

SCRUTINY COMMITTEE

Meeting to be held on Monday 17 June 2013 at 3.30 pm

Council Chamber, Williton

AGENDA

1. Apologies for Absence

2. Minutes

Minutes of the Scrutiny Committee held on 20 May 2013, to be approved and signed as a correct record – **SEE ATTACHED.**

3. Declarations of Interest

To receive and record any declarations of interest in respect of any matters included on the Agenda for consideration at this Meeting.

4. Public Participation

The Chairman to advise the Committee of any items on which members of the public have requested to speak and advise those members of the public present of the details of the Council's public participation scheme.

For those members of the public wishing to speak at this meeting there are a few points you might like to note.

A three-minute time limit applies to each speaker and you will be asked to speak before Councillors debate the issue. There will be no further opportunity for comment at a later stage. Your comments should be addressed to the Chairman and any ruling made by the Chair is not open to discussion. If a response is needed it will be given either orally at the meeting or a written reply made within five working days of the meeting.

5. Notes of Key Cabinet Decisions/Action Points

To review the Key Cabinet Decisions/Action Points from the Cabinet Meeting held on 5 June 2013 – **SEE ATTACHED.**

6. Cabinet Forward Plan

To review the latest Cabinet Forward Plan published 6 June 2013 – **SEE ATTACHED.**

7. Maintenance of Water Courses on Council Owned Land

To consider Report No. WSC 69/13, to be presented by Councillor A Trollope-Bellew, Lead Member for Environment – **SEE ATTACHED.**

The Council's Vision:

To enable people to live, work and prosper in West Somerset

The purpose of the report is to provide members of the Scrutiny Committee with information to regard the Council's responsibility in maintaining and monitoring water courses that are on WSC land.

8. Corporate Performance Report - Service Plan Monitoring – April – March 2013/14

To consider Report No. WSC 70/13, to be presented by Councillor T Taylor, Leader and Councillor K Kravis Lead Member for Resources and Central Support - **SEE ATTACHED.**

The purpose of the report is to provide Members with an update on progress in delivering the corporate priorities and performance of council services covering the period from 1st April 2012 to 31st March 2013.

9. Asset Management Review – Terms of Reference and nomination of Members to Task & Finish Group

To consider Report No. WSC 71/13, to be presented by Sam Rawle, Scrutiny and Performance Officer – **SEE ATTACHED.**

The purpose of the report is to agree membership of a task and finish group to undertake a review of the Asset Management Strategy and associated matters.

10. Scrutiny Committee Work Plan

To review and scope items for the Scrutiny Committee Workplan for 2012/2013 – **SEE ATTACHED.**

COUNCILLORS ARE REMINDED TO CHECK THEIR POST TRAYS

The Council's Corporate Priorities:

- Local Democracy:
Securing local democracy and accountability in West Somerset, based in West Somerset, elected by the people of West Somerset and responsible to the people of West Somerset.

- New Nuclear Development at Hinkley Point
Maximising opportunities for West Somerset communities and businesses to benefit from the development whilst protecting local communities and the environment.

The Council's Core Values:

- Integrity
- Respect
- Fairness
- Trust

RISK SCORING MATRIX

Report writers score risks in reports uses the scoring matrix below

Risk Scoring Matrix

Likelihood	5	Almost Certain	Low (5)	Medium (10)	High (15)	Very High (20)	Very High (25)
	4	Likely	Low (4)	Medium (8)	Medium (12)	High (16)	Very High (20)
	3	Possible	Low (3)	Low (6)	Medium (9)	Medium (12)	High (15)
	2	Unlikely	Low (2)	Low (4)	Low (6)	Medium (8)	Medium (10)
	1	Rare	Low (1)	Low (2)	Low (3)	Low (4)	Low (5)
			1	2	3	4	5
			Negligible	Minor	Moderate	Major	Catastrophic
Impact							

Likelihood of risk occurring	Indicator	Description (chance of occurrence)
1. Very Unlikely	May occur in exceptional circumstances	< 10%
2. Slight	Is unlikely to, but could occur at some time	10 – 25%
3. Feasible	Fairly likely to occur at same time	25 – 50%
4. Likely	Likely to occur within the next 1-2 years, or occurs occasionally	50 – 75%
5. Very Likely	Regular occurrence (daily / weekly / monthly)	> 75%

- Mitigating actions for high ('High' or above) scoring risks are to be reflected in Service Plans, managed by the Group Manager and implemented by Service Lead Officers;
- Lower scoring risks will either be accepted with no mitigating actions or included in work plans with appropriate mitigating actions that are managed by Service Lead Officers.

SCRUTINY COMMITTEE

Minutes of the Meeting held on 20 May 2013 at 3.30 pm

Present:

Councillor K J RossChairman
Councillor R P Lillis Vice-Chairman

Councillor M J Chilcott
Councillor G S Dowding
Councillor P N Grierson
Councillor P H Murphy
Councillor M O A Dewdney
Councillor J Freeman
Councillor B Heywood

Members in Attendance:

Councillor A P Hadley
Councillor D D Ross
Councillor M A Smith
Councillor A H Trollope-Bellew
Councillor E May
Councillor D J Sanders
Councillor T Taylor
Councillor K H Turner

Officers in Attendance:

Chief Executive (A Dyer)
Corporate Director (B Lang)
Scrutiny and Performance Officer (S Rawle)
Corporate Manager - Housing, Welfare & Economy (I Timms)
Section 151 Officer (S Campbell)
Administrative Support (H Dobson)

Also in Attendance:

Naomi Griffith, Chairman of the Board of Directors, Minehead Eye
Jessica Prendergrast, Director, Minehead Eye

SC1 Apologies for Absence

No apologies for absence were received.

SC2 Minutes

(Minutes of the Meeting of the Scrutiny Committee held on 22 April 2013 – circulated with the Agenda).

RESOLVED that, subject to including Councillor P Murphy in the attendance list, the Minutes of the Scrutiny Committee held on 22 April 2013, be confirmed as a correct record.

SC3 Declarations of Interest

Members present at the meeting declared the following personal interests in their capacity as a Member of a County, Parish or Town Council:

Name	Minute No.	Description of Interest	Personal or Prejudicial or Disclosable Pecuniary	Action Taken
Cllr P N Grierson	All Items	Minehead	Personal	Spoke and voted
Cllr P H Murphy	All Items	Watchet	Personal	Spoke and voted
Cllr K J Ross	All Items	Dulverton	Personal	Spoke and voted
Cllr K H Turner	All Items	Brompton Ralph	Personal	Spoke

SC4 Public Participation

No members of the public had requested to speak on any item on the agenda.

SC5 Notes of Key Cabinet Decisions/Action Points

(Copy of Notes of Cabinet Decisions/Action Points, circulated with the agenda).

RESOLVED that the Key Cabinet Decisions/Action Points for 8 May 2013, be noted.

SC6 Cabinet Forward Plan

(Copy of the Cabinet Forward published 2 May 2013, circulated with the agenda).

RESOLVED that the Cabinet Forward published 2 May 2013, be noted.

SC7 Presentation from Minehead Eye

The Chairman of the Board of Directors and the Director of Minehead Eye delivered their presentation on Minehead Eye, touching on how the facility came into being and providing an insight in to its governance, aims and objectives, staffing and volunteers, activities, business model etc. Minehead Eye was a 'not for profit' organisation and aimed to deliver good value, low cost services and activities in the area.

In response to questions Members were advised that:

- The organisation was sensitive to providing low cost and subsidised access to customers who would find the cost difficult to meet. They worked closely with schools and other agencies enabling them to engage more effectively with their customers.
- As the building was relatively new they did not envisage large maintenance bills for a while. Some maintenance costs had been included in the budget and in time it might be possible to direct more of the budget towards future maintenance costs.

- The organisation was working with a view to keeping youth clubs open, which was previously the responsibility of Somerset County Council. However, it was recognised that in order to do so it would be necessary to have a mix of funding streams available, with appropriate town and parish councils contributing/supporting the youth clubs if they wished the service to continue in their area.
- Approximately 700/800 members used the facility, the majority of which came from West Somerset and some from further afield such as Taunton, Bridgwater, Bristol, Exeter.
- To make accessibility easier for its rural members a minibus has been made available for specific events. In the past it was found that the provision of a general minibus service was not successful.
- It was important that the public understood that Minehead Eye was a social enterprise model and therefore was neither a commercial organisation nor a charity.

On behalf of the Committee, the Chairman of the Scrutiny Committee thanked the Chairman and Director for Minehead Eye for the presentation and the work they do.

RESOLVED (1) that the presentation be noted and that the Minehead Eye powerpoint presentation be distributed to all members.

RESOLVED (2) that Minehead Eye be invited to provide an update to the Scrutiny Committee in May 2014.

SC8 Final Report of the Business Rate Recovery Task and Finish Group

(Report No. WSC 49/13, circulated with the Agenda).

The purpose of the report was to bring to the Committee's attention the results from the work undertaken by the Task and Finish Group set up to look into the potential impact of the new Business Rate Retention Scheme on the Council's financial standing.

The Chief Executive outlined the details in the report and advised that the report was an important piece of work. The Business Rate Retention Scheme formed part of the Council's core funding and the way in which it was funded had recently changed resulting in the amount of income becoming hard to predict and therefore extremely volatile. He suggested that the Committee received a regular report on the situation and that it form part of the performance report presented to Committee every quarter. Further, that an amendment to the fourth recommendation be made to include 'planning and licensing applications'.

During the course of the discussion Members noted the following main points:

- Officers were congratulated for the high collection rates in comparison to neighbouring authorities.
- It was disappointing to note that the new scheme did not allow the Council the opportunity to control its own financial future.

- The following amendments to the report were suggested:
 - That the names of the Task and Finish Group and officers involved in writing such an informative report should be included in the report.
 - That the appendices be renamed accordingly.

RESOLVED (1) that the following proposals be recommended to Cabinet:

(a) that the quarterly performance report presented to Scrutiny Committee and Cabinet should include table 1 of the report, attached to the agenda, but containing up to date figures and estimates. This would clearly show any variance in the estimated Net Yield, highlight the reasons for the variance and subsequently any change in the amount of business rates that the Council could expect to retain;

(b) that in order to assess the strategic financial impact of any variation, the quarterly performance report should contain an updated Medium Term Financial Plan that not only reflects the impact of any variation in business rates retention but also any other known amendments;

(c) that the quarterly performance report should also include an aged debtors report similar to that shown in table 4 of the report, attached to the agenda;

(d) that a process is established to enable the revenues team to be aware of planning and licensing applications where it is thought that what is planned will have an impact upon the rating list;

(e) that details of any individual write-off that is in excess of £1,000 are forwarded to the local ward member(s) for their information and possible comment;

(f) that the Valuation Officer is invited to provide both relevant staff and all members with training on issues pertaining to business rate liability;

(g) that the staff involved in the Business Rate billing and recovery processes are congratulated on their performance;

RESOLVED (2) that Councillor M J Chilcott be elected to present the report, as amended, to Cabinet on behalf of the Scrutiny Committee.

SC9 Update on Family Focus Project

(Report No. WSC 60/13, circulated after the Agenda).

The purpose of the report was to update Scrutiny Committee on the delivery of the Family Focus Project.

The Corporate Manager presented the report and advised that the name of the project had changed from Troubled Families to Family Focus Project which was seen to be more positive.

In response to questions, he advised that the programme was paid by results and the ethos was that the services supporting these families would be

redesigned over time and cost less. The Council had reached its allotted target at the end of March 2013 and received payment accordingly. Further, an assessment of progress will be made every quarter. Evaluating the processes and results will require a lot of resources and, as a result, the team were looking to engage with one of the Universities.

RESOLVED (1) that the update on the Family Focus Project report, be noted.

RESOLVED (2) that a further update on the Family Focus Project be reported to the Scrutiny Committee in May 2014.

SC10 Setting the Annual Work Programme

(Report no. WSC 61/13, circulated with the Agenda).

The purpose of the report was to present to Scrutiny Committee the annual work plan for 2013/14 and to give members the opportunity to suggest any additional topics for inclusion.

During the discussion the following topics were considered:

- All aspects of Asset Management
- Somerset Waste Partnership
- Planning and pre application advice service
- Car parks; their income and permit sale trends, and administration of the car parks estate.
- Flooding – local rhynes and watercourses
- Flooding - Somerset issues - noted that information would be available after the flood meeting in June.
- GP Out of Hours service
- Taunton Deane Borough Council partnership working project
- East Quay, Watchet

RESOLVED (1) that the following changes/additions to the Scrutiny Committee Workplan be made:

- The Economic Regeneration Update report scheduled for 17 June be moved to 15 July, 2013
- The Impact of Welfare Reform on the Benefits and Fraud Services report scheduled for 15 July be moved to 19 August, 2013
- Taunton Deane project be added to 16 September 2013
- Flooding –local rhynes and watercourses be added to 17 June 2013
- Flooding Somerset Issues be added to 17 June, 2013 or as soon as the report is ready
- Car parks; their income and permit sale trends be added to 21 October, 2013
- Planning and pre application advice service be added to 16 December, 2013

RESOLVED (2) that the following items be added to the Scrutiny Committee Work plan as and when appropriate and reported by appropriate officers:

- East Quay Watchet (review post August Council)
- Out of hours GP provision – outcome of review from 2012/13
- Somerset Waste Partnership update;

RESOLVED (3) that a Task and Finish Group be set up to look at asset management, with terms of reference and membership to be agreed at the meeting to be held on 17 June, 2013.

RESOLVED (4) that the Annual Work Plan be noted.

The meeting closed at 6.12 pm.

MEETING: CABINET

DATE: 5 JUNE 2013

NOTES OF KEY DECISIONS

Note: The details given below are for information and internal use only and are not the formal record of the meeting

AGENDA ITEM	DECISION	CONTACT LEAD OFFICER
Forward Plan (Agenda Item 5)	Agreed that, subject to adding 'West Somerset Council's Response to National Grid Stage 4 Consultation' for October and updating the composition of Cabinet Members for 2013/14, the latest Forward Plan published 23 May 2013 be approved.	Corporate Director
Cabinet Action Plan (Agenda Item 6)	Agreed that CAB131 – Request for Allocation of Planning Obligations Funding be deleted as actioned.	Corporate Director
Cabinet Appointments to Outside Bodies (Agenda Item 7)	Agreed (1) that the Members be appointed to serve on Outside Bodies for the municipal year 2013-2014, as recorded in Minute No. CAB7. Agreed (2) that the Lead Member for Community and Customer would provide a report on the Somerset Cultural Forum to the Cabinet meeting in July.	Corporate Director
Consideration of nominations received to list Assets of Community Value (Agenda Item 8)	Agreed that the nomination (ACV022) for Church Street Public Conveniences, Dunster be accepted as an Asset for Community Value, received 26.4.13.	Corporate Director
Consultation Responses to the Nuclear Decommissioning Authority's Strategy Paper (Agenda Item 12)	Agreed that it be recommended to Council that the Council responds to the NDA's consultations expressing the following points: (a) That West Somerset Council, in accordance with its planning guidance and given the potential adverse effects on the tourism economy, objects strongly to the principle of ILW and FED from other parts of England and/or Wales being stored and/or treated at Hinkley Point A or B (or C when it becomes operational). (b) That West Somerset Council objects to the increased risk to the Public of Individual Dose from the Transport of Radioactive Waste to Hinkley Point A or B (or C when it becomes operational) from elsewhere in England and/or Wales. (c) That West Somerset Council requests that it is involved in all discussions and consulted at all stages of the development of the NDA's Strategy for ILW storage options for England and Wales and proposals relating to treating FED at Magnox sites. (d) That West Somerset Council raises considerable concerns with the NDA about the amount of time and limited scope of the consultations currently underway affecting the District of West Somerset. (e) That West Somerset Council, as host authority, expresses its disappointment at not having been made aware of the plans of the NDA at their commencement and the associated lack of engagement in the early part of the consultation process.	Planning Manager

