

Date: 25 May 2012
Contact name: Debbie Meakin
Contact number: 01395 517540
E-mail: dmeakin@eastdevon.gov.uk



East Devon District Council
Knowle
Sidmouth
Devon
EX10 8HL
DX 48705 Sidmouth
Tel: 01395 516551
Fax: 01395 517507

www.eastdevon.gov.uk

To:

Members of the Overview and Scrutiny Committee (Mike Allen, Peter Bowden, Graham Brown, Peter Burrows, Derek Button, David Chapman, Deborah Custance Baker, Vivien Duval Steer, Roger Giles, Tony Howard, Stuart Hughes, John Humphreys, Sheila Kerridge, David Key, John O'Leary, Brenda Taylor, Graham Troman, Tim Wood, Eileen Wragg, Claire Wright, Tom Wright)
Portfolio Holders
Chief Executive; Deputy Chief Executives

Overview and Scrutiny Committee

Thursday 7 June 2012

6.30pm

Council Chamber, Knowle, Sidmouth

Members of the Council who do not sit on this Committee are welcome to attend as observers.

Members of the public are welcome to attend this meeting.

- There is a period of 15 minutes at the beginning of the meeting to allow members of the public to ask questions.
- In addition, the public may speak on items listed on the agenda. After a report has been introduced, the Chairman (Leader of the Council) will ask if any member of the public wishes to speak and/or ask questions.
- All individual contributions will be limited to a period of 3 minutes – where there is an interest group of objectors or supporters, a spokesperson should be appointed to speak on behalf of the group.
- The Chairman has the right and discretion to control questions to avoid disruption, repetition and to make best use of the meeting time.

A hearing loop system will be in operation in the Council Chamber.

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

AGENDA

Page/s

1. **Public question time** – standard agenda item (15 minutes)
Members of the public are invited to put questions to the Committee through the Chairman. Councillors also have the opportunity to ask questions of the Leader and/or Portfolio Holders during this time slot whilst giving priority at this part of the agenda to members of the public

2. To confirm the minutes of the meeting of the Overview and Scrutiny Committee held on 26 April 2012. 5 - 9
3. To receive any apologies for absence.
4. To receive any declarations of interest relating to items on the agenda.
5. To consider any items which, in the opinion of the Chairman, should be dealt with as matters of urgency because of special circumstances. (Note: Councillors please notify the Chief Executive in advance of the meeting if you wish to raise a matter under this item, who will then consult the Chairman).
6. To agree any items to be dealt with after the public (including the press) have been excluded. There are **no** items that the officers recommend should be dealt with in this way.
7. Decisions made by the Cabinet called in by Members for scrutiny in accordance with the Overview Procedure Rules under Part 4.5 of the Constitution. There are **no** items identified.
8. **Cabinet Agenda** Please refer to Cabinet agenda
Members are asked to notify in advance the Chairman or the Democratic Services Officer any Cabinet items they wish to debate.
 Members to debate any issues of concern on the current Cabinet agenda in order for the Chairman to feed this back to the Cabinet at its meeting on the 13 June 2012. The website link to the Cabinet agenda will be e-mailed to Members on 31 May 2012.
9. **Recording of Meetings** 10 - 18
Debbie Meakin, Democratic Services Officer
(The Portfolio Holder for Corporate Services is invited to attend for this item)
- A report in response to a request from Council on 7 December 2011 that the Overview and Scrutiny Committee consider the implications, including cost and control, of allowing the recording of council meetings.
10. **Quarterly Monitoring of Performance - Fourth Quarter 2011/12** 19 - 36
Denise Lyon, Deputy Chief Executive
- Members are asked to consider the performance information by Corporate Policy for the fourth quarter. Provided in the agenda papers are the overall policy charts and the specific objectives and performance indicators that show concern. The full report on all objectives and performance indicators can be viewed online at:
http://www.eastdevon.gov.uk/os_qtr_performance_report_full_070612.pdf

11. **Notes from the Communications and Reputation Manager Post Task and Finish Forum** 37 - 38
The Forum met on 22 May 2012 and the recommendations made have been placed on the Cabinet agenda for 13 June 2012.
12. **Broadband** Verbal presentation
An update from the Portfolio Holder for Corporate Services
13. **Forward Plan** 39
Members are asked to note the Forward Plan. Updates from Portfolio Holders will be added into the plan for the forthcoming year.

A new Task and Finish Forum on Arts and Culture has been agreed by the Chairman, to be chaired by the Culture Champion. Members are sought for membership of this TaFF.

Members remember!

- You must declare the nature of any personal or prejudicial interests in an item whenever it becomes apparent that you have an interest in the business being considered.
- Where you have a personal interest because the business relates to or is likely to affect a body of which you are a member or manager as an EDDC nominee or appointee, then you need only disclose that interest when (and if) you speak on the item. The same rule applies if you have a personal interest in relation to a body exercising functions of a public nature.
- Make sure you say the reason for your interest as this has to be included in the minutes.
- If your interest is prejudicial you must leave the room unless
 - a) you have obtained a dispensation from the Council's Standards Committee or
 - b) where Para 12(2) of the member Code of Conduct applies. [Para 12(2) allows a Member with a prejudicial interest to stay for the purpose of making representations, answering questions or giving evidence relating to the business but only to the extent the public are allowed the same rights. If you do remain for these purposes, you must not exercise decision-making functions or seek to improperly influence the decision; you must leave the meeting room once you have made your representation, answered questions or given evidence.]
- The Code states that any member of the Cabinet or other decision-making committee or joint committee or sub-committee attending Overview and Scrutiny committees has a prejudicial interest in any business where that member was a member of the committee at the relevant time **and** present when the decision was made or other action was taken (whether or not implemented). Members with prejudicial interests should declare them and are allowed to remain in the meeting for the limited purposes set out in the Code para 12(2) – see last paragraph.
- You also need to declare when you are subject to the party whip before the matter is discussed.

Getting to the Meeting – for the benefit of visitors



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From Exeter – 52A, 52B

From Honiton – 52B

From Seaton – 52A

From Ottery St Mary – 379, 387

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

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

EAST DEVON DISTRICT COUNCIL
Minutes of a Meeting of a Special
Overview and Scrutiny Committee held
at Knowle, Sidmouth on 26 April 2012

Present:

Councillors:

Stuart Hughes (Chairman)	David Key
John Humphreys (Vice Chairman)	John O'Leary
Mike Allen	Brenda Taylor
Peter Bowden	Graham Troman
Derek Button	Tim Wood
David Chapman	Eileen Wragg
Deborah Custance Baker	Tom Wright
Vivien Duval Steer	
Sheila Kerridge	

Officers:

Simon Davey – Head of Finance
Andrew Ennis – Environmental Health and Parking Services Manager
Karen Jenkins – Corporate Organisational Development Officer
Denise Lyon – Deputy Chief Executive
Debbie Meakin – Democratic Services Officer
Chris Powell – Corporate ICT Manager
Mark Williams – Chief Executive

Also Present

Councillors:

Ray Bloxham	Peter Halse
Geoff Chamberlain	Douglas Hull
Trevor Cope	Stephanie Jones
David Cox	Ken Potter
Paul Diviani	Pauline Stott
Steve Gazzard	Ian Thomas
Graham Godbeer	Phil Twiss

Apologies:

Committee Members:

Graham Brown
Peter Burrows
Mike Howe
Claire Wright

Councillors:

Iain Chubb
Jill Elson
Steve Hall
Tony Howard
Mark Williamson

The meeting started at 6.30pm and ended at 8.23pm.

*94 **Public Question Time**

There were no questions from the public.

*95 **Minutes**

The minutes of the meetings of the Overview and Scrutiny Committee held on 29 March 2012 were signed and confirmed as a true record.

***96 Declarations of Interest**

Councillor/ Officer	Minute number	Type of interest	Nature of interest
Cllr Stuart Hughes	99	Personal	Devon County Council Cabinet Member responsible for Flooding Risk

***97 Cabinet Agenda**

The Portfolio Holder for Corporate Business highlighted a report on the Cabinet agenda for 2 May 2012. The report on the Local Communities Fund set out a new funding opportunity for town and parish councils. The fund, provided by Devon County Council at £1 per elector with an additional 10p per person from EDDC would be administered by this Council.

He highlighted one concern already raised within the County Council guidelines. The guidelines advise that bids will only be accepted from “clusters” of two or more towns or parishes. No single parish can bid from the fund. This was explained as a desire from the County Council to bring together parishes to form hubs that will mean the fund benefits a wider area, and to distinguish the fund from County Ward Member Locality budgets.

The Committee expressed concern about the practicalities of some areas, such as the major towns, working with other parishes or towns to bring about a bid. The Committee noted the guidelines proposed and were encouraged to attend the Cabinet meeting.

98 Update on Post Office Local Pilot Scheme

Councillor Ken Potter updated the Committee on his recent attendance to meeting also attended by the Minister for Post Offices and the Chief Executive of Post Office Limited. He had raised his concern directly with them on the proposals to upgrade the post office network.

Ward Members with a Post Office Local in their ward had met that afternoon to update Councillor Potter on how the Local style of post office branch was received by their constituents. Feedback would continue to be collated to send to Post Office Limited when the pilot scheme was completed.

RECOMMENDED that Cabinet be requested to write to the Local Government Association to request a conference on the post office network.

***99 On-street parking enforcement**

The Environmental Health and Parking Services Manager presented his report highlighting the cost neutral enforcement service. The current team of officers, both full and part-time, also benefited the Council in providing a good level of cover for the on-street and off-street parking in the District. Their visible presence helped encourage compliance with parking restrictions. He gave the Committee a breakdown of penalty ticket numbers served in the main towns. In response to a question he made clear that resources were applied where issues were reported.

*99 **On-street parking enforcement (continued)**

RESOLVED that the Committee receive a further update on on-street parking enforcement in April 2013 .

