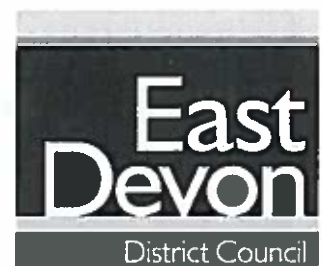


Date: 1 May 2009
Contact name: Debbie Meakin
Contact number: 01395 517540
E-mail: dmeakin@eastdevon.gov.uk



To: Members of the Scrutiny Committee (Councillors: Bob Buxton, Trevor Cope, Christine Drew, Vivien Duval Steer, Roger Giles, John Jeffery, Jim Knight, Stuart Luxton, Frances Newth, Darryl Nicholas, Margaret Rogers, Philip Skinner, Pauline Stott, Eileen Wragg)

Portfolio Holders
Other Members of the Council for Information
Chief Executive
Corporate Directors

East Devon District Council
Knowle
Sidmouth
Devon
EX10 8HL

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**Meeting of the Scrutiny Committee
Wednesday, 13 May 2009 – 6.30pm
Council Chamber, Knowle, Sidmouth**

The Chairman and Vice-Chairman will be available in the Members Area between 5.45pm and 6.15pm for Members of the Scrutiny Committee to discuss questions and co-ordinate points before the meeting.

Members of the public are welcome to attend this meeting.

- A period of 15 minutes has been provided to allow members of the public to raise questions.
- In addition, after a report has been introduced by the relevant Portfolio Holder and/or officer, 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 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.

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.
 - Each individual questioner exercising the right to speak during this public question time is restricted to speaking for a total of 3 minutes.
 - 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.
 - The Chairman has the right and discretion to control question time to avoid disruption, repetition, and to make best use of the meeting time.
2. To confirm the minutes of the meeting of the Scrutiny Committee held on 8 April 2009. 5 - 8

3. To receive any apologies for absence.
4. To consider any items which, in the opinion of the Chairman, should be dealt with as matters of urgency because of special circumstances.

(Note: such circumstances need to be clearly identified in the minutes; Councillors please notify the Chief Executive in advance of the meeting if you wish to raise a matter under this item. The Chief Executive will then consult with the Chairman).
5. 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.
6. Decisions made by the Executive Board called in by Members for scrutiny in accordance with the Overview Procedure Rules under Part 4.5 of the Constitution (There are no items which have been identified)
7. Performance Indicators considered by the Executive Board: Councillors please contact Democratic Services at least 3 working days in advance of the meeting if you wish to discuss particular Performance Indicators with a relevant Officer or Portfolio Holder at a Scrutiny Committee meeting.
8. **Changes to Health Services in Devon**
(Jill Elson, Portfolio Holder for Communities; and Dr Kevin Snee, Chief Executive from the Devon PCT, are invited to attend)
 - a) **Changes to Minor Injury Services:** Simon Tapley, Assistant Director – Provider Development, will take questions from Members on the recent changes to the minor injury services. Attached for information is a letter received from Dr Snee outlining the history of the service and the changes undertaken; 9 - 10
 - b) **Replacing APAUSE:** Discussion on what replacement service will be provided following the withdrawal of funding for the APAUSE programme; attached for information is a recent report to Devon County Council Health and Adults' Services Overview/Scrutiny Committee. 11 - 18
 - c) **Mental Health provision:** Iain Tulley, Chief Executive, and John Rom, Programme Director of the Devon NHS Partnership Trust will also attend to join the debate, as requested by the Committee.
9. **Crime and Disorder (Overview and Scrutiny) Regulations 2009** 19 - 22
(Jill Elson, Portfolio Holder for Communities; Chris Gibbings, Member Champion for Community Safety; and Gerry Moore, Community Safety and Anti-Social Behaviour Co-ordinator, are invited to attend)

New legislation in force from 30 April 2009 requires the relevant Committee to act as a "Crime and Disorder Committee" in reviewing and scrutinising actions taken in respect of crime and disorder. This report sets out a practical means for the Committee to engage in this work to meet the legislation until formal guidance on how to operate is issued by the Home Office.
10. **Quarterly Monitoring of Performance – 4th Quarter 2008/09** 23 - 60

Members are asked to highlight any performance indicators where they have concerns or require information no later than 3 days prior to the meeting, so that information can be fed back at the meeting in response.

11. **Report of the Engaging & Involving Young People Task and Finish Forum** 61 - 64
(Jill Elson, Portfolio Holder for Communities; Iain Chubb, Member Champion for Young People, are invited to attend)

Members are asked to consider the report and proposed recommendations put forward following the work of the Forum.

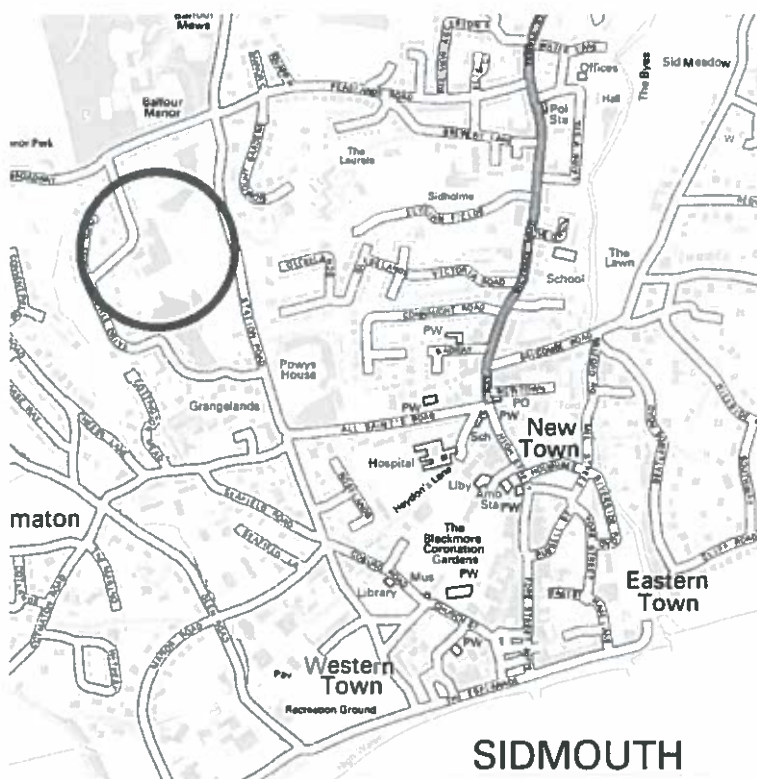
12. **Interim report of the Land Supply for Housing Task and Finish Forum** Verbal report

Phillip Skinner, Chairman of the Forum, will give a verbal update on work to date.

Members remember!

- You must declare any personal or prejudicial interests in an item whenever it becomes apparent that you have an interest in the business being considered.
- 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 you have obtained a dispensation from the Council's Standards Committee or where Para 12(2) of the Code can be applied. 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 at meetings where the public are also allowed to make representations. If you do remain, 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.
- You also need to declare when you are subject to the party whip before the matter is discussed.

Getting to the Meeting – for the benefit of visitors



The entrance to the Council Offices is located on Station Road, Sidmouth. **Parking** is limited during normal working hours but normally easily available for evening meetings.

The following bus service stops outside the Council Offices on Station Road:
From Exmouth, Budleigh, Otterton and Newton Popleford – 157

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 – 340 (Railway Station), 387 (Town Centre)
From Seaton – 52A, 899
From Ottery St Mary – 382, 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.

Visitors please note that the doors to the civic suite (meeting rooms) will be opened ¼ hour before the start time of the meeting. Councillors are reminded to bring their key fobs if they wish to access the area prior to that time.

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 Scrutiny Committee held at Knowle, Sidmouth on 8 April 2009

Present:

Councillors:

Roger Giles (Chairman)
Jim Knight (Vice Chairman)

Bob Buxton
Darryl Nicholas
Frances Newth

Barry Nicholson
Margaret Rogers
Pauline Stott

Officers:

Rick Aldridge – SITA
Jamie Buckley – Engagement and Funding Officer
Bob Darbourne – Communications and Improvement Manager
Paul Deakin – Interim Recycling and Refuse Manager
Diccon Pearse – Corporate Director
Debbie Meakin – Democratic Services Officer
Mark Reilly – Head of Streetscene

Also Present

Councillors:

Vivienne Ash
Graham Brown
David Cox
Jill Elson
Graham Godbeer
Peter Halse
Stuart Hughes

Ann Liverton
Graham Liverton
Marion Olive
Tony Reed

Apologies:

Councillors:

Trevor Cope
Christine Drew
Vivien Duval Steer

John Jeffery
Eileen Wragg

**Apologies from
non-Scrutiny
Members:**

Andrew Moulding

The meeting started at 6.30pm and ended at 8.15pm.

***67 Public question time**

Alan Worthington, an Exmouth resident, talked about the provision of mental health services.. He suggested that the Committee may wish to consider supporting the concept of "admiral nurses" who could offer support and training to those workers already in the field of mental health; and he raised his concern about the reallocation of beds for people suffering from dementia to community hospital use.

(Pauline Stott declared a personal interest as a care worker)

***68 Minutes**

The minutes of the meeting of the Scrutiny Committee held on the 11 February 2009 were confirmed and signed as a true record subject to an amendment to item 60 detailing Ian Mackintosh as a member of the Devon Health & Social Care Forum.

69 Review of Refuse and Recycling Phase 1

The Chairman welcomed David Cox, Portfolio Holder for Streetscene; along with Mark Reilly, Head of Streetscene; Paul Deacon, Interim Recycling and Refuse Manager; and Rick Aldridge from SITA.

David Cox reminded Members of the work undertaken in the past twelve months, including the change of day of collections, the work of the Recycling and Refuse Partnership Board and planning towards the next phases of the scheme. He also highlighted the recent increases in fuel costs and the decrease in the value of recycled materials.

Members raised queries on some elements of the recycling service:

- How could residents dispose of their old dustbins once the new scheme was operational in their area? Phase 1 conducted an "amnesty" where old dustbins were collected and recycled, which was intended to continue for the remaining phases;
- Could the service also cover other materials such as cardboard and metals with scrap value?
 - Cardboard posed problems in terms of collection because of the bulky nature, even if crushed; there were also issues on the incineration of cardboard as a means of improving burn capability;
 - Civic amenity sites were available as an option for disposal of metals; the current reprocessors used, only requested aluminium cans because of the risk of metal contamination in other aluminium products. There was also a capacity issue with collecting scrap metal from the doorstep;
- Could the collected material be taken to a nearer location than Holsworthy? The County Council dictated where the collected materials had to be delivered; DCC also cover the cost of disposal and part of the transport costs. It was reported that DCC are reviewing other locations;
- Could the capacity of the green recycling boxes be increased? For a domestic property, materials for recycling could be left for collection alongside the green box if the box was full to capacity; the restriction was on land fill waste, where side collections under phase 1 had been stopped in January, and food waste in order to discourage vermin;

Clarification was sought over what was perceived as an "acceptable" level of complaints. It was acknowledged that there would always be a number of complaints but the aim was to bring the level back down to the 0.55% of collections that was under the previous system of collection. The steps taken to help to reduce missed collections, and in particular missed assisted collections, were outlined to Members. Members agreed that knowledge from the local Ward Member would be a valuable resource to the Streetscene team in helping to identify solutions to repeat missed collections and the correct delivery of new bins for homes in future phases of the scheme.

Lessons had been learned from the first phase of the scheme, and as a result issues like the delivery of bins were being addressed by earlier delivery to properties before the scheme came into force. Monitoring on the contract with SITA was carried out and the minutes from the Recycling and Refuse Partnership Board were regularly reported to the Executive Board.

69 Review of Refuse and Recycling Phase 1 (continued)

Collection from dog bins was also discussed, where Darryl Nicholas related to Members his recent dealings and subsequent improvements for one area in Brixington thanks to officers prompt responses – particularly to Martin and Sharon from Camperdown Terrace Depot.

RESOLVED

1. that the Scrutiny Committee recognises the work achieved by the Recycling and Refuse Partnership Board and the team behind the new scheme, especially acknowledging the improved rate of recycling collection;
2. that operatives of the Streetscene service be recognised for the excellent service delivery regarding dog bins in Exmouth.

RECOMMENDED

1. that steps be taken by the Recycling and Refuse Board to minimise the number of missed collections, especially for assisted collections;
2. that there be full local Ward Member involvement with the remaining phases of the new scheme.

***70 Place Survey Results**

The Chairman welcomed Jamie Buckley and Bob Darbourn from the Communications and Improvement team.

Jamie Buckley highlighted some key findings from the headline results of the survey, including the significant reduction in satisfaction in leisure services. The Audit Commission had postponed the publication of the comparison information with other District Councils; efforts were being made to collate the information through working groups of officers.

Members discussed the need to further investigate the findings in relation to leisure services, and to explore the high priority for teenage activities and the links between the lack of activities and anti-social behavior.

Members were reminded that the Engaging and Involving Young People Task and Finish Forum was looking at facilities for young people and Members discussed some options on bringing facilities into use.

RESOLVED

1. that the Place Survey Results be brought back to the Scrutiny Committee once the district comparisons had been obtained and analysed;
2. that Leisure East Devon be invited back to a future meeting of the Committee to answer questions in light of the survey findings;
3. that the availability of school premises for activities outside school hours be explored at a future meeting, to include an invitation to the Member Champion for Young People;
4. that the inclusion of specific planning conditions to provide leisure facilities be explored at a future meeting, to include an invitation to the Development Control Manager and the Chairman of Development Control.

***71 Scrutiny Annual Report – Review of Format**

Debbie Meakin, Democratic Service Officer, advised Members of the need to provide an annual report to the Annual Meeting of the Council; and the suggested format to reflect the work of the Committee and how that contributed to the Corporate Priorities.

***71 Scrutiny Annual Report – Review of Format (continued)**

Members agreed that the new report clearly set out the links to the priorities and explained in a jargon-free way the work that had been achieved through the year.

RESOLVED

1. that the proposed layout be adopted;
2. that the final wording of the report be delegated to the Chairman of the Scrutiny Committee, in consultation with the Vice Chairman and the Deputy Chief Executive, before presenting the report to the Annual Council Meeting.

***72 Poltimore House – update on loan application**

Diccon Pearse reported the recent application by the Poltimore House Trust for a further loan to help secure funding from other bodies. The Executive Board had resolved to refuse the application and delegated the renegotiation of terms for the existing loans to him and the Portfolio Holder for Resources.

RESOLVED that the update be noted.