<p>Non-Domestic Rates – Section 49 Hardship Relief Policy (Agenda Item 9)</p>	<p>Agreed (1) that it be recommended to Council that the details and procedures of the new scheme outlined in paragraph 5.3, including Appendix A to the report, be approved and adopted from 1 July 2013.</p> <p>Agreed (2) that it be recommended to Council that the Council's Financial Regulations and Constitution be updated to reflect the new governance arrangements.</p>	<p>Chief Executive</p>
<p>Impacts of the Business Rate Retention Scheme (Agenda Item 10)</p>	<p>Agreed (1) that the quarterly performance report presented to Scrutiny Committee and Cabinet should include table 1 but containing up-to-date figures and estimates. This would clearly show any variance in the estimated Net Yield, highlight the reasons for the variance and subsequently any change in the amount of business rates that the Council could expect to retain.</p> <p>Agreed (2) that in order to assess the strategic financial impact of any variation the quarterly performance report should contain an updated NTFP that not only reflects the impact of any variation in business rate retention but also any other known amendments.</p> <p>Agreed (3) that the quarterly performance report should also include an aged debtors report similar to that shown in table 4 of the report.</p> <p>Agreed (4) that a process be established to enable the Revenues team to be aware of all planning and licensing applications where it is thought that what is planned will have an impact upon the rating list.</p> <p>Agreed (5) that details of any individual write-off that is in excess of £1,000 be forwarded to the local ward member(s) for their information and possible comment. (Write-offs in excess of £5,000 require Cabinet approval.)</p> <p>Agreed (6) that the Valuation Officer be invited to provide both relevant staff and all members with training on issues pertaining to business rate liability.</p>	<p>Chief Executive</p>
<p>Report of the Scrutiny Committee – Planning Obligations and Section 106 Task and Finish Group (Agenda Item 11)</p>	<p>Agreed (1) that relevant Ward Members and Parish/Town Councils be notified as soon as an application that is likely to require a Section 106 agreement is received to enable them to comment as part of their response to the planning application.</p> <p>Agreed (2) that relevant Ward Members and Parish/Town Councils are notified on receipt of Section 106 monies as soon as is reasonably practicable.</p> <p>Agreed (3) that officers ensure that the previous recommendations of the Scrutiny Committee relating to Ward Member consultation requiring that Ward Members and Parish/Town Councils, as key consultees, are involved in discussions, as appropriate to establish need, and be kept informed of progress, are followed.</p> <p>Agreed (4) that a community profile be developed to ensure that priorities are justifiable and evidence based, with focus on those areas most likely to be affected by development.</p>	<p>Scrutiny and Performance Officer</p>

	<p>Agreed (5) that the current application process does include the Expression of Interest form to be published on the Council's website, with the wording and process to be determined by officers.</p> <p>Agreed (6) that a robust and closely monitored process to collect Section 106 monies be followed to ensure that any outstanding monies are actively pursued.</p> <p>Agreed (7) that consideration be given to including available supplementary information relating to Section 106 monies that are included in agreed planning applications before receipt of funds, as part of the regular financial information made available to Members.</p> <p>Agreed (8) that consideration be given to undertaking a review of the Supplementary Planning Document as soon as it is practically possible to ensure that it remains up to date and reflects current circumstances.</p> <p>Agreed (9) that the current guidance notes relating to Section 106 funding be updated to reflect the changes in procedure following the agreed recommendations of this review.</p> <p>Agreed (10) that Scrutiny Committee are invited to submit any observations following the one-off attendance by members of the Task and Finish Group at the June meeting of the Planning Obligations Group.</p> <p>Agreed (11) that the possibility of Parish/Town Councils using Section 106 monies in neighbouring towns/parishes where its use could provide a benefit to the said parish/town that might not be attained if its use were confined to the said parish/town, be investigated.</p>	
<p>CONFIDENTIAL ITEM Sale of Land at Parkhouse Road, Minehead (Agenda Item 14)</p>	<p>Agreed (1) that the freehold sale of the area of land adjacent to 51 Parkhouse Road, Minehead to the owner of the property for £2,000 be approved, subject to the terms set out in paragraph 6.2 of the report.</p> <p>Agreed (2) that it be noted that the concerns made at the Cabinet meeting on 1 August 2012 had been addressed as summarised in paragraph 5.5 of the report regarding the potential of combining the sale of the site with an additional adjacent area of WSC owned land.</p>	<p>Corporate Manager - Environment, Customer and Community</p>

For a record of the reasons for the decision; details of any alternative options considered and rejected by the decision-making body at the meeting at which the decision was made; a record of any conflict of interest relating to the matter decided which is declared by any member of the decision-making body which made the decision; and in respect of any declared conflict of interest, a note of dispensation granted by the relevant local authority's head of paid service, please use the attached link below, to the Council's website where the minutes and relevant reports can be viewed:

<http://www.westsomersetonline.gov.uk/Council---Democracy/Council-Meetings/Cabinet-Meetings/Cabinet---5-June-2013>

Date: 6 June 2013

Weekly version of Forward Plan published on 6 June 2013

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
FP/13/7/01 25/09/2012	3 July 2013 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: Allocation of Section 106 funds held – Quarter 1 Decision: to make proposals for the allocation of monies secured through planning obligations to individual schemes, and to update members with the current funding position.		No exempt / confidential information anticipated	Ian Timms, Group Manager Housing, Welfare and Economy 01984 635271
FP/13/7/02 25/09/2012	3 July 2013 By Councillor T Taylor – Leader of Council and Councillor K V Kravis – Lead Member Resources & Central Support	Title: Corporate Performance & Budget Monitoring Report 2012-13 – Quarter 4 Decision: to provide Members with an update on progress in delivering corporate priorities, performance of council services including budgetary information and customer satisfaction.		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/13/7/03 25/09/2012	3 July 2013 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: Review of Financial Regulations [FR2] Decision: to offer comment on the Financial Regulations.		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/13/7/04 25/09/2012	3 July 2013 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: Medium Term Financial Plan Update Decision: to present the updated Medium Term Financial Plan.		No exempt / confidential information anticipated	Section 151 Officer 01984 635253 01823 355482

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AGENDA ITEM 6

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
FP/13/7/05 13/02/2013	3 July 2013 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/13/7/08 15/01/2013	3 July 2013 By Councillor D Westcott – Lead Member for Community and Customer	Title: Somerset Major Sports Facilities Strategy and Playing Pitch Assessment Decision: To approve the Somerset Major Sports Facilities Strategy		No exempt / confidential information anticipated	Steve Watts, Group Manager Environment, Customer and Community 01984 635261
FP/13/7/09 24/04/2013	3 July 2013 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: Supplementary Estimate – Capital and Revenue 2013/14		No exempt / confidential information anticipated	Section 151 Officer 01984 635253 01823 355482
FP/13/7/09 2/05/2013	3 July 2013 By Councillor D Westcott – Lead Member for Community and Customer	Title: Provision of CCTV in Watchet Decision: to consider the implementation of a CCTV scheme in Watchet		No exempt / confidential information anticipated	Steve Watts, Group Manager Environment, Customer and Community 01984 635261
FP/13/8/01 13/02/2013	7 August 2013 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/13/9/01	4 September 2013	Title: Consideration of nomination/s received under the		No exempt / confidential information anticipated	Bruce Lang, Corporate Director

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
13/02/2013	By Councillor D Westcott – Lead Member for Community and Customer	Community Right to Bid Legislation Decision: To approve listing			01984 635200
FP/13/9/02 3/06/2013	4 September 2013 By Councillor K H Turner – Lead Member Housing Health & Wellbeing	Title: Empty Homes Enforcement Policy Decision: To adopt the policy		No exempt / confidential information anticipated	Ian Timms, Group Manager Housing, Welfare and Economy 01984 635271
FP/13/9/03 3/06/2013	4 September 2013 By Councillor K H Turner – Lead Member Housing Health & Wellbeing	Title: Unlawful Evictions Policy Decision: To adopt the policy		No exempt / confidential information anticipated	Ian Timms, Group Manager Housing, Welfare and Economy 01984 635271
FP/13/10/01 25/09/2012	2 October 2013 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: Allocation of Section 106 funds held – Quarter 2 Decision: to make proposals for the allocation of monies secured through planning obligations to individual schemes, and to update members with the current funding position.		No exempt / confidential information anticipated	Ian Timms, Group Manager Housing, Welfare and Economy 01984 635271
FP/13/10/02 25/09/2012	2 October 2013 By Councillor T Taylor – Leader of Council and Councillor K V Kravis – Lead Member Resources & Central Support	Title: Corporate Performance & Budget Monitoring Report 2013-14 – Quarter 1 Decision: to provide Members with an update on progress in delivering corporate priorities, performance of council services including budgetary information and customer satisfaction.		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
FP/13/10/03 13/02/2013	2 October 2013 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/13/10/04 06/06/2013	2 October 2013 By Councillor C Morgan – Lead Member for Environment – Hinkley	Title: West Somerset Council's Response to National Grid Stage 4 Consultation Decision: To agree Council's response to the consultation		No exempt / confidential information anticipated	Andrew Goodchild, Planning Manager 01984 635245
FP/13/11/01 03/02/2013	6 November 2013 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/13/12/01 23/11/2012	4 December 2013 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: Review of Financial Regulations [FR2] Decision: to offer comment on the Financial Regulations.		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/13/12/02 23/11/2012	4 December 2013 By Councillor T Taylor – Leader of Council and Councillor K V Kravis – Lead Member Resources & Central Support	Title: Corporate Performance & Budget Monitoring Report 2013-14 – Quarter 2 Decision: to provide Members with an update on progress in delivering corporate priorities, performance of council services including budgetary information		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200

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		and customer satisfaction.			
FP/13/12/03 13/02/2013	4 December 2013 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/14/1/01 18/01/2013 Page 19	8 January 2014 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: Fees and Charges Decision: to propose levels of fees and charges for the period 1 April 2014 to 31 March 2015 (in some cases fee increases will be implemented earlier, this will be stated in the relevant sections of the report).		No exempt / confidential information anticipated	Section 151 Officer Page 19
FP/14/1/02 18/01/2013	8 January 2014 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: Allocation of Section 106 funds held – Quarter 3 Decision: to make proposals for the allocation of monies secured through planning obligations to individual schemes, and to update members with the current funding position.		No exempt / confidential information anticipated	Ian Timms, Group Manager Housing, Welfare and Economy 01984 635271
FP/14/1/03 18/01/2013	8 January 2014 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: Draft Capital Programme 2013-14 and Capital Strategy Decision: to present the draft Capital Programme 2013/14 and draft Capital Strategy for recommendation to Council.		No exempt / confidential information anticipated	Section 151 Officer

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
FP/14/1/04 13/02/2013	8 January 2014 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/14/2/01 18/01/2013	5 February 2014 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: Annual Budget & Council Tax Setting 2014-15 Decision: to provide Members with all the information required for Council to approve the revenue budget and capital programme for 2014/15 for recommendation to Council.		No exempt / confidential information anticipated	Section 151 Officer
FP/14/2/02 18/01/2013	5 February 2014 By Councillor T Taylor – Leader of Council	Title: Draft Corporate Plan for 2014-15 Decision: to introduce the draft West Somerset Council Corporate Plan 2014/15 for recommendation to Council.		No exempt / confidential information anticipated	Adrian Dyer, Chief Executive 01984 635212
FP/14/2/03 13/02/2013	5 February 2014 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/14/3/01 1/03/2013	5 March 2014 By Councillor T Taylor – Leader of Council and Councillor K V Kravis –	Title: Corporate Performance & Budget Monitoring Report 2013-14 – Quarter 3 Decision: to provide Members		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
	Lead Member Resources & Central Support	with an update on progress in delivering corporate priorities, performance of council services including budgetary information and customer satisfaction.			
FP/14/3/02 19/03/2013	5 March 2014 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/14/4/01 19/03/2013	2 April 2014 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: Allocation of Section 106 funds held – Quarter 4 Decision: to make proposals for the allocation of monies secured through planning obligations to individual schemes, and to update members with the current funding position.		No exempt / confidential information anticipated	Ian Timms, Group Manager Housing, Welfare and Economy 01984 635271
FP/14/4/02 19/03/2013	2 April 2014 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/14/5/01 23/05/2013	7 May 2014 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
FP/14/6/01 23/05/2013	June 2014	Title: Cabinet Appointments on Outside Bodies Decision: to appoint representatives to serve on outside bodies for the period to the Annual Meeting in 2014 (except where specific periods are stated).		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/14/6/02 23/05/2013 Page 22	June 2014 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200 Page 22
FP/14/7/01 23/05/2013	July 2014 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: Allocation of Section 106 funds held – Quarter 1 Decision: to make proposals for the allocation of monies secured through planning obligations to individual schemes, and to update members with the current funding position.		No exempt / confidential information anticipated	Ian Timms, Group Manager Housing, Welfare and Economy 01984 635271
FP/14/7/02 23/05/2013	July 2014 By Councillor T Taylor – Leader of Council and Councillor K V Kravis – Lead Member Resources & Central Support	Title: Corporate Performance & Budget Monitoring Report 2013-14 – Quarter 4 Decision: to provide Members with an update on progress in delivering corporate priorities, performance of council services including budgetary information and customer satisfaction.		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
FP/14/7/03 23/05/2013	July 2014 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: Review of Financial Regulations [FR2] Decision: to offer comment on the Financial Regulations.		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/14/7/04 23/05/2013	July 2014 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: Medium Term Financial Plan Update Decision: to present the updated Medium Term Financial Plan.		No exempt / confidential information anticipated	Section 151 Officer 01984 635253 01823 355482
FP/14/7/05 23/05/2013	July 2014 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200

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Note (1) – Items in bold type are regular cyclical items.

Note (2) – All Consultation Implications are referred to in individual reports.

The Cabinet comprises the following: Councillors T Taylor, K V Kravis, K M Mills, C Morgan S J Pugsley, A H Trollope-Bellew, K H Turner and D J Westcott.

The Scrutiny Committee comprises: Councillors K J Ross, R Lillis, M J Chilcott, M O A Dewdney, G S Dowding, J Freeman, P N Grierson, B Heywood and D D Ross.

Report Number: WSC 69/13

Presented by: Cllr Anthony Trollope-Bellew, Lead Member for Environment

Author of the Report: Steve Watts Corporate Manager Environment, Customer and Community

Contact Details:

Tel. No. Direct Line 01984 635261

Email: swatts@westsomerset.gov.uk

Report to a Meeting of: Scrutiny Committee

To be Held on: June 17th 2013

Date Entered on Executive Forward Plan Or Agreement for Urgency Granted: Not applicable

MAINTENANCE OF WATERCOURSES ON COUNCIL OWNED LAND

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide members of the Scrutiny Committee with information to regard the Council's responsibility in maintaining and monitoring water courses that are on WSC land.

2. CONTRIBUTION TO CORPORATE PRIORITIES

- 2.1 The subject of this report does not specifically relate to either of the Council's priorities.

3. RECOMMENDATIONS

- 3.1 Scrutiny Committee note the contents of the report.

4. RISK ASSESSMENT (IF APPLICABLE)

Risk Matrix

Description	Likelihood	Impact	Overall
Failure to maintain watercourses on council owned land resulting in flooding during extreme weather events	4	4	16
<i>That the infrastructure current maintenance schedule is considered adequate for the intended purpose.</i>	2	4	8

The scoring of the risks identified in the above table has been based on the scoring matrix. Each risk has been assessed and scored both before the mitigation measures have been actioned and after they have.

5. BACKGROUND INFORMATION

- 5.1 The owner of land or property adjacent to a watercourse or with a watercourse running through it has certain rights and responsibilities. In legal terms they are known as the “riparian owners” of the watercourse. A person who rents such land or property should agree with the owner who will manage these rights and responsibilities. Included within the list of responsibilities is the requirement to keep the banks and bed clear of anything that could cause an obstruction and increase flood risk.
- 5.2 Across Somerset the Drainage Boards and the Environment Agency only maintain about 2% of watercourses in the Somerset Levels and Moors and for the system to function properly all riparian owners must play their part by undertaking watercourse maintenance from time to time. The Parrett Internal Drainage Board undertakes clearance works on the Dunster marshes and levies a £2.5k p.a. contribution from West Somerset Council.
- 5.3 The following ‘risk management authorities’ have powers over and responsibilities for watercourse management. Amongst these powers is the ability to serve notice on a person who has not maintained a watercourse on their land which leads to an increased risk of flooding.

Flood Risk Management Authorities

- The Environment Agency
 - Lead Local Flood Authorities (the unitary authority for the area or if in a two tier area the county council).
 - Internal Drainage Boards
 - District Councils
- 5.4 Those water courses that are on West Somerset Council land are recorded on the GIS mapping system and these are monitored by the Estates and Grounds Maintenance staff on a periodic basis. Monitoring will be undertaken more frequently in periods of extreme weather. The current programme of WSC works and the associated budget is attached as Appendix A & B.
- 5.5 The Internal Drainage Board undertakes clearance works on the Dunster marshes and levy a £2.5k p.a. contribution from West Somerset Council.
- 5.6 Despite the heavy rain fall during the winter of 2012, the WSC infrastructure is considered to be adequate for the intended purpose but could be improved if further resources were available.
- 5.7 In respect of those water courses running adjacent to privately owned land, a large number are in neglect and contributed towards the localised flooding incidents.
- 5.8 Discussions are currently underway between the District Councils and Somerset County Council to devolve the power back to the districts. The Environment PAG has received regular updates on this particular aspect. The local knowledge and expertise at District level is recognised as an essential asset for dealing with any investigations or negotiations required to resolve a land drainage issue. This is considered to be an important requirement of the District Council to fulfil their role as a Risk Management Authority.
- 5.9 Following the winter flood events, the Environment Team have been working with riparian owners to carry out maintenance on some of the high risk watercourses in the district. These have, to date, included Williton, Doverhay (Porlock), Carhampton and Washford.