100 **Transforming the Council**

Denise Lyon, Deputy Chief Executive, took the Committee through the plans to help deliver the Council's fourth priority of "an outstanding Council". She reminded Members of the significant improvements to service delivery over recent years. The plans before the Committee sought to keep improving service delivery in three key areas:

- Service design to cut waste, improve efficiency whilst meeting customer need;
- Keep pace with changing technology and customer demand for that technology;
- Continued improvement of communications, to listen to the customer.

The Corporate Business Think Tank discussed the plans earlier that day. Some wording had been changed to improve clarity.

The Corporate Organisational Development Manager informed Members of the recent review of reputation management for the Council. This had given a key message that well informed and engaged residents are more satisfied with the Council. The Local Futures software tool would provide valuable data on the demographics for the District to help inform service delivery, as would a residents survey to establish public satisfaction. The last survey was the Place Survey in 2009.

The Corporate ICT Manager highlighted the ICT plan as the key support to service delivery, helping to improve cost efficiency whilst maintaining government security requirements. He also stressed the preparations for future technological development.

The Head of Finance reminded the Committee of the financial implications of taking on a new post. He asked them to consider the benefits of the post balanced with the shortfall estimate of £400,000 in 2012/14.

The Committee debated the report, including:

- Applying plain english principles to the plans;
- Good work done by services needed to be communicated to the public to help build a positive reputation for the Council;
- Concern that public perception of the post and its on-costs would not be positive;
- Reputation could be built through actions rather than public relations;
- All plans should ensure that the population not prepared, or not able to use, technology to access Council services, are catered for. The Deputy Chief Executive assured the Committee that this was core to the delivery of all services in having available all means of access, including home visits, face to face meeting at reception, and telephone, as well as access via the Council's website;

100 **Transforming the Council (continued)**

- Concern that the job description for the post of Communications and Reputations Manager did not make clear the requirement to listen to the public; or have sufficient detail of dealing with social media requirements;
- Concern that the post scale was high for a post that appeared to be another press officer post. The Deputy Chief Executive made clear that the post required the ability and necessary authority to effectively change working practices and improve website content;
- Appreciation of the value of data from the Local Futures software tool but questioning if another, cheaper option would gain the same information, such as survey monkey software on the website. The Deputy Chief Executive explained that the use of survey monkey software would not provide a robust, representative sample of the district, but there was room for both these methods to be used;
- Questioning if communication work could be outsourced at less cost, such as from the County Council communications team.

The Portfolio Holder for Corporate Services explained how the ways of accessing the Council's services would remain the same but change in levels of demand as technology improved. He stressed the need to resource the implementation of the plans adequately, to achieve the objectives of the plans.

RECOMMENDED that Cabinet defer consideration on recommendation 2 (agree recruitment of a Communications and Reputation Manager) of the report on Transforming the Council until 13 June 2012 to allow a Task and Finish Forum to consider the job description in detail and consider practicalities of outsourcing communication work.

RESOLVED that, subject to the Cabinet decision on the report on Transforming the Council on 2 May 2012, a Task and Finish Forum be set up to review the Communications and Reputations Manager role proposed and consider the practicalities of outsourcing communications work; comprising Councillors Mike Allen, Peter Bowden, John Humphreys, Vivien Duval Steer from the Committee, and Councillor Trevor Cope (Plain English Champion).

*101 **Implementation of the Localism Act**

Denise Lyon, Deputy Chief Executive, presented the information report by the Corporate Legal and Democratic Services Manager. The Committee welcomed the report as a useful, clear guide on the Localism Act for future reference.

She responded to specific questions relating to the future of the Standards Committee and the Code of Conduct. A Devon group of solicitors are currently formulating a Code for the Devon area. A report will be coming to the Standards Committee and Cabinet on the new Code, and how complaints will be handled. She reminded the Committee that regulations were still pending on the detail of this aspect of the Act.

*102 **Draft Annual Report of the Overview and Scrutiny Committee**

The Committee considered the report. The Chairman requested any further comments to be directed to the Democratic Services Officer by the 1 May 2012.

RESOLVED that the final version of the Annual Report be agreed by the Chairman and Vice Chairman on behalf of the Committee.

*103 **Forward Plan**

The Committee received an update on the plan. A presentation on the public health agenda would be arranged for 2013. Regular Portfolio Holder updates would be scheduled in throughout the civic year.

Chairman Date

Agenda Item 9

Overview and Scrutiny

7 June 2012

DM



Recording of Meetings

Summary

This report has been produced for the Overview and Scrutiny Committee to debate in response to a resolution at full Council. The report sets out an estimate of costs and implications of delivery of webcasting the Council's formal meetings. The Committee are asked to consider the merits of recording meetings for live or archive viewing against cost. The report also explores the next natural step – the recording at meetings by journalists, members of the public, and Councillors, which is currently prohibited.

Recommendation

- The Committee note the positive benefits of webcasting and indicative cost;
- The Committee receive a future report, to look at the audio/visual recording of council meetings, including the use of social media, with a view to reviewing a draft policy to recommend to Council.

a) Reasons for Recommendation

Whilst the cost of installing and running webcasting facilities has reduced considerably over recent years, there is no budget allocation in the current year to cover this cost. The Council is also facing a financial shortfall in 2013/14. It may be better to consider undertaking this facility in the future.

Use of social media during Council meetings is difficult to monitor and the public are currently unaware of the Council's guidelines for its use during meetings. The production and implementation of a policy will help bring clarity.

b) Alternative Options

The Committee recommend the introduction of webcasting.

c) Risk Considerations

Introduction of webcasting may not provide the benefit required to the public if viewing figures are low. Initial and repeated marketing will be needed to ensure that the public are aware of the facility and use it.

d) Policy and Budgetary Considerations

As set out in a), there is no budget allocation in the current year to cover the cost of installing a webcasting facility.

e) Date for Review of Decision

September 2012 for budget preparations 2013/14 or September 2013 for budget preparations 2014/15, depending on decision on recommendations.

1. Background

- 1.1. On 7 December 2011 Council resolved that the Overview and Scrutiny Committee consider the implications, including cost and control, of allowing the recording of council meetings.
- 1.2. This report covers the recording of meetings by the Council, through the facility of webcasting. The facility will allow others to watch meetings live if they are not able to attend themselves, or watch a meeting at a time to suit them. The recording of meetings by others, such as journalists and the public, is covered later in the report.

2. Current record of meetings

- 2.1. Meetings of the Council are currently recorded with written minutes, containing recommendations and/or decisions, along with a flavour of debate. This will continue, as required by the Local Government Act 1972.

3. Webcasting

- 3.1. Webcasting is already in place for many County and Unitary authorities, along with some District authorities nationwide. For the purposes of this report, I have researched the webcasting facility used by Devon County Council and sought cost estimates and detail from their supplier.
- 3.2. Webcasting is essentially recording the meeting on camera and broadcasting it live on the web. The facility at Devon County Council, provided by a firm called Public-i, enables meetings to be shown live from their website (linked to the County Council website). Meetings recorded in the past can also be viewed at a later date – currently the County Council retains 12 months of meetings for viewing online.
- 3.3. The webcasting package provided by Public-i can also provide other facilities, such as live twitter feed alongside the live meeting. This allows the public, whilst viewing the meeting online, to post comment about it.
- 3.4. In order to install this facility, cameras would need to be put in place around the Council Chamber. During the meeting, an operator would have to switch between cameras by use of a tablet specifically for the purpose. Set seating plans are required for each Committee, in order that the correct Councillor name is displayed on screen beneath the live feed of that Councillor speaking.
- 3.5. Installation in the current Chamber is possible, but may have to consist of cameras set up on stands or tripods around the room. Installation into a purpose built Council Chamber would be less obtrusive and could be linked with the microphone installation. Our current microphone installation is not recent enough to interface with the camera system that Public-i provide.

- 3.6. Estimated cost for the provision of this facility is between 14K and 16K a year for:
- the supply of cameras and associated kit;
 - hosting the recorded meetings on the provider's server (which can then be linked to the Council website, so that it appears to be running from the Council's website);
 - storage of the recorded meetings for a term agreed by the Council on the provider's server;
 - Associated facilities with the software, such as integrating slide show presentation into the meeting, and commenting live (for example Twitter) as the feed is broadcast online.
- 3.7. Indirect cost, which is on top of the estimated cost in paragraph 3.6, for the provision of this facility will include:
- Dedicated internet access in the Chamber for uploading the feed to the server (entailing a new broadband line, modem hardware, and associated monthly cost);
 - Power to run the cameras and control tablet;
 - Operator to toggle camera settings between Councillors as they speak. Whilst this could be done automatically with a linked microphone system, the recording is enhanced by accurate switching between Councillors, public speakers and presentations where used. This would have to be a separate employee to the Democratic Services officer present to record the minutes. This practice of a separate operator is in place at Devon County Council and other authorities using this facility.
- 3.8. Other providers of webcasting are available and offer a similar price for provision.

4. Benefits of webcasting

- 4.1. Providing the ability to watch a Council meeting online could mean that each meeting reaches a far wider audience than currently. Based on research into other authorities that webcast their meetings, planning, budget or controversial issues within meetings get the most viewers. At present Development Management Committee attracts the most public to view the meeting in person, and this audience could be widened by providing viewing live online.
- 4.2. The public can also comment live online as the meeting is broadcast if they wish, although this feed is not directed to the Chairman of the meeting – just for others viewing online to see.
- 4.3. Whilst the Council maintains a record of minutes to record the recommendations, decisions and flavour of the debate, enabling webcasting gives a clear record of actual words spoken. This gives a means to balance the possibility of selective, misleading or deliberately misrepresentative “reporting” of the meeting at a later date – the public can view the meeting and make up their own mind.

5. Viewing figures

- 5.1. It is not possible to predict how many viewers will watch the meetings broadcast. Devon County Council viewing figures currently fluctuate between 80 to 140 viewers for the main meetings such as full Council and Cabinet. Specific meetings covering Development Management can reach up to 320 viewers. Across a year, DCC have around 7700 live viewers, with around 16,400 viewers of archived meetings.