(Councillor Philip Skinner declared a personal interest as he was part-owner of the radar station at Poltimore)

***73 Scrutiny Committee Forward Plan and Update on Task and Finish Forums**

Members requested that Dr Snee be invited back to the Committee in light of recent changes to the minor injuries service, in force from 1 April 2009. Members discussed how the changes would affect local people and the increased risk to health if rapid treatment could not be found.

Members also discussed poor attendance at Scrutiny meetings and agreed that this should also form future work, as well as the previously discussed Place Survey results highlighting leisure services.

RESOLVED

1. that Dr Snee be invited back to the next meeting of the Committee to answer questions on changes to minor injuries service, with an invitation to the Devon NHS Partnership to attend;
2. that attendance records review be added to the Forward Plan for the Scrutiny Committee.

Chairman Date.....

Copy of Roger files
to Cr Pauline Stott 15/4
to Cr Jill Elson
to Mark Williams

Devon **NHS**

Primary Care Trust

Commissioning Headquarters
County Hall
Topsham Road
Exeter
EX2 4DL
Tel: 0845 140 5005
Fax: 0845 140 4046

Mr Peter Jeffs
Corporate Director
East Devon District Council
The Knowle
Station Road
Sidmouth
EX10 8HL



7th April 2009

Dear Mr Jeffs

Peter

Thank you for your letter regarding minor injury services in Devon

Just to provide a little of the background to this service, the implementation of the new GP contract in 2004 came with a number of enhanced services that all PCT's "should" commission. There were different classifications of these enhanced services - Directed Enhanced Services, which had to be offered to GP practices first, National Enhanced Services, which must be commissioned but could be with any qualified provider and Local Enhanced Services that were purely locally developed services.

Minor Injuries is a National Enhanced Service that has to be commissioned but the PCT has a choice over the provider. The following are examples of what are categorised as being Minor Injuries:

- cuts and grazes,
- sprains and strains
- broken bones
- bites and stings (including human bites)
- infected wounds
- minor head injuries
- eye problems, such as minor eye infections

Historically, the six former PCT areas approached this in different ways.

North, Mid and East Devon PCTs did not commission from General Practice if there was an Minor Injuries Unit "close" to the practice. This resulted in only 3 out of 14 practices in East Devon, 7 out of 22 in North Devon and 15 out of 20 in Mid Devon.

South Hams, Teignbridge and Exeter made the decision to commission from all practices regardless of where MIU's were located.

The Way Ahead strategic document sets out changes to healthcare in Devon over the next five years and indicates that care such as treatment of minor injuries will benefit from being delivered through a clear and single point of access, to a Devon-wide specification.

This will make better use of services in community hospitals across the county and more effective use of tax payers money. It will also release General Practice time for other core work.

Minor injuries services will still be commissioned from GP surgeries where they are located more than 10 miles from the nearest Minor Injury Unit. In these cases, it is felt the benefits of proximity outweigh those attributed to the appropriateness of the setting.

In regards to East Devon specifically, as mentioned above only three GP practices were previously commissioned to provide this service and there is no intention to close the Minor Injury Unit in Exmouth. There is a review of community services being undertaken at the moment that is due to report back in the summer. We expect the outcomes of this review to inform future clinical and public discussions regarding the most appropriate location of care for each community

GPs continue have a duty to provide "immediate and necessary" care. Most people who have injured themselves badly would not call on their GP at all and instead would dial 999 or travel to the nearest accident and emergency department.

The principles contained within the *Way Ahead* document have been consulted on widely, and an impact assessment has been submitted to Devon Overview and Scrutiny Committee.

Please don't hesitate to contact me again if you have any further queries.

Yours sincerely



Dr Kevin Snee
Chief Executive
Devon Primary Care Trust

cc Jan Ingram

Date: 2nd April 2009
Contact number: 01395 517452
E-mail: pjeffs@eastdevon.gov.uk
Direct fax: 01395 517508
Our Reference: PJsmeP
Your Reference:

COPY

Dr. Kevin Snee
Chief Executive
Devon PCT
Dean Clarke House,
Southernhay East,
Exeter, EX1 1PQ

Dear Kevin

MIU's

Last night at Executive Board several Members raised issues about local MIU's.

Each had heard that local GP's have had their funding withdrawn for MIU work.

One Member from Exmouth had heard that the MIU at Exmouth hospital was being closed entirely and rediverting patients to the RD&E.

Obviously I am not sure about the provenance of any of this information. It would be useful if I could be informed of the facts of the matter for our Members as I believe the matter has been referred to the Scrutiny Committee.

Yours sincerely

Peter Jeffs
Corporate Director

Copy to: Mark Williams, Chief Executive



DEVON COUNTY COUNCIL

HEALTH AND ADULTS' SERVICES OVERVIEW/SCRUTINY COMMITTEE

REPORTING PROTOCOLS

VARIATION TO SERVICE

Where NHS Trusts are required, under the provisions of the Health & Social Care Act 2011, to advise Devon County Council' Health and Adults' Social Services Overview/Scrutiny Committee (OSC) of any proposal relating to a variation in service delivery, it is requested that the format at Appendix 1 should be adopted.

CONTINUED REPORTING OF MATTERS

Where NHS Trusts are requested to undertake continuous reporting on any on-going matter, to the Devon County Council' Health and Adults' Social Services Overview/Scrutiny Committee (OSC), it is requested that the format at Appendix 2 should be adopted.

PROPOSED SERVICE CHANGE OR DEVELOPMENT:**IMPACT ASSESSMENT****1. General Information**

Originating NHS Organisation	Devon PCT
Impact assessment completed by	Dr Virginia Pearson/Sara Gibbs
Date of submission to HOSC (Date/Month/Year)	24 April 2009
Ongoing point of contact and contact details	Sara Gibbs, 01392 267747 or 07966 151 069
OSC area(s) impacted by proposals	Devon
Brief overview of proposal or service development	<p>APAUSE (Added Power and Understanding in Sex Education) is a secondary school-based sex and relationships programme developed originally as a research project by staff at the Department of Child Health at the University of Exeter (Health Behaviours Group). It was originally funded by North and East Devon Health Authority in the mid-1990s and was based on research at that time. Teachers, health professionals and peer educators are trained to deliver the programme within school settings.</p>
Anticipated timetable	<p>During 2008, the agencies in Devon reviewed the interventions within Devon as part of the process to raise the profile of tackling teenage pregnancy against a Red/Amber GOSW rating. A visit from the National Support Team led to a complete restructuring of the approach under the aegis of the Teenage Pregnancy Board, which reports to the Children's Trust Board. In December 2008 Devon PCT asked those secondary schools with the programme if they wished to fund the programme to provide SRE as it was no longer possible for the programme to be supported by NHS funding in the light of the new strategy. Devon PCT was willing to continue to provide the service if sufficient funding was likely to be forthcoming from schools. The full support costs had been made available for the programme in the financial year 2008-09. Two schools wished to continue with the programme and it will continue until July 2009 in these schools. The new support arrangements, as outlined in the Teenage Pregnancy Action Plan, are in place from April 2009.</p>

<p>Brief overview of factors which have led to this proposal or service development</p>	<p>Devon Primary Care Trust reviewed its funding of APAUSE in light of the Devon Young People's Sexual Health Strategy and the national "Review of Sex and Relationships Education in Schools: A Report by the External Steering Group, 2008": http://www.teachernet.gov.uk/doc/13030/SRE%20final.pdf</p> <p>APAUSE is not a health service. It was originally funded by the NHS as part of a research programme to develop new approaches to sex and relationship education. Current research which takes account of the changes in young people's knowledge, attitude and behaviours shows that sexual health promotion needs to be targeted at a younger age group than previously (year 8) and that teenage pregnancy can most effectively be prevented by targeted sexual health services such as school drop-in clinics.</p>
<p>Overall objective of proposals (e.g. improving quality of services, more cost effective service etc)</p>	<p>Ensuring young people have access to high quality sexual health services is a priority for the NHS but providing Personal, Social and Health Education (PSHE), including sex and relationships education (SRE), is the responsibility of schools and is additionally supported through the Healthy Schools Programme. Devon PCT will be investing approximately £180k in Local Learning Communities in 2009-10, targeted at those with the most challenging health issues which include teenage pregnancy as a top priority. The Devon Healthy Schools Programme offers training courses for staff, governors and PSHE coordinators on all aspects of PSHE including SRE. Details of courses can be found on the Devon Education Services website.</p>
<p>Details of public and patient <u>involvement</u> undertaken to date and how this has shaped proposals</p>	<p>The Devon Young People's Sexual Health Strategy was developed during 2007 involving service providers and commissioners and strongly influenced the Teenage Pregnancy Action Plan. The joint strategic review, which culminated in "The Way Ahead" also involved consultation with young people and included seeking views at Kongomana. More and more accessible sexual health services were very important to young people. The draft Young People's Sexual Health Strategy was widely consulted during January and February 2008 with service providers and service users. Comments as part of the consultation (see below) highlighted:</p> <p>SRE and APAUSE not currently fitting the bill School drop-ins are more informative SRE (note that this is the responsibility of schools to provide, not the NHS) needs to be improved</p>
<p>Other NHS organisations impacted by proposal or service development and their views from involvement</p>	<p>None.</p>

Views of LINK(s) from involvement to date	The following feedback was given by service users to the question below	
	Should SRE be given a higher priority within School?	
	Would welcome SRE receiving a higher priority in school?	62%
	Would not welcome SRE receiving a higher priority in school?	19%
	Not bothered	19%
	Additional Comments:	
	<ul style="list-style-type: none"> • How effective is SRE? Peer pressure to mess around and not take seriously. Smaller groups may help. • No matter how much information you get there will always be those who think it won't happen to them. • SRE in schools is inadequate at present. • Students still quite critical of SRE; they like the role of the health professional and some aspects of APAUSE. • All said they would like more SRE in school. Felt what they get is not very good. Want somewhere to go and talk in private. Didn't like teachers teaching it and learnt more from the sexual health drop in. 	

The following assessment relates to patients*:	North Devon	Exeter	Mid-Devon	East Devon	Teignbridge
	South Hams/West Devon	South Devon			

* Highlight from which areas patients will be affected by the proposal.

This is not a health service and there are no patient affected.

2. Impact upon Access to Services

Ref	Aspect	+ or - impact	Details	Plans to minimise negative impact
A	Eligibility of patients to receive the service	n/a		
B	Ability of patients to access the service	n/a		
C	Waiting times to receive service	n/a		
D	Longer term sustainability of the service	+	DCC and the NHS need to target resources in order to address	Devon PCT is funding the Health Schools Plus Programme in 2009-10 which will target priority areas in terms of local learning

			problem. Using school nurses and school drop-ins is the most effective use of resources and is most likely to achieve our strategic outcomes.	communities where there are significant health challenges such as teenage pregnancy.
E	Reducing health inequalities	+	APAUSE funding to schools was not allocated on the basis of greatest need.	The government has begun the legislation process to make SRE a statutory responsibility for schools from 2010. Training and support is available from Devon Education Service on SRE.

3. Impact upon Quality of Services

Ref	Aspect	+ or - impact	Details	Plans to minimise negative impact
A	Clinical performance/outcomes	+	Increased value for money and effectiveness of services.	Letter from Joint Director of Public Health and Executive Director of Children and Young People's Services to highlight new and strengthened support arrangements for schools.
B	Statutory NHS targets	+	Teenage pregnancy is a top priority for DCC and the PCT. The Teenage Pregnancy Action Plan sets out the interventions that will help achieve the target.	
C	Patient Choice	n/a		
D	Cohesion with wider NHS strategies	+	The Way Ahead – Devon's joint	

			strategy for health and wellbeing. Also relevant: National Sexual Health Strategy.	
E	Operational effectiveness	n/a		

4. Impact upon Patients and Carers

Ref	Aspect	+ or - impact	Details	Plans to minimise negative impact
A	Patient care standards	n/a		
B	Privacy and dignity	n/a		
C	Patient care journeys/pathways	n/a		
D	Patient experience	n/a		
E	Carer experience	n/a		

5. Impact upon Wider Community

Ref	Aspect	+ or - impact	Details	Plans to minimise negative impact
A	Local economy	n/a		
B	Transport	n/a		
C	Community Safety	n/a		
D	Environment	n/a		
E	Social Care	n/a		
F	Cohesion with Community Strategy	+	New Healthy Schools Plus Programme links Local Learning communities with their wider communities.	

6. Partnership Working/Involvement

How has the PCT involved the following groups in the development of these proposals?	Details
Patient and Public Involvement	The Devon Young People's Sexual Health Strategy was widely consulted on as described above. Service users and other stakeholders were involved.

Staff, HR, Unions	One member of staff involved. Devon PCT is redeploying the staff member as a result of schools not wishing to fund scheme.
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7. Financial Impact

Ref	Aspect	+ or - impact	Details	Plans to minimise negative impact
A	Implications for NHS organisation	neutral		
B	Implications for Health Community	n/a		
C	Implications for Peninsula	n/a		
D	Implications for Local Authorities	n/a	Devon PCT will provide sexual health promotion services to schools and drop-ins in targeted schools.	Devon Education Services providing training and resources on alternative SRE approaches.
E	Implications for Voluntary Sector	-	"Health Behaviour Group" to lose funding for materials.	"Health Behaviour Group" provides services elsewhere in the country. All funding for 2008-09 school year has been provided by the PCT.
F	Implications for patient/patient's family	n/a		

8. Anticipated Climate of Opinion

Ref	Aspect	+ or - impact	Details	Plans to minimise negative impact
A	Clinical opinion	+	Evidence-based approach.	
B	Local community	-	Some schools unlikely to be positive as funding is to be withdrawn and APAUSE may have been used to provide SRE by them.	Discussion at "Head Liaison Group" meeting ahead of letters being sent out to head teachers.
C	Political	-	Some local concern from East Devon but discussed at	Update report from Joint Director of Public Health planned to

			Executive on 23 April 2009 and reassurance provided regarding NHS actions.	Executive in the summer (June/ July).
D	Media	-	Limited media coverage.	Press statements issued.
E	Staff	-	Staff member to redeployed.	Devon Provider Services is doing this as there is insufficient funding from schools to run the service in the future.

9. Any other Impacts not Covered Above

Ref	Aspect	+ or - impact	Details	Plans to minimise negative impact
A				
B				
C				

<p>NHS comments on impact assessment and view on whether the proposed change is substantial</p>	<p>APAUSE is not a health service. Services have been reviewed and refocused to deliver maximum impact on a top priority issue and major performance target for the local health and social care community.</p> <p>In addition, Devon Primary Care Trust is investing additional funding in 2009-10 and beyond in the Health Schools Plus Programme.</p> <p>Provision of SRE is the responsibility of education services and it would be <i>ultra vires</i> for the NHS to use NHS funding to provide SRE. The responsibility of the NHS is to provide sexual health promotion and sexual health services.</p> <p>School nurses are available and committed to providing two sessional inputs into whichever SRE curriculum a secondary school decides appropriate for its setting.</p>
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Agenda Item 9

Scrutiny Committee

13 May 2009

DSO/DM



Crime and Disorder (Overview and Scrutiny) Regulations 2009

Summary

The Scrutiny Committee is the Council's Crime and Disorder Committee for the purposes of section 19 of the Police and Justice Act 2006. The provisions of sections 19, 20 and 21 of the Police and Justice Act 2006 will come into force on 30 April 2009.