6. FINANCIAL/RESOURCE IMPLICATIONS

- 6.1 The current and historical budgets for land drainage are appended with this report.

7. SECTION 151 OFFICER COMMENTS

7.1 The S151 officer has reviewed this report and has no comment to make.

8. EQUALITY & DIVERSITY IMPLICATIONS

Members need to demonstrate that they have consciously thought about the three aims of the Public Sector Equality Duty as part of the decision making process.

The three aims the authority **must** have due regard for:

- Eliminate discrimination, harassment, victimisation
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it

9. CRIME AND DISORDER IMPLICATIONS

9.1 None associated with this report.

10. CONSULTATION IMPLICATIONS

10.1 None associated with this report.

11. ASSET MANAGEMENT IMPLICATIONS

11.1 None associated with this report

12. ENVIRONMENTAL IMPACT IMPLICATIONS

12.1 It is important that the Council plays its proper role in addressing flood alleviation.

13. LEGAL IMPLICATIONS

13.1 As a riparian landowner under the Land Drainage Act 1991 and 1994, West Somerset Council has a duty to keep the watercourses on its own land free of obstructions and debris or anything which would impede the free flowing of the watercourse.

13.2 In terms of its wider remit concerning flood prevention the Council is designated as a 'Risk Management Authority' under the Flood & Water Management Act 2010. This provides for:

- Use of discretionary power to carry out improvements/maintenance to watercourses to alleviate flooding.
- Duty to co-operate with the lead local flood authority (Somerset County Council).
- Duty to provide information requested by the lead local flood authority relating to flooding

SUMMARY OF WSC LAND DRAINAGE PROGRAMME

Asset Ref	Asset Name	Description	Further Notes	Frequency	Next Due	Date of Last works / Cost / Contractor / Description of Works	Details of previous works / Date / Cost / Contractor / Description of Works
270	Washford Drainage Ditch	Ditch clearance		Annually	Jan-14	Jan 13 / £500 / C J Lynch / Ditch clearance (Recharged to SCC)	27th Feb 2012 - £268 - G A Sully - side arming of ditch -
271	Woolston Moor Flood Alleviation	Calming Pond and 3 grills	Maintenance work to inlet chamber and spilling pond outlet by CJ Lynch. GM does general maintenance and grill clearance	Every two years	Sept 12 - was assessed but no action needed. Will be monitored.	Sept 2010 - £885	
272	Sampford Brett Flood Alleviation	Grill and bottom outfall and the stream bank	Maintenance to inlet grill and spilling pond outlet. GM does general maintenance and grill clearance	Annually	Jan 13 - was assessed but no action needed. Will be monitored.	Jan 2012 - £850 - CJ Lynch - maintenance to inlet grill and spilling pond outlet	Sept 2010 - £790
43	Seaward Way Lagoons	Clearance of silt and reeds		Every 5 years	Order raised Nov 12 but was not carried out due to the weather. Will need to be scheduled for Sept 2013.	Feb-09	
43	Seaward Way Lagoons	Banks of rhynes need side arming	Carried out by Sullys.	Every two years. To be carried out late summer, early autumn before rains and after bird nesting.	Autumn 2014	Dec 12 - £260- side arming with G A Sully & Sons	Sept 2010 - £200
	New Horizons, Minehead Hospital	Regular clearing of culverts and 4 grills	Taunton Deane DLO carry out a monthly clearance of one of these grills £22.50 a visit .	Monthly		Nov 12 / £180 / C J Lynch / clear silt from both sides of culvert	
59	Manor Road (lower part) and Brook St, Alcombe - Bank & Water Course	Regular clearing of culvert and 3 grills	GM does general maintenance. NB SCC does the higher part of Manor Road up to the old sheep dip.	Every two years.	Monitored and GM clears out periodically	Jun-09	
44	Regents Way POS	Regular clearing of culvert and 2 grills	GM team does general maintenance. Inspected at every heavy rainfall.	When required			
47	Whitworth Road Play Area	Regular clearing of culvert and 2 grills	GM team does general maintenance. Inspected at every heavy rainfall.	When required			
	Meadowside Screen, Carhampton	Clearing culvert	GM does general maintenance	Every two years	Feb-14	Feb 12 - £625 - CJ Lynch - to excavate base of stream as required, remove silt from Orchard Rd end and place silt on grass bank along footpath section	
	Doverhay Screen, Porlock	Clearance of grill	GM does general maintenance	Annually	Monitored. Quote being sought for new cover over silt pit (April 13).	Jan 12 - new silt trap - £65	Spring 2011 - £698 - 2 covers replaced.
	Seaward Way to Surestart footbridge	Rhyne Clearing		Every two years	Mar-14	March 2013 - £1200 - C J Lynch	Sept 2010 - £1125 - C J Lynch - To go through with machine, clear out reeds etc and place on bank. This section has been done regularly so does not require dredging.

Appendix B

LAND DRAINAGE BUDGET	
Lagoons / Flooding Maintenance Works	£6,500.00
Parrett Drainage Board Contribution	£2,500.00
	£9,000.00

PAST SPEND

2010/11 Spend	
Woolston works	£885.00
Sampford Brett works	£790.00
Orchard Road, Carhampton replacement kerbing to stream	£1,680.00
Porlock replacement grill	£698.00
Seaward way rhynes side armed	£200.00
Rhyne clearing - seaward way to surestart footbridge	£1,125.00
Parrett Drainage Board contribution	£2,625.02
	£8,003.02

2011/12 Spend	
Sampford Brett - maintenance to inlet grill and spilling pond outlet	£850.00
Orchard Road, Carhampton. To excavate base of stream as required, remove silt from Orchard road end and place silt on grass bank along footpath section	£625.00
Washford Ditch Clearance	£268.00
Parrett Drainage Board contribution	£2,624.06
	£4,367.06

2012/13 Spend	
New Hospital Culvert - initial clearance and monthly clearance	£370.00
Doverhay - new silt trap	£65.00
Washford Ditch Clearance	£500.00
Surestart rhyne clearance	£1,200.00
Lagoon side arming of rhyne banks	£260.00
Parrett Drainage Board contribution	£2,623.87
	£5,018.87

*re-charged to SCC

REPORT NUMBER WSC 70/13
 PRESENTED BY COUNCILLOR T TAYLOR, LEADER OF THE COUNCIL
 COUNCILLOR K V KRAVIS, LEAD MEMBER FOR RESOURCES
 & CENTRAL SUPPORT
 DATE 17 JUNE 2013

CORPORATE PERFORMANCE REPORT – SERVICE PLAN MONITORING APR – MARCH 12/13

1. PURPOSE OF REPORT

- 1.1. The purpose of this report is to provide Members with an update on progress in delivering the corporate priorities and performance of council services covering the period from 1st April 2012 to 31st March 2013.

2. RECOMMENDATIONS

- 2.1. That Scrutiny notes the progress in delivering the corporate priorities for 2012/13 and recommends any mitigating actions where there are concerns over their delivery.
- 2.2. That Scrutiny notes the performance against Group and Service Indicators, and recommends any mitigating actions where there is concern that performance is not on track.

3. RISK ASSESSMENT

Description	Likelihood	Impact	Overall
The key risk is that the Council fails to manage its performance and use the subsequent information to inform decisions and produce improved services for customers <i>The mitigation for this will be the continued strong leadership from Lead Members and CMT to ensure that performance management remains a priority</i>	Likely (3)	Major (3)	High (9)

The scoring of the risks identified in the above table has been based on the scoring matrix. Each risk has been assessed and scored both before and after the mitigation measures have been actioned.

4. BACKGROUND INFORMATION

- 4.1. Monitoring our performance is a key element in the Council's Performance Management Framework. The quarterly report attached at **Appendix A** pulls together all relevant matters

relating to the Council's performance, progress against quarterly performance indicators, and the delivery of corporate priorities with the associated objectives and key tasks.

4.2. The quarterly performance report has been divided into 5 sections in order to reflect the 5 Group Service Plans –

- Housing & Economic
- Environment & Community
- Resources
- Corporate Services
- Corporate Management

Each Group section has been further sub-divided into two parts:

- Progress reporting against corporate plan objectives and associated key tasks;
- Performance against a set of key Group & Service Indicators

4.3. As Members may be aware, 2012/13 will be the third year following the introduction of its current process of utilising service plans as part of its operational principles. Officers and Members have endeavoured to learn from previous experience to try and make such service plans fit for purpose and particularly having regard to the Authority's capacity. With this in mind Scrutiny Members will note that the number of performance indicators have been reduced for 2012/13, with the focus being on those services considered to be high priority within the Group.

4.4. Performance Summary and Response to Missed Targets/Milestones

At the start of each group section, Members will note that an additional page has been added to provide an overview of each group's performance for the quarter. This includes performance indicators and key actions where targets/milestones have been missed and the response to this from the relevant Group Manager.

4.5. Finance & Budget Information

A full picture with regard to the 2012/13 budget outturn will be brought to the July meeting. At the time of the drafting of this report this information was incomplete because of the closing of the accounts which is concluded each year by the 30th June.

FINANCIAL/RESOURCE IMPLICATIONS

5.1. As set out in the report.

6. SECTION 151 OFFICER COMMENTS

6.1. No comment received.

7. EQUALITY & DIVERSITY IMPLICATIONS

7.1. None directly in this report.

8. CRIME AND DISORDER IMPLICATIONS

8.1. None directly in this report.

9. CONSULTATION IMPLICATIONS

9.1. None directly in this report.

10. **ASSET MANAGEMENT IMPLICATIONS**

10.1. None directly in this report.

11. **ENVIRONMENTAL IMPACT IMPLICATIONS**

11.1. None directly in this report.

12. **LEGAL IMPLICATIONS**

12.1. None directly in this report.

REPORT TO THE SCRUTINY COMMITTEE TO BE HELD ON 18 FEBRUARY 2013.

CONTACT OFFICER: SAM RAWLE, SCRUTINY & PERFORMANCE OFFICER
KIM BATCHELOR, EFFICIENCY & PERFORMANCE MANAGER
TEL. NO. DIRECT LINE: 01984 635223
EMAIL: SJRAWLE@WESTSOMERSET.GOV.UK



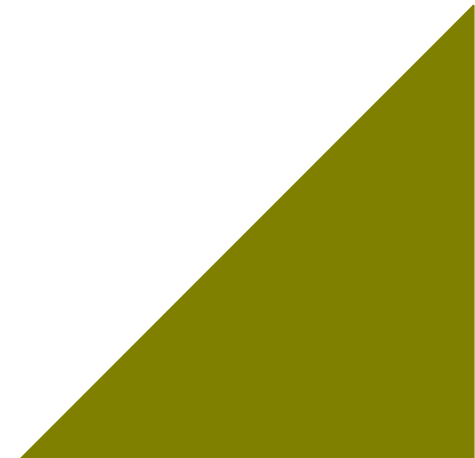
Performance Monitoring Report 2012/13

April 2012 to March 2013 – Quarter 4

Housing, Welfare & Economy Group

Service Plan Performance Report Jan-March 2012/13 Update

- **Corporate Plan Key Actions – Quarterly Progress Report**
- **Group & Service indicators – Quarterly Performance**



Housing, Welfare & Economy Group

Performance Indicators

2 out of 17 performance indicators have missed targets this quarter –

- Number of homeless events prevented
- Number of properties in the private sector made decent
-

4 performance indicators are still waiting to be provided by the service and will be provided at the meeting.

- % of customers satisfied with the private sector housing service
- Environmental Health – time taken to respond to initial request for service
- Environmental Health - % of requests completed within service standard
- % of Licenses issued on time

Key Action Summary

There are 29 key actions associated with this service plan of which:

- 18 (62%) actions are completed
- 11 (38%) actions are 'red' actions because the work has not been completed within the timescales set out in the plan

Group Performance Summary for Quarter 4

The Private sector Housing partnership jointly delivered with West Somerset and the Rural Enablers a total of 210 empty properties; 50 in the Exmoor Panel Area, 85 in the Minehead and Dunster Panel Area, and 75 in the Quantock Panel Area. This is up by 145 on the target. Only half of the projected loans were delivered compared to a target of 30. The main reason was the down turn in the economy which brought about reluctance by home owners to take up a loan. On the plus side there has been renewed interest from landlords to take up a loan to refurbish their properties to the Decent Homes standard in order to be eligible to be accredited through the Voluntary Landlord Accreditation scheme. A total of 40 Disabled Facilities Grants were completed in 2012/13 and the time from enquiry to completion has been brought down to 18 weeks from 21 weeks. SWeLT continues to grow with the development of a Tenant Passport and Tenant Accreditation Scheme. The Tenant Accreditation scheme would seek to accredit tenants for passing certain life skill courses to improve their chances of living independently. 50 privately rented properties have been improved to the Decent Homes standard which is 20 above the target for the year.

This quarter has seen the **Economic Development Team** gain support from the HPC S106 Planning Obligations Board for proposed project activity funded by the £64,000 Phase 1 economic development allocation. These proposals were also agreed by Council. Activity that will be funded includes an extension to the mentoring project, support for the Food & Drink, tourism and hospitality sector, improved business communications, and a retail training programme.

Environmental Health and Licensing Team have been working hard to cope with the loss of the licensing officer due to long term sickness. Cover has been provided through working in conjunction with Taunton Deane Licensing team who are providing officers and advice to the team. Food inspections have fallen behind but will be dealt with in the early part of 2013/14. These though are still within the frequency boundaries set by the Food Standards Agency.

The Housing enabling and LDF team have continued with work to ensure that the publication draft of the Local Plan is compliant with the National Planning Policy Framework, and also on analysis work which will form the basis of monitoring for Hinkley. This includes preparation work for the necessary further round of consultation prior to publication. These pieces of work are significant representing an “unsung” area of the council. In addition, the Enabling team have continued to provide significant resources for Empty Homes work. This has assisted with the implementation of a new Database which will make monitoring and reporting easier and consistent in the future. Significant work has also been carried out working in partnership with Sedgemoor District Council and delivery partners to produce a number of bids when access to the Hinkley Housing Fund is available. Partnerships have been strengthened with the YMCA and Minehead College which will, hopefully, result in an exciting joint venture over the next year.

The Housing Options team has continued to provide the service whilst providing training for one temporary member of staff. Demand on the service continued to rise throughout January and February compared with the same two months last year. The figures for March, however, have shown a significant fall in demand from March last with indications of this dip continuing into 2013/14. This downturn in demand amounts to about 10% drop in demand over the quarter has been reflected in other Somerset authorities also and is contrary to national trends.

Potential for homeless applicants being rehoused by the Homefinder Somerset letting scheme is very low with only 4% (18) of these coming from West Somerset last financial year. It may be that this is filtering through to applicants who are seeking other solutions to their housing problems rather than making a homeless application. WSC helped 86 applicants with deposits for private lets throughout the year. West Somerset homeless applicants typically wish to be housed in Minehead and the turnover in this part of the district is very low.