5.2. Viewing figures are directly driven by marketing of the meeting – the public will not view a meeting if they do not know it is happening, or are not aware of the topics being covered. Whilst there is bound to be a novelty factor to start, marketing will have to take place to keep viewing figures at a worthwhile level. Devon County Council has noticed a recent drop in viewing figures and is working on how they can improve on this. Demand for viewing meetings on line in this District is not known and may only be gauged by research.

6. Use of social media during meetings

6.1. Recording by others during meetings is currently not regulated by a specific policy for this Council. It is mentioned within the Constitution as being prohibited, and there are signs within the Chamber to notify the public.

6.2. Government guidance was issued back in February 2011 via a letter from Bob Neill MP on the topic of access to meetings, which is appended to this report as appendix A. He sets out the need for local government to allow recording at meetings for “citizen journalists” wanting to take local news stories to a wider audience. He does not envisage data protection issues in processing the information recorded at meetings.

6.3. Further research needs to be undertaken into established protocols for recording, filming and use of other social media used at other authorities. At the time of preparing this report, I have looked into Cambridge City Council’s revised protocol, following a complaint about one member of the public filming another during a council meeting. Their protocol centres around the filming, recording and photography of people at the meeting (public, Members, and officers) but not around the use of blogging or twitter during the meeting. I have included their most recent protocol in this report as appendix B for information, to give Members an idea of what a protocol may cover.

6.4. My research to date into social media protocols for other Councils has provided protocols that generally centre around the whole aspect of social media – how Councils can use it (via officers) to publicise or communicate information and how Members can use it in line with their local code of conduct – but not outlining how the public can use it during the course of a meeting. This Council has a social media policy already in place, but it does not cover a protocol for recording or filming a meeting or the use of social media during a meeting.

6.5. It is unlikely that any protocol put in place that requests the public to withhold from using social media could be enforced – anyone could easily step outside the meeting and blog or tweet immediately outside the door. It may be beneficial to look at installing notices to make clear to “citizen reporters” how meetings are recorded.

6.6. Members are asked to consider if the investigation and formulation of a protocol to cover the aspects set out in this report should be pursued. This could be in the form of a further officer report or a specific Task and Finish Forum to undertake the work.

Legal Implications

The council are not obliged to allow a recording of their proceedings but may allow it if they wish. Currently the recording of council meetings is not allowed. The Council's procedures would need amendment before any change takes place.

Human Rights/Data Protection issues would need to be addressed: this might include, for example, enabling members of the public who did not wish to be part of a filming or recording to be edited from the final version.

Financial Implications

The financial implications are contained within the report.

Background Papers

- Letter to Council Leaders and Monitoring Officers from Bob Neill MP dated 23 February 2011 (appendix A)
- Cambridge City Council investigation report and protocols past and present on audio/visual recording and photography at council meetings

Debbie Meakin
Democratic Services Officer

Overview and Scrutiny Committee
7 June 2012



Bob Neill MP
Parliamentary Under Secretary of State

Department for Communities and Local Government

Eland House
Bressenden Place
London SW1E 5DU

Tel: 0303 444 3430
Fax: 0303 444 3986
E-Mail: bob.neill@communities.gsi.gov.uk

www.communities.gov.uk

23 February 2011

To All Council Leaders
cc Monitoring Officers

Dear Colleague,

Access to Meetings

As part of the Government's transparency drive I want to highlight the importance of your council giving citizens the opportunity to access and experience their local democracy using modern communication methods. It is essential to a healthy democracy that citizens everywhere are able to feel that their council welcomes them to observe local decision-making and through modern media tools keep others informed as to what their council is doing. The mainstream media also needs to be free to provide stronger local accountability by being able to film and record in meetings without obstruction.

Councils are now faced with important budget decisions affecting the day to day lives of people living and working in their communities. Council meetings have long been open to interested members of the public and recognised journalists, and with the growth of online film, social media and hyper-local online news they should equally be open to 'Citizen Journalists' and filming by mainstream media. Bloggers, tweeters, residents with their own websites and users of Facebook and YouTube are increasingly a part of the modern world, blurring the lines between professional journalists and the public.

There are recent stories about people being ejected from council meetings for blogging, tweeting or filming. This potentially is at odds with the fundamentals of democracy and I want to encourage all councils to take a welcoming approach to those who want to bring local news stories to a wider audience. The public should rightly expect that elected representatives who have put themselves up for public office be prepared for their decisions to be as transparent as possible and welcome a direct line of communication to their electorate. I do hope that you and your colleagues will do your utmost to maximise the transparency and openness of your council.

I do recognise that there are obligations on whoever is filming or publishing information – be it the council itself or a citizen or mainstream journalist – under the Data Protection Act 1998. But I do not see these obligations as preventing access for journalism. Nor are there grounds for any council

seeking to obstruct a citizen or other journalist from processing information. The Information Commissioner's Office has told us that:

' In the absence of any other legal barrier to comment, publication, expression and so on, the Act in and of itself would not prevent such processing of information.

In the majority of cases the citizen blogging about how they see the democratic process working is unlikely to breach the data protection principles.

In the context of photographing or filming meetings, whilst genuine concerns about being filmed should not be dismissed, the nature of the activity being filmed – elected representatives acting in the public sphere – should weigh heavily against personal objections'.

Moreover there are within the Act itself exemptions from the data protection principles which might apply in the circumstances of the citizen journalist. The first exemption relates to processing of information for journalistic purposes (section 32), the second for the processing of information for domestic purposes (section 36).

In short transparency and openness should be the underlying principle behind everything councils do and in this digital age it is right that we modernise our approach to public access, recognising the contribution to transparency and democratic debate that social media and similar tools can make.

I copy this letter to your monitoring officer given their responsibility for advising on your council's procedures and decision-making arrangements.

A handwritten signature in black ink, appearing to read 'Bob Neill', with a large, stylized initial 'B' and a long, sweeping tail.

BOB NEILL MP

Cambridge City Council protocol on audio/visual recording and photography at council meetings

The Council is committed to being open and transparent in the way it conducts its decision making. Recording is permitted at council meetings which are open to the public. The Council understands that some members of the public attending its meetings may not wish to be recorded. The Chair of the meeting will facilitate by ensuring that any such request not to be recorded is respected by those doing the recording.

The rules which the Council will apply are:

1. Anyone wishing to record must let the Chair of the meeting know and the recording must be overt (i.e. clearly visible to anyone at the meeting). The Council will supply signs which will be deployed at any meeting all or part of which is to be recorded.
2. The Chair of the meeting has absolute discretion to stop or suspend recording if in their opinion continuing to do so would prejudice proceedings at the meeting or if the person recording is in breach of these rules. The circumstances in which this might occur include :
 - recording is disrupting the proceedings of the meeting
 - there is public disturbance or a suspension of the meeting
 - the meeting has resolved to exclude the public for reasons which are set down in the Council's Constitution
3. Any member of the public has the right not to be recorded.
 - We ensure that agendas for, and signage at, council meetings make it clear that recording can take place – if anyone does not wish to be recorded they must let the Chair of the meeting know
4. The recording should not be edited in a way that could lead to misinterpretation or misrepresentation of the proceedings or infringement of the Council's values or; in a way that ridicules or shows a lack of respect for those in the recording. The Council would expect any recording in breach of these rules to be removed from public view.

Notes for guidance:

- Please contact Democratic Services in advance of the meeting if the recording you wish to do involves large equipment or special requirements.
- The use of lighting for filming/flash photography is allowed if it is arranged with Democratic Services prior to the meeting. We require this so we can ensure the meeting will not be unduly disrupted and there is a safe environment to transact the business.

A failure to follow these requirements may lead to a request to record being refused at subsequent council meetings.

Recording and reporting the council's meetings is subject to the law and it is the responsibility of those doing the recording and reporting to ensure compliance. This will include the Human Rights Act, the Data Protection Act and the laws of libel and defamation.

Agenda Item 10

Overview and Scrutiny Committee

7 June 2012

Quarterly Monitoring report



Quarterly Monitoring of Performance – 4th Quarter 2011/12

Summary

Performance information by Corporate Priority for the 4th Quarter is attached to this report to allow Members to monitor overall performance and identify any areas where improvement may be necessary.

Recommendation

It is recommended that Members consider performance against Service Plan Key Service Objectives and Performance Measures for the 4th quarter of 2011/12.

a) Reasons for Recommendation

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

b) Alternative Options

None.

c) Risk Considerations

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

d) Policy and Budgetary Considerations

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

e) Date for Review of Decision

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

Key Issues and how they are being addressed

Finance

- **Customer Service Centre (CSC)**

The previous report highlighted we had a list of customers waiting for food caddies to be delivered as none were in stock. This has been resolved.

The team is shortly to take over the customer demand on parking permits and car park fines, these new processes are currently being implemented to ensure a good service for the customer.

- **Revenues & Benefits**

We are currently seeing an increase in workload as the numbers of changes on customers' circumstance have increased and more customers are telephoning with enquiries to maximise entitlement and check understanding of Government welfare changes and reduction in their benefit levels. We are targeting specific individuals affected in order to proactively keep customers informed and to help where possible.

We are working on the implementation of a local council tax discount scheme to replace council tax benefits. This is extremely timing consuming for the Revenues and Benefits Manager and requires help from other members of the team to assist in freeing up her time.

- **Financial Services**

The pressing area of work for the team is year end financial closure and statement of account preparation.

Environment

- **Environmental Health**

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

- **StreetScene**

Demands for StreetScene services at weekends not always able to be met due to 5 day working arrangements. Seven day working trial underway showing greater responsiveness of service and savings in overtime costs but there are issues being stretched on some days.

The 7 day working trial is continuing, but has led to some morale issues with the loss of much of the historic overtime our operations staff have enjoyed as well as stretching the service on some days. In order to get a balance between service costs, service cover and staff morale we are trialling a combination of 7 day working and re-introducing some overtime.