This will mean that the designated Committee, currently the Scrutiny Committee (this function will be within the remit of the Overview and Scrutiny Committee following the annual meeting of the Council on 20 May 2009), will have the power to review or scrutinise the decisions made, or other action taken, by the responsible authorities of their crime and disorder functions. Any recommendations made as a result can be referred to the Executive Board with respect to the discharge of those functions. In addition, Councillor Call for Action for crime and disorder matters will also commence from 30 April 2009.

This report sets out the background to the legislation and the practical means by which reporting can be made to the Committee.

Recommendation

That the Scrutiny Committee considers requesting a regular report from the Community Safety and Anti-Social Behaviour Co-Ordinator for East Devon, to inform the Committee of work undertaken; whereby the Committee can decide if further review or scrutiny is required as necessary.

a) Reasons for Recommendation

The legislative requirements set out the need for a designated Committee to act as the "Crime and Disorder Committee"; the recommendation set out will achieve this in practical terms in conjunction with the existing East and Mid Devon Community Safety Partnership.

b) Alternative Options

Matters related to crime and disorder could be reported on an ad-hoc basis but this would not give a clear basis for the Committee to operate as the "Crime and Disorder Committee".

c) Risk Considerations

Recommendations made by the Committee may also impact on Mid Devon District Council as part of the East and Mid Devon Community Safety Partnership.

d) Policy and Budgetary Considerations

None.

e) Date for Review of Decision

May 2010

1 Background

1.1 The Crime and Disorder Act 1998

The Crime and Disorder Act 1998 states that local authorities and bodies are required "to work together to reduce crime, disorder and fear of crime locally, in order to improve the quality of life and to create a safer living and working environment".

Crime and Disorder Partnerships, consisting of representatives from local authorities, the Police and Police Authority, Fire and Rescue, Probation Service and Heath Trusts, were set up across the country when the Act came into force. For East Devon, the East and Mid Devon Community Safety Partnership is now in operation, which includes statutory and voluntary organisations, and representation from the business sector.

Members of the Partnership Steering Group include:

- Chief Executive of East Devon District Council.
- Director of Community Services, Mid Devon District Council.
- Police Commander for East and Mid Devon.
- Devon County Council's Partnership Officer for East and Mid Devon.
- Head of Health Improvement, Exeter, East & Mid Devon Area, Devon Primary Care Trust.

Each main town in East & Mid Devon has a geographically based Local Action Group (LAG). These were set up some years ago to tackle crime, disorder and anti-social behaviour. The LAGs are also responsible for the rural areas surrounding each town. In addition, there are thematic Action Groups tackling Domestic Violence, Drug & Alcohol and Diversity issues.

1.2 Police and Justice Act 2006

Sections 19, 20 and 21 of the Police and Justice Act 2006 set out the requirement for local authority scrutiny of crime and disorder matters, summarised as follows:

- The "Crime and Disorder Committee" is to be an overview and/or scrutiny committee of the authority;
- The "Crime and Disorder Committee" can review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions;
- Where a report or recommendation results from the review, a copy must be sent to the responsible authorities and other persons or bodies deemed appropriate. The recipients of the report or recommendations must give consideration, respond to the committee indicating what (if any) action it proposes to take, and have regard to the report or recommendations in exercising its functions.
- Arrangements made to enable a Member who is not a member of the "Crime and Disorder Committee" to refer a local crime and disorder matter to the committee. Local crime and disorder matters are those affecting the Members' Ward including anti-social behaviour and alcohol and substance misuse;
- If the committee decides not to make a report or recommendations in relation to a matter raised by a Ward Member, the committee must make clear the reasons why.

2 New Legislation

2.1 Crime and Disorder (Overview and Scrutiny) Regulations 2009

The Crime and Disorder (Overview and Scrutiny) Regulations 2009 set out when the sections of the Police and Justice Act 2006 come into force along with some clarification on how the "Crime and Disorder Committee" will operate, such as:

- The choice of co-opting additional members from those persons and bodies who are responsible authorities under the Crime and Disorder Act 1998; who may have voting rights on crime and disorder matters if the Committee decides this. The Committee may co-opt either employees or non-executive members of a responsible authority;
- Minimum of one meeting per calendar year on crime and disorder;
- Responsible authorities must provide information requested of them by the Crime and Disorder Committee. The Committee may require an officer of a responsible authority or a co-operating body to attend a meeting, on reasonable notice;
- Responses to any reports or recommendations made must be in writing within one month from the date of the report/recommendation, or, if this is not reasonably possible, as soon as possible, back to the Crime and Disorder Committee;
- The Committee shall review such responses and monitor the action (if any) taken.

The Home Office will be publishing guidance to assist in the implementation of these provisions, originally due at the end of April 2009 but now has no set publishing date. At the time of producing this report, the guidance had not been published.

3. Practical application

The East and Mid Devon Community Safety Partnership, formerly the East Devon Community Safety Partnership, has been in operation for some time, working closely with its local action groups to find local solutions to local problems, as well as looking at wider issues like domestic violence and diversity awareness. There is a danger that work could be duplicated; handled both by the Community Safety Partnership (which is a requirement under the Crime and Disorder Act 1998) and by issues being brought directly to the Scrutiny Committee by Ward Members using their right under section 19 of the Police and Justice Act 2006.

A practical means of meeting the requirements of sections 19, 20 and 21 of the Police and Justice Act 2006 is suggested below:

- Regular reporting from the Community Safety and Anti-Social Behaviour Co-Ordinator for East Devon, which can provide detail on the work carried out by the Community Safety Partnership and points of interest from the local action groups;
- From these regular reports, the Committee can decide which matters may require further review or scrutiny and invite representatives from the Community Safety Partnership to help undertake such a review;
- Ward Members with local crime and disorder issues may prefer to contact the Community Safety and Anti-Social Behaviour Co-Ordinator in the first instance, so that the appropriate steps can be evaluated for the most expedient outcome.
- Where an issue has implications on a wide basis, in terms of affecting a wider area than East Devon and could impact on neighbouring authorities such as Mid Devon District Council (who form part of the Community Safety Partnership) then Members from those authorities could be invited to attend the "Crime and Disorder Committee" to debate the issue.

If adopted, these means can be regularly reviewed to ensure that the Committee is satisfied that it is meeting the legal requirements, as well as providing a transparent and accountable review where necessary. Once guidance is released from the Home Office, please measures can be reviewed accordingly.

Legal Implications

Contained within the report.

Financial Implications

None.

Consultation on Reports to the Executive

Not applicable

Background Papers

- The Constitution updated May 2008
- The Crime and Disorder Act 1998
- Police and Justice Act 2006
- Crime and Disorder (Overview and Scrutiny) Regulations 2009

Debbie Meakin
Democratic Services Officer

Scrutiny Committee
13 May 2009

Agenda Item 10

Scrutiny Committee

13 May 2009

Quarterly monitoring report



Quarterly Monitoring of Performance – 4th Quarter 2008/09

Summary

Performance information for the period 1 April 2008 – 31 March 2009 is attached to this report to allow Members to monitor service performance and identify any areas where improvement may be necessary.

Recommendation

It is recommended that Members consider performance against Performance Indicators (PIs) for the quarter of 2008/09.

a) Reasons for Recommendation

This report demonstrates our progress in achieving targets set for relevant PIs and highlights areas of concern. 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, by inspectors in a future inspection and could also compromise the Council's reputation and budgets.

d) Policy and Budgetary Considerations

One of our corporate goals is 'Excellent service 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.

e) Date for Review of Decision

Monitoring of the performance of PIs is carried out by the Committee at the end of each quarter.

Main Body of the Report

1. The performance monitoring report for the fourth quarter of 2008/09 (which shows performance for the whole of 2008/09) is in an appendix to this report.
2. The report is divided into service and then sorted within each service by current performance 'Status':
 - Concern – if the PI is 10% or more below the target. As usual, an 'Officer Notes' column is provided which must be used to explain any levels of performance that are of concern and the remedial action planned.
 - Variation – if the PI is between 10% and 0.1% below the target. Again, the 'Management Notes' row may be used to explain any performance of variation and the remedial action planned.
 - Achieved – if the PI and the target match exactly or the PI is less than 5% above the target.
 - Excellent – if the PI is 5% or more above the target.
3. The column marked 'Top Quartile District Councils' shows the threshold figure for top quartile performance based on 07/08 district figures.
4. The 'Code' refers to the PI number and the abbreviations used are as follows:
 - each 'National Indicator' is shown as NI followed by a number.
 - each 'Best Value Performance Indicator' is shown as BV followed by a number.
 - each 'Local PI' is shown as L followed by a number
 - each 'Value for Money' indicator is shown as VFM followed by other letters and numbers.
5. The +/- column which indicated whether a positive or negative result is preferable has been replaced by arrows indicating whether high or low performance is better. 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. An "up arrow" indicates where a higher result and corresponding upward trend is desirable, whereas a "down arrow" indicates that the lower the result, the better.
6. The 'Previous Year End' column reports performance at the end of 2007/08, if that information is available.
7. The 'Annual Target' column shows the performance that services are trying to achieve during the year 2008/09, if a target has been set.
8. The columns 'Q1 Act', 'Q2 Act', etc. show the year to date situation for each PI.
9. The 'Improvement' column displays whether the performance is improving, staying the same or getting worse compared to the same quarter last year (2007/08), if that information is available.
10. The purpose of the 'Management Notes' row is explained in para 2 and para 13.
11. It must be emphasised that the new system of National Indicators (NIs) was only introduced on 1 April 2008 and it is still being embedded. This means that many of the NIs have never been measured before and, therefore:
 - It is not possible to provide a figure for the 'Previous Year End' performance for all NIs.
 - It is not realistic to set an 'Annual Target' for all NIs at this stage.

12. Although members will not be able to compare the actual quarterly performance with the 'Previous Year End' performance and/or an 'Annual Target' for all NIs, they can see how the actual performance has progressed over the year. (NB. The quarterly performance for some of StreetScene's NIs is being reported a quarter in arrears because data is drawn from several organisations.)
13. In addition, comments made in the 'Management Notes' row are intended to put performance on the new NIs in perspective and also to clarify their definitions.
14. Definitions for:
 - NI 195 (a) Improved street and environmental cleanliness (litter)
 - NI 195 (b) Improved street and environmental cleanliness (Detritus)
 - NI 195 (c) Improved street and environmental cleanliness (Graffiti)
 - NI 195 (d) Improved street and environmental cleanliness (Fly-posting)

NI 195 is reported as four parts, one for each element of environmental and street cleanliness: NI195 (a) Litter, (b) Detritus, (c) Graffiti, (d) Fly-posting.

The NI 195 survey grades 300 transects every survey and 3 surveys are carried out annually. Each site is given a grade according to the following criteria:

Grade A is given where there is no litter or refuse (or detritus or graffiti or fly-posting)
 Grade B is given where a site is predominantly free of litter and refuse (or detritus or graffiti or fly-posting) except for some small items
 Grade C is given where there is a widespread distribution of litter and refuse (or detritus or graffiti or fly-posting), with minor accumulations
 Grade D where a site is heavily littered (or with detritus or graffiti or fly-posting), with significant accumulations.
 Three Intermediate Grades are also used. These are: B +, between Grade A and Grade B;
 B -, between Grade B and Grade C; and C -, between Grade C and Grade D

Detritus There is no statutory definition of detritus, however, local authority cleansing officers and their contractors have developed a common understanding of the term and the definition used for the NI 195 (and for the LEQSE) is based on this industry norm. Detritus comprises dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, and fragments of twigs, glass, plastic and other finely divided materials. Detritus includes leaves and blossom.

Once all sites have been surveyed, the formula to be used for each of the four elements of the indicator (litter, detritus, graffiti and fly-posting) is: $((T + (T_b / 2)) / T_s) * 100$ Where: T = number of sites graded C, C -, or D for each individual element (litter, detritus, graffiti and fly-posting); T_b = number of sites graded at B- for each individual element (litter, detritus, graffiti and fly-posting) (this grade counts as half); T_s = total number of sites surveyed for the relevant element (litter, detritus, graffiti and fly-posting) (900 minimum with the exception of the detritus indicator which may be less than 900 where sites are not suitable for detritus grading). For example, where 30 sites have been graded either C, C -, or D and 90 sites have been graded B-, the calculation would give: $((30 + (90 / 2)) / 900) * 100 = 8\%$.

(Members asked for clarification on this indicator at previous meetings. This description came directly from the Defra website).

15. 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.

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:

	Number of Enforcement Action			
		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

16. For selected indicators graphs have been created comparing performance with data from the previous year or with 2007/08 quartile positions (if available).

- Indicators from Services which have undergone a Systems Thinking review appear in appendices 2-6.
- Indicators showing 'Concern' (except BV11c as it has remained static for the last 2 years) can be found in appendices 7–13.

17. Certain National Indicators are not being reported in this report for the following reasons:

- NI 170 is generated by the Department of Communities and Local Government from data supplied by local authorities to the Homes and Communities Agency. This data is not yet available.
- NI 180 - No. of changes of circumstances which affect customers' Housing/Council Tax Benefit within the year is calculated from a scan of our database by the Department of Work and Pensions. The final figure is not available yet.
- NI 184 is submitted to the Food Standards Agency (FSA) as part of our overall annual food hygiene statistics. This should be carried out between April and the May deadline every year. The annual figure therefore is not available yet.
- NI 197 is being provided by Devon County as an aggregate figure for Devon. The deadline for this indicator is the end of May 2009 so no information is available at present.



- VFMFP3 Percentage of variation between the forecast outrun at month 6 and the actual outrun at month 12. The data is not yet available.
- VFMFS2a Cycle time in working days from period-end closure to submission of audited accounts. Data not yet available.

Legal Implications

No legal comments are required.

Financial Implications

No direct financial implications.

Background Papers

A quarterly performance monitoring report along with 12 performance graphs appear as appendices to this report.

Bob Darboume, ext. 2618
Policy Manager

Scrutiny Committee
13 May 2009

Annual report

Quarterly report for 2008/2009

Arranged by Service

Filtered by Flag: Include: Annual

Exclude: Archive

Key to Performance Status:

Performance Indicators:

Key to change on same period in previous year:

Improved Performance Worse Performance Unchanged

Key to +/- Column:

Higher figures are better Lower figures are better Direction cannot be determined.