Housing & Economy

Priority: Housing

Objective 1: Increase the availability of affordable homes that is appropriate to people's needs

Key Task 1.1

Ensure that the Local Plan Policy on the provision of affordable housing in open market development is maximised and applied to all planning permissions granted

Ref	Title	Next Milestone	Action Status	Update
Facilitate the delivery of 80 affordable homes by 31 st Mar 2013:				
1.1.1	Facilitate the delivery of 15 affordable homes in Villes Lane, Porlock	31st March 2013	GREEN (Completed)	<p><u>Qtr 1 Update</u> Currently on-site. All progressing well and should be complete by March 2013</p> <p><u>Qtr 2 Update</u> Work due to commence shortly on Local Lettings Plan and surgeries to be held before properties are allocated on Homefinder System. Completion of scheme still due before the end of March 2013.</p> <p><u>Qtr 3 Update</u> Properties advertised through Homefinder and allocations visits currently underway</p> <p><u>Qtr 4 Update</u> Final allocation procedures are being undertaken prior to completion of properties early in 2013/14. Delays have occurred due to poor weather The Villes Lane allocations have now been completed and the tenancies are due to commence around the end of June /early July.</p>

Review of Key Actions to deliver 2012-13 Corporate Priorities

1.1.2	Facilitate the delivery of 20 affordable homes at Townsend Farm in Carhampton	31 st March 2013	RED (Milestone missed)	<p>Pre-planning discussions have been held. Hopefully up-to-date plans will be presented to the Parish Council in early September with, if possible, public consultation taking place on the same day. Planning Application should be submitted shortly after Qtr 2 Update</p> <p>Public Consultation event held on 11th October. Comments taken on board and Planning Application currently being drawn up. Qtr 3 Update</p> <p>Further pre-planning meeting held recently. Planning Application due to be submitted by the end of Qtr 4 Qtr 4 Update</p> <p>Townsend Farm does not yet have a planning application submitted. Further meetings held with the developer and a planning application expected Mid June '13.</p>
1.1.3	Conclude scheme on WSC land in Simonsbath to enable the future delivery of 5 affordable homes	31 st March 2013	RED (Milestone missed)	<p>Awaiting feedback from ENPA and Rural Housing Project following a Historic Buildings/Site survey Qtr 2 Update</p> <p>Report received following Historic Buildings Survey - decisions to be made on way forward Qtr 3 Update</p> <p>Decision to be made on future of site by the end of Qtr 4 following meeting between two respective Chief Executive Officers of WSC & ENPA Qtr 4 Update</p> <p>Negotiations have been completed and site is due to be sold to ENPA. Affordable Housing Alternative options for delivering affordable housing are to be explored.</p> <p>Since the end of March, a landowner has come forward and offered an alternative site. The Rural Housing Project is currently working with a Passivehaus specialist to look at viability issues.</p>
1.1.4	Facilitate the sale of WSC land at Seaward Way in Minehead to deliver 8 of 17 affordable homes	31 st March 2013	RED (Milestone missed)	<p>Qtr 2 Update</p> <p>Contracts Exchanged October 2012 Qtr 3 Update</p> <p>Planning Application due to be made by the end of Qtr 4 Qtr 4 Update</p> <p>Ongoing. No application submitted as yet . Numbers of</p>

Review of Key Actions to deliver 2012-13 Corporate Priorities

			housing/affordable housing will not be known until the planning application is submitted.
1.1.5	Facilitate the start on site of 5 affordable homes in Crowcombe	30 th May 2012	<p>RED (Milestone missed)</p> <p>Should be starting on site September/October. Delayed due to land ownership issues and then caught up in nesting issues Qtr 2 Update WSC monitoring the progress towards commencement on site Work is due to start on access and visibility splay in January 2013 with development of the properties due to start no later than April 2013 Qtr 3 Update As Qtr 2 update - still due to start on site in Qtr 4 Qtr 4 Update Scheme is now on site and completion expected by the end of 2013.</p>
1.1.6	Monitor the completion of 27 affordable houses in the district council area.	31 st March 2013	<p>RED (Milestone missed)</p> <p>Qtr 1 Update On-going. 3 complete to date Qtr 3 Update – No further update Qtr 4 Update Only 5 completions were made during this financial year. This has been, in great part, due to inclement weather conditions delaying development work. The 5 delivered were at Williton (Smithy Close) – 3 houses and the other two were delivered by private individuals under S106 Agreements with Exmoor National Park Planning Authority in Wootton Courtenay and Monksilver.</p>

Review of Key Actions to deliver 2012-13 Corporate Priorities

Key Task 1.2				
To work with landlords and owners of empty properties to return them back into use.				
Ref	Title	Next Milestone	Action Status	Update
To return 45 empty properties to use per annum up to 31 st Mar 2013:				
1.2.1	Review empty property database and ensure accuracy of council tax data to ensure New Homes bonus is maximised. All known properties on the database to be surveyed and the database updated.	30 th September 2012	GREEN (Completed)	As a key way to ensure New Homes Bonus is maximised, this work is now ongoing through the year. Staff from the Rural Housing Project, Somerset West Private Sector Partnership and WSC staff are being used to deliver the task <u>Qtr 2 Update</u> 1.2.1 The database was updated and this work resulted in 30 empty properties being on the database at the end of September.
1.2.2	Deliver 10 empty properties back into use within the Exmoor panel area.	31 st March 2013	GREEN (Completed)	<u>Qtr 2 Update</u> Eight have been delivered in the first two quarters of the year <u>Qtr 3 Update</u> An additional 25 have been delivered in this quarter which is an increase on previous quarters. <u>Qtr 4 Update</u> An additional 17 have been delivered in this quarter which is slightly down on the previous quarter In Total – 50 empty properties have been brought back into use within the Exmoor Panel area during 2012/13
1.2.3	Deliver 15 empty properties back into use within Minehead and Dunster Panel areas	31 st March 2013	GREEN (Completed)	<u>Qtr 2 Update</u> 40 have been delivered in the first two quarters of the year <u>Qtr 3 Update</u> An additional 17 delivered in Qtr 3 <u>Qtr 4 Update</u> An additional 28 delivered in Qtr 4 In Total – 85 empty properties have been brought back into use within the Minehead and Dunster Panel area during 2012/13
1.2.4	Deliver 20 empty properties in The Quantock panel area	31 st March 2013	GREEN (Completed)	<u>Qtr 2 Update</u> – 12 delivered in qtrs. 1 & 2 <u>Qtr 3 Update</u> - An additional 45 delivered in Qtr 3 <u>Qtr 4 Update</u> - An additional 18 delivered in Qtr 4 In Total – 75 empty properties have been brought back into use in the Quantock panel area

Review of Key Actions to deliver 2012-13 Corporate Priorities

Key Task 1.3				
To work with landlords and owners to bring properties up to the Decent Homes Standard				
Ref	Title	Next Milestone	Action Status	Update
Bring 800 properties up to decent homes standard by:				
1.3.1	In partnership with Wessex Home Improvement Loans delivering 30 low interest loan products	31 st March 2013	RED (Milestone missed)	<p>3 loans have been approved with a further 5 at application stage. <u>Qtr 2 Update</u> 10 loans completed with a further 4 pending. 6 enquiries awaiting pre visits. On target. <u>Qtr 3 Update:</u> 10 loans completed with 3 ongoing, 4 awaiting pre visits. Not on target. Recent promotions with little take up. Should see significant change with alterations to the Landlord Accreditation scheme grant incentive, which is heavily in favour of loan provision. Push toward empty homes loans. <u>Qtr 4 Update</u> Completed 15. Only achieved 50% of target as three clients dropped out due to not being able to cover the costs of repayment, and enquiries have dropped in general due to the current economic situation. Landlord Accreditation has driven up interest but 6 applications are still going through the process</p>
1.3.2	Improving 30 privately rented properties to the minimum standard	31 st March 2013	GREEN (Completed)	<p>12 Properties have been improved to minimum standard , 8 Proactively, through the Accreditation scheme and 4 through reactive complaint work. <u>Qtr 2 Update</u> Total of 44 properties brought up to the minimum standard through complaint, programmed inspections and landlord accreditation <u>.Qtr 4 Update</u> Of the 50 brought up to the minimum standard, 30 were through the Voluntary Landlord Accreditation scheme, 10 through energy efficiency measures and ten through formal/informal action via the Housing Standards team.</p>

Review of Key Actions to deliver 2012-13 Corporate Priorities

1.3.3	Delivering 40 Disabled Facilities Grants	31 st March 2013	GREEN (Completed)	<p>8 Disabled Facilities Grants have been completed to date, with a further 2 approved and 3 at approval stage <u>Qtr 2 Update</u> 37 Disabled Facilities Grants Completed with a further 10 at approval stage – this level of delivery is in line with the allocated budget <u>Qtr 3 Update:</u> 23 major Disabled Facilities Grants completed with 7 at application stage. 12 minor adaptations. Projected to exceed target by 2. <u>Qtr 4 Update</u> The target was met. Would have been exceeded by two but the schemes were delayed for client reasons</p>
1.3.4	Delivering the remaining 700 properties through other mechanisms	31 st March 2013	RED (Milestone missed)	<p>110 properties have been insulated through Warm Streets, Warm Front and advice, This number is expected in the first quarter based on previous years trends where take up increases through the year <u>Qtr 2 Update</u> 100 properties in addition to the 110 above. Below target due to the lower take up of Warm Streets as the scheme is about to end. Target is going to need to be revised down as when originally set, no one was sure on future of Warm Streets and associated energy efficiency schemes <u>Qtr 3 Update:</u> Of the figures in 1.3.2 70 were delivered through Warm Streets/Warm Front. The figure is low as Warm Streets came to an end with the introduction of Green Deal/ECO. It is hoped that some recovery can be made as a result of the DECC bid <u>Qtr 4 Update</u> Only delivered 295, a reduction of 405 brought about by the loss of Warm Streets and Warm Front. These were passported grant schemes for boiler replacements and insulation measures. They were extremely popular but ceased in August 2012 to be replaced by Green Deal/ECO. Uptake of both Green Deal and ECO is slow and estimates indicate will not achieve the levels obtained by Warm Streets/Warm Front</p>

Objective 2: Mitigate the impact of the proposed Hinkley Point development on the local housing market

Review of Key Actions to deliver 2012-13 Corporate Priorities

Key Task 2.1				
To establish a mechanism for use by the Hinkley Point C Section 106 Board that recognizes the degree and severity of potential impact on the local housing accommodation market and that targets resources to those areas of greatest impact.				
Ref	Title	Next Milestone	Action Status	Update
Use the housing fund to maintain the supply of all housing through the construction period:				
2.1.1	Review available data & establish benchmark of available supply across all tenures.	30 th April 2012	Green (Completed)	<u>Qtr 2 Update</u> Analysis of tenure (owner-occupation/rented/social housing etc), stock numbers and availability of that stock has been undertaken. A benchmark of availability set at 1 st Sept 2012 will enable monitoring of the market and trends going forward
	Submit Data to support business case for consideration by the Hinkley 106 board and West Somerset Cabinet to maintain supply of all types of housing.	30 th June 2012	RED (Milestone missed)	<u>Qtr 2 Update</u> The data and monitoring undertaken will be used to inform business cases for bids to the Hinkley Point site preparation S.106 monies identified for housing. The delivery of this action has been affected by the delay to Phase 2. This action is now unlikely to be achieved within 12/13 <u>Qtr 4 Update</u> No change to previous update – Now included in 2013/14 Housing, Welfare & Economy service plan – see Key Task 5.1
2.1.2	Deliver agreed outcomes	End of each quarter 2012	RED (Milestone missed)	<u>Qtr 2 Update</u> See above. The delivery of this action has been affected by the delay to Phase 2. This action is now unlikely to be achieved within 2012/13 <u>Qtr 4 Update</u> See above
Monitor, evaluate and address the impacts of the development on the local housing market in West Somerset:				
2.1.3	Establish indicators to monitor trends in take up of properties across all sectors against benchmark. Report to Line Managers Group on monthly basis	Monthly up to March 2013	GREEN (Completed)	This monitoring commenced on 1 st April and is currently being refined. The Housing and Economy group will continue to monitor trends throughout the year. <u>Qtr 2 Update</u> We are now Monitoring closely the demand for Social Housing ;

Review of Key Actions to deliver 2012-13 Corporate Priorities

				<p>the eviction reasons for landlords giving notice – this was backdated to beginning of quarter 1 and to date there is nothing discernabl. Monitoring benefit take up in Williton/Watchet on a month to month basis looking for changes that may be affected by demand from EDFemployees and proximity to proposed Park and Ride trend towards Hinkley</p> <p><u>Qtr 4 Update</u> No further action during Qtr 4</p>
2.1.4	<p>Through the year identify new or additional actions that are required through either the housing fund or other mechanisms.</p> <p>Agree changes and submit to Hinkley Board for Approval or agree through service plan process</p>	Quarterly	RED (Milestone missed)	<p>We are currently working through production of data to support a number of bids and analysing interventions that will be most effective ahead of accessing the housing fund. This action reacts to the housing fund being accessible. The delay is allowing significant preparatory work to be carried out.</p> <p><u>Qtr 2 Update</u> During quarter 2 the council took on more Private Sector Leased properties to provide emergency accommodation for additional homeless households this was due to the release of properties formerly used by Magna to provide specialist supported housing. This was an additional action but is outside of any housing fund requirements</p> <p><u>Qtr 4 Update</u> No further action during Qtr 4</p>
2.1.5	Implement agreed changes and report outcomes to board	Quarterly	RED (Milestone missed)	<p><u>Qtr 2 Update</u> The delivery of this action has been affected by the delay to Phase 2. This action is now unlikely to be achieved within 2012/13</p> <p><u>Qtr 4 Update</u> No further action during Qtr 4</p>

Priority: Economy

Objective 3: Broaden the variety of employment opportunities within the district

Key Task 3.1

Work with businesses to stimulate support and demand for broadband and build on the successful Broadband Development UK (BDUK) bid by ensuring West Somerset has an influential role in the necessary action planning.

Review of Key Actions to deliver 2012-13 Corporate Priorities

Ref	Title	Next Milestone	Action Status	Update
3.1.1	Stimulate demand for super fast Broadband roll out by proactively positioning West Somerset as part of the nuclear supply chain (within the Low Carbon Cluster initiative)	31 st March 2013	GREEN (Completed)	<p>On-going. Regular meetings held with Partners (SCC / SDC / EDF) to progress <u>Qtr 2 Update</u> Attended CSD Seminar and met key contractors (YTKO (business support), Peninsula Enterprise (high growth rural support) and Project Cosmic (Community support) 1:1 meeting held with YKTO and initial plan determined for supporting WS businesses. <u>Qtr 3 Update</u> On-going. State aid implications for 'Connecting Somerset and Devon' project have been satisfactorily resolved and contract with BT is being finalised. No programme relating to where roll-out will occur when and where has been released yet. Exmoor National Park Authority's Rural Broadband expression of interest was successful with full application to be submitted Feb 2013. <u>Qtr 4 Update</u> On-going. CDS has signed the £92M contract with BT, and WSC sent representation to the official launch of the project. West Somerset has been flagged up as a priority area, and is likely to feature within the early stages of roll-out. First stage (of 11) is expected to be completed by end of 2013.</p>
3.1.2	Promote higher levels skills delivery in West Somerset to cater for the needs of an evolving nuclear supply chain, and increase the number of knowledge economy occupations in the District. WSCC featuring as a potential Higher Education Institution provider within the Somerset Low Carbon Cluster Strategic Framework and Business Plan. Report to Economic Regeneration PAG on quarterly basis	30 th January 2013	GREEN (Completed)	<p>On-going, and working with EDF to ensure the West Somerset Community College Service Level Agreement for EDF investment is fit for purpose. WSCC gave presentation to Economic Regeneration PAG on 10th July <u>Qtr 2 Update</u> SCC has submitted an ERDF bid for a Supply Chain cluster and business incubation unit in Bridgwater. Via the County Regeneration. Directors meeting, seeking continued involvement of WSC within this programme. <u>Qtr 3 Update</u> WSCC new training facilities launched 3 October 2012 <u>Qtr 4 Update</u> WSCC ran their first adult access to construction skills course, which was well attended.(January 2013)</p>

Review of Key Actions to deliver 2012-13 Corporate Priorities

3.1.3	Report progress to the Economic Regeneration PAG	Quarterly	GREEN (Completed)	West Somerset Community College reported on progress of EDFE investment at the Economic Regeneration PAG held 10th July. Qtr 2 Update Progress reported to PAG October 2012 Qtr 3 Update Updates provided to PAG on 17 th October Qtr 4 Update Regular updates provided to the Economic Regen PAG
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Objective 4: Increase the opportunities for training and improving skills

Key Task 4.1
Encourage new development of a significant scale to adopt the provisions of a Skills and Employment Charter through the planning process – supply-chain engagement, working with education and training providers, employment brokerage and procurement practices work are all potential elements of a charter

Ref	Title	Next Milestone	Action Status	Update
4.1.1	Work with EDF Energy to ensure that 1% of WS Businesses gain contracts within the Supply Chain for HPC. Report to Economic Regeneration PAG.	Quarterly	GREEN (Completed)	Corinne Matthews attends monthly Local Supply Chain Engagement Meetings with EDFE. LARC bid is currently being worked up to build the capacity of the Food & Drink Supply Chain. Qtr 2 Update LARC funding successfully achieved for food & drink supply chain capacity building project. Brief for contractor about to be advertised for food & drink work. Qtr 3 Update Planning undertaken for WSC / Somerset Chamber / EDFE Energy Facilities Management Supply Chain event to happen Q4. Food & Drink Contractor appointed (Alison Belshaw) Qtr 4 Update A significant Food & Drink network is being established with a meet the buyer event planned for April, a social media training workshop and distribution network also planned for April / May.
4.1.2	Provide business support to WS businesses, by developing a mentoring programme, and supporting 20 businesses 2013, 30 businesses annually up to 2016. Report to Economic	Quarterly	GREEN (Completed)	Mentoring Bid successful. Procurement of contractor currently underway. Work will start Sept 2012 Qtr 2 Update Kelgaard appointed to deliver business mentoring, and milestones