- **Health and Safety**

The control of exposure to Hand Arm Vibration is now working well, with continued research into new low vibration models of the machines we use helping to improve the length of time these tools can be used for. Reduced cutting frequencies, wild flower meadows and more areas of long grass with pathways cut through are all helping us

continue to provide good open spaces for all whilst meeting our health and safety obligations to our staff.

Economy

- **Planning**

To deliver positive growth as required by the National Planning Policy Framework: The Draft Local Plan is in its last stages before submission to the Secretary of State. The Public Inquiry will hopefully take place next spring with adoption in the summer. We have commissioned consultants to commence work on the Community Infrastructure Levy (CIL) charging schedule and Infrastructure Delivery Plan for the rest of the District, following the completion of the work on the New Growth Point Area. Reports have been going to Cabinet, Overview and Scrutiny Committee and Development Management Committee on both CIL and an Upfront Revolving Infrastructure Fund to support it. The governance and administration of CIL will be issues that need resolving also.

- **Estates**

Management of the Council's assets: The Electronic property register is now operational. We are currently undertaking a review of the various types of assets and setting principles for their future management with a view to improving the revenue stream as well as identifying where assets could be disposed of to allow reinvestment in more appropriate or more useful property. The intention being to use Council assets to provide new jobs in areas of demand. A vacancy in the Estates team is continuing to cause a backlog of the day to day workload.

- **Economic Development**

Providing support to local businesses (including visitor based ones) for the benefit of the economy of the District: An Economic Strategy has been drafted and consulted on with the specialist stakeholders and the wider public in concert with the Council Plan, Local Plan and other subject specific strategy. Updated economic policies have been proposed for the Local Plan and have also been consulted on. The Council is working with the East Devon Business Forum and the Local Enterprise Partnership (LEP) to help secure maximum economic benefit in the New Growth Point Area and across the rest of the District. Work has commenced on creating opportunities to invest in premises and facilities which will support micro and small businesses.

Housing

- **Reform of the Housing Revenue Account**

We have commenced the self-financing regime introduced as part of the Localism Act. The Housing Revenue Account Business Plan has been revised and now includes provision for servicing the debt (£84.4 million) that Government have passed on to us in return for freedoms and flexibilities to run our landlord services having regard to local circumstances. A loan portfolio from the Public Works Loan Board has been structured to ensure that we have sufficient resources to invest in services for tenants and maintaining the housing stock to a high standard, whilst paying off the debt at a pace we can afford. We now face the challenge of implementing the new Business Plan.

- **Responsive repairs and work to void properties contract**

We have been working on the re-tender of our contract for the maintenance of Council homes. The contract is valued at £10 million over five years and has been subject to EU procurement rules. We are seeking a partnering contractor(s) who will work closely with

the Council and tenants operating in accordance with our Systems Thinking purpose of 'right repair at the right time, fix and stay fixed'. We are about to award the contracts and it is vital that we achieve a seamless mobilisation in order that our high standard of service to our customers is not compromised.

- **Private sector enforcement and improving housing conditions**

We are working with limited resources to improve housing conditions in the private rented sector to ensure that minimum standards are achieved. Fire safety; access to amenities; and good repair standards are priorities. We are also implementing our adopted Empty Homes Strategy and targeting long term empty properties for attention. We are trying to maintain a Home Improvement Agency service in partnership with Devon County Council and the service provider for older and disabled people to assist them maintain, improve and adapt their homes. We are also preparing for the Green Deal and initiatives to improve the energy efficiency of the private sector housing stock.

ICT

- **Setting Up Disaster Recovery(DR)**

While the new hard disc storage system is in place for live data, setting up the replication to a second storage system at the Honiton Business Centre is proving problematic and resulting in delays. We now expect the full DR service to be in place by mid June.

- **Information Management Strategy**

This strategy, aimed for completion in April, will now be completed in June as the ICT Strategy and ICT Sharing proposal has consumed more time than expected.

This strategy is important as it aims to bring a cohesive approach to the management and use of information within the Council.

- **ICT Customer Support**

The end to end time for completing incidents and service requests has taken a hit in the last 4 months while staff have been recruited to replace leavers and the new starters trained.

The new staff are already starting to have a good effect but it will be a couple of months before we can restore the performance to a good level.

Year end note - of the 59 Key Service Objectives that were being worked towards during 2011-12, 24 are now marked as achieved, 2 are marked as concern and the rest are ongoing into 2012-13 or part of business as usual. All of the performance indicators have performed well with no indicators showing concern.

A report showing the measures recorded quarterly by the council appear in Appendix A. This appendix is arranged by Priority Outcome and consists of a detailed breakdown of measures which are showing as of 'Concern' and 'Achieved' only and then a summary bar chart showing progress towards the Priority Outcome for all Key Service Objectives and Performance Indicators.

An explanation and definitions of these measures can be found in Appendix B.

Legal Implications

No legal comments are required.

Financial Implications

No direct financial implications.

Consultation on Reports to the Cabinet

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

Background Papers

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

Appendix B – Explanation and Definitions.

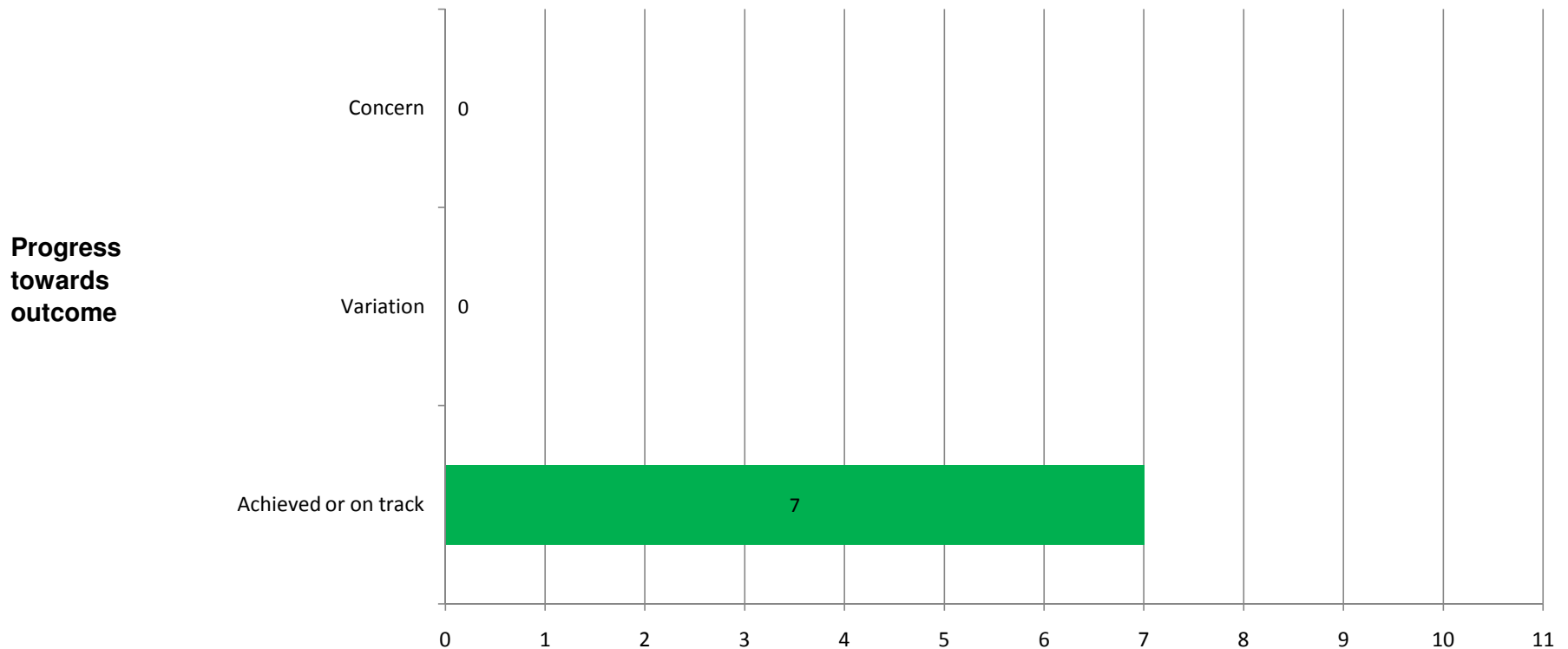
Joanne Avery, ext. 2332
Management Information Officer

