

Scrutiny Committee

Monday, 18 December 2023 at 5.30 pm
Phoenix Chambers, Phoenix House, Tiverton

Next ordinary meeting
Monday, 15 January 2024 at 5.30 pm

Please Note: This meeting will take place at Phoenix House and members of the Public and Press are able to attend via Teams. If you are intending to attend in person please contact the committee clerk in advance, in order that numbers of people can be appropriately managed in physical meeting rooms.

The meeting will be Hybrid and an audio recording will be made and published on the website after the meeting

To join the meeting online, [click here](#)

Meeting ID: 361 949 893 90

Passcode: ptU5k2

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Membership

Cllr R Gilmour
Cllr G Westcott
Cllr D Broom
Cllr E Buczkowski
Cllr A Cuddy
Cllr G Czapiewski
Cllr G Duchesne
Cllr M Farrell
Cllr B Holdman
Cllr L Knight
Cllr R Roberts
Cllr S Robinson

AGENDA

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 **Declarations of Interest under the Code of Conduct**
To record any interests on agenda matters.

3 **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.

4 **Minutes of the Previous Meeting** (*Pages 5 - 14*)
To consider whether to approve the minutes as a correct record of the meeting held on Monday 30th October 2023.

5 **Decisions of the Cabinet**
To consider any decisions made by the Cabinet at its last meeting that have been called-in.

6 **Chairman's Announcements**
To receive any announcements that the Chairman of Scrutiny Committee may wish to make.

7 **Corporate Performance Report** (*Pages 15 - 42*)
To receive a report from the Corporate Manager for Performance and Improvement, providing Members with an update on performance against the corporate plan and local service targets for quarter 2 (2023/24).

8 **Work Programme** (*Pages 43 - 50*)
To review the existing Work Plan and consider items for the committee's future consideration, taking account of:

a) Scrutiny Committee Proposal Form – To decide upon which version of the form to be used going forward.

b) Any items within the Forward Plan for discussion at the next meeting;

c) Suggestions of other work for the committee in 2023/24.

9 **Annual Report of Complaints and Compliments** (*Pages 51 - 72*)
To receive the Annual report from the Corporate Manager for Digital Transformation and Customer Engagement on compliments, comments

and complaints received as part of our 2 plus million contacts with customers in 2022/23.

- 10 **Community Safety Partnership** (*Pages 73 - 80*)
To receive a report from the Corporate Manager for Public Health, Regulation and Housing. This is an annual report to ensure that the Scrutiny Committee has oversight of the East and Mid Devon Community Safety Partnership (CSP) and the opportunity to review the activities of the partnership during 2022-23 with a look ahead to the priorities for 2023/24 and beyond.
- 11 **Report of Working Group into the Lessons Learned from 3 Rivers Development Ltd** (*Pages 81 - 96*)
To receive a report from the Working Group into the Lessons to be learned for the future from the experience of operating a Special Purpose Vehicle "3 Rivers Development Ltd".
- 12 **Forward Plan** (*Pages 97 - 108*)
Members are asked to consider any items within the Forward Plan that they may wish to bring forward for discussion at the next meeting.

Stephen Walford
Chief Executive
Friday, 8 December 2023

Anyone wishing to film part or all of the proceedings may do so unless the press and public are excluded for that part of the meeting or there is good reason not to do so, as directed by the Chairman. Any filming must be done as unobtrusively as possible from a single fixed position without the use of any additional lighting; focusing only on those actively participating in the meeting and having regard also to the wishes of any member of the public present who may not wish to be filmed. As a matter of courtesy, anyone wishing to film proceedings is asked to advise the Chairman or the Member Services Officer in attendance so that all those present may be made aware that is happening.

Members of the public may also use other forms of social media to report on proceedings at this meeting.

Members of the public are welcome to attend the meeting and listen to discussion. Lift access to the Council Chamber on the first floor of the building is available from the main ground floor entrance. Toilet facilities, with wheelchair access, are also available. There is time set aside at the beginning of the meeting to allow the public to ask questions.

An induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter. If you require any further information, or

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

Tel: 01884 234311

E-Mail: dparker@middevon.gov.uk