Review of Key Actions to deliver 2012-13 Corporate Priorities

	Regeneration PAG			<p>being met Qtr 3 Update 16 mentors trained and 13 businesses supported to date. Qtr 4 Update Mentoring continues to be successful with new mentors and businesses recruited since the last update. Planning a business meeting to support a range of Porlock retailers to be held in May. Future sustainability of the project once funding ceases is being investigated, and a volunteer coordinator has been located.</p>
4.1.3	Work with EDF Energy via their jobs brokerage programme and WSCC training programmes to maximise the employment opportunities for WS residents during the construction phase of HPC. Report to Economic Regeneration PAG on 1/4ly basis	Quarterly	GREEN (Completed)	<p>Work on-going. Report made to the July Economic Regeneration PAG Qtr 2 Update Work on-going, report made to PAG October 2012 Qtr 3 Update Official Launch of WSCC's Hinkley Ready and Enterprise Project held on 2 October, new facilities open and in use. Qtr 4 Update All of the actions being undertaken in 4.1.4 lead to opportunities for individuals to register with the employment brokerage.</p>
4.1.4	Work with our most disadvantaged communities to ensure that the long workless are able to access employment and training opportunities offered by the HPC project or to other employers who may have lost employees to the project. 10 long-term unemployed mentored and accessing training / employment opportunities in 2012/13. Report to Economic Regeneration PAG	Quarterly	GREEN (Completed)	<p>Community Outreach Worker recruited and in post – currently undertaking mapping exercise in relation to provision, and identifying gaps in provision for employment and training opportunities. Update made to the July Ec. Regeneration PAG Qtr 2 Update Pre-employment workshop held in October, specific pre-employment issues highlighted and possible solutions identified. Action Plan is being formulated. Qtr 3 Update Pre-employment and Skills Action Plan drafted, and Steering Group established to oversee delivery. Qtr 4 Update The Employment & Skills Outreach Worker continues to support pathways to employment from those who are most socially excluded. A Fit to Work Programme (which includes a flexible training fund) is being scoped out. 1:1 meetings are held with individuals, Planning is well underway for West Somerset Job Fair to be held in April</p>

Review of Key Actions to deliver 2012-13 Corporate Priorities

4.1.5	Work with the Exmoor Tourism Partnership to improve the quality of the tourism offer by providing specific training and business support in relation to local inspection, Information Technology and sustainable tourism activity.	Quarterly	GREEN (Completed)	<p>Exmoor Tourism Partnership Action Plan (2010-2012) about to be reviewed and refreshed. Funding for specific activity related to Phase 2 of the Hinkley Point C Section 106 – so has been delayed.</p> <p><u>Qtr 2 Update</u> ETP draft action plan refresh presented to PAG, October 2012. Bid of £45K for ETP marketing and promotion presented to ENPA Partnership fund, and successful.</p> <p><u>Qtr 3 Update</u> WSC / ENPA bid (as a constituent partner) to Interreg IV A Funding Cool Project successful (value £120K). 2013 Brochure printed and ready for distribution.</p> <p><u>Qtr 4 Update</u> Business development strands have been identified for the Cool Project, which include Dunster, Coleridge Way, Green Tourism and Wildlife and Wetlands. These are now being worked into business plans.</p>
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Priority: Resources.

Objective 10

The management of efficient and cost effective use of resources

Key Task 10.2

To ensure that the value of efficiencies, savings and income increases identified and approved, are achieved.

Ref	Title	Next Milestone	Action Status	Update
10.2.10	Housing Savings from Tourism £14,850	31st March 2013	GREEN (Completed)	<p>Grants for Watchet TIC , Business development partners and Dunster Action Plan removed from the budget. These budgets will need to be monitored throughout the year</p> <p><u>Qtr 2 Update</u> Cost centre 4323 reduction 2011/12-12/13 = £14,850 50127/Porlock TIC £3.6K removed</p>

Review of Key Actions to deliver 2012-13 Corporate Priorities

			50128/Watchet TIC £.75k removed 50216 Business Dev. Partners £8.5k removed from budget but £3k required for 'Into Somerset' 50536 Dunster action plan removed £5k removed
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KEY TO ACTIONS:	
Action not achieved within target date/milestone.	Red
There are concerns/issues that may mean that the action will not be achieved/within the target date/timescale	Amber
Action completed or on target to be achieved within the target date/milestone	Green
Blank – Milestone not due	

Service Plan Monitoring - Section 3 Performance measures for day-to-day delivery

Group: Housing, Welfare & Economy

Group Manager: Ian Timms

Code	Description	2011/12		2012/13					Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target		
Group Indicators										
KPI 43	Number of days sickness per employee (FTE)	2.1	5.75	1.97	2.32	3.64	6.14	5.75	AMBER (On Target)	This is an annual target. The quarter figures are reported on a cumulative basis.
KPI 44	Group % of PDR's undertaken	100%	95%	Annual Indicator			100%	95%	GREEN (Above Target)	
Key Service Indicators										
Housing Options										
KPI 45	Number of households making homeless applications (Lower Is Better)	170	176	37	73	114	140	170	GREEN (Above Target)	Q2 - 36 applications received. Q3 - 41 applications received. Q4 - 26 applications
KPI 46	% of homeless applications accepted as statutory homeless (Lower Is Better)	12.0%	19%	21%	11%	24%	8%	20%	GREEN (Above Target)	Q1 - 37 applications, 10 accepted. Q2 - 36 applications, 4 accepted, Q3 - 41 applications, 10 accepted, Q4 - 26 applications, 2 accepted. Annual outturn - 18.6%
KPI 47	Number of homelessness events prevented. (Higher Is Better)	66	46	11	17	24	30	46	RED (Below Target)	Cumulative figure. There has been an increasing trend of applicants being more pro-active in finding their own accommodation and being less reliant on the housing service, which is seen as a positive aspect and demonstrates sustained outcomes from previous prevention work. This target will be reviewed for next year to reflect the current trend.

Service Plan Monitoring - Section 3 Performance measures for day-to-day delivery

Group: Housing, Welfare & Economy

Group Manager: Ian Timms

Code	Description	2011/12		2012/13						Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target	Status	
KCI 41	% of customers who are satisfied or very satisfied with the service	79%	75%	Annual Indicator			76%	75%	GREEN (Above Target)	Corporate Annual Satisfaction Survey
Housing Enabling										
KCI 42	% of partners with whom we work who are satisfied or very satisfied with the service	100%	75%	Annual Indicator			100%	75%	GREEN (Above Target)	Exit Survey with partners
Private Sector Renewal										
KPI 51	The total number of properties made decent in the private sector through informal or formal action.	690	500	Annual Indicator			400	800	RED (Below Target)	The Warm Front/Warm Streets Initiative has come to an end and being replaced by the Green Deal/ECO initiative. The take up under the replacement schemes has been far less than expected. This target will be reviewed for 13/14.
KPI 52	Average time taken to process Disabled Facilities Grants (weeks)	19 wks	18 wks	Annual Indicator			18wks	18wks	AMBER (On Target)	
KCI 43	% of customers who are satisfied or very satisfied with the private sector housing service	99%	75%	Annual Indicator				75%		Information to be provided at meeting.
Environmental Health										
KPI 54	EH: Average time taken to respond to initial request for service (days)	1.5	5 days	1 dy	1 dy	1 dy		4 dys		Information to be provided at meeting.

Service Plan Monitoring - Section 3 Performance measures for day-to-day delivery

Group: Housing, Welfare & Economy

Group Manager: Ian Timms

Code	Description	2011/12		2012/13						Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target	Status	
KPI 56a	EH: % of requests completed within stated service standard (60 days)	83%	90%	85%	82%	76%		80%		Information to be provided at meeting.
KPI 68	No. of contaminated land sites assessed.	56	50	Annual Indicator			66	50	GREEN (Above Target)	
KPI 69	No. of private water supply risk assessments completed	37	50	Annual Indicator			58	50	GREEN (Above Target)	
KCI 44	% of customers who are satisfied or very satisfied with the Environmental Health service	96%	70%	Annual Indicator			100%	80%	GREEN (Above Target)	
Licensing										
KPI 59	% of licenses issued on time	98%	80%	98%	99%	98%		90%		Information to be provided at meeting.
KCI 47	% of customers who are satisfied or very satisfied with the Licensing service	75%	70%	Annual Indicator			100%	70%	GREEN (Above Target)	

KBI - Budget/Cost Indicator

KPI - Performance/Process Indicator

KCI - Customer Satisfaction Indicator

Environment & Community Group

Service Plan Performance Report Jan-March 2012/13 Update

- **Corporate Plan Key Actions – Quarterly Progress Report**
- **Group & Service indicators – Quarterly Performance**



Environment & Community Group

Key Service Performance Indicator

100% of service based performance indicators on target

Key Action Summary

There are 19 key actions associated with this service plan of which:

- 11 (52%) are completed
- 7 (37%) are incomplete
- 1 (1%) not started because dependant on other actions

Group Performance Summary for Quarter 4

Development Control determined 89% of “minor” and 100% of “other” applications within the required 8-week period. Collectively, over the year, 75% of “major” applications, 95% of “minor” applications and 99% of “other” applications were determined within the target period. This is well above the government targets of 60%, 65% and 80% respectively.

The team introduced an Accredited Agents scheme to further enhance levels of customer service with the most regular users and also secured agreement from Cabinet and Council to introduce pre-application charging from April 2013. Approval for the recruitment of a Planning Officer has been secured and an advert placed locally and on the ‘planning’ website nationally.

The **Major Projects** team continued to work within a Service Level Agreement (SLA) that requires WSC to achieve agreed Performance Standards in discharging planning conditions associated with the Site Preparation Works at Hinkley Point. WSC continued to meet its objectives during Quarter 4.

The Planning Obligations Board for the Hinkley Point C Site Preparation Works met twice during Quarter 4 (January and March). The Board, which is chaired and managed by WSC, comprises representatives from EDF, SCC and SDC. The Board will have an integral role in ensuring that monies within the Community Impact Contribution, Housing Contribution and Economic Development Contribution are only used for the purposes as set out in the S106. The Board discussed the Community Impact Mitigation (CIM) fund process and made a recommendation to the WSC Full Council to release funds related to Economic Development.

A Development Consent Order (DCO) was issued by the Secretary of State on the 19th March for a new nuclear power station at Hinkley Point. The Major Projects Team have now started to engage with EDF in pre-application discussions associated with the requirements (akin to planning conditions) that will need to be discharged prior to works commencing onsite.

The **Building Control Service** has continued to deliver excellent customer service as evidenced by customer feedback over the year, where

Figures for the period Jan – March 2013: -

100% of applications were processed within 3 days of receipt,

62% of applications were validated within 3 days of receipt – *NB where the validation period exceeds three days the BC service is awaiting further information from the applicant. Currently there is no means of recording this in the BC system, but The BC manager is working with IT support to see if this may be easily resolved.*

100% of site inspections were carried out within 3 days of being requested *NB Historically, the data entered into the BC system was not fully collated into the Crystal report, leaving the data incomplete. The BC manager is working with IT support to see if this may be easily resolved.*

100% of Full Plans applications were determined within the statutory period

100% of dangerous structures reported to the council were visited within 24hours of notification.

Actual Income was 19% over budget for 2011/12, and was 9% below the projected figures for 2012/13. This reflects the impact from the slowdown in the economy, coupled with the increased competition faced by the service, The number of fee-earning applications for Apr 2012 – Mar 2013 is down by 26% from the previous year, whilst the number of Initial Notices received from private Approved inspectors has increased by 86% for the same period.

In comparing April 2012 with April 2013;

- Full Plans applications (larger projects and commercial work) are down by 48%
- Building Notice applications (minor works and residential projects) are up by 16%
- Initial Notices (private approved inspector applications) are up by 50%

The downward trend is predicted to continue, in line with the current economy, whilst the private competition is able to take advantage of the uncertainty surrounding the future of West Somerset, and the resources available for marketing the service are limited.

However the Building Control Manager has been proactive in her role as Chair of LABC SW region and West Somerset has nine finalists in the South West Region Building Excellence awards, to be held on 7 June 2013. The BC service works in co-operation with Sedgemoor and Taunton Deane Building Control to deliver the annual local 'Somerset West' awards, held in September 2013, to raise the profile of the service to potential customers.

The changes to legislation, in particular the Local Authority (Building Regulations) Charges 2010, have affect the way in which the service is able to charge for delivery of the service, and it is hoped that working partnerships can be formed with some of the major customers.

The building Control service continues to deliver technical support to other in-house services, where required.

The **Community Safety** Officer has been involved in the Somerset Community Safety Partnership and the Chair of the group has recently changed from Stuart Brown (Chief Exec. at Mendip DC) to Cllr. Nigel Taylor (portfolio holder for Community Safety at Mendip DC). There is still some momentum to formalise the Partnership merger and this work continues. A banded level of Partners/Officers is now in operation based on Gold, Silver and Bronze colours and a schedule of meetings in place.

In respect of CCTV the Minehead enhancement is nearing completion and negotiations with ADT over levels of compensation for the delays in delivering this project are currently on-going. There is a proposal to introduce a system in Watchet and a survey form is shortly to be delivered to every household in the town in order to establish the level of support for such a scheme.

The fly tipping enforcement initiative continues through the Waste Partnership. West Somerset Council is leading a County wide drive to combat fly tipping and illegal waste issues. Work to date has included publicity, training for Officers, the preparation of a template prosecution file and the production of "evidence boxes" for use by Officers and the acquisition of covert CCTV equipment. WSC has been compensated £500 in connection with this.

The work associated with Hinkley continues to identify and mitigate risks associated with the proposed build. Recent work has included the preparation of a package of free training opportunities for local licensees (this is currently pending).

The **Community Development** activity is progressing and developing well. Activity has focused at a strategic level with the Community Portrait, the start of a suite of documents aimed at helping understand and support decision making relating to Communities in West Somerset and how in partnership we are able to continue to play an enabling role to increase service and project delivery actually within West Somerset.

Meetings were held with representatives of local community organisations, including Watchet Boat Museum, WS Advice Bureau, the Voluntary Sector Forum, as well as continuing to attend various Parish and Town Council meetings. With the aim of having a strong, joined-up working relationship regarding the distribution of the mitigation funding they will administer, further discussions with Somerset Community Foundation have taken place.

A partnership project was submitted to Big Lottery to fund a new model of delivering advice across the area in a more accessible way given the changes to welfare benefits affecting so many people in our community who are struggling to access independent advice. If successful the 2 year project will bring £216,000 to the area and produce some beneficial outcomes.

Work is continuing on finalising the Playing Pitch Assessment for West Somerset, the Blenheim Gardens bandstand and volunteer projects, plus the Minehead Street lighting project. All of these will hopefully be agreed and/or completed in the next quarter.

Work was also undertaken with colleagues to support the planning and grant decision processes for the Planning Obligations Group. This resulted in the approval of £14,536 to support the Watchet Town Council for the Liddymore Play Area.

Five community nominations for Assets of Community Value were processed in this quarter.

The **Public Services** Teams continue to clear culverts and streams and are assessing the damage at Dulverton weir due to the extreme weather conditions.

The **Estate Management** works included the on-going repairs to Minehead sea front lights, the car park area at Stogumber devolved to the parish council, an area of the Minehead storage lagoons cleared, a proposal to enforce 'A' boards in Minehead prepared and the final work on integrating the SCC staff into West Somerset House was completed.

The improvements to the Goviers Lane Crossing project were completed and an official opening ceremony took place on the 18th February.

The interior modifications to the Harbour Road public conveniences were completed in conjunction with Watchet Town Council.

Limited dredging of Watchet Outer Harbour took place in March and replacement life buoys were installed on the West Quay and Esplanade.

Emergency works have been carried out at the Washford River outfall at Watchet. A large was filled with 50 x 2 tonne boulders and the gaps back filled with shingle. A site visit will take place in June to establish if further works will be required.

The main sand clearance works on Minehead sea front took place the week commencing 25th February. This was a combined approach involving the Environment Agency, Veolia and CJ Lynch (working on behalf of WSDC). Further clearance was necessary during week commencing 25th March (before the Easter period).

At Minehead Harbour the following work was undertaken:

- Replacement of three ladders

- Replacement of 2 wooden bulwarks on the quay head steps
- 2 rings on the bottom edge of the slipway to tie the rowing boats
- Replacement of four visitor berth moorings
- Repairs to the Harbour Cannons

The **Car Parking Services Team** completed the advertising and marketing of the new £30 short stay for 2 hours maximum per day shopper permit clocks. These will be valid from 1st April 2013 to 31st March 2014 at selected car parks within the District. The intention of introducing this new scheme is to encourage the use of car parks that are not fully utilised and to increase the range of options available to the public. 176 were sold in total by the end of quarter 4 with applications continuing to be received.

A further 12 month agreement to continue maintaining the parking meters at Minehead sea front on behalf of SCC was completed.