Overview and Scrutiny Committee
7 June 2012

PRIORITY ONE: Thriving Communities

a. Outcome Make more affordable homes available for our residents

Quarter Four Results 2011/12



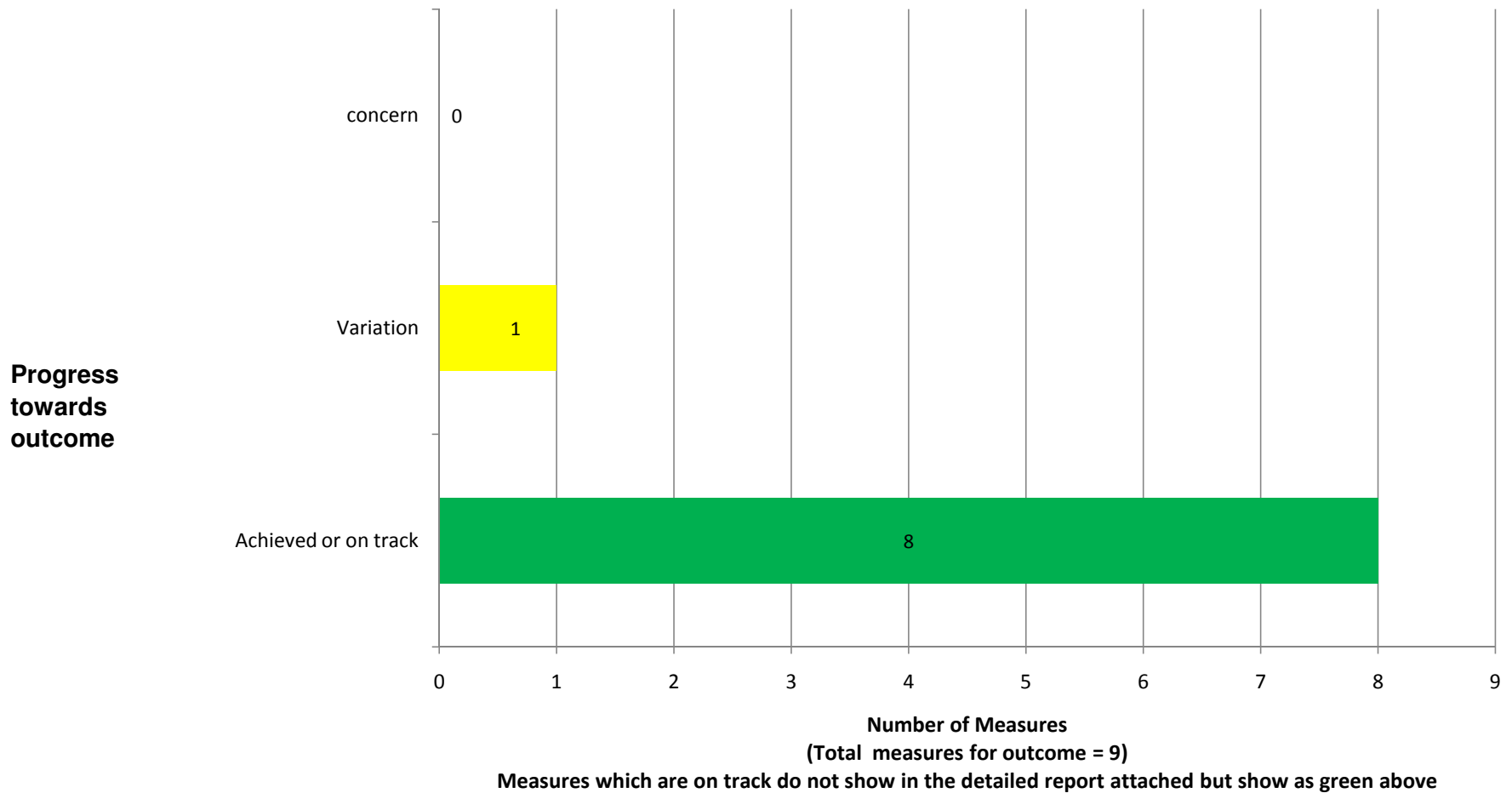
**Number of Measures
(Total measures for outcome = 7)**