Annual report

Service: Finance

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
Variation		BV9 (mon)	Percentage of Council Tax Collected	+	98.90	98.70	30.55	58.15	87.51	98.70	↓

Management Notes

(March) Although this is a slight drop on last year it is still an excellent achievement especially in the current economic climate. Based on information verbally supplied by other Devon Authorities it appears that we have the highest collection rate in Devon. Some other Devon authorities have experienced much higher reductions in their collection rates. Revenues staff have put in place lots of new initiatives to combat the impact the credit crunch has had. Much of this has been working closer with the customer and being far more proactive and we plan to continue in this way. (LJ)

Variation		BV10 (mon)	Percentage of Non-domestic Rates Collected	+	99.00	99.20	31.81	59.49	87.74	98.90	↓
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Management Notes

(March) Although this is a slight reduction on last year it is still a really good achievement in light of the credit crunch. Staff have implemented new initiatives to not only help the customer but also to try and minimise the impact this would have on collection levels. (LJ)

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Annual report

Service: Finance

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
Excellent		NI181 (mon)	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events -average days	-		15.0	18.9	15.9	14.9	12.0	

Management Notes

(April - March) Our target for the year has been achieved. The new processes implemented in January continue to give excellent results. (See Appendix 2) (EB)

No Target		VMFMP2 (mon)	Cycle time in working days from period-end closure to the distribution of routine financial reports	-			6	5	5	5	
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Management Notes

No Target		VMFMS10	Creditor days - % of invoices paid within 30 days	+			n/a	n/a	n/a	95	
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Management Notes

Not calculable		VMFMS2b	Was the latest set of annual accounts qualified by external audit?	OFF			n/a	n/a	n/a	No	
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Management Notes

No Target		VMFMS3	Cost of the Customer Invoicing function per customer invoice processed	-			n/a	n/a	n/a	£9.19	
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Management Notes

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Annual report

Service: Finance

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Q4 Act Improvement
No Target		VFMFS6	Cost of Accounts Payable per accounts payable invoice processed	-			n/a	n/a	n/a	£1.21	

Management Notes

No Target		VFMFS7	Proportion of all payments made by electronic means	-			n/a	n/a	n/a	71	
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Management Notes

No Target		VFMFS8	Proportion of outstanding debt that is more than 90 days old from date of invoice	-			n/a	n/a	n/a	16	
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Management Notes

Service: Information Technology

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Q4 Act Improvement
Variation		L 51	Achievement of customer support Service Level Agreement	+	94.90	96.00	93.60	85.00	80.85	88.30	↓

Management Notes

(Quarter 1 - 4) Close on the heels of the major Microsoft Migration came the Gov Connect programme which demanded major security upgrade and changes to most of the systems. This was achieved by the deadline but took much of the support resource to accomplish. (TR)

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Annual report

Service: Information Technology

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
Achieved		L 52	Customer satisfaction - annual survey	+		5.4	n/a	n/a	n/a	5.4	n/a

Management Notes

(2008 - 2009) While the yearly survey (which will now be carried out in the summer 2009) is valuable we need to get a closer understanding of how customers perceive the ICT service on a more regular basis and so monthly sample surveys are going to start in May. (TR)

Variation		L 95	Average score on mandatory online basic skills test	+	77	80	n/a	n/a	n/a	77	↓
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Management Notes

(2008 - 2009) The new on-line test system is being trialled by a focus group for release in May. (TR)

Concern		L 96	Number of computer users who have passed a European Computer Driving Licence exam	+	47	100	48	48	55	55	↑
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Management Notes

(Quarter 1 - 4) There has not been an increase in take up by new entrants to the program although current entrants have continued to take exams. The next release of on-line testing of ICT skills is aiming to give an indication of where best to push the IT training. (See Appendix 7) (TR)

Concern		L 97	Number of computer user hours made unavailable each month	-	2,586	1,000	n/a	n/a	n/a	3,708	↓
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Management Notes

(2008 - 2009) Services have suffered again this quarter due to the large amount of change imposed by the Gov Connect programme. This is now over and it will take some time for the systems to stabilise and bed in.

Coupled with this were a number of systems (Academy, Interflex and the Intranet) which created a series of problems over a number of months. The cause of each failure is sought and where possible and feasible corrective action is planned and implemented. (See Appendix 8) (TR)

No Target		VFMITP1	Cost of the ICT function as a % of organisational running costs	-			n/a	n/a	n/a	5.00	
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Management Notes

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Annual report

Service: Information Technology

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
(2008 - 2009) No Target		VFMITP3a	Excludes all capital costs and takes ICT costs (excluding central printing) across the Council. (TR) Organisational ICT spend as a percentage of organisational running costs	-		n/a	n/a	n/a	n/a	2	

Management Notes

Service: Legal and Members

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
Variation		L 61	Percentage of councillors accessing electronic information	+	98.31	100.00	98.30	98.30	98.30	98.30	↓

Management Notes

Achieved		L 62b	Percentage of vehicle licences issued within 14 working days	+	100	100	100	100	100	100	↔
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Management Notes

Achieved		L 62c	Percentage of Licensing Act 2003 applications decided within statutory deadlines	+	100	100	100	100	100	100	↔
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Management Notes

Annual report

Service: Legal and Members

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
Excellent		L 63a	Number of random general licence checks	+	187	160	52	147	172	185	↓

Management Notes

Excellent		L 63b	Number of random vehicle licence checks	+	164	150	39	77	89	177	↑
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Management Notes

Concern		L 64	Proportion of Councillors trained in regulatory functions	+	89.17	100.00	95.53	95.53	85.40	89.58	↑
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Management Notes

(Quarter 1 - 4) The Licensing Manager has arranged training but not all of the Licensing and Enforcement Committee have been able to attend. He is aware of the training need which will be addressed after the annual meeting to take into account any members who will be newly appointed to that Committee. (See Appendix 9) (TR)

Achieved		L62a	Percentage of general licences issued within 14 working days	+	100	100	100	100	100	100	↔
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Management Notes

Service: Org Dev

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Q1 Act Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement

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Annual report

Service: Org Dev

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
Concern		BV12 (mon)	Working days lost due to sickness absence	-	10.95	8.50	3.80	7.03	9.78	12.82	↓

Management Notes

(March) We continue to focus on this area and have updated our policy to incorporate new legislation. The absence management report has been rewritten to include a review of absence management triggers to ensure continued heightened proactivity. Additionally we are running lunchtime sessions to help raise awareness about absence management. We are due to implement HR surgeries from June 2009 to help support managers. Close case management continues on all absence cases and this was commented upon positively by the Investor in People assessor. We are hoping to see positive results from our pilot of free sessions of physiotherapy but will have more information on that in three months. (See Appendix 10) (TR)

Variation		BV16a	Percentage of local authority employees with a disability	+	4.44	4.44	4.47	4.51	4.26	4.04	↓
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Management Notes

Achieved		BV11a	Percentage of top-paid 5% of staff who are women	+	22.22	29.24	26.32	28.09	29.26	29.76	↑
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Management Notes

Excellent		BV11b	Top 5% of Earners: Ethnic Minorities	+	4.09	3.80	4.09	3.99	4.16	4.23	↑
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Management Notes

Concern		BV11c (mon)	Top 5% of earners with a disability	+	0.00	1.00	0.00	0.00	0.00	0.00	↔
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Management Notes

Excellent		BV17a (mon)	Ethnic minority representation in the workforce - %	+	0.81	0.90	0.81	1.02	0.97	0.96	↑
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Annual report

Service: Org Dev

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
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Management Notes

No Target		NI1	% of people who believe people from different backgrounds get on well together in their local area	+			n/a	n/a	n/a	n/a	82
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Management Notes

No Target		NI119	Self-reported measure of people's overall health and wellbeing	+			n/a	n/a	n/a	n/a	77.3
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Management Notes

No Target		NI138	% of people 65 and over who are satisfied with both their home and neighbourhood	+			n/a	n/a	n/a	n/a	91.3
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Management Notes

No Target		NI139	The extent to which older people receive the support they need to live independently	+			n/a	n/a	n/a	n/a	38.6
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Management Notes

(2008 - 2009) The percentage of residents who believe that older people locally receive the support they need to live independently at home. (TR)

No Target		NI140	Fair treatment by local services (% of people who say they are treated with respect)	+			n/a	n/a	n/a	n/a	80.0
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Management Notes

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Service: Org Dev

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
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(2008 - 2009) Four out of five people are treated with respect and consideration by local public services all or most of the time. (TR)

No Target		NI17	Perceptions of anti-social behaviour (% of people stating that anti-social behaviour is a problem)	+			n/a	n/a	n/a	9.9	
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Management Notes

No Target		NI2	% of people who feel that they belong to their neighbourhood	+			n/a	n/a	n/a	66	
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Management Notes

No Target		NI21	Dealing with local concerns about anti-social behaviour and crime issues by the local council	+			n/a	n/a	n/a	30.4	
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Management Notes

(2008 - 2009) The percentage of people who think that anti-social behaviour and crime are tackled effectively by the local authority and the police. (TR)

No Target		NI22	Perceptions of parents taking responsibility for the behaviour of their children in the area	+			n/a	n/a	n/a	50.0	
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Management Notes

(2008 - 2009) 50% of residents feel that parents don't take enough responsibility for the behaviour of their children. (TR)

No Target		NI23	Perceptions that people in the area treat one another with respect and consideration	-			n/a	n/a	n/a	16.3	
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Management Notes

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Print Date: 30 April 2009 14:18

Annual report

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Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
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(2008 - 2009) The percentage of people who think that there is a problem in their local area with people not treating one another with respect and consideration. (TR)

No Target		NI27	Understanding of local concerns about anti-social behaviour and crime issues	+		n/a	n/a	n/a	24.0	
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Management Notes

(2008 - 2009) The percentage of people who agree with the statement that "The police and local council seek people's views about the anti-social behaviour and crime issues that matter in this area". (TR)

No Target		NI3	Civic participation in the local area	+		n/a	n/a	n/a	16	
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Management Notes

(2008 - 2009) The level of civic participation in the area, measured as the percentage of people participating in decision making groups that affect their local area and how often they do so. (TR)

No Target		NI37	Awareness of civil protection arrangements in the local area	+		n/a	n/a	n/a	19.1	
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Management Notes

(2008 - 2009) The percentage of people who feel that they are well informed by local agencies about what they should do in the event of a large-scale emergency. (TR)

No Target		NI4	% of people who feel they can influence decisions in their locality	+		n/a	n/a	n/a	25	
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Management Notes

(2008 - 2009) Three quarters of people say they can't influence decisions affecting their local area. (TR)

No Target		NI41	Perceptions of drunk or rowdy behaviour as a problem	-		n/a	n/a	n/a	22.6	
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Management Notes

(2008 - 2009) The percentage of people who think that there is a problem with people

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Annual report

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Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Q1 Act Target	Q2 Act	Q3 Act	Q4 Act	Improvement
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being drunk and rowdy in their area. (TR)

No Target		NI42	Perceptions of drug use or drug dealing as a problem	-		n/a	n/a	n/a	21.0	
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Management Notes

No Target		NI5	Overall/general satisfaction with local area	+		n/a	n/a	n/a	89	
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Management Notes

(2008 - 2009) The percentage of people who are satisfied overall with the area as a place to live. (TR)

No Target		NI6	Participation in regular volunteering	+		n/a	n/a	n/a	33	
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Management Notes

(2008 - 2009) The percentage of people who take part in formal volunteering at least once a month. Formal volunteering is defined as giving unpaid help through groups, clubs or organisations which support social, environmental, cultural or sporting objectives. (TR)

No Target		VFMODP1a	Cost of HR function as a % of organisational running costs	-		n/a	n/a	n/a	0.40	
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Management Notes

No Target		VFMODP1b	Cost of the HR function per employee	-		n/a	n/a	n/a	£229.94	
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Management Notes

Not calculable		VFMODP2	Ratio of employees full time equivalents to HR staff	OFF		n/a	n/a	n/a	141	
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Management Notes

(2008 - 2009) This figure means 141 employees:1 HR member of staff. (TR)

No		VFMODP3	Average days off the job	+		0.37	0.65		2.30	
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Print Date: 30 April 2009 14:18

Annual report

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Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
Target			training per employee							

Management Notes

(Quarter 1 - 4) This figure only relates to off the job training run corporately as we are not yet in a position to gather information on external training. (TR)

No Target		VFMODP4	Leavers in the last year as a % of the average total	-		n/a	n/a	n/a	5.78	
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Management Notes

No Target		VFMODS1	Cost of learning and development activity as a percentage of total pay bill	-		n/a	n/a	n/a	1.40	
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Management Notes

No Target		VFMODS12	% of employees aged 50 or over	-		n/a	n/a	n/a	44.30	
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Management Notes

No Target		VFMODS5	Cost of recruitment per vacancy	-		n/a	n/a	n/a	£978.76	
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Management Notes

(2008 - 2009) This figure is outstanding as we are waiting for figures from Devon County Council. (TR)

Service: Econ Dev

Committee: Executive Board

Annual report

Service: Econ Dev

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
Concern		BV219b	Percentage of conservation areas with an up-to-date character appraisal.	+	3.00	66.00	n/a	3.00	n/a	33.00	↑

Management Notes

(April - March) In East Devon we have 33 conservation areas. 11 of these now have up-to-date character appraisals. Appraisals for a further 17 conservation areas are almost completed and will be presented to Committee within the next three months. The remaining 5 appraisals are awaiting the production of accompanying management plans. (See Appendix 11) (TR)

No Target

NI159 Supply of ready to develop housing sites

n/a

n/a

n/a

105.7

Management Notes

(2008 - 2009) This indicator shows the degree to which a supply of ready to develop housing sites is predicted to be maintained from 1st April 2008 and over the next 5 years. Good performance is where the percentage is 100% or greater. (TR)

Service: StreetScene

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
No Target		NI191	Residual household waste in kg per household	-	527		126	251	364		↑

Management Notes

(Quarter 1 - 4) The results of the first phase of the recycling scheme are starting to show. The amount of residual waste per household has dropped from 126kg in the first quarter to 113kg in the 3rd quarter. (TR)

No Target

NI192 Percentage of Household waste sent for reuse, recycling and composting

21.86

+

23.20

24.10

26.10

↑

Management Notes

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Print Date: 30 April 2009 14:18

Annual report

Service: StreetScene

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
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(Quarter 1 - 4) This figure is gradually increasing as a result of the new scheme with actual quarterly figures increasing from 23.2% in the first quarter to 30.2% in the third quarter. (TR)

No Target		NI193	Percentage of Municipal waste land filled	-	78.14	76.80	75.90	73.90			↑
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Management Notes

No Target		NI195a	Improved street and environmental cleanliness (% of litter overall)	-		6	6	3	5		
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Management Notes

(Quarter 4) The litter failure rate for 2008/2009 is 5%, compared to 14% for 2007/2008. This improvement is due to:

- 1/ improved street cleanliness with regard to litter
- 2/ an alteration to the grading system

In previous years transects graded 'b/c' were classified as 'b-' and this grade is only classified as 'half a failure'.

