

Mid Devon District Council

Scrutiny Committee

Monday, 11 October 2021 at 2.15 pm
Exe Room, Phoenix House, Tiverton

Next ordinary meeting
Monday, 8 November 2021 at 2.15 pm

PLEASE NOTE: - this meeting will take place at Phoenix House and members of the Public and Press are encouraged to attend via Zoom wherever possible. The attached Protocol for Hybrid Meetings explains how this will work. Please do not attend Phoenix House without contacting the committee clerk in advance, in order that numbers of people can be appropriately managed in physical meeting rooms.

Join Zoom Meeting

<https://zoom.us/j/92601267589?pwd=S24zbittUEZjVTNGRUt0NHF5Qk9Jdz09>

Meeting ID: 926 0126 7589

Passcode: 194175

One tap mobile

08003582817,,92601267589#,,,,*194175# United Kingdom Toll-free

08000315717,,92601267589#,,,,*194175# United Kingdom Toll-free

Dial by your location

0 800 358 2817 United Kingdom Toll-free

0 800 031 5717 United Kingdom Toll-free

0 800 260 5801 United Kingdom Toll-free

Meeting ID: 926 0126 7589

Passcode: 194175

Membership

Cllr B G J Warren

Cllr G Barnell

Cllr E J Berry

Cllr Mrs F J Colthorpe

Cllr L J Cruwys

Cllr Mrs S Griggs

Cllr P J Heal

Cllr F W Letch

Cllr S Pugh

Cllr R F Radford

Cllr Mrs E J Lloyd

Cllr A Wilce

A G E N D A

Members are reminded of the need to make declarations of interest prior to any discussion which may take place

- 1 **APOLOGIES AND SUBSTITUTE MEMBERS**
To receive any apologies for absence and notices of appointment of substitute Members (if any).

- 2 **HYBRID MEETINGS PROTOCOL** *(Pages 5 - 12)*
Members to note the Hybrid Meetings Protocol.

- 3 **DECLARATIONS OF INTEREST UNDER THE CODE OF CONDUCT**
Councillors are reminded of the requirement to declare any interest, including the type of interest, and reason for that interest, either at this stage of the meeting or as soon as they become aware of that interest.

- 4 **PUBLIC QUESTION TIME**
To receive any questions relating to items on the Agenda from members of the public and replies thereto.

Note: A maximum of 30 minutes is allowed for this item.

- 5 **MINUTES OF THE PREVIOUS MEETING** *(Pages 13 - 22)*
Members to consider whether to approve the minutes as a correct record of the meeting held on 13th September 2021.

The Committee is reminded that only those members of the Committee present at the previous meeting should vote and, in doing so, should be influenced only by seeking to ensure that the minutes are an accurate record.

- 6 **DECISIONS OF THE CABINET**
To consider any decisions made by the Cabinet at its last meeting that have been called-in.

- 7 **CHAIRMAN'S ANNOUNCEMENTS**
To receive any announcements that the Chairman of Scrutiny Committee may wish to make.

- 8 **CABINET MEMBER FOR FINANCE** *(Pages 23 - 24)*
Members to receive an update from the Cabinet Member for Finance

- 9 **UPDATE ON CUSTOMER EXPERIENCE WORKING GROUP RECOMMENDATIONS** *(Pages 25 - 36)*
To receive an updated from the Corporate Manager for Digital Transformation and Customer Engagement on the Customer Experience Working Group recommendations

- 10 **ANNUAL REPORT OF COMPLAINTS AND COMPLIMENTS** *(Pages 37 - 50)*
To receive the Annual Report of Complaints and Compliments
- 11 **FORWARD PLAN** *(Pages 51 - 64)*
Members are asked to consider any items within the Forward Plan that they may wish to bring forward for discussion at the next meeting.
- 12 **SCRUTINY OFFICER UPDATE**
- 13 **BIO ENERGY INDUSTRY PROPOSAL FORM** *(Pages 65 - 70)*
Members to receive a work proposal form on the Bio Energy Industry and to decide if this should be added to the work programme.
- 14 **WORK PLAN** *(Pages 71 - 78)*
Members are asked to note the current Work Plan for the municipal year.
Members to have the opportunity to discuss additional items to be investigated by the Scrutiny Committee and added to the Work Plan.
- 15 **ACCESS TO INFORMATION - EXCLUSION OF PRESS AND PUBLIC**
During discussion of the following item it may be necessary to pass the following resolution to exclude the press and public having reflected on Article 12 12.02(d) (a presumption in favour of openness) of the Constitution. This decision may be required because consideration of this matter in public may disclose information falling within one of the descriptions of exempt information in Schedule 12A to the Local Government Act 1972. The committee will need to decide whether, in all the circumstances of the case, the public interest in maintaining the exemption, outweighs the public interest in disclosing the information.

To consider passing the following resolution so that exempt information may be discussed.

Recommended that under Section 100A(4) of the Local Government Act 1972 the public be excluded from the next item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 respectively of Part 1 of Schedule 12A of the Act, namely information relating to the financial or business affairs of any particular person (including the authority holding that information).
- 16 **CONTRACT DISPUTE SETTLEMENT 2020-2021** *(Pages 79 - 82)*
To provide Scrutiny with an update on a specific payment made in the 2020/21 financial year.

Stephen Walford
Chief Executive
Friday, 1 October 2021

Covid-19 and meetings

From 7 May 2021, the law requires all councils to hold formal meetings in person. However, the Council is also required to follow government guidance about safety during the pandemic. The Council will enable all people to continue to participate in meetings via Zoom.

You are strongly encouraged to participate via Zoom to keep everyone safe - there is limited capacity in meeting rooms if safety requirements are to be met. There are restrictions and conditions which apply to those in the building and the use of the building. You must not attend a meeting at Phoenix House without complying with the requirements in the new protocol for meetings. You must follow any directions you are given.

Please read the new meeting protocol which is available here: [Hybrid Protocol - September 2021.pdf \(middevon.gov.uk\)](#)

If you want to ask a question or speak, email your full name to Committee@middevon.gov.uk by no later than 4pm on the day before the meeting. This will ensure that your name is on the list to speak and will help us ensure that you are not missed – as you can imagine, it is easier to see and manage public speaking when everyone is physically present in the same room. Notification in this way will ensure the meeting runs as smoothly as possible.

If you would like a copy of the Agenda in another format (for example in large print) please contact Carole Oliphant on:

E-Mail: coliphant@middevon.gov.uk

Public Wi-Fi is available in all meeting rooms.

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