Environment and Community

Priority: Environment

Objective 5: Balance new development with protecting the district's natural and built environment.

Key Task 5.1

Undertake public consultation to ensure that the Local Plan Policy / Core Strategy provides a balanced approach with regard to the location and subsequent impact of future development.

Ref	Title	Next Milestone	Action Status	Update
5.1.1	Prepare a balanced range of statutory planning policies forming the new Local Plan to 2032, informed by public consultation and sustainability appraisal.	July 2012	GREEN (Completed)	A Sustainability appraisal of the contents of the preferred strategy was undertaken by Environ. Following this, the new West Somerset Local Plan to 2032 went through its Preferred Strategy consultation for eight weeks ending in May. The final " <i>National Planning Policy Framework</i> " was published at the end of March including new requirements for the preparation of Local Plans and Neighbourhood Planning. Work continues to summarise the responses and identify the "main issues raised" during the whole plan preparation period, and also to identify what action is necessary in order to satisfy the new provisions of the NPPF. The new Local Planning requirements of the NPPF are significant and will involve some extension of the plan making process. A report on progress with the above to be made to Local Development Panel on 26th September 2012
5.1.2	Agree Policies as element of Local Plan	Sept 2012	GREEN (Completed)	<u>Qtr 2 Update</u> Work continued during quarter 2, reports were prepared recommending actions in response to the National Planning Policy Framework (NPPF) and setting out the necessary additional work to progress the Local Plan towards formal publication. Key decisions were recommended at the LDF panel on 18 th Oct. Following this further consultation is required due to changes in the NPPF.

Review of Key Actions to deliver 2012-13 Corporate Priorities

				<p><u>Qtr 3 Update</u> The critical piece of NPPF dependent evidence work - the review of the Northern Peninsula Strategic Housing Market Assessment - was commissioned and had been anticipated to be completed in November. However, the release dates by ONS (office of National Statistics) for 2011 small area statistics have delayed the completion of this work, publication of which is now anticipated in mid February 2013. Completion of the review without the new Census data would have rendered it open to criticism when inspected. Work has continued on other NPPF dependent issues such as duty to co-operate, key strategic site allocation and in monitoring the way in which emerging practice is treating the new NPPF provisions. It is currently anticipated that the supplementary consultation exercise arising from the provisions of the NPPF should take place during the June - August 2013 period. This action is unlikely to be achieved within 2012/13.</p> <p><u>Qtr 4 Update</u> The final draft of the revised NPSHMA was received during March and correspondence has taken place to resolve a number of queries. At the end of the quarter the Hinkley Point C supplement to the review was still in preparation completion anticipated in Qtr 1 of 2013/14. Preparation is well advanced with work to enable the Local Development Panel to recommend a revised NPPF compliant Local Plan to Council for consultation during Qtr 1 of 2013/14. The eight week supplementary Preferred Strategy consultation exercise is now programmed to take place during the period July to September '13.</p>
5.1.3	Monitor implementation of Policies through the Local Development Panel.	March 2013	Blank	Will commence following completion of 5.1.2

Objective 6: Minimise waste and increase recycling

Key Task 6.1				
To maintain the increased recycling rates for households created by the implementation of sort it + and promote the opportunities and benefits for businesses to recycle their waste.				
Ref	Title	Next Milestone	Action Status	Update
6.1.1	Monitor the performance of the Somerset Waste Board against its business plan and advise the Environment PAG on a quarterly basis, making recommendations to the Somerset Waste Board, as appropriate.	Quarterly Env.PAG Dates	GREEN (Completed)	Performance information provided by the Somerset Waste Board presented to the Environment PAG of May 9 th and July 10 th . Further work is planned by the council to establish a monitoring process for the council Somerset Waste Board business plan. <u>Qtr 2 Update</u> The Environment PAG receives an update every quarter on the progress against the Somerset Waste partnership business plan <u>Qtr 4 Update</u> Updates provided to the Environment PAG
6.1.2	Analyse trends against performance and make recommendations for improvements to SWP 2013/14 business plan	Env.PAG Dates	GREEN (Completed)	This will be undertaken following the setting up of a monitoring process. <u>Qtr 2 Update</u> Somerset Waste.Partnership performance reported to Environment PAG on 10 th July & 6 th Sept <u>Qtr 3 Update</u> Somerset Waste Partnership performance reported to Environment PAG on Jan 16 th Steve Watts & Pete Hughes are leading on a fly-tipping enforcement project to be presented to the Somerset Waste Board on 22 nd Feb for approval to proceed. <u>Qtr 4 Update</u> the fly tipping project (which is County wide but led by WSC) went to the SWP board and was approved

PRIORITY: Communities

Objective 8:
Supporting the communities of West Somerset in responding to the Proposed Hinkley Point development.

Key Task 8.1				
To ensure that the Council captures the views of the community, highlights all opportunities for people to have their say, and represents the District's residents, businesses and visitors to the best of its ability when responding to EDF Energy's proposed development at Hinkley Point C, both at the planning stage and during the implementation phase if the development receives consent				
Ref	Title	Next Milestone	Action Status	Update
8.1.3	Support local communities to prepare for developing community opportunities in preparation for available funding	End March 2013	GREEN (Completed)	<p><u>Qtr 3 Update</u> Work has been focused with Parish Councils in the Quantock area, attending meetings and raising awareness of the opportunities the CIM (Community Impact Mitigation) fund creates. More specific work has been carried out in the Parishes of Williton, Watchet, Stogursey and Holford where project ideas are coming together. A toolkit to support projects developing new or existing village space has been circulated to Williton & Stogursey Parish Council and has information on community engagement and community planning. Updates are provided at each Voluntary Sector Forum held quarterly and other funding opportunities are passed on to groups.</p> <p><u>Qtr 4 Update</u> A partnership bid was submitted to Big Lottery with West Somerset Advice Bureau on 28/01/13 and if successful the 2 year project will bring £216,000 to the area. A West Somerset Community profile is currently being drafted Meetings held with local community organisations, including Watchet Boat Museum, WS Advice Bureau, the Voluntary Sector Forum and continuing to attend various Parish and Town Council meetings. Further discussions with Somerset Community Foundation have taken place. Work is continuing on finalising the Playing Pitch Assessment for West Somerset, the Blenheim Gardens bandstand and volunteer projects, plus the Minehead Street lighting project. Work was also undertaken with colleagues to support the planning and grant decision processes for the Planning Obligations Group. This resulted in the approval of £14,536 to support the Watchet Town Council for the Liddymore Play Area.</p>

Review of Key Actions to deliver 2012-13 Corporate Priorities

8.1.4	Linking with strategic partners to support local communities that may be adversely affected re: Community safety	End March 2013	GREEN (Completed)	<p><u>Qtr 3 Update</u> Regular tea and coffee mornings are held at Stogursey village Hall attended by the community safety officers to discuss the hot topics with the community. Work is also underway to acquire a community trailer that can be used to visit affected communities.</p> <p><u>Qtr 4 Update</u> The Hinkley work (which is currently pended) has included attendance at Stogursey coffee mornings and the Main site neighbourhood forum meetings. the development of an initiative to provide licenses with training and input to equip them to deal with the anticipated influx of migrant workers – this is planned to be delivered upon the commencement of the main site works.</p>
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Priority: Resources.

Objective 9:
Provide value for money services

Key Task 9.1
To undertake a minimum of four Value for Money service reviews with the aim of providing customers with either, an Improved level of service at no extra cost or the same level of service at a reduced cost.

Ref	Title	Next Milestone	Action Status	Update
9.1.3	Subject to topic selected affecting Environment & Community, allocate resources appropriately	March 2013	RED (milestone missed)	<p>VFM Reviews underway, those affecting Env & Community are:</p> <ul style="list-style-type: none"> - Street Cleansing - Development Control - Building Control <p>No resource implications within the group at this stage</p> <p><u>Qtr 4 Update</u> This will now be undertaken as part of the partnership work and will not be completed within 2012/13</p>

				See Corporate Management service plan 2013/14 – Objective 1
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Objective 10

The management of efficient and cost effective use of resources

Key Task 10.2

To ensure that the value of efficiencies, savings and income increases identified and approved, are achieved.

Ref	Title	Next Milestone	Action Status	Update
10.2.4	Savings from Litter collection £12,500	31st March 2013	RED (milestone missed)	<p><u>Qtr 2 Update</u> Savings of £9.5k achieved Veolia contract savings of £23k minus WSC expenses of £4k (for 6 months)</p> <p><u>Qtr 4 Update</u> No Further action</p>
	Savings from Street Cleansing £17,500	31st March 2013	RED (milestone missed)	<p><u>Qtr 2 Update</u> Savings of £12.5k achieved Veolia contract savings of £25k (£15k discount + £10 fly-tip budget not required as absorbed into contract (for 6 months)</p> <p><u>Qtr 4 Update</u> No Further action</p>

Review of Key Actions to deliver 2012-13 Corporate Priorities

Savings from Grounds Maintenance £20,418	31st March 2013	RED (milestone missed)	<p><u>Qtr 2 Update</u> Savings of £5.4k achieved The anticipated savings from transferring responsibility for Blenheim Gardens to Minehead Town Council have not materialised. Grant to Warden on Quantocks reduced by £1618. Grounds Maintenance Agency work provides income of £3.8k</p> <p><u>Qtr 3 Update</u> WSC and Minehead Town Council are currently working together re: options going forward for Blenheim Gardens including utilising volunteers.</p> <p><u>Qtr 4 Update</u> No Further action</p>
Savings from Public Conveniences £15,000	31st March 2013	RED (milestone missed)	<p>Proposals have been drawn up for changes to a number of public convenience facilities, however work cannot commence until the Equalities Impact Assessments have been completed. The outcome of these is expected at the end of August.</p> <p><u>Qtr 2 Update</u> Reduced running costs and closures not achieved to-date. Reduction in Utility costs (~£3k) re: winter closures</p> <p><u>Qtr 3 Update</u> Winter closing savings of £2100. Closures as agreed at Cabinet of 7th Nov 2012 Transfer/closures of public conveniences now included in 2013/14 service plan actions</p> <p><u>Qtr 4 Update</u> No Further action</p>
Savings from Community Safety £16,736	31st March 2013	GREEN (Completed)	<p><u>Qtr 2 Update</u> Savings of £16.7k achieved Contribution of £16,739 into cost centre 4336. £12,673 from EDF £4000 from Minehead TC</p>
Savings from Community Grants £9,953	31st March 2013	GREEN (Completed)	<p><u>Qtr 2 Update</u> Savings of £9.95k achieved Community grants were reduced by 13.8%: Artlife grant reduction of £2055 Clowns grant reduction of £1398 SASP grant ended £6500</p>

Review of Key Actions to deliver 2012-13 Corporate Priorities

Savings from Car Parks £15,000	31st March 2013	RED (milestone missed)	<p><u>Qtr 2 Update</u> Car parking income currently down £10k on predicted budget Expected car park income increase as a result of CPE has not transpired. Car Parking fines are also down £8K on predicted budget</p> <p><u>Qtr 3 Update</u> Update on Car parking income to end Dec '12 – down £12, 663 on predicted income An additional £11,626 savings have been achieved as a result of a reduction in car parking resource from end Sept.</p> <p><u>Qtr 4 Update</u> Final annual yearly figures show a £16k reduction in car park income from the previous year.</p>
Savings from Fees and Charges £10,000	31st March 2013	RED (milestone missed)	<p>Fees and charges savings were based on pre-planning advice and is unlikely to be achieved in 2012/13</p> <p><u>Qtr 2 Update</u> Implementation of charges for pre.app advice has been impacted by the reduction of resource (1 FTE) in the planning team. This action is unlikely to be implemented during 2012/13.</p> <p><u>Qtr 3 Update</u> Introduction of pre-app advice charging now included in 2013/14 service plan actions. Introduced 1st April 2013</p> <p><u>Qtr 4 Update</u> No Further action</p>

Priority: Leadership

Objective 12:

Endeavour to ensure communities affected by Hinkley Point C development are financially compensated

Key Task 12.2

To ensure that all possible impacts arising from the proposed Hinkley Point C Development are identified and that subsequent mitigation measures, including financial, are maximised

Ref	Title	Next Milestone	Action Status	Update
12.2.5	Finalise Hinkley Point Planning Obligations Board processes and procedures and have sign off from the board	End March 2013	GREEN (Completed)	<p><u>Qtr 3 Update</u> Planning Obligations Board agreed sign off of the Board processes and procedures on the 22nd January 2013 (subject to delegated authority to make minor edits/changes at officer/consultant level). Planning Obligations Board meeting again on the 19th March to discuss launch dates for scheme</p> <p><u>Qtr 4 Update</u> The Planning Obligations Board met twice during Quarter 4 and has agreed the process and associated paperwork for the Community Impact Mitigation contribution. The material has yet to be launched due to the wider project delays and concerns about raising expectations about when funding might be forthcoming.</p>
12.2.6	Monitor and maintain condition compliance on the Development site in line with the Service Level Agreement.	End March 2013	GREEN (Completed)	<p><u>Qtr 3 Update</u> An SLA meeting was held on the 19th September where WSC were pleased that parties agreed that the average score was 1 (Excellent) although it was noted that 4 conditions had been delayed to responses from external 3rd parties. The next SLA meeting will be held end of February/early March (dated TBC).</p> <p><u>Qtr 4 Update</u> The final SLA review meeting took place on 3rd April 2013 and in advance of the meeting a performance report was compiled and released for review. The report demonstrated that all targets were met and it is likely that WSC will have complied with all its performance related obligations and will not have to pay any money back to EDF Energy.</p>
12.2.7	Monitor progress of development and report within the agreed/approved governance structure	End March 2013	GREEN (Completed)	<p><u>Qtr 3 Update</u> An update will be provided in Qtr 4 however, reporting to EDF Energy is on track and progress on WSC priorities and actions is</p>

Review of Key Actions to deliver 2012-13 Corporate Priorities

			<p>being tracked through individual service and team plans.</p> <p><u>Qtr 4 Update</u></p> <p>CMT agreed the approach to Corporate Governance in relation to the Hinkley Point project which takes account of the transition between the planning and implementation phases and the revised meeting structure with EDF Energy. The Governance arrangements take account of the recommendations from the SWAP audit of Governance. The changes and reporting methods were discussed with Members at the Hinkley Point C Corporate Working Group.</p>
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KEY TO ACTIONS:	
Action not achieved within target date/milestone.	Red
There are concerns/issues that may mean that the action will not be achieved/within the target date/timescale	Amber
Action completed or on target to be achieved within the target date/milestone	Green
Blank – Milestone not due	

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Environment and Community

Group Manager: Steve Watts

Code	Description	2011/12		2012/13						Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target			
Group Indicators											
KPI 82	Number of days sickness per employee (FTE)	1.32	5.75	0.71	2.22	3.50	4.6	5.75	GREEN (Above Target)	This is an annual target. The quarter figures are reported on a cumulative basis.	
KPI 83	Group % of PDR's undertaken	100%	100.0%	Annual Indicator			100%	100.0%	GREEN (Above Target)		
Key Service Indicators											
Street Cleansing											
KPI 103	% of service requests actioned within 5 working days	88%	85%	97%	91%	93%	92%	85%	GREEN (Above Target)		
KPI 85	% of spot checks undertaken that find full compliance with contract	100%	75%	97%	95%	100%	96%	75%	GREEN (Above Target)		
KCI 81	No of complaints	12	20	1	1	2	3%	20	GREEN (Above Target)	20 is the Annual Target	
Waste & Recycling											
KPI 87	Time taken to restore missed collections	98%	100%	98%	100%	100%	99%	100%	AMBER (On Target)		
KPI 86	% of waste recycled and composted (NI 192)	25.54%	34.22%	40.84%	49.35%	42.00%	42.67%	50%	AMBER (On Target)	Annual Target. Quarterly Figures	
KPI 88	Fly-tipping: % removed within 48 hrs	86%	75%	98%	86%	97%	86%	75%	GREEN (Above Target)		
KPI 90	Fly-tipping: No of incidents	103	Target not set	23	58	63	78			Cumulative Figures	

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Environment and Community

Group Manager: Steve Watts

Code	Description	2011/12		2012/13						Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target	Status	
KCI 82	Waste & Recycling: No of complaints	14	15	1	2	1	4	23	GREEN (Above Target)	Annual Target
KCI 84	Fly-tipping : No of complaints	1	4	0	1	0	0	8	GREEN (Above Target)	Annual Target
Development Control										
KPI 90a	% of major planning applications determined within 13 weeks.	73%	70%	no major applications this quarter	no major applications this quarter	50%	100%	75%	GREEN (Above Target)	
KPI 90b	% of minor planning applications determined within 8 weeks	82%	75%	90%	97%	100%	89%	75%	GREEN (Above Target)	
KPI 90c	% of other planning applications determined within 8 weeks	91%	90%	97%	100%	100%	100%	90%	GREEN (Above Target)	
Building Control										
KPI 92	% of applications determined within agreed timescale	100%	95%	95%	95%	100%	100%	95%	GREEN (Above Target)	
KPI 93	% of inspections carried out on day requested	95%	95%	95%	95%	100%	100%	95%	GREEN (Above Target)	
Community Safety										
KPI 62	The total number of evidence packages produced using material captured by CCTV	83	50	19	37	64	94%	75	GREEN (Above Target)	

Key:

KBI - Budget/Cost Indicator

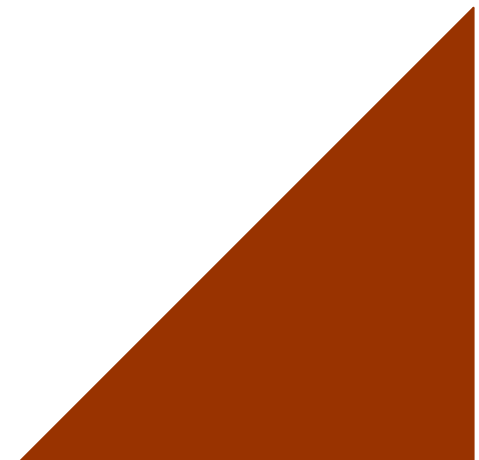
KPI - Performance/Process Indicator

KCI - Customer Satisfaction Indicator

Resources Support Group

Service Plan Performance Report Jan-March 2012/13 Update

- Corporate Plan Key Actions – Quarterly Progress Report
- Group & Service indicators – Quarterly Performance



Resources Group

Performance Indicators

3 out of 8 performance indicators have missed targets this quarter –

- Averaging processing times for new benefit claims
- % of CTX collected in the year
- % of abandoned calls

Key Actions

100% completed

Key Service Performance Indicator

66% of service based performance indicators on target

Key Action Summary

There are 3 key actions associated with this service plan of which:

- 100% have been completed on time.