In short, the alteration to the grading structure has improved the litter failure rate by approximately 4% and the other 5% improvement has resulted from better street cleansing on relevant land. (TR)

No Target		NI195b	Improved street and environmental cleanliness (% of detritus overall)	-		27	27	23	22		
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Management Notes

(Quarter 4) The failure rate for detritus in 2008/2009 is 22%. In previous years this indicator had been combined with litter which significantly reduced the failure percentage. The failure rate for detritus alone in 2007/2008 was 20% therefore there has been an increase of 2% over the last year. (TR)

No Target		NI195c	Improved street and environmental cleanliness (% of graffiti overall)	-		1	1	0	1		
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Management Notes

Annual report

Service: StreetScene

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
No Target		NI195d	Improved street and environmental cleanliness (% of fly posting overall)	-			0	0	0	0	0

Management Notes

Achieved		NI196	Improved street and environmental cleanliness – fly tipping	-			3	3	3	3	
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Management Notes

(Quarter 1 - 4) Warnings for littering ceased, and 5 Fixed Penalty Notices were issued for discarding cigarette butts in January. Flytipping has increased this quarter compared to what was recorded this time last year. (87 last 4th quarter to 216 this 4th quarter). There has been an article in local papers reporting the increase the dumping of Asbestos in East Devon over a period of a few weeks (3 instances of large amounts).

From April to March 2009

Flytipping incidents: 596

Enforcement Actions: Investigations 76

Duty of Care (Commercial) 157 (Household) 15

1st Letters 30

2nd Letters 1

FPNs issued 6

FPNs Paid 3 (TR)

Service: Customer Service Indicator

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
Variation		L100	Percentage of customer calls	+			92	89	95	92	

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Print Date: 30 April 2009 14:18

Annual report

Service: Customer Service Indicator

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
			answered -CSC								

Management Notes

(Quarter 4) During 2008/09 staff shortages (2 full-time vacancies) have been a problem. In addition to this 2 employees have been off on long term sick. These 2 factors in addition to a doubling of calls in June/July and August in response to the new recycling scheme (for which there had been no call projections) have meant that we have not met our target. Recently, however, we have adopted a new strategy of employing part-time staff during peak hours. This has had a positive effect and during April 2009 targets have been met. (TR)

Variation	L101	Percentage of customer calls answered - Switchboard	+		95	90	82	97	93		
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Management Notes

(Quarter 4) Unfortunately we have narrowly missed our target during 2008/09. We had a huge influx of calls in July (25,000 as opposed to 15,780 in June) relating to the new recycling scheme and concern over the affect on services of the 14 July public sector strike action. April also saw a huge increase in calls (28,900) many of which related to the new concessionary bus pass scheme. (TR)

Concern	L102	Percentage of calls answered within 20 seconds - CSC	+		80	72	46	76	65		
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Management Notes

(Quarter 4) As L100 (See Appendix 12). (TR)

Concern	L103	Percentage of calls answered within 20 seconds - Switchboard	+		80	66	70	88	71		
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Management Notes

(Quarter 4) As L101 (See Appendix 13). (TR)

No Target	NI14	Avoidable Customer Contact	+			n/a	n/a	n/a	36.45		
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Management Notes

(2008 - 2009) This figure was generated by monitoring emails, telephone calls, post and face-to-face contacts within Planning between 2-13 March 2009, within Benefits between 1-18 March 2008 and telephone calls taken by the Customer Service Centre for StreetScene between 2-13 March 2009. Planning and Benefits were selected as they had prior knowledge (due to Systems Thinking) of how to monitor avoidable (or preventable in Systems Thinking talk) customer contact. Benefits and Planning both started their Systems Thinking review in 2008 with Planning rolling the whole service into the new way of working in October 2008 and Benefits in January 2009. (TR)

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Print Date: 30 April 2009 14:18

Annual report

Service: Customer Service Indicator

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
No Target											

Service: Env Health

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
No Target		NI182 (mon)	Satisfaction of business with local authority regulation services	+		79	79	75	75	75	

Management Notes

(April - March) The data reported does not include any non compliant businesses. There were very few non compliant businesses and none of these returned their questionnaire. No forms have been returned since December - but the total of 175 questionnaires returned before December provides a robust sample and is well above minimum requirement for council of our size. (R)

No Target		NI187	Tackling fuel poverty – % of people receiving benefits living in low energy efficient rating homes	-		n/a	n/a	n/a	n/a	16.2	
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Management Notes

(2008 - 2009) Percentage of properties (inhabited by a benefit recipient) in Devon with a SAP (Standard Assessment Procedure) rating of under 35: 16.2% and over 65: 17.5% These are aggregate figures for the whole of Devon and they were submitted to the Data Interchange Hub (the new reporting database) on 31st March 2009. (TR)

Service: Housing

Committee: Executive Board

Annual report

Service: Housing

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
Achieved	68	BV63	The average Standard Assessment Procedure (SAP) rating of local authority-owned dwellings	+	71 (A)	70	71	71	71	72	↑

Management Notes

Achieved	BV66b		Percentage of tenants with more than seven weeks of (gross) rent arrears	-	6.00	5.50	5.20	5.22	5.74	5.50	↑
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Management Notes

(Quarter 1 - 4) After a promising start to the year, the target started to slip away. The last few months have been challenging, but we have just come in on target. This is a good achievement because at the third quarter our performance had dropped to 5.74%. (PR)

Excellent	BV212 (mon)		Average time in days to re-let local authority housing	-	31	28	20	21	21	22	↑
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Management Notes

(April - March) The performance for 2008/09 has been better than expected and significantly better than the target set for the year. (TR)

Variation	BV66a (mon)		The proportion of rent collected	+	97.84	98.50	97.38	97.87	97.62	97.91	↑
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Management Notes

(April - March) As expected, from the previous management report, performance fell just short of 98%, needing only an extra 0.59% to reach the target. In financial terms 0.59% equates to approximately £80,000 per annum. It has been a difficult and challenging over the last few months for us and our tenants. The introduction of Systems Thinking is expected to assist with an improvement of the collection rates for the coming year. (PR)

Variation	L 13 (L50)		Percentage of urgent repairs completed within Government time limits	+	92.90	96.00	94.06	92.00	92.57	92.64	↓
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Management Notes

(Quarter 1 - 4) Unfortunately we have been unable to meet this year's target. There have been very few incidents that we have been made aware, where contractors have failed to deal with emergency repairs. This would suggest that the way contractors report the information needs to be reviewed. (TR)

Annual report

Service: Housing

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
No Target		NI155	Number of affordable homes delivered (gross)	+		9	9	9	9	9	9

Management Notes

(Quarter 1 - 4) The Development Programme has slipped a little due to a number of renegotiated Sec106 agreements and a further downturn in the market place. Housing Associations are still reluctant to proceed with schemes that put their business at risk. To help to overcome this a number of schemes are now progressing with an different tenure than was originally agreed. This approach reflects the difficulty for those individuals that wish to obtain a mortgage to buy a shared ownership property, in effect most affordable housing schemes will be all rented. (TR)

Excellent		NI156	Number of households living in temporary accommodation	-		130	114	103	92	91	
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Management Notes

Achieved		NI158	% non-decent council homes	-		0.0	0.0	0.0	0.0	0.0	0.0
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Management Notes

No Target		NI160	Local authority tenants' satisfaction with landlord services	+		n/a	n/a	n/a	n/a	87.00	
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Management Notes

Service: Planning

Committee: Executive Board

Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
Concern		BV204(mon)	Number of planning appeal	-	41.8	25.0	31.0	33.3	36.0	35.0	

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Print Date: 30 April 2009 14:18

Annual report

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Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
			decisions allowed against the authority's decision to refuse								↑

Management Notes

(April - March) This is a considerable improvement on the figure of 41.8 for 2007-2008. This year's figure is at the national average. (See Appendix 6) (BC)

Excellent		L 32	Percentage of tree preservation order applications determined within 8 weeks	+	100	90	100		98	96	↓
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Management Notes

Variation		L 33	Percentage of conservation area notices dealt with within 42 days	+	94	95	100		82	93	↓
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Management Notes

Concern		NI157a	Percentage of Major planning applications determined within 13 weeks	+	51.16	60.00	76.47	56.52	58.62	50.00	↓
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Management Notes

(Quarter 1 - 4) We get relatively few major applications and because of the nature of the area these applications have a larger impact. Controversial applications such as new supermarkets or large housing developments often miss the 13 week deadline. These extended time periods are often necessary to allow for thorough public consultation and are therefore unavoidable. (See Appendix 3) (TR)

Variation		NI157b (mon)	Percentage of Minor planning applications determined within 8 weeks	+	59.28	65.00	67.12	65.23	64.14	63.75	↑
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Management Notes

(April - March) (See Appendix 4) See comment in NI157c below. (LB)

Excellent		NI157c (mon)	Percentage of Other planning	+	82.59	80.00	88.05	88.15	85.90	85.29	
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Print Date: 30 April 2009 14:18

Annual report

Service: Planning

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Performance Indicators

Status	Top Quartile All England	Code	Title	+/-	Prev Year End	Annual Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
			applications determined within 8 weeks								↑

Management Notes

(April - March) During 2008/09 the Development Control service has undergone a significant change (a Systems Thinking Review – initial introduction). This has meant that:

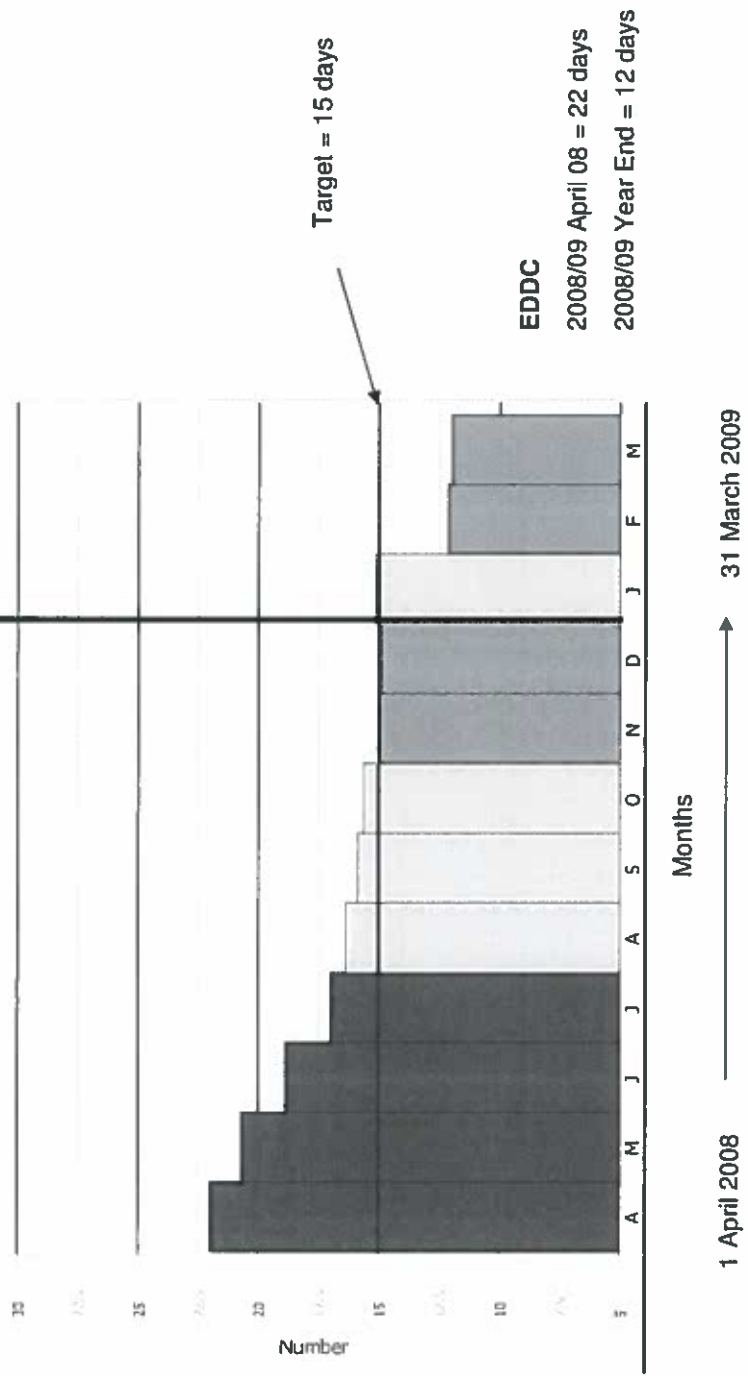
- Old applications which had not been active for months/years/decades were cleared out. This massive undertaking reduced the total amount of applications held from 608 in April 2008 to 370 by the end of March 2009.
- The application process now revolves around helping the customer and assistance is given at all stages of the application including pre-application discussions (at present free of charge), permitted development enquiries ("do I need Planning Permission?"), discharge of planning conditions prior to work starting and minor amendment approvals.

Previously none of these work streams were being measured. It is now the case that we are measuring the end to end times for all these work streams which directly benefit our customers. The end to end times for these work streams have improved dramatically from what our customers told us previously. We also now understand the volume of work in each area and are able to better provide a complete service to our customer. Previously we only measured the National Indicator work stream. Saying "Yes" to good development does mean more time spent on negotiating and resolving problems. The evidence from our customer satisfaction survey shows that customers would prefer a positive outcome to their application even if that takes a little longer to achieve.

