

Mid Devon District Council

Scrutiny Committee

Monday, 8 October 2018 at 2.15 pm
Exe Room, Phoenix House, Tiverton

Next ordinary meeting
Monday, 5 November 2018 at 2.15 pm

Those attending are advised that this meeting will be recorded

Membership

Cllr F J Rosamond
Cllr Mrs H Bainbridge
Cllr Mrs F J Colthorpe
Cllr Mrs C P Daw
Cllr Mrs G Doe
Cllr Mrs S Griggs
Cllr T G Hughes
Cllr Mrs B M Hull
Cllr F W Letch
Cllr Mrs J Roach
Cllr T W Snow
Cllr N A Way

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 **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.
- 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 **MEMBER FORUM**
An opportunity for non-Cabinet Members to raise issues.
- 5 **MINUTES OF THE PREVIOUS MEETING** *(Pages 5 - 12)*
Members to consider whether to approve the minutes as a correct record of the meeting held on 10th September 2018.
- 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 HOUSING REPORT** *(Pages 13 - 26)*
To receive a report from the Cabinet Member for Housing.
- 9 **COMPLAINTS POLICY** *(Pages 27 - 46)*
To receive a review of the Complaints Policy from Group Manager for Business Transformation and Customer Engagement
- 10 **ANNUAL REPORT ON COMPLAINTS, COMMENTS AND COMPLIMENTS** *(Pages 47 - 58)*
To receive the Ombudsman report of Complaints and the annual Customer First report of Complaints, Comments and Compliments presented by Group Manager for Business Transformation and Customer Engagement.
- 11 **ESTABLISHMENT 6 MONTH UPDATE** *(Pages 59 - 62)*
To receive an update report from the Group Manager for Human Resources on the Establishment as requested.
- 12 **TIVERTON TOWN MASTERPLAN FOLLOWING PUBLIC CONSULTATION** *(Pages 63 - 74)*
To receive a report from the Head of Planning, Economy and Regeneration on the Tiverton Town Master Plan following public consultation.
- 13 **REVIEW OF PERFORMANCE INDICATORS GIVEN TO ELECTED MEMBERS** *(Pages 75 - 78)*
To receive a review from the Group Manager for Performance Governance and Data Security of the Performance Indicators presented to Members.

- 14 **PERFORMANCE AND RISK** *(Pages 79 - 110)*
To provide Members with an update on performance against the corporate plan and local service targets for 2018/2019 as well as providing an update on the key business risks.
- 15 **SCRUTINY OFFICER'S UPDATE** *(Pages 111 - 112)*
To receive an update from the Scrutiny Officer outlining work to date.
- 16 **FORWARD PLAN** *(Pages 113 - 126)*
Members are asked to consider any items within the Forward Plan that they may wish to bring forward for discussion at the next meeting.
- 17 **IDENTIFICATION OF ITEMS FOR THE NEXT MEETING**
Members are asked to note that the following items are already identified in the work programme for the next meeting:
- Community Safety Partnership Action Plan
- Business Rates Retention Scheme
- Draft Budget for 2019/2020
- Financial Monitoring
- Cabinet Member for Finance Report

Note: - this item is limited to 10 minutes. There should be no discussion on items raised.

Stephen Walford
Chief Executive
Friday, 28 September 2018

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 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 Carole Oliphant on:

Tel: 01884 234209

E-Mail: coliphant@middevon.gov.uk

Public Wi-Fi is available in all meeting rooms.