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

PRIORITY ONE: Thriving Communities

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

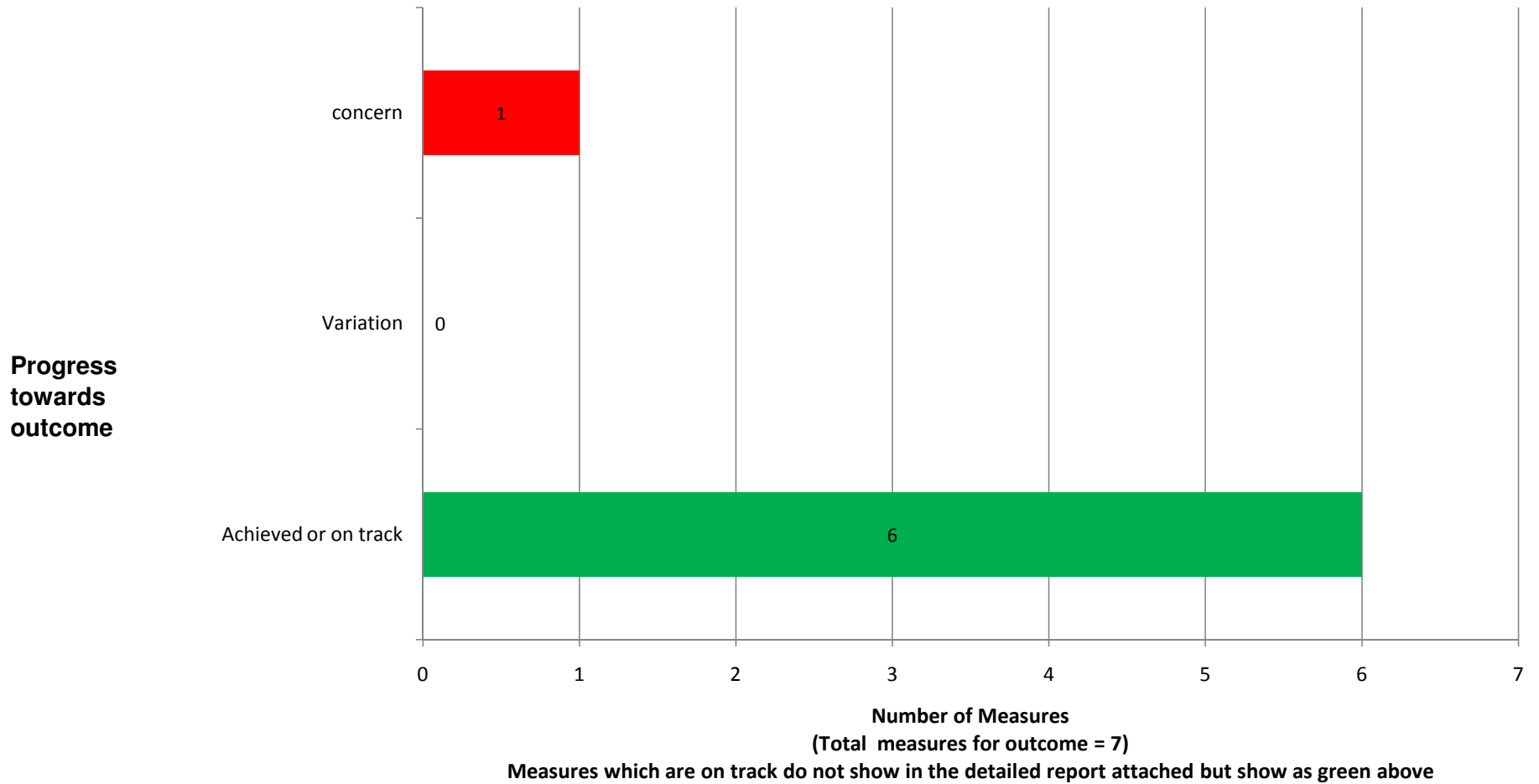
Quarter Four Results 2011/12



PRIORITY ONE: Thriving Communities

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

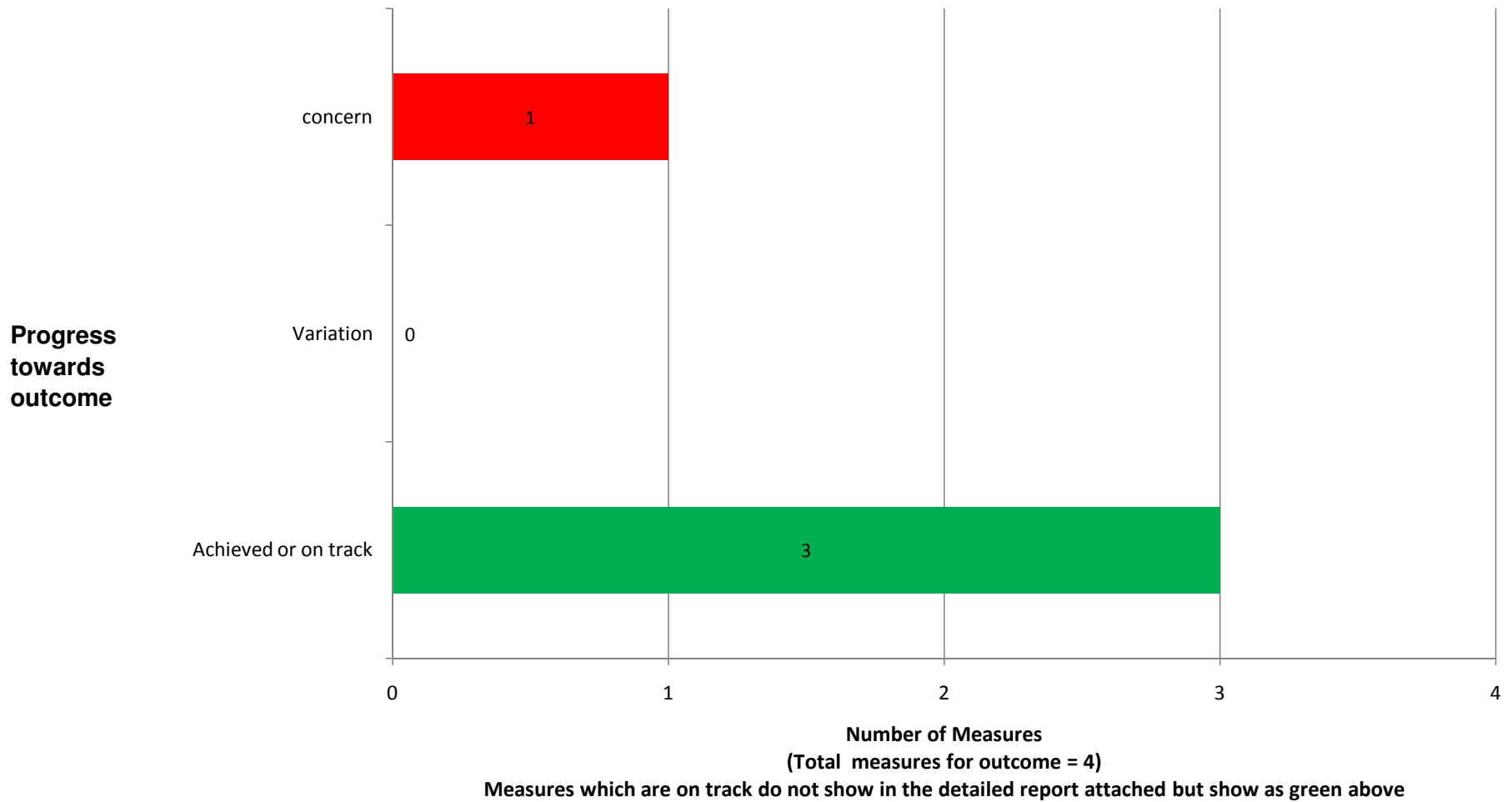
Quarter Four Results 2011/12



PRIORITY ONE: Thriving Communities

d. Outcome Regeneration of Exmouth and Seaton

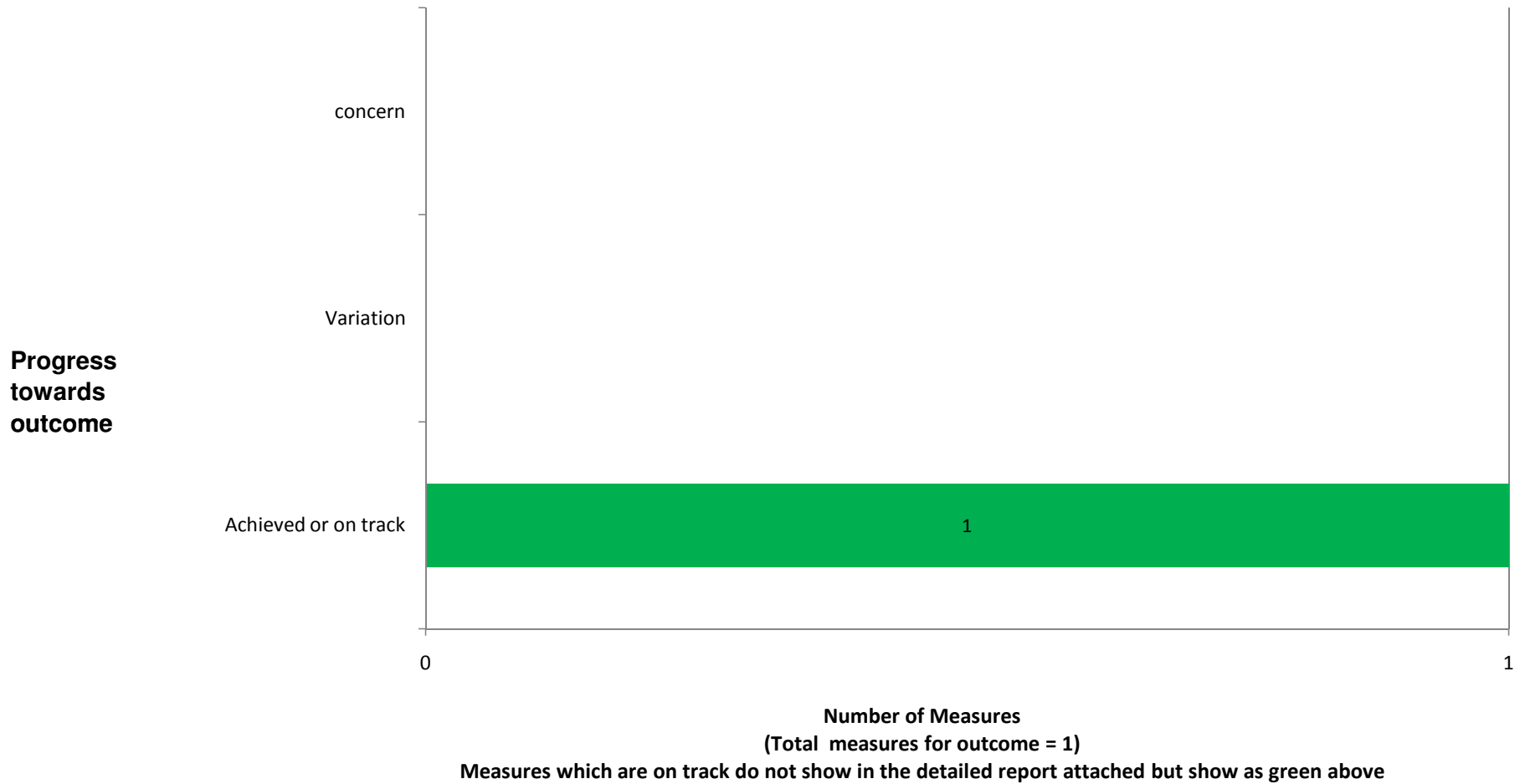
Quarter Four Results 2011/12



PRIORITY ONE: Thriving Communities

e. Outcome Delivery of economic growth throughout the District

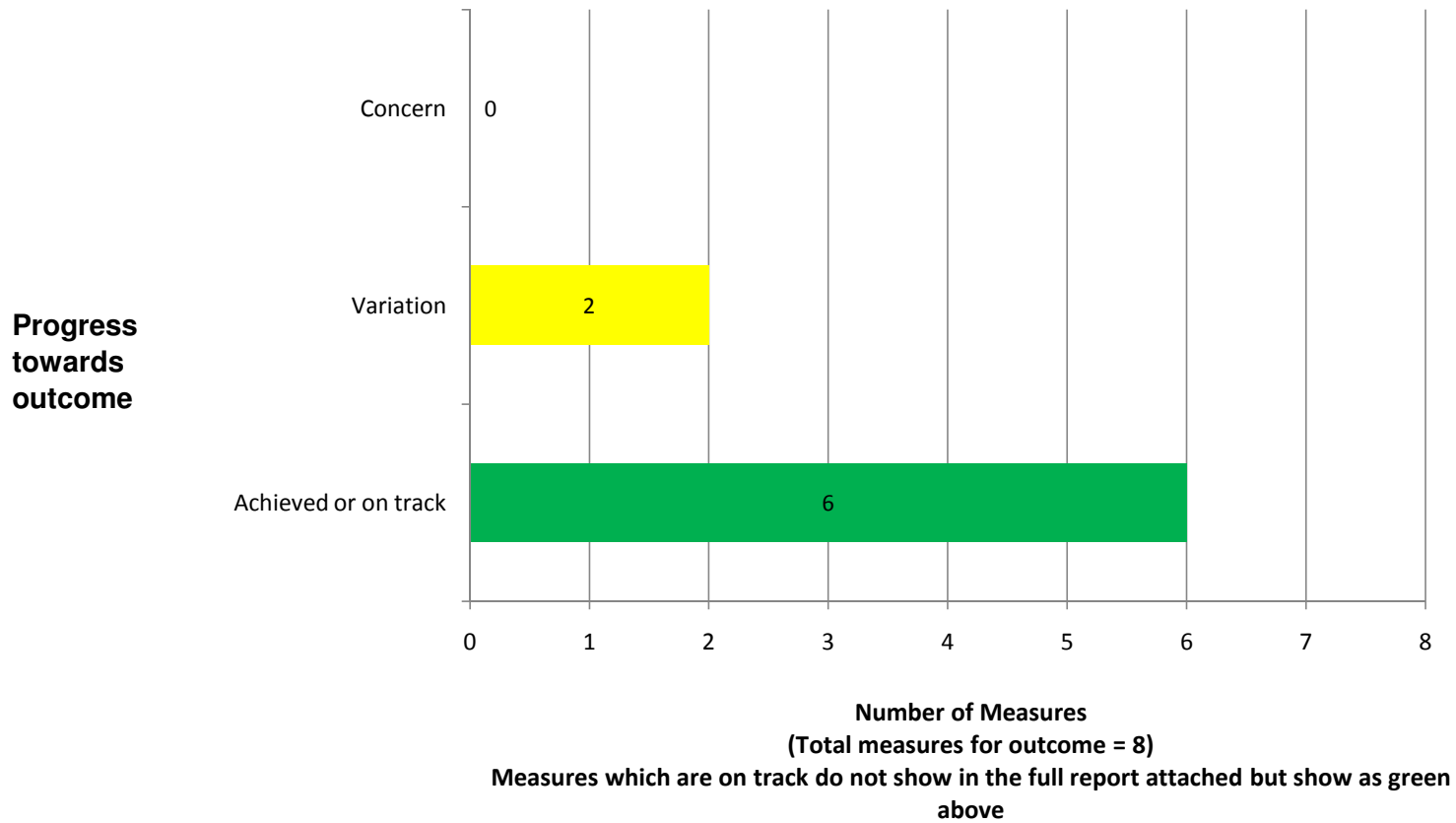
Quarter Four Results 2011/12



PRIORITY TWO: An Outstanding Environment

a. Outcome Outstanding environment

Quarter Four Results 2011/12

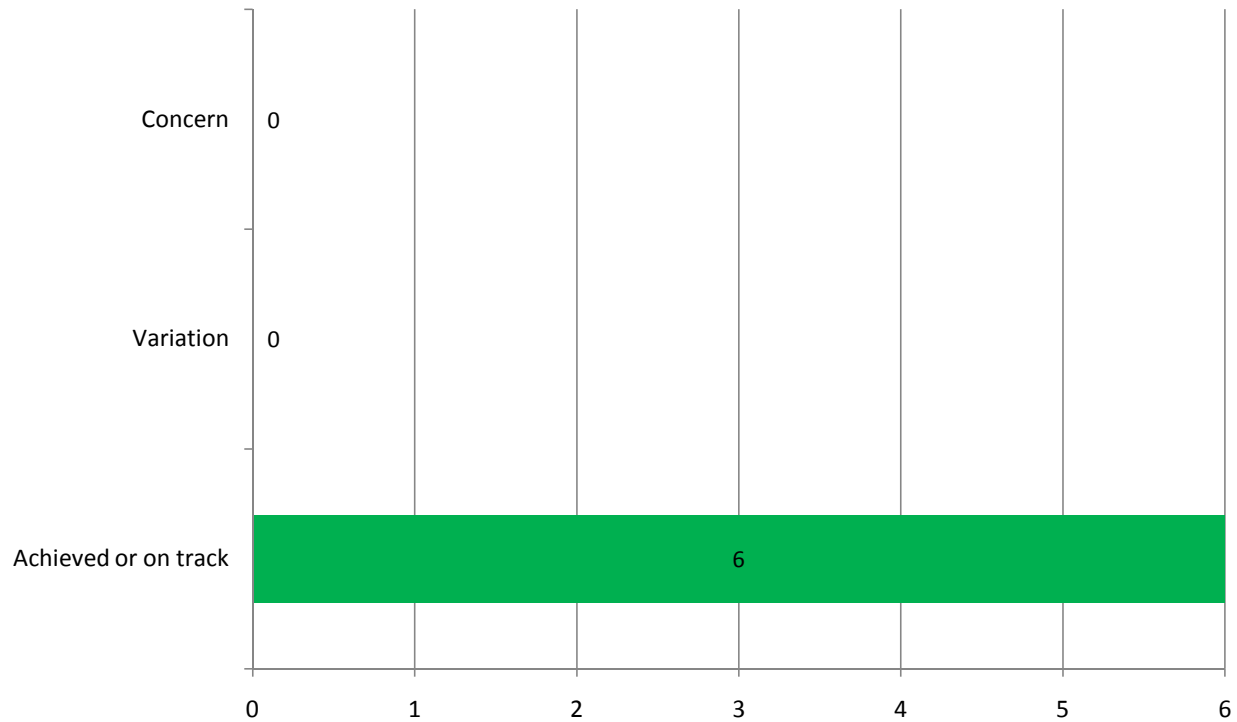


PRIORITY TWO: An Outstanding Environment

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

Quarter Four Results 2011/12

Progress towards outcome



Number of Measures

(Total measures for outcome = 6)

