right person with right home	DHC budget was £20k in 2010/11.	Resources: Housing Team (TA)

PRIORITY THREE: Excellent services for our customers

c. Outcome Consistently satisfied customers

Quarter One Results 2011/12



Priority 3c 2011-12

Quarterly report for 2011/2012

Arranged by Aims

Filtered by Aim: Outcome Consistently satisfied customers

Filtered by Performance Status: Include PI Status: Achieved, Concern, Variation, Excellent, No Target, Not calculable

Include Objective Status: Concern, Variation, Achieved

Key to Performance Status:

Key Strategic Objectives: No Data available Milestone Missed Normal Concern Variation Achieved

Performance Indicators: No Data Concern Variation Achieved Excellent

Key to +/- Column:

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined

* indicates that an entity is linked to the Aim by its parent Service

Priority 3c 2011-12

Outcome: Consistently satisfied customers

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
<u>Percentage of planning appeal decisions allowed against the authority's decision to refuse</u>	-	25.0		15.4			

Management Notes:

Number of random general licence checks

+	225	46 (1/4)	15			
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Management Notes:

(Quarter 1)

This is a particularly busy period in the licensing year and we expect to hit the target by the end of the year.

(TA)

Number of random vehicle licence checks

+	228	37 (1/4)	14			
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Priority 3c 2011-12

Outcome: Consistently satisfied customers

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
-------	-----	---------------	----------------	--------	--------	--------	--------

Management Notes:

(Quarter 1)

There are capacity issues within the team which should ease when a post is filled.

(TA)

Proportion of Councillors trained in regulatory functions

+

95.53

100.00 (1/4)

76.94

Management Notes:

(Quarter 1)

The training/development programme is progressing well. Further planned regulatory training includes Audit and Governance in September.

(TA)

Capability at point of contact for Benefits

+

n/a

44

Management Notes:

Number of Level 2 complaints (year to date)

+

n/a

5

Management Notes:

Number of Freedom of Information Requests (year to date)

+

n/a

67

Management Notes:

NI157b Percentage of Minor planning applications determined within 8 weeks

+

57.64

61.53

Management Notes:

NI157c Percentage of Other planning applications determined within 8 weeks

+

79.83

84.22

Management Notes:

Priority 3c 2011-12

Outcome: Consistently satisfied customers

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Percentage of satisfied customers - Benefits	+	90		81			
Management Notes:							
Percentage of satisfied customers - Planning	+	90		91			
Management Notes:							
Percentage of Customer Satisfaction within the Housing Service	+	n/a					
Management Notes: (Quarter 1) The last STATUS survey results indicated 87% of tenants satisfied with the landlord service. We undertake on-going satisfaction surveys on repairs which always exceed 90% satisfaction and levels have risen since Skinners took over the western area of the district. The results are analysed at monthly contract review meetings. (JG)							
Percentage of preventable demand in the Housing Service	+	n/a					
Management Notes: (Quarter 1) Preventable demand in the areas of housing that have been subject to Systems Thinking reviews have been reduced to an average of 25% in the 'moving out- moving in' phases of work averaged over the four main routes of letter; email; telephone; and face to face. We are part way through Check in repairs and rent management and the initial analysis suggest that preventable demand is only approximately 20% of all demand. (JG)							
Percentage of preventable demand in benefits	+	n/a		35			
Management Notes:							

Priority 3c 2011-12

Outcome: Consistently satisfied customers

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
-------	-----	---------------	----------------	--------	--------	--------	--------

(Quarter 1)

Highest area of Preventable Demand is "Can you tell me when my Housing Benefit payment is due?". To eliminate this we're now sending out a Payments Calendar with all New Claim decisions. The Payments Calendar shows the dates for 2011/12 when a customer can expect to receive their Housing Benefit payment.

(ML)

Percentage of preventable demand in council tax	+	n/a		11			
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Management Notes:

(Quarter 1)

Low preventable demand of 11% which is thinly spread across areas such as "why have I got this reminder?" and "have you received my payment?". No further action planned at present as not a priority.

(ML)

Percentage of preventable contact within Development Control	-	28.7		28			
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Management Notes:

Capability at Point of Transaction - Ability to deal with customers at first contact (DC)	+	81.7		83.2			
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Management Notes:

Key Strategic Objectives

Objective Status	Title	Comments	Budget	Officer Notes
Achieved	Fully implement the Systems Thinking programme for the whole	Recommendations for StreetScene re-structure agreed by the Executive Board, following their Systems Thinking review. Members have agreed spending additional time with StreetScene which will delay the overall programme. Also Housing Repairs have started their check process and Environmental Health	On budget	Resources: Deputy Chief Executive and

Priority 3c 2011-12**Outcome: Consistently satisfied customers****Key Strategic Objectives**