These changes have meant that our National Indicator figures have not improved significantly. The focus on helping the customer can mean that applications take longer to reach completion and this can mean that National Indicator deadlines are missed. However, recent data is showing that most applications are being dealt with within 4-7 weeks. (See Appendix 5) (LB)

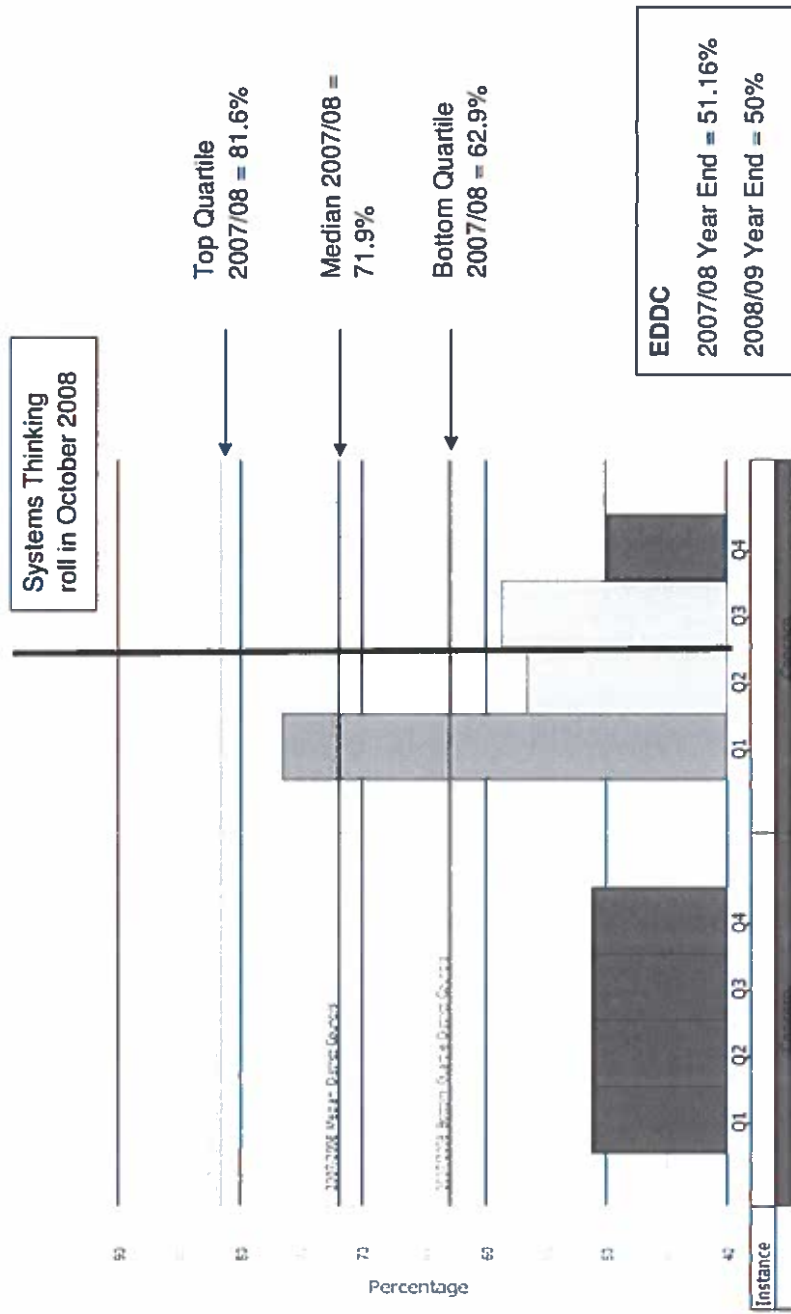
NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events

Systems Thinking roll in January 2009

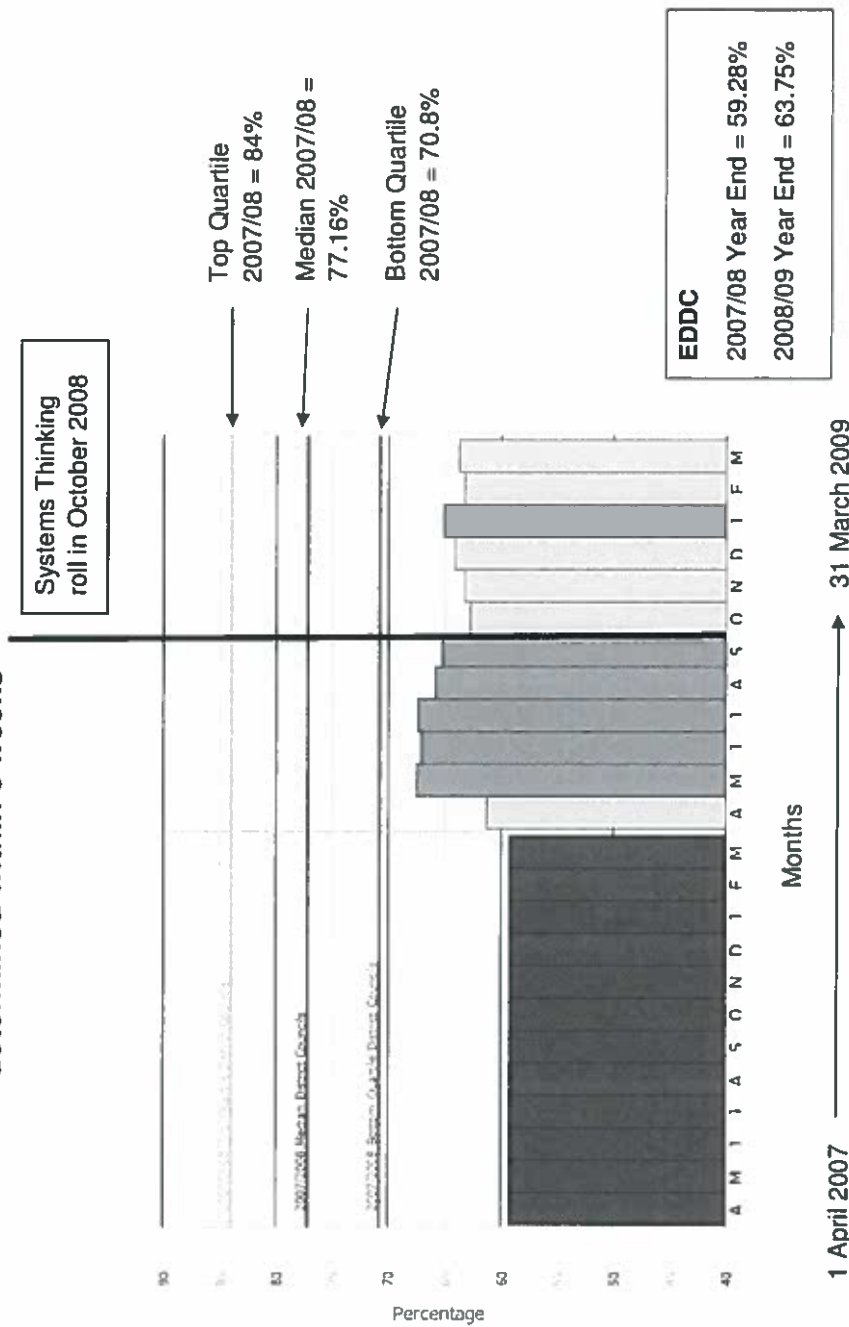


Good performance =

NI 157a Percentage of Major planning applications determined within 13 weeks

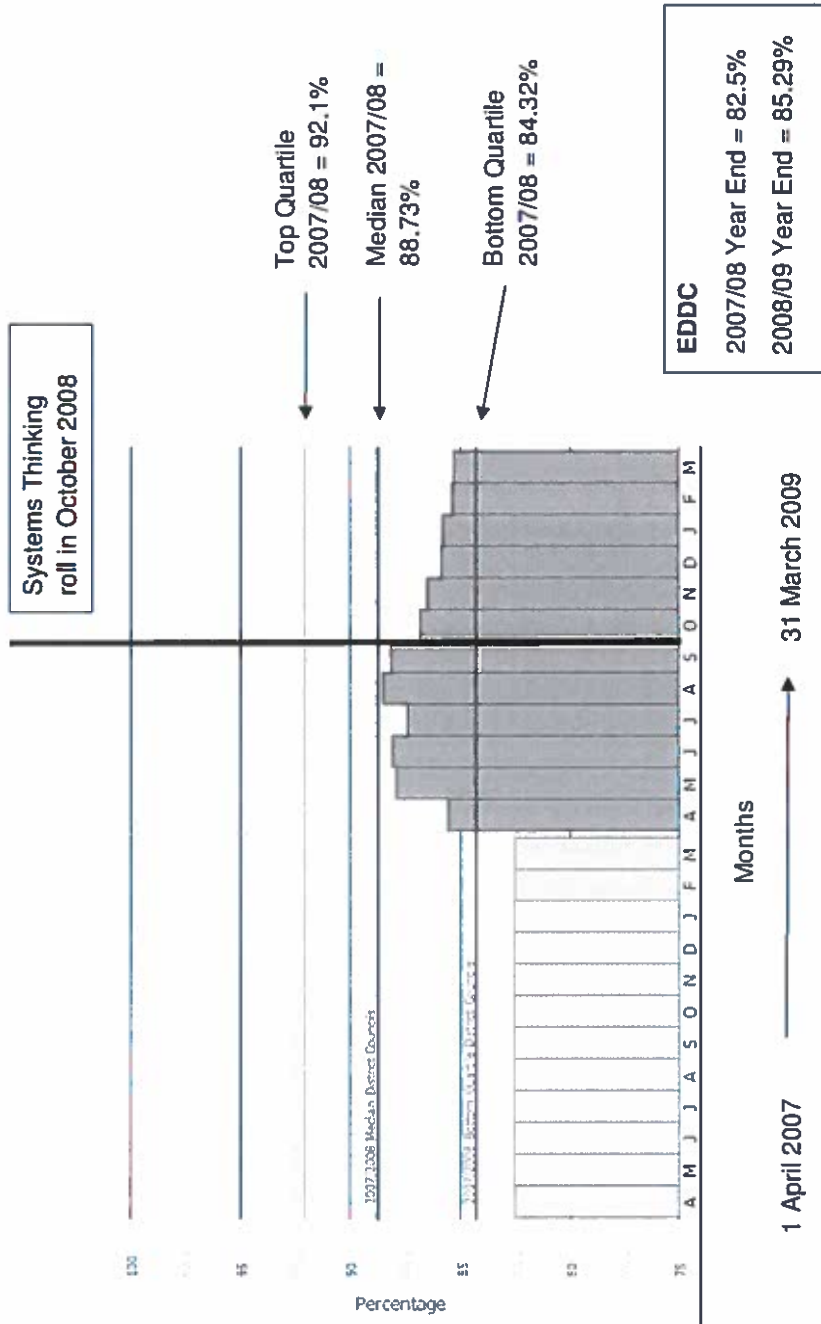


NI 157 b Percentage of Minor planning applications determined within 8 weeks



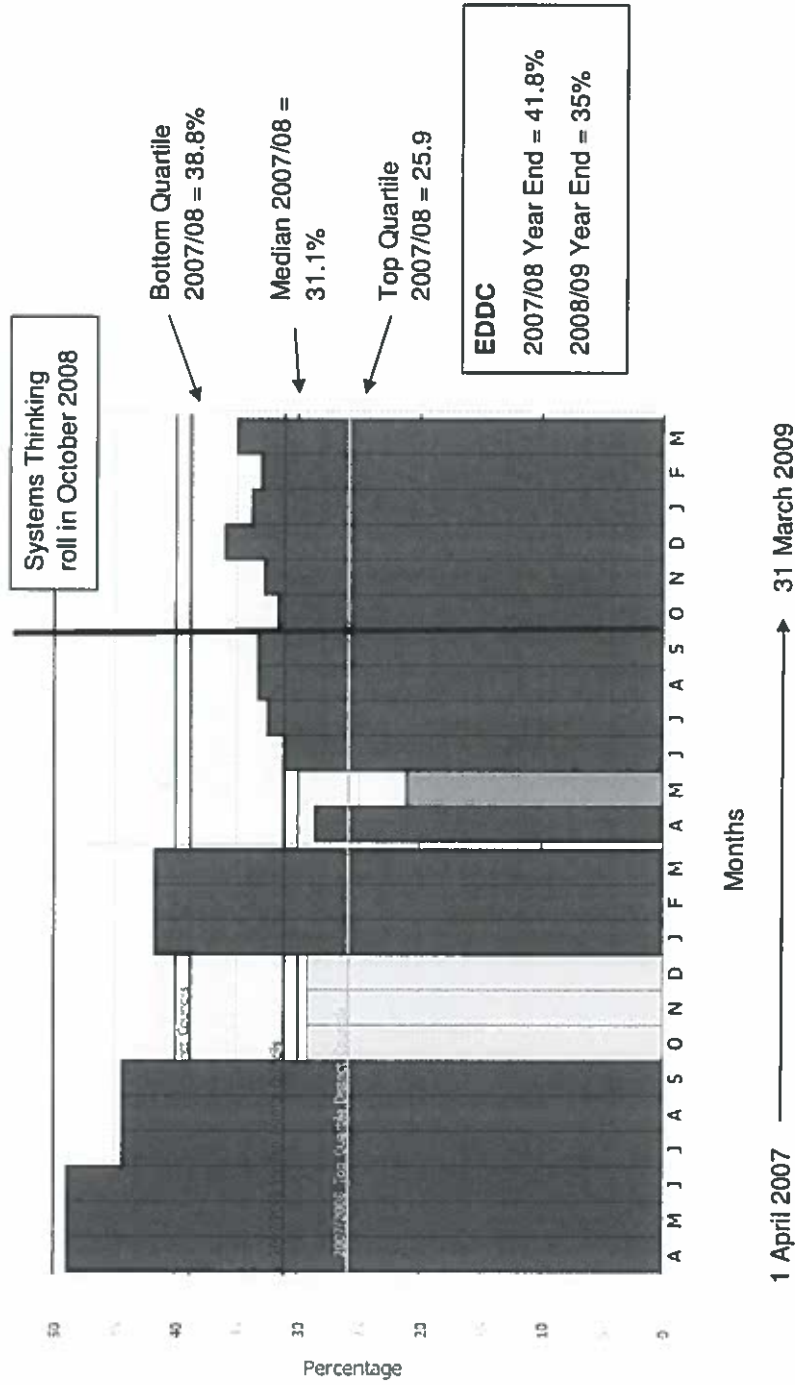
Good performance =

NI 157 c Percentage of Other planning applications determined within 8 weeks



Good performance =

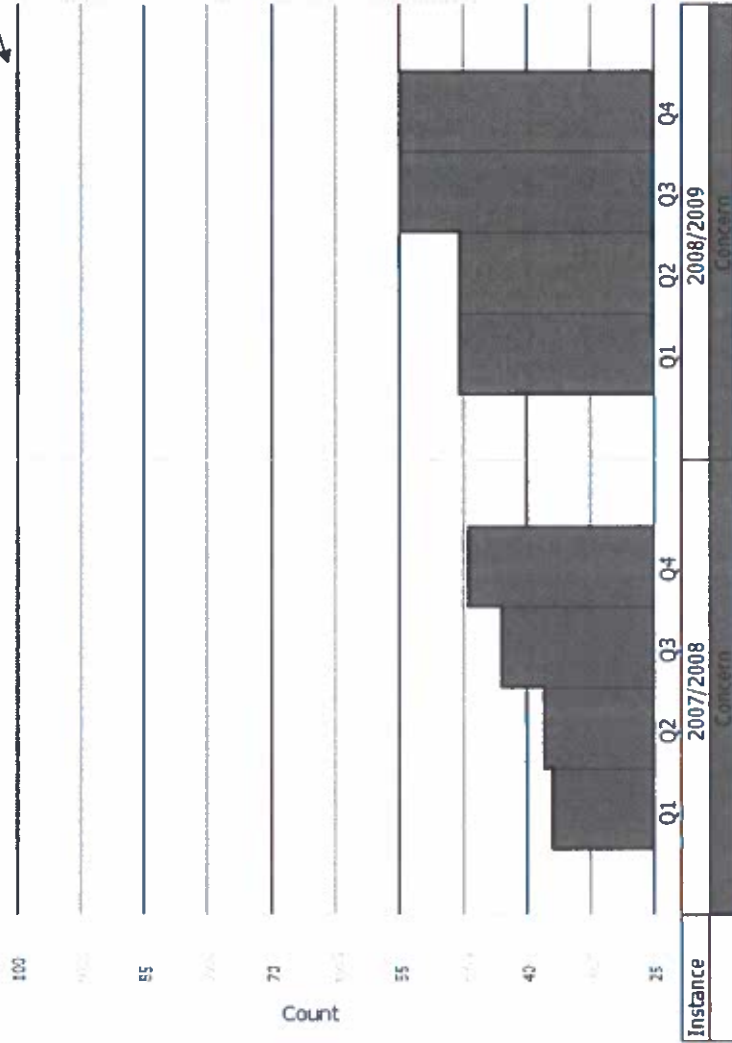
BV204 Number of Planning appealing decisions allowed against the authority's decision to refuse