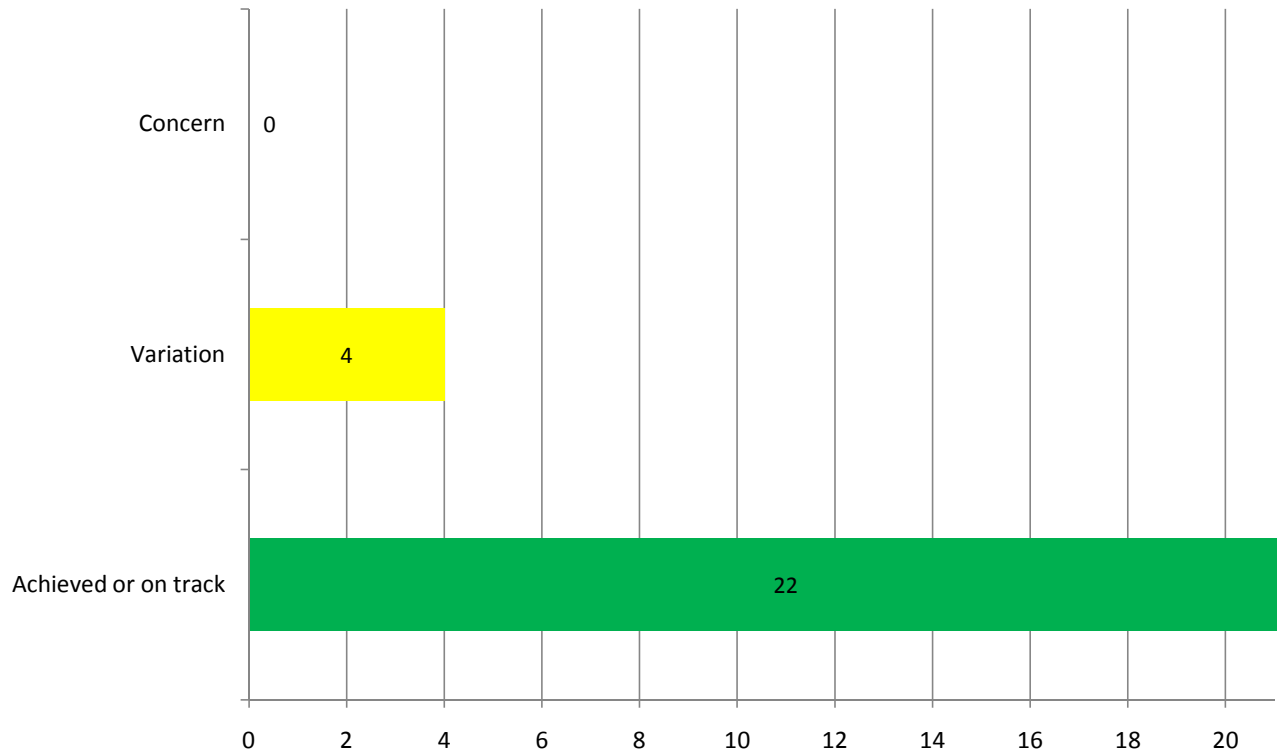
Measures which are on track do not show in the full report attached but show as green above

PRIORITY THREE: Excellent services for our customers

a. Outcome Efficiencies: financial and time-saving

Quarter Four Results 2011/12

Progress
towards
outcome



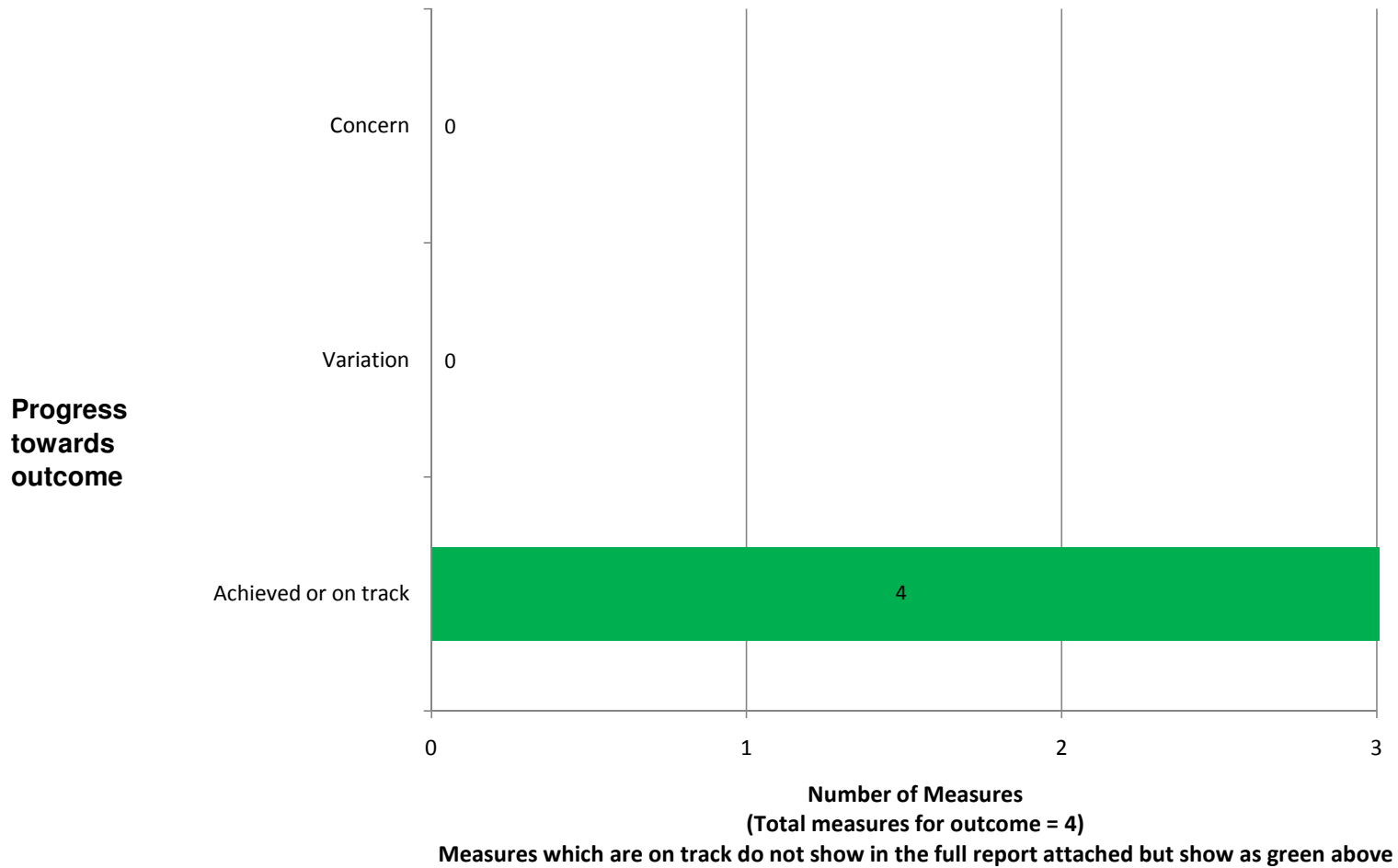
Number of Measures
(Total measures for outcome = 26)