Objective Status	Title	Comments	Budget	Officer Notes
	<u>council by the end of 2010.</u>	are exploring ways to measure their service with another Council, who have already implemented Systems Thinking in regulatory services. Support services are working through check too and are at various stages of analysis.		Teams (TA)
Achieved	<u>Improve partnership working with Parish and Town Councils to re-engage with them</u>	Significant work done as part of Local Development Framework consultation - exercises, often led by Ward Members, with Parish and Town Councils. E-communication with Parish and Town councils is now at an advanced stage (training). Localism agenda will enhance this through Big Society activity and neighbourhood plans.		Resources: Teams across the council. (TA)
Achieved	<u>Introduce a Tenant Scrutiny Process</u>	Recruitment process successful and Scrutiny Group now in place and training programme implemented. Terms of Reference and Code of Conduct developed and group will send reports to Housing Review Board. First service review will test new processes in place - subject area 'Community Rooms'. First meeting for planning and scoping the review to be held this month.		
Achieved	<u>Use Systems Thinking, Customer Insight and Customer Service Excellence to improve customer service</u>	We have made progress with redesigning StreetScene using Systems Thinking principles which leaves one major service still to work with - Env Health. We now have excellent measures and reporting in place which the managers and members both like as they are clear and crucially help us improve service.		Resources: Deputy Chief Executive. (TA)

Appendix B - Explanations and definitions

Key Strategic Objectives

1. The Key Strategic Objectives and Service Projects from our Service Plans have been classified by status in the 'Objective Status' column:
 - 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.
2. Officers' updates on progress are set out in the 'Comments' column. The purpose of the 'Comments' column is to allow officers to explain anything, particularly when start/completion dates are slipping. For example, the reasons for the delay or slippage, the action being taken to rectify matters and when things are expected to be back on track.
3. Financial information is included in the columns marked 'Officer Notes', which shows the resources involved in each objective, and 'Budget', which provides an update, for instance whether the budget is on target.

Performance Indicators

4. The '+/-' column indicates whether a positive or negative result is preferable. For example, with a PI such as the time taken to process benefit claims or sickness absence, a lower result is better. However with a PI like Council Tax collection, the higher the result the better. A "+" indicates where a higher result and corresponding upward trend is desirable, whereas a "-" indicates that the lower the result, the better.
5. The 'Previous Year End' column reports performance at the end of 2009/2010, if that information is available.
6. The 'Current Target' column represents the annual target in most cases except for BV9 and BV10 where the target increases as more Non-domestic rates and Council Tax are collected and for BV12 where the target increases as working days lost increase as the year progresses. Some measures no longer have targets or are not suitable for targets. Many of these are linked to Systems Thinking principles.
7. The columns 'Q1 Act', 'Q2 Act', etc. show the actual year to date situation for each Performance Indicator. The coloured quarterly columns show year-to-date progress throughout the year in relation to the target. 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.

8. The purpose of the ‘Management Notes’ row is to allow officers to explain anything, particularly when performance is declining. For example, the reasons for the decline or slippage, the action being taken to rectify matters and when performance is expected to be back on target.

9. NI 196 Improved street and environmental cleanliness – fly tipping

This indicator measures a local authority’s performance based on a combination of calculating its year on year change in total incidents of fly-tipping dealt with, compared with its year on year change in enforcement actions taken against fly-tipping (both fly-tipping incidents and enforcement actions are weighted to recognise the effort involved in different activities).

Good performance is indicated by a decrease in incident numbers and an increase in enforcement action. A better score will be achieved if incident numbers only are reduced as opposed to enforcement numbers only are increased.

The table below illustrates the marking awarded to the various combinations:

		<i>Number of Enforcement Action</i>		
		Increasing actions	Same level of actions	Decreasing actions
Number of Incidents of Fly Tipping	Decrease	Grading 1 Very Effective	Grading 2 Effective	Grading 2 Effective
	Same	Grading 3 Not Effective	Grading 3 Not Effective	Grading 3 Not Effective
	Increase	Grading 3 Not Effective	Grading 3 Not Effective	Grading 4 Poor

Forward Plan for Overview and Scrutiny Committee

Month	Topic
29 Sept 2011	Report from Ward Member customer satisfaction with Planning Task and Finish Forum Feedback from the East and Mid Devon Crime and Disorder Scrutiny Panel Update from Portfolio Holder for Environment
27 Oct 2011	Update from Devon & Cornwall Constabulary on budget implications Update from Portfolio Holder for Finance
24 Nov 2011	Quarterly Monitoring of Performance – 2 nd Qtr 2011/12 Localism agenda update Customer Strategy Update on Equalities Action Plan
5 Jan 2011	Update from Portfolio Holder for Strategic Development and Partnerships
26 Jan 2011	Update from Portfolio Holder for Sustainable Homes and Communities
1 Mar 2011	Quarterly Monitoring of Performance – 3 rd Qtr 2011/12 Update from Portfolio Holder for Corporate Services
29 Mar 2011	Flood Management Act implementation – update from Devon County Council
26 Apr 2011	

Topics for scoping and allocation to the Forward Plan:

- Changes to health administration, devolving from PCTs to local GPs;
- Transfer of assets to Towns and Parishes

Task and Finish Forums Update

- Leisure East Devon – First meeting held on 9 August 2011; second planned as an observation of the LED Monitoring Group, date tbc as 6 September 2011
- Ward Member customer satisfaction with Planning – scoped, dates now circulated. Final report expected for submission to the 29 September meeting.
- HRB Taffs are underway – Sheltered Housing, and Car Parking issues in tenant areas.