Group Performance Summary for Quarter 4

Finance – With the departure of the Group Manager and Section 151 Officer at the end of Quarter 2, the finance team have operated under a changing environment for quarter 2 with the support of a seconded 151 Officer on a part time basis and some more hands on involvement from the Chief Executive. To date the team have managed to sustain the necessary systems and processes to properly manage and monitor the council's finances.

The **IT Team** commenced rollout of Windows 7 and Office 2010 this quarter. This is a major piece of work, which has been programmed to complete in the summer of 2013. There will be training for staff using the updated software. The outcome will be improved communication with partners, stakeholders and customers.

A new software firewall has been installed to improve security for the Authority. The annual IT Health check has been carried out and early indications show that there are no major vulnerabilities.

Customer Services Team – The abandoned call rate has increased this quarter from 4% to 8%. This is in the main due to the council tax billing and major changes to the benefit scheme which commenced in quarter 4 and subsequently increased the number of customers contacting the Council for these services.

Benefits and Revenues Teams – Quarter 4 saw unprecedented levels of reform being implemented. The service presented the final Council Tax Rebate regulations and Council Tax Technical reform scheme to full Council. Both schemes were implemented to go live from the beginning of 2013/14

Extensive work was undertaken to prepare our customers for the changes. This included writing to every person affected by the council tax technical reforms, a joint letter from Magna, West Somerset Advice Bureau and WSC to all Magna tenants advising them exactly how welfare reform would affect them. The letters provided accurate estimates of how much extra rent and council tax they would need to pay, and what actions could be taken to mitigate the changes. A similar letter was sent to other claims affected by welfare reform, detailing both rent and council tax figures where applicable.

Customer information events for welfare reform were jointly hosted by Magna, West Somerset Advice Bureau and WSC. They were held in a variety of locations including Minehead, Williton, Watchet, Dulverton and Porlock.

Measures have been put in place to minimise the impacts of the reforms on the most vulnerable customers. This included the creation of a discretionary fund called “Additional Council Tax Rebate” to sit alongside the Governments “Discretionary Housing Payment” scheme. Policies for their assessment were approved by full Council.

The processing times for new benefit claims are marginally below target for the year end. This is due to the increased pressures from the welfare reforms. It is envisaged that this trend will continue for the medium term at least, and therefore, the targets for next year have been reviewed. Collection rates for both council tax and business rates have both come in either on target or very near to target. Bearing in mind the limited capacity within the teams, this is really positive news.

Q4 saw the introduction of annual e-billing and a new look Council Tax Bill guide as well as the opportunity to pay over 12 monthly instalments.

Despite all the changes and additional work, annual billing for Council Tax and Business Rates and Benefits uprating were completed on time.

Finance – There were further changes within the team with the Hinkley Finance Officer leaving and being replaced by the Temporary Accounting Technician which has resulted in a net loss of 23 hours per week capacity. The team’s roles and responsibilities are being realigned. During quarter 4 significant extra work was required to produce ‘real time information’ which is a new tax requirement relating to the payroll function and had to be in place to take effect from 1 April 2013. This was achieved with assistance from the HR officer. The team played its part in ensuring that the budget and council tax (including parish precepts) was set for 2013/14.

The performance indicator for the payment of invoices within 30 days was 97.3% (against a target of 90%) for quarter 4. The average figure for 2012/13 being 97.2%.

Resorces

Priority: Resources.

Objective 10

The management of efficient and cost effective use of resources

Key Task 10.2

To ensure that the value of efficiencies, savings and income increases identified and approved, are achieved.

Ref	Title	Next Milestone	Action Status	Update
10.2.30	Achieving savings of £15,000 2012/13 as a proportion of the savings from the overall WSC budget:			
	Savings from Finance £15,000	March 2013	Green (Completed)	Savings of £15k Achieved Financial system re-negotiation on 12 month extension of contract

Priority: Leadership

Objective 12:

Endeavour to ensure communities affected by Hinkley Point C development are financially compensated

Key Task 12.2

To ensure that all possible impacts arising from the proposed Hinkley Point C Development are identified and that subsequent mitigation measures, including financial, are maximised

Ref	Title	Next Milestone	Action Status	Update
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Review of Key Actions to deliver 2012-13 Corporate Priorities

12.2.3	Establish governance arrangements for Hinkley Point S106 monies	End March 2013	GREEN (Completed)	<p><u>Qtr 3 Update</u> All key financial processes are now established and Hinkley s106 activity is reported within the Council's regular budget monitoring arrangements with effect from December 2012. A review of financial governance has been carried out by SWAP and is in the process of finalisation. There are no significant issues arising.</p> <p><u>Qtr 4 Update</u> CMT agreed the approach to Corporate Governance in relation to the Hinkley Point project which takes account of the transition between the planning and implementation phases and the revised meeting structure with EDF Energy. The Governance arrangements take account of the recommendations from the SWAP audit of Governance. The changes and reporting methods were discussed with Members at the Hinkley Point C Corporate Working Group</p>
12.2.4	Prepare and present monitoring reports to EDF re: use of S106 monies	End March 2013	GREEN (Completed)	<p><u>Qtr 3 Update</u> The target date for submitting the first Annual Statement to EDF was met (24th August 2012). The report was generally well received. A joint Hinkley Finance Liaison Group has been established with Sedgemoor, Somerset County Council and EDF. The Councils will prepare an interim financial monitoring statement, to be reviewed by this Group in February 2013. This target date will also be met.</p> <p><u>Qtr 4 Update</u> The new Hinkley Point Delivery Steering Group provides for high level monitoring of financial spend in relation to the project and the Hinkley Point Finance Liaison Group will continue to meet to discuss any finer detail associated with the financial aspects of the project.</p>

KEY TO ACTIONS:	
Action not achieved within target date/milestone.	Red
There are concerns/issues that may mean that the action will not be achieved/within the target date/timescale	Amber
Action completed or on target to be achieved within the target date/milestone	Green
Blank – Milestone not due	

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Resources

Group Manager: Bruce Lang/Steve Watts/Ian Timms

Code	Description	2011/12		2012/13						Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target	Status	
Group Indicators										
KPI 123	Number of days sickness per employee (FTE)	2.48	5.75	0.74	1.02	1.69	3.51	5.75	GREEN (Above Target)	This is an annual target. The quarter figures are reported on a cumulative basis.
KPI 124	Group % of PDR's undertaken	100%	95%	Annual Indicator			100%	95%	GREEN (Above Target)	
Key Service Indicators										
Benefits										
KPI 3	% of 'Local Authority' error against overall expenditure (Lower Is Better)	0.16	<0.48%	0.24	0.21	0.1	0.12	<0.48%	GREEN (Above Target)	
KPI 5	Average processing times for new claims (Lower Is Better)	16.62	17	18.60	17.8	17.4	18.14	17	RED (Below Target)	The missed target is due to the increased amount of work following the implementation of the welfare reforms. See the performance commentary at the start of this section for further detail.
Revenues										
KPI 10	% of Council Tax collected in the year	97.70%	98.2%	31%	68%	86%	97.50%	98.2%	RED (Below Target)	
KPI 12	% of Business Rates collected in the year	98.20%	97.50%	32%	60%	88%	98.00%	98.00%	AMBER (On Target)	
Customer Access										

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Resources

Group Manager: Bruce Lang/Steve Watts/Ian Timms

Code	Description	2011/12		2012/13						Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target	Status	
	% of abandoned calls	0	<5%	8%	8%	4%	7%	<5%	RED (Below Target)	There has been increased calls into the Council during quarter 4 because of annual billing and the welfare reform changes.
Finance										
KPI 132	% of invoices for commercial goods or services paid within 30 days of receipt	96.21%	90%	97.37%	97.71%	96.29%	97.30%	90%	GREEN (Above Target)	
KPI 133	Number of invoices received	3,267		799	741	863	852			No target set - provides context for KPI 132.

Key:

KBI - Budget/Cost Indicator

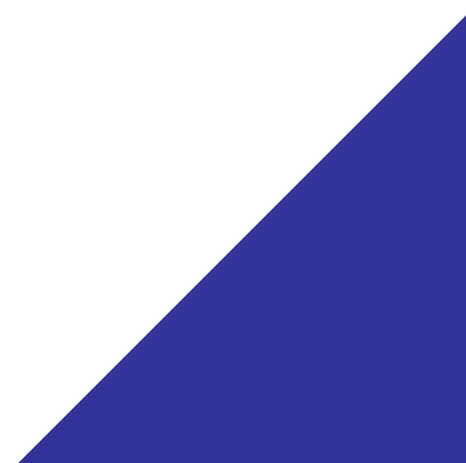
KPI - Performance/Process Indicator

KCI - Customer Satisfaction Indicator

Corporate Services Group

Service Plan Performance Report Jan-March 2012/13 Update

- **Corporate Plan Key Actions – Quarterly Progress Report**
- **Group & Service indicators – Quarterly Performance**



Corporate Services Group

Key Service Performance Indicator

100% indicators on target.

Key Action Summary

There are 2 actions in the service plan associated with savings and both have been completed.

Group Performance Summary for Quarter 4

Elections – the main focus of this quarter was preparation work for the May 2013 County Council elections including the booking of polling stations, appointment of staff, ordering of materials, preparation of detailed paperwork associated with meeting the Electoral Commission standards requirements and the briefing of prospective candidates.

Land charges - 97.3% of the 140 searches dealt with within the quarter were returned within 5 days which is well in excess of the target of 90%.

Standards – Final pieces of the new Standards Regime following the implementation of the Localism Act were put in place during quarter 4 including agreeing a process for requests for dispensations for District Councillors, agreeing investigation and hearing procedures in relation to complaints received and agreeing the role description and operational protocol in relation to the independent person.

During this period 2 complaints were received under the new process, one having been concluded and agreed that no action be taken with the other one still being on-going. The majority of parish and town councils have adopted a new Code of Conduct in accordance with the updated legislation and submitted register of interest forms for their Councillors.

Overall, 2012/13 has been a busy year and, with the help of the Standards Advisory Committee, the new standards regime is now fully up and running and fit for purpose.

PR & Media – The Corporate Director Director has continued to fulfil the first point of contact role primarily on a reactive basis although proactive news releases are still being circulated due to excellent support from staff in the various service areas.

Member Services – During this quarter 92% of all reports went out with the respective agenda which was up from 85% the previous quarter. The annual figure for 2012/13 was 96% with a target being set at 90%.

67% of minutes of meetings during this quarter were placed on the Council's website within 7 working days which was down from the previous quarter figure of 86%. This was mainly due to the fact that, for a period of approximately 2 weeks, the Council's website was being updated and it was not possible to download onto it during this time. The figure for the whole year averaged at 80% which was below the target set of 90%. The relative drop in performance from previous years is a reflection of the reduction in resilience/capacity as there are less team members than there were previously.

Scrutiny – in addition to the regular quarterly performance monitoring work, the Committee commenced a review of the impacts of the Business Rate Retention Scheme. Work continued on the review of the Planning Obligations and Section 106 procedures.

Human Resources – In addition to undertaking regular HR duties, the officer continues to provide valuable support to other areas such as payroll, health and safety and the production of Grapevine during this quarter. In terms of 2012/13 as a whole, the officer has assisted with the recruitment of 14 members of staff, dealt with a number of long term sickness absentees, a satisfactory conclusion of a grievance case, assisting with organising training sessions and the Armed Forces Day. In terms of general HR performance indicators, 2012/13 has seen a low sickness absence of 5.55 days per employee which is excellent especially as that has included three long term sicknesses of particular individuals. Staff turnover has also been low with six members of staff leaving which equates to a 6.12% annual turnover which was all voluntary, two of which were retirements and no redundancies.

Corporate Support – The Local Land and Property Gazetteer (LLPG) maintained its silver standard level and over 2012/13 the improvement across seven measures rose from bronze to silver.

In quarter 4, 96% of complaints were responded to within 20 days (as compared to 91% in the same quarter last year). Overall for the year, 89% of all complaints were dealt within the 20 days target which was slightly up on the previous year's figures of 86.5%.

Freedom of Information – In this quarter 112 FOI requests were received (compared to 62 the previous quarter) and 95% were responded to within the 20 days target. Overall for the year, 90% of the 373 requests were responded to within the 20 days which was dramatically up on the previous years' figure of 75% when dealing with 285 requests. This is a significant improvement.

Corporate Services

Priority: Resources.

Objective 10

The management of efficient and cost effective use of resources

Key Task 10.2

To ensure that the value of efficiencies, savings and income increases identified and approved, are achieved.

Ref	Title	Next Milestone	Action Status	Update
	Achieving savings of £12,500 in 2012/13 as a proportion of the savings from the overall WSC budget:			
10.2.20	HR savings - £7,500. Amend HR external support contract/agreement to reduce base hours	April 2012	GREEN (Completed)	Service provided by HR consultant reduced by 25% to provides the savings. Subject to demand therefore this will need to be monitored throughout the year.
10.2.21	Identify & implement actions to deliver (remaining) £5,000 savings	April 2012	GREEN (Completed)	Savings of £6k achieved Mosaic customer profiling licence cancelled (£3.5k) NLPG/IA £2k removed Playbuilder £0.5k removed

KEY TO ACTIONS:

Action not achieved within target date/milestone.	Red
There are concerns/issues that may mean that the action will not be achieved/within the target date/timescale	Amber
Action completed or on target to be achieved within the target date/milestone	Green
Blank – Milestone not due	

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Corporate Services

Group Manager: Bruce Lang

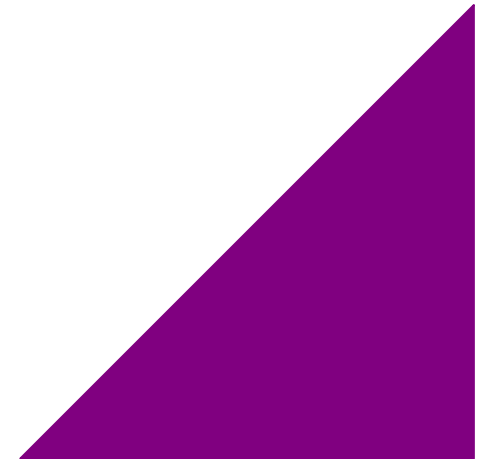
Code	Description	2011/12		2012/13					Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target		
Group Indicators:										
KPI 3	Number of days sickness per employee (FTE)	1.32	5.75	0.80	8.16	12.69	14.15	5.75	RED (Below Target)	Cumulative quarterly values. The higher level of sickness is related to one incident of long term sickness in quarter 3.
KPI 4	Group % of PDR's undertaken	100%	100%	Annual Indicator			100%	100%	GREEN (Above Target)	
Key Service Indicators										
Electoral Services										
KPI 17	% Turnout for local elections	43.11%	45%	Annual Indicator			22%	45%		
KPI 16	Form A's returned after personal visits & before internal checks.	93%	90%	Annual Indicator			92%	90%	GREEN (Above Target)	

Key:
 KBI - Budget/Cost Indicator
 KPI - Performance/Process Indicator
 KCI - Customer Satisfaction Indicator

Corporate Management

Service Plan Performance Report Jan-March 2012/13 Update

- **Corporate Plan Key Actions – Quarterly Progress Report**
- **Group & Service indicators – Quarterly Performance**



Corporate Management

Key Service Performance Indicator

Key Action Summary

There are 20 key actions associated with this service plan of which:

- 16 (80%) are completed
- 3 (15%) are incomplete
- 1 (1%) not started because dependant on other actions

Group Performance Summary for Quarter 4

On 27th February, 2013, full Council agreed a project mandate to provide the framework for the Council and Taunton Deane Borough Council(TDBC) to work together to draft a business case for the commissioning or sharing of services, management and staff. With TDBC also agreeing the mandate at their council meeting on 4th March, 2013, this gave the green light for the project to start in earnest. During March initial start- up work was undertaken to put in place the project team, begin to draft project control documents(including project plan, work-streams and risk register) and finalising the terms of reference and membership of the Joint Officer Project Board and the Joint Members Advisory Panel.