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

PRIORITY THREE: Excellent services for our customers

b. Outcome Improved services through understanding our customers

Quarter Four Results 2011/12

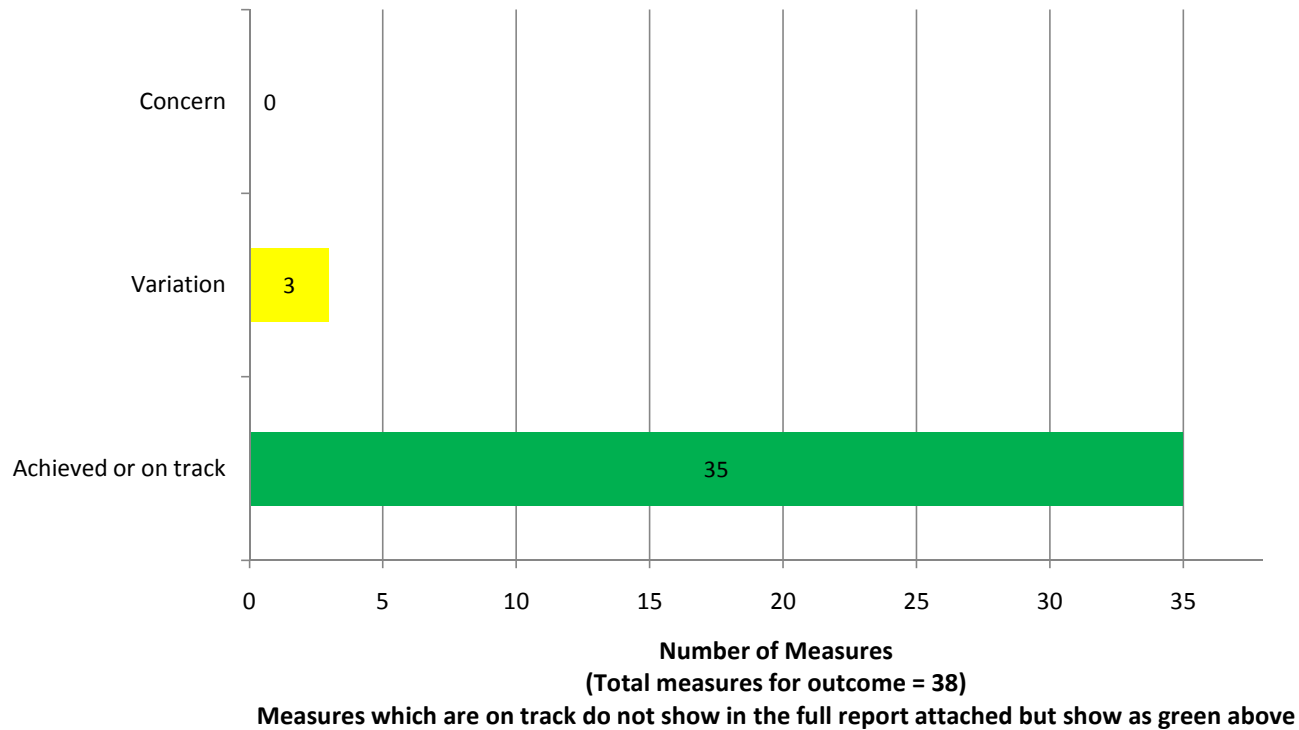


PRIORITY THREE: Excellent services for our customers

c. Outcome Consistently satisfied customers

Quarter Four Results 2011/12

Progress towards outcome



Quarterly Performance Report 2011-12 concern only

Quarterly report for 2011/2012

Arranged by Aims

Filtered by Flag: Include: Monthly, Quarterly

Exclude: Archive

Filtered by Performance Status: Include PI Status: Concern

Include Objective Status: Concern

Key to Performance Status:

Key Strategic Objectives:	No Data available	Milestone Missed	Normal	Concern	Variation	Achieved
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Performance Indicators:	No Data	Concern	Variation	Achieved	Excellent
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Key to change on same period in previous year:

	Improved Performance		Worse Performance		Unchanged
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Key to +/- Column:

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

Quarterly Performance Report 2011-12 concern only

Not linked to any aims

Key Strategic Objectives

Objective Status	Title	Comments	Budget	Officer Notes
Concern	<u>Project manage the delivery of a commercial building in the Strand Gardens</u>	Devon County Council withdrew the amended planning application. The area maintenance negotiations now under way. Objective continuing in 2012-13		Resources: £1,000,000 Capital, Corporate Director & Estates Team (TA)
Concern	<u>Skypark to have progressed to building works on site by 2011.</u>	Economic viability at issue, the northern access is being provided but the planning application for this to be amended. Objective continuing in 2012-13		Resources: External Funding and the Growth Point Team (TA)

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Print Date: 17 May 2012 11:30

Appendix B - Explanations and definitions

Key Strategic Objectives

1. The Key Strategic Objectives and Service Projects from our Service Plans have been classified by status in the 'Objective Status' column:
 - Red (Concern) highlights targets with serious problems or significant delays.
 - Amber (Variation) indicates actions with mild concerns or minor setbacks.
 - Green (Achieved) displays special achievements or early completions.
2. Officers' updates on progress are set out in the 'Comments' column. The purpose of the 'Comments' column is to allow officers to explain anything, particularly when start/completion dates are slipping. For example, the reasons for the delay or slippage, the action being taken to rectify matters and when things are expected to be back on track.
3. Financial information is included in the columns marked 'Officer Notes', which shows the resources involved in each objective, and 'Budget', which provides an update, for instance whether the budget is on target.

Performance Indicators

4. The '+/-' column indicates whether a positive or negative result is preferable. For example, with a PI such as the time taken to process benefit claims or sickness absence, a lower result is better. However with a PI like Council Tax collection, the higher the result the better. A "+" indicates where a higher result and corresponding upward trend is desirable, whereas a "-" indicates that the lower the result, the better.
5. The 'Previous Year End' column reports performance at the end of 2009/2010, if that information is available.
6. The 'Current Target' column represents the annual target in most cases except for BV9 and BV10 where the target increases as more Non-domestic rates and Council Tax are collected and for BV12 where the target increases as working days lost increase as the year progresses. Some measures no longer have targets or are not suitable for targets. Many of these are linked to Systems Thinking principles.
7. The columns 'Q1 Act', 'Q2 Act', etc. show the actual year to date situation for each Performance Indicator. The coloured quarterly columns show year-to-date progress throughout the year in relation to the target. The key for the colours is as follows:
 - Red (Concern) – if the PI is 10% or more below the target.

- Yellow (Variation) – if the PI is between 10% and 0.1% below the target.
- Green (Achieved) – if the PI and the target match exactly or the PI is above the target.

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

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

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

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

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

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

Notes of a Meeting of the Communications and Reputation Manager Post Task and Finish Forum held at Knowle, Sidmouth on 22 May 2012

Present:

Councillors:

John Humphreys (Chairman)
Mike Allen
Alan Dent
Vivien Duval Steer

Phil Twiss
Tom Wright

Also Present

Councillors:

Ray Bloxham
Martin Gammell
Tony Howard
Douglas Hull

Stephanie Jones
Ken Potter
Pauline Stott

Officers:

Karen Jenkins – Corporate Organisational Development Manager
Debbie Meakin – Democratic Services Officer
Mark Williams – Chief Executive

Apologies

Councillors:

Peter Bowden
Trevor Cope
Tim Wood

Officers:

Simon Davey

The meeting started at 15:03pm and ended at 16:02pm.

1. Public Questions

No public were present. Councillor Douglas Hull took the opportunity to ask for more clear documents; divert funding into developing ICT; grass cutting at Axminster; and improving the telephone system for better customer service.

2 Communications and Reputation Manager Post

Cabinet had resolved for the post to be created, but had agreed to a Task and Finish Forum taking place to consider the job description.

Councillor Geoff Chamberlain stated he could not support the introduction of the post in the current economic situation of the Council.

The Forum debated the need for improved communications in order to deliver key messages. Current issues that needed addressing included:

- Lack a capacity to deal with reactive press enquiries due to high demand;
- Press expectation to deliver stories
- If press releases could not be issued in time, there were often inaccurate stories. This led to further queries from public and Members that had to be dealt with, giving more work.

2 **Communications and Reputation Manager Post (continued)**

The Forum expected the role to help provide stronger communication, working along with staff and Members to deliver key messages. The Forum was looking for:

- Key messages and good news stories;
- Proactive role in anticipating questions and having answers prepared;
- Avoiding political messages – messages should be from the Council as a whole;
- Promoting the Council as a whole;
- Informing all customers, not just general public but also town and parish councils and local groups, about key messages and achievements;
- Use of Plain English.

The Forum considered the specifics of the job description and how a suitable candidate could be recruited to cover a wide range of duties for the salary proposed. Debate also covered:

- Background required by the post – the Corporate Organisational Development Manager confirmed that the post needed to have a background in dealing with press relations in a corporate environment, not just a journalist background;
- The post was set to be of sufficient status to be able to pull across the Council at all managerial levels;
- Social media capability was not detailed within the job description and needed to be addressed, either by this post or by incorporating it into another junior role to upload information as necessary;
- The job description had been drawn up to meet the needs of the Communications Plan. Consideration had also been given to the job descriptions of other similar posts both in Devon and nationally;
- Experience from the private sector had led to the high number of essential criteria set in the job description, to obtain the correct candidates for the role;
- The job description needed to include elements to cover change management capability, research capability, and the ability to undertake education of staff and Members in communication.

- RECOMMENDED**
1. that the name of the post be changed to “Communications and Public Affairs Manager” to better reflect the role;
 2. that the job description and person specification be amended to incorporate change management capability, research capability, and the ability to undertake education of officers and Members in communication;
 3. that consideration is given to the addition of an Apprentice to work with the new post and the existing Communications Officer, to specifically cover social media work and other associated duties.

Forward Plan for Overview and Scrutiny Committee

Month	Topic
5 July 2012	Post Office Local feedback on local pilot schemes – Member Champion for Rural Communities Update from Corporate Business Portfolio Holder
26 July 2012	Update on office relocation Report back from Vitality of High Streets and Town Centres Task and Finish Forum
30 August 2012 (if required)	
27 September 2012	Update on implementation of Ward Member satisfaction with Planning TaFF Update on Planning Enforcement Quarterly Monitoring of Performance – 1 st Qtr 2012/13
25 October 2012	Youth service provision (tbc)
22 November 2012	Quarterly Monitoring of Performance – 2 nd Qtr 2012/13
3 January 2013	
16 January 2013	Special Budget meeting (all day)
24 January 2013	
28 February 2013	Quarterly Monitoring of Performance – 3 rd Qtr 2012/13
28 March 2013	
25 April 2013	

Topics for scoping and allocation to the Forward Plan:

- Updates from each Portfolio Holder
- Shortage of housing for elderly in rural communities
- Local Plan production
- Reviewing the general terms of reference for working parties and task and finish forums, including consideration to formalising some officer meetings and criteria to apply.

Task and Finish Forums Update

- Community Infrastructure Levy – Next meeting 27 June 2012
- Vitality of High Streets and Town Centres – next meeting 19 June 2012
- Arts and Culture. Dates set are 15 June, 22 June, 6 June, 13 June and 20 June starting at 9.30am in the Committee Room.
- HRB TaFFs continue.