Good performance =

L96 Number of computer users who have passed a European Computer Driving Licence exam

Target = 100

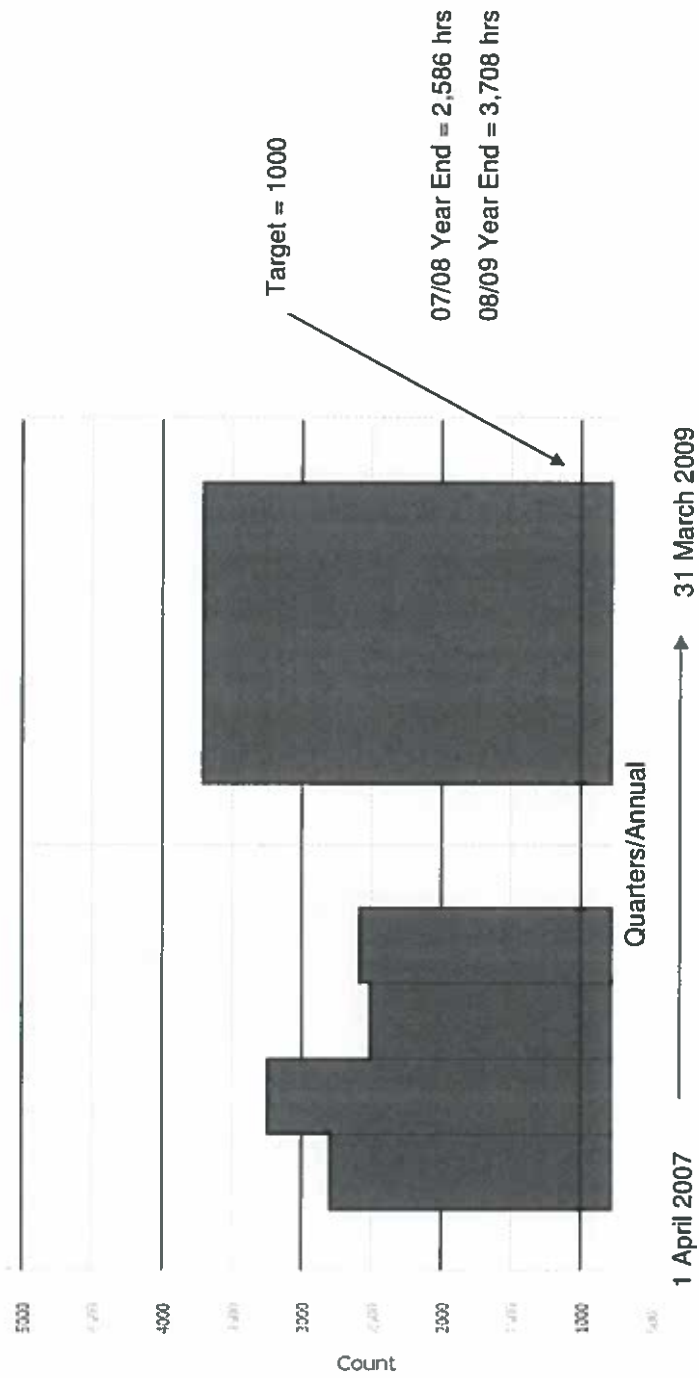


Good performance =



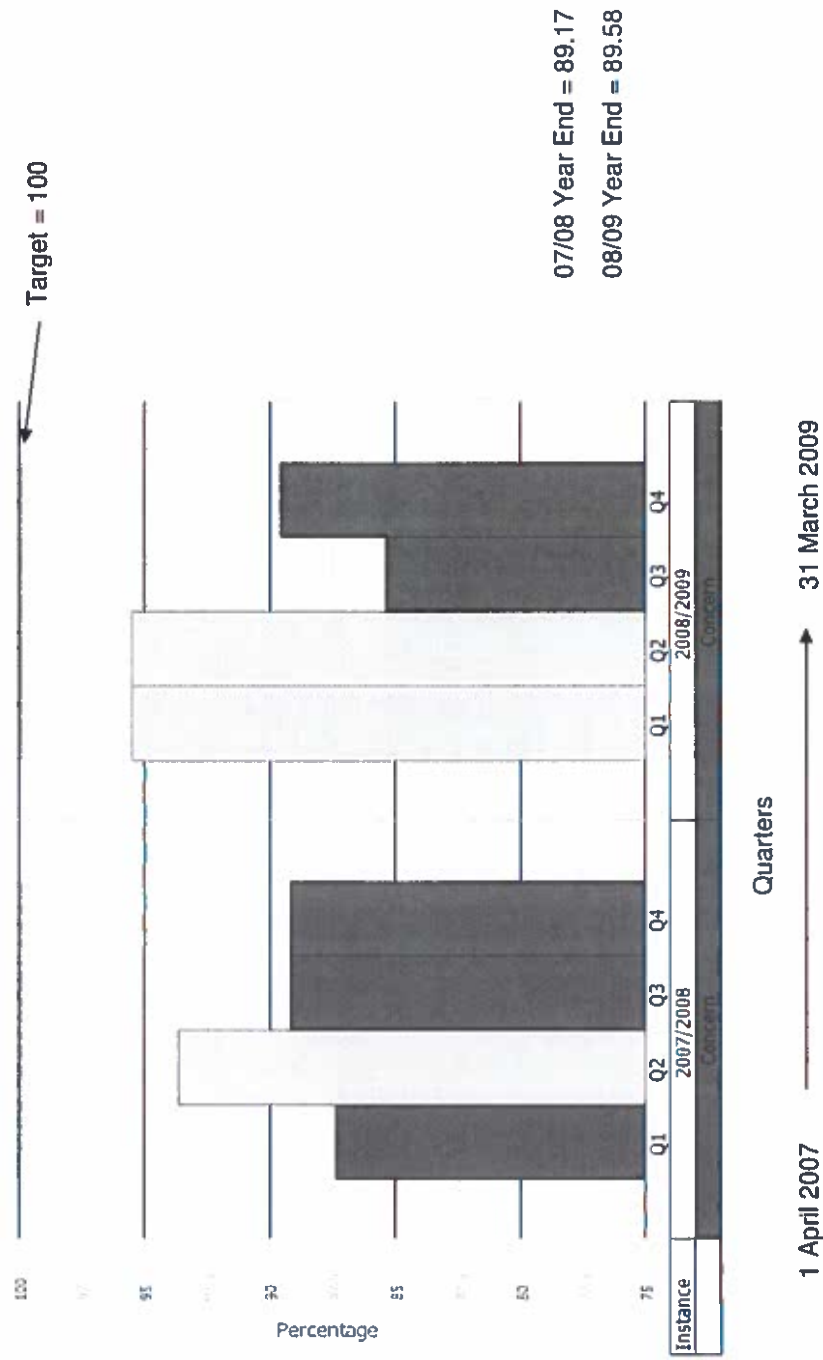
1 April 2007 → 31 March 2009
Quarters
Appendix 7