Corporate Management

PRIORITY: Communities

Objective 7:

People are given the opportunity and encouraged to influence the delivery of local services

Key Task 7.1

Consult with people and communities to establish if and how service delivery can be changed.

Ref	Title	Next Milestone	Action Status	Update
7.1.1	Agree the approach to be adopted to establish whether local communities are receiving the services we provide in a way and at a standard that meets local needs	End July 2012	GREEN {Completed}	Meeting to discuss and agree approach is to be held in September and so therefore the target date of July will be missed; this is due to other priorities for the staff involved. <u>Qtr 2 Update</u> A report was presented to and approved by CMT in August detailing the approach for refresh of the council's service standard.
7.1.2	Receive report and agree subsequent actions	End March 2013 <i>* amended milestone (from Oct '12) in response to pressure on resource.</i>	GREEN {Completed}	<u>Qtr 3 Update</u> Work underway as plan agreed by CMT in August. WSC service standards currently being reviewed and proposals will be presented to CMT for discussion at the end Feb 13. <u>Qtr 4 Update</u> Proposals for service standards agreed by CMT and details now being finalised

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Key Task 7.2

Implement any mutually agreed changes in service delivery, establish and monitor new service standards

Ref	Title	Next Milestone	Action Status	Update
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Review of Key Actions to deliver 2012-13 Corporate Priorities

7.2.1	Include identified actions for service delivery changes within the appropriate service plans/work plans.	Dec 2012	RED (Milestone missed)	Action will follow completion of Key Task 7.1 Due for completion during 2013/14
7.2.2	Identify and agree service standards and monitor through the Performance Management Framework.	March 2013	Blank	This action will follow completion of Key Task 7.2.1

Objective 8:

Supporting the communities of West Somerset in responding to the Proposed Hinkley Point development.

Key Task 8.1

To ensure that the Council captures the views of the community, highlights all opportunities for people to have their say, and represents the District's residents, businesses and visitors to the best of its ability when responding to EDF Energy's proposed development at Hinkley Point C, both at the planning stage and during the implementation phase if the development receives consent

Ref	Title	Next Milestone	Action Status	Update
8.1.1	Establish a mechanism to enable the local community to make their views known at the appropriate stages during the planning process	End April 2012	GREEN (completed)	WSC attend the Main Site Neighbourhood Forum that has been established. An independent person chairs this forum. WSC are actively involved in the DCO (Development Control Order) process.
8.1.2	Include local community views in formal council responses and/or support the communities to make their views known direct	End Dec 2012	GREEN (completed)	The Local Impact Report (LIR) incorporated representations from Parish Councils and community groups. Stogursey Parish Council are attending issue specific hearings Open Floor Hearings that are part of the ongoing DCO Examination process managed by the Planning Inspectorate <u>Qtr 2 Update</u> Meeting scheduled for Oct/Nov with the parliamentary scrutiny select committee to meet local representatives including Stogursey Parish Council and other parish councils in the Sedgemoor DC area that are affected by Hinkley Point.

Priority: Resources.

- Objective 9:**
Provide value for money services

Key Task 9.1
To undertake a minimum of four Value for Money service reviews with the aim of providing customers with either, an Improved level of service at no extra cost or the same level of service at a reduced cost.

Ref	Title	Next Milestone	Action Status	Update
9.1.1	To Provide a refreshed Value for Money Strategy detailing a phased approach to the carrying out of VFM reviews for consideration by members at committee	End May 2012	GREEN (Completed)	VFM report Presented to CMT & due to be presented to Corporate PAG & Cabinet during Aug/.Sept 2012. Findings will also be discussed with Portfolio holders during Aug/Sept.
9.1.2	To undertake Phase one of these value for money reviews (4) by the end of March 2013 Report to Cabinet on the results of this phase	<p>End March 2013</p> <p><i>* amended milestone (from Feb '12) in response to pressure on resource.</i></p>	RED (Milestone missed)	<p>Further detailed work underway on VFM reviews for:</p> <ul style="list-style-type: none"> - Street Cleaning - Development Control - Building Control - Tourism - Economic Development - Corporate Services - Housing (as a countywide project) <p><u>Qtr 2 Update</u> Work on-going Visit from Sparse rep. in Oct checking and confirming the council's approach to VFM reviews.</p> <p><u>Qtr 4 Update</u> This will now be undertaken as part of the partnership work and will not be completed within 2012/13 See Corporate Management service plan 2013/14 – Objective 1</p>

Objective 10

The management of efficient and cost effective use of resources

Key Task 10.1

Prioritise existing resource to ensure that the Council is able meet its legal obligations for emerging legislation. (Including the Localism Act, Localisation of Council Tax Benefit, Retention of Business Rates & Universal Credit)

Ref	Title	Next Milestone	Action Status	Update
10.1.1	To prepare a series of reports as necessary for consideration by members on how to meet its legal obligations together with any subsequent impacts	End December 2012	GREEN (Completed)	Work underway re Community Right to Challenge and details published on the councils website Assets of community value – work underway – implementation date now known – 12 th Oct 2012. Council Tax Benefit changes – The council undertaking a survey during Aug/Sept to inform the design of the local scheme. The council need to respond to Central .Gov consultation regarding NDR retention by End of Sept 2012. <u>Qtr 2 Update</u> Assets of community value came into force on 26 th Sept Report to approve processes for Community right to Challenge & Assets of community value presented to Cabinet on Oct 26 th . Council Tax Benefit changes were report presented to PAG and will be going to Scrutiny, in November NDR pooling report presented to Council of 26 th Oct
10.1.2	To oversee the implementation of the identified actions and report on their delivery through the implementation of the performance management framework	End Feb 2013	GREEN (Completed)	Specific actions will be incorporated into service plans and progress reported via the quarterly performance reports. Localism Act updates are also reported to the Corporate PAG quarterly.

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Key Task 10.2

To ensure that the value of efficiencies, savings and income increases identified and approved, are achieved.

Ref	Title	Next Milestone	Action Status	Update
10.2.1	Draft a revised budget strategy that addresses the identified budget gap and complements the	End June 2012	GREEN (Completed)	Member seminars held on 17 th July and with a further seminar planned for 20 th Aug 2012 to review the responses received from

Review of Key Actions to deliver 2012-13 Corporate Priorities

	delivery of the Medium Term Financial Plan to be approved by members.			members regarding savings prioritisation. MTFP presented to Scrutiny on 16th July and then on to August Cabinet
10.2.2	Implement the approved budget strategy.	End March 2013	GREEN (Completed)	Qtr 2 Update Stage 1 of the budget strategy refers to the preparation of a preferred and alternative budget. This was completed during April-August Stage 2 is to identify merger model, work is underway to establish a processes involved and the associated risks Stage 3 is to Consult with Parish & Town councils. They have been consulted with as and when necessary eg. winter closures.
10.2.3	To deliver the savings target of £157,457 by 31 March 2013: To ensure that the savings target is reached and that suitable, regular update reports are presented during the year	Quarterly	GREEN (Completed)	Updates on the savings will be presented to Corporate PAG throughout the year

Priority: Leadership

Objective 11:

Maximise external funding opportunities into the council

Key Task 11.1

By 31st July 2012 to have presented to the Local Government Association & Government Ministers, a comprehensive financial case study which, clearly demonstrates the conclusion that without additional funding the council will no longer be a sustainable unit of local government

Ref	Title	Next Milestone	Action Status	Update
11.1.1	Discuss and agree with members the approach to be adopted together with a timetable	End April 2012	GREEN (Completed)	Informal Cabinet & CMT have discussed and agreed the approach to be adopted

Review of Key Actions to deliver 2012-13 Corporate Priorities

11.1.2	Draft the agreed document necessary to substantiate the approach agreed	<p>End Sept 2012</p> <p><i>* amended milestone (from June '12) in response to pressure on resource.</i></p>	<p>GREEN (Completed)</p>	<p>Leader of the council drafted and sent a letter to Bob Neill on 27th June 2012 providing an update on the council's circumstances <u>Qtr 2 Update</u> Reply to the letter sent to Bob Neill was received by the council on 19th Aug.</p>
11.1.3	Arrange a meeting with the appropriate representatives from Central Government and other organisations as necessary.	<p>End Dec 2012</p> <p><i>* amended milestone (from July '12) in response to pressure on resource.</i></p>	<p>GREEN (Completed)</p>	<p>On 22nd June the chair and Chief Executive of the LGA (Local Government Association) had meetings with Leaders and Chief Executives for West Somerset Council, Sedgemoor District Council and Somerset County Council. This meeting was mainly concerned with the Hinkley Point C development but there was also the opportunity taken to speak to both concerning the precarious position of the council's finances A meeting has been arranged for 28th Aug between WSC and the LGA .</p>
11.1.4	Attend meetings with government representatives and other bodies as arranged	<p>End Feb 2013</p> <p><i>* amended milestone (from Sept '12) in response to pressure on resource.</i></p>	<p>GREEN (Completed)</p>	<p><u>Qtr 2 Update</u> On 28th Aug the Chief Executive met with LGA chief executive Leader Tim Taylor met with Eric Pickles on 26th Aug. LGA review of working arrangements and financial standing underway, including meetings between LGA, SCC, SDC & TDBC. The chief executive attended a DCLG Seminar on 21st Sept about the new funding arrangements for local government. <u>Qtr 3 Update</u> WSC reps met with Brandon Lewis on 13th Nov 2012 and he visited West Somerset Council on 10th Dec. DCLG were informed of the councils partnership decision by letter on nth Dec The LGA have requested monthly updates on the council's progress. <u>Qtr 4 Update</u> Chief Executive has regular diarised telephone calls with the Managing Director of the LGA – these commenced in January Brandon Lewis was provided with an update by the Chief Executive & Leader and an acknowledgement letter recognising the council's progress was received from Brandon Lewis in late January</p>

Objective 12:

Endeavour to ensure communities affected by Hinkley Point C development are financially compensated

Key Task 12.1

To campaign to Central Government and EDF to ensure that a Community Benefit Contribution scheme is accepted by all parties in relation to the construction, operation and waste storage phases of the proposed Hinkley Point development

Ref	Title	Next Milestone	Action Status	Update
12.1.1	Arrange and attend meetings with Central Government and EDF about the Community Benefit Contribution scheme	End Dec 2012	GREEN (Completed)	<p>Although the issue of Community Benefits has been continually debated with EDF and DECC, the most significant event recently was a meeting in London hosted by the Nuclear Industry Association (NIA) and attended by representatives from DECC, EDF, the NIA and other new nuclear local authorities. The sole topic on the agenda was the furtherance of community benefits argument with Central Government.</p> <p>Following this meeting a briefing was given to selected members of the House Of Lords in order to raise questions on the subject of community benefits during the passage of the finance bill through the House of Lords</p> <p><u>Qtr 2 Update</u> Chief executive meeting was held between Office Nuclear Development and the LA's hosting new nuclear projects concerning possible community benefits scheme. In November, SCC, SDC & WSC reps meeting John Hayes MP, the secretary for state in DECC.</p>
12.1.2	Present a report to Council that outlines the proposed framework for the payment of Community Benefit Compensation	End March 2013	RED (milestone missed)	<p><u>Qtr 3 Update</u> The council are still awaiting central government's decision and announcement on a framework for Community Benefit Scheme. This is likely to be too late to present a report to Council before March '13.</p> <p><u>Qtr 4 Update</u> The Council are still waiting for central government to announce details of a framework for Community Benefits Scheme</p>

Review of Key Actions to deliver 2012-13 Corporate Priorities

Key Task 12.2				
To ensure that all possible impacts arising from the proposed Hinkley Point C Development are identified and that subsequent mitigation measures, including financial, are maximised				
Ref	Title	Next Milestone	Action Status	Update
12.2.1	To draft a comprehensive Local Impact Report for consideration by members	End March 2013	GREEN (Completed)	The Local Impact Report (LIR) went to WSC Cabinet on 4th April 2012 and went to a Special Full Council on 16th April 2012. The final LIR was issued and submitted to the Planning Inspectorate on the 3rd May.
12.2.2	To ensure that the council is adequately represented at all opportunities during the processes of the DCO (Development Control Order) by the IPC (infrastructure Planning Commission)	End March 2013	GREEN (Completed)	The Planning Manager and Major Projects Manager have represented WSC at all stages of the DCO Examination process. They have attended Open Floor Hearings on the 9th, 10th, 16th and 17th May. <u>Qtr 2 Update</u> The Planning Manager and Major Projects Manager have attended Issue Specific Hearings on the 26th and 27th June, 17th and 18th July, 14th August and 21st-24th August. WSC <u>Qtr 3 Update</u> Hearings all completed. Now awaiting the final decision due March '13

KEY TO ACTIONS:	
Action not achieved within target date/milestone.	Red
There are concerns/issues that may mean that the action will not be achieved/within the target date/timescale	Amber
Action completed or on target to be achieved within the target date/milestone	Green
Blank – Milestone not due	

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Corporate Management

Responsible Officer: Adrian Dyer

Code	Description	2011/12		2012/13				Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4		
Group Indicators									
KPI 144	Group % of PDR's undertaken	100%	100%	Annual Indicator		100%	100%	GREEN (Above Target)	
Service Indicators									
Corporate Management									
KPI 160	Number of days sickness per FTE	1.20	5.75	0.98	2.62	4.12	5.54	5.75	GREEN (Above Target) The annual target for this indicator is 5.75 days. The measure is per employee.

- Key:**
- KBI - Budget/Cost Indicator
 - PI - Performance/Process Indicator
 - CSI - Customer Satisfaction Indicator

REPORT NUMBER WSC 71/13

PRESENTED BY SAM RAWLE, SCRUTINY AND PERFORMANCE OFFICER

DATE 17TH JUNE, 2013

ASSET MANAGEMENT TASK AND FINISH GROUP – NOMINATION OF MEMBERS

1. PURPOSE OF REPORT

- 1.1. To agree membership of a task and finish group to undertake a review of the Asset Management Strategy and associated matters.

2. RECOMMENDATIONS

- 2.1. That the Scrutiny Committee nominate and agree membership of the task and finish group and nominate a chairman for the group.

3. RISK ASSESSMENT (IF APPLICABLE)

Risk Matrix

Description	Likelihood	Impact	Overall
Not applicable			

The scoring of the risks identified in the above table has been based on the scoring matrix. Each risk has been assessed and scored both before the mitigation measures have been actioned and after they have.

4. BACKGROUND INFORMATION

- 4.1. At its meeting of 20th May 2013 the Scrutiny Committee agreed to the formation of a task and finish group to review the Asset Management Strategy and that an item be added in the work plan for a future date.

5. FINANCIAL/RESOURCE IMPLICATIONS

- 5.1. None directly associated with this report.

6. SECTION 151 OFFICER COMMENTS

- 6.1. No comment.

7. EQUALITY & DIVERSITY IMPLICATIONS

- 7.1. None directly associated with this report.

8. CRIME AND DISORDER IMPLICATIONS

- 8.1. None directly associated with this report.

9. CONSULTATION IMPLICATIONS

9.1. None directly associated with this report.

10. ASSET MANAGEMENT IMPLICATIONS

10.1. None directly associated with this report.

11. ENVIRONMENTAL IMPACT IMPLICATIONS

11.1. None directly associated with this report.

12. LEGAL IMPLICATIONS

12.1. None directly associated with this report

REPORT TO THE SCRUTINY MEETING TO BE HELD ON 17TH JUNE, 2013

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SCRUTINY COMMITTEE – 12- MONTH WORKPLAN