L 97 Number of computer user hours made unavailable each month



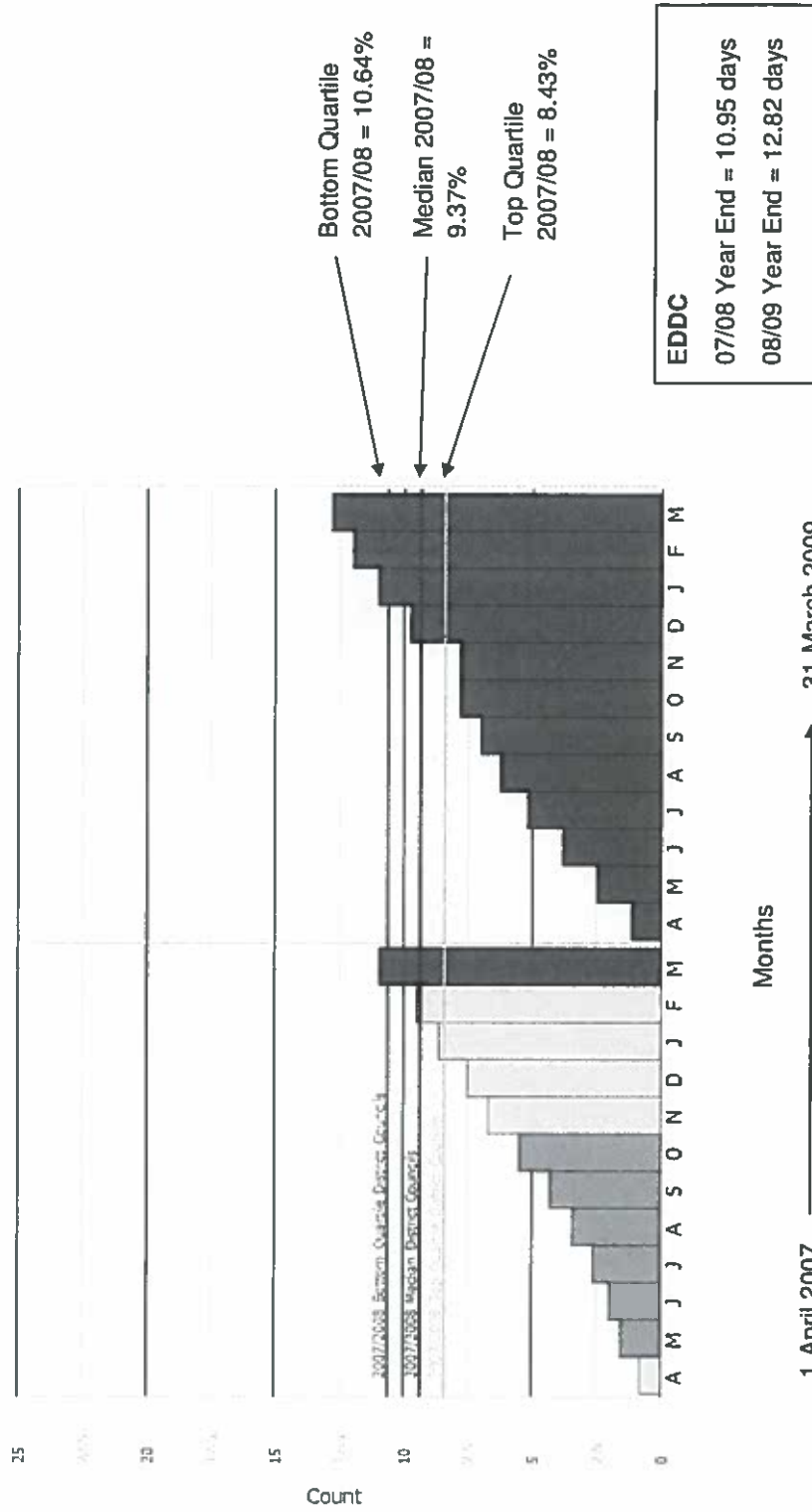
Good performance =

L 64 Proportion of Councillors trained in regulatory functions



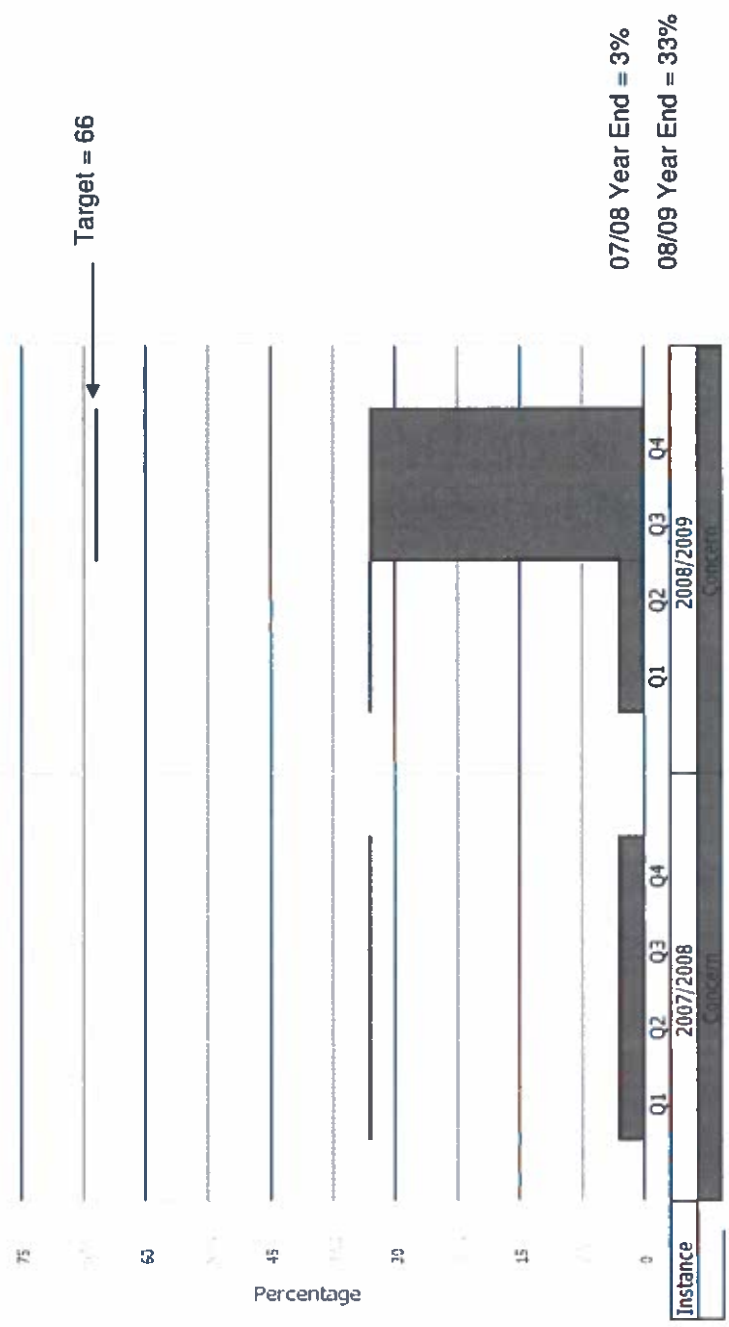
Good performance =

BV12 Working days lost due to sickness absence



Good performance =

**BV219b Percentage of conservation areas
with an up-to-date character appraisal**



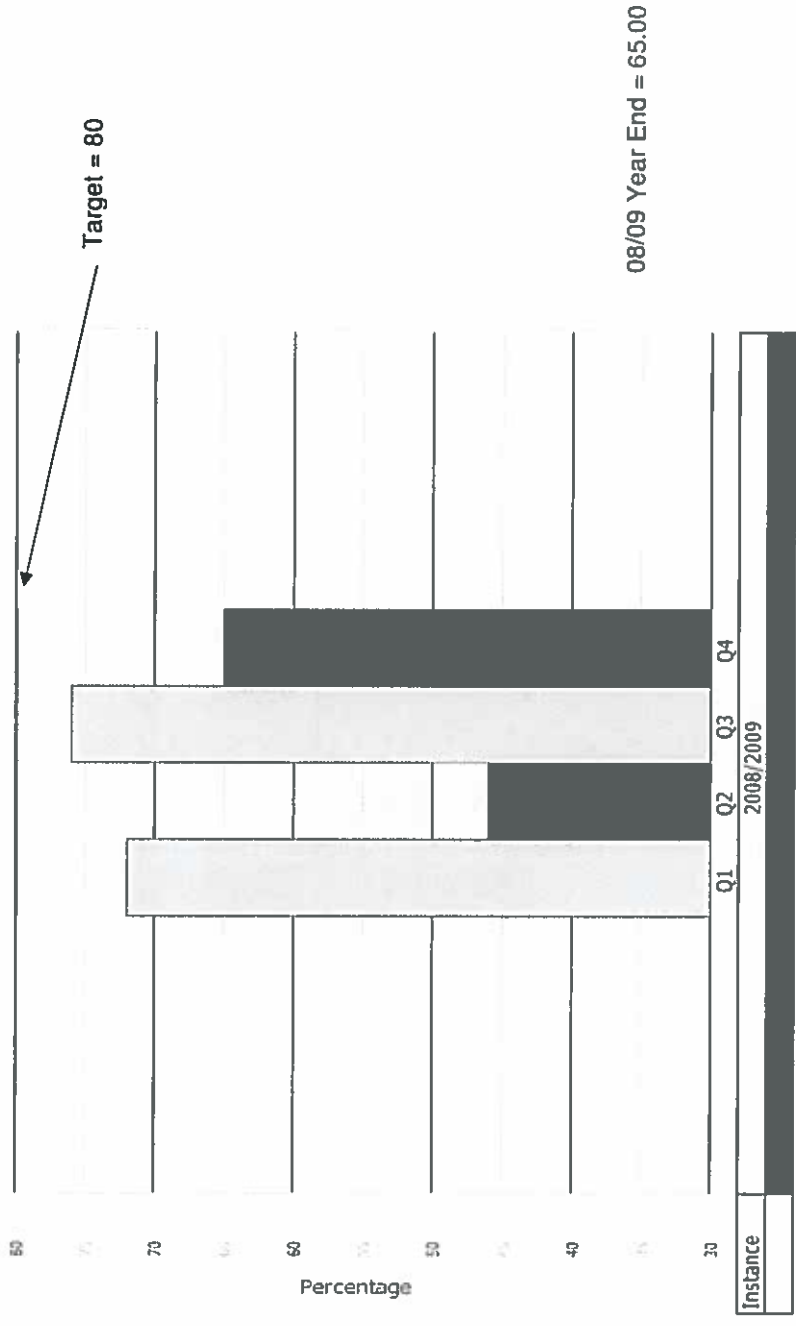
Good performance =

1 April 2007 31 March 2009

Quarters

Appendix 11

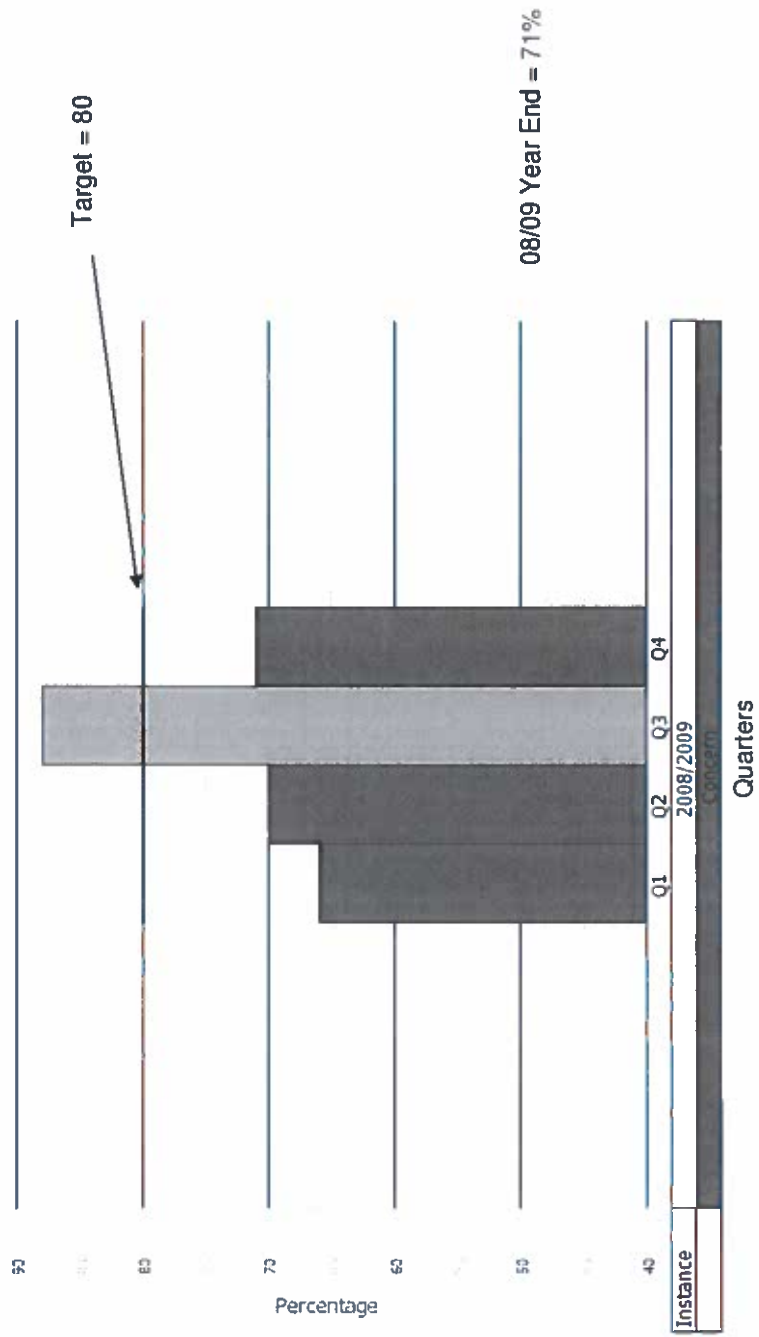
L102 Percentage of calls answered within 20 seconds in the Customer Service Centre



Good performance =

1 April 2008 31 March 2009
Quarters
Appendix 12

L103 Percentage of calls answered within 20 seconds in the Switchboard



Good performance =

1 April 2008 → 31 March 2009

Appendix 13

Agenda Item 11

Report of Youth Engagement Task & Finish Forum

At the Scrutiny Committee meeting held on 11 June 2008, it was agreed that a task and finish forum should be set up to specifically discuss way of engaging and involving young people with the work that Scrutiny undertakes.

The suggested Terms of Reference for discussion were:

1. To focus on young people between the ages of 12 and 18;
2. To establish a working group of individuals from dialogue with both young people themselves and agencies who work with young people;
3. To review and use existing data to inform debate and recommendations;
4. To consider any approaches used by Councils of a similar type to East Devon;
5. To formulate a recommendation (and an Action Plan if appropriate) to Scrutiny Committee;
6. To clearly set out, for those young people who are involved, what they may reasonably expect from their involvement;
7. To recognise that young people do not form one single homogeneous group, but have widely different needs and aspirations, and establish how to address this;
8. To work in a way that is sensitive to the constraints on, and interests of, young people to include suitable timings, location, safety and areas of interest.

Background

Whilst EDDC has no legal duty towards children and young people (other than a 'duty to co-operate' with the Children's Trust) we have a general responsibility to them as residents of our district and future voters.

It is recognised that the interests of young people, safety measures, times they are available, independence of thought, and changing interests can all make youth engagement difficult and short-term. Nonetheless there is a need to do this.

Whilst the Council provide quite a number of services and initiatives for children and young people these are dispersed across our organisation and there is not one co-ordinator.

Through the Devon Local Area Agreement there are a number of priorities for children and young people. Our input in East Devon upon these priorities will no doubt be monitored through the CAA (Comprehensive Area Assessment) audit and scoring process.

The County-wide principles of operation for children and young people follow the 'Every Child Matters' approach i.e. a focus on

- Health
- Safety
- Enjoyment and achievement
- Making a positive contribution
- Achieving economic well-being

These issues are underpinned by children and youth participants? DCC use the 'Hear by right' standard. This is now being championed on EDDC by the Community Development Youth Worker in the Housing Service and the Council's Consultation Officer.

The recent 'Place' survey continues to show a particular local concern for 'things to do' for young people. We have also looked at this measure town by town.

The Task and Finish Forum (TaFF)

The TaFF has been considering youth engagement with information and evidence both from Council Officers and information from outside sources.

The TaFF recognised that 'Young People' is a corporate statutory priority area, but also that the financial opportunity is limited! It therefore decided to focus upon:

1. How to develop meaningful and enthusiastic engagement with the Council building on existing measures.
2. How to reduce barriers and promote youth use of existing facilities.
3. How to address adverse community perception of young people

Through debate the TaFF came up with a limited number of sensible, pragmatic and cost effective measures to assist in these ambitions:

Actions

Existing measures for engaging young people

Under this theme, the Forum made the following recommendations:

Scene and Heard Panel

The Panel has been in existence but not fully developed and utilised, therefore the Forum felt that the opportunity should be taken to make full use of the Panel and extend it, linking with other groups which could then provide a very comprehensive base on which to consult when needed.

RECOMMENDED

1. that the Scene and Heard Panel be retained, but establishing consultation links with other existing groups of young people set up by various services within the Council, and links with outside groups such as school councils, youth councils and Youth Parliament members;
2. that the Scene and Heard Panel be expanded by recruiting from Youth Councils in schools and communities, youth clubs, and Youth Parliament;
3. that suitable issues for the Scene and Heard Panel and other consultation are explored, including the Local Development Framework, service prioritisation, and Neighbourhood Assessments;
4. that officers be encouraged to be aware of other youth work, across services and to link with other services and to link with other services more closely, to help achieve the Council's corporate objective relating to Young People.

Local Democracy Week

The Forum were very supportive of Local Democracy Week and saw it as valuable work in making young people aware of the democratic system and the role of a councillor; they were also in support of the successful 11 Million Takeover Day and keen for other schools and groups to take part.

RECOMMENDED

5. that the Scrutiny Committee encourage more publicity of the ideas and concerns raised by young people during Local Democracy Week, and other related events through the year;

RECOMMENDED

6. that the ideas and concerns raised during Local Democracy Week each year are reported to the Corporate Overview or Scrutiny Committee to decide on how to progress action where possible for those ideas and concerns. The actions can then be reported back to the relevant Committee and fed back to the schools who participated, inviting them to attend the meeting, and include more widespread feedback;
7. that the 11 Million Takeover Day be reviewed with a view to enabling more schools to take part, by means of more open days but minimising the resource required;
8. that the Scrutiny Committee supports the current work carried out with Young People by the Council, and considers it to be a necessary positive step towards a Council commitment to the "Hear by Right" standards of active involvement of children and young people;
9. that local members of the Youth Parliament be invited to address the Council on their youth manifesto;
10. that when consulting Young People we ensure that we are consulting on issues of interest and in a way that will be of interest to young people, and that we provide clear guidance at the outset what the likely result of the consultation will be. At the end the results of the consultation and our proposed actions be fed back to them.

Existing facilities for young people

Under this theme, the Forum made the following recommendations:

Ability to hire facilities by young people

The Forum discussed how, in some areas, young people found it difficult to hire venues, even if supervision was included; however in other areas once in operation there were no objections to the hiring of venues by young people. The Forum felt that the Scrutiny Committee should do some future work with the Devon Youth Service in reviewing the requirements for funding of youth facilities.

RECOMMENDED

11. that the lease terms of all Council owned public land and community buildings be reviewed, and amended where necessary, to ensure that the leaseholder cannot preclude young people from using the facility;
12. that a web presence for young people, with links to useful information about venues, and opportunity to give views on specific consultation, in parallel to the Council's website;
13. that a formal review of the Place Survey results in respect of the comments on youth provision is made and that actions are suggested in light of those results;
14. that closer working with the Devon Youth Service is undertaken by the Scrutiny Committee in reviewing the requirements for funding of youth facilities with particular focus on potential to obtain section 106 revenue funding to help start facilities and run where needed. Recognition of DCC's new role in making youth provision under s507B of the Education Act 1996.

Addressing adverse community perception of young people

Under this theme, the Forum made the following recommendations:

- | | |
|--------------------|--|
| RECOMMENDED | 15. that the proposed project for employment of young people as local occasional press officers, be introduced; |
| RECOMMENDED | 16. that the agreed 'presentation event' for young people who have helped their local East Devon community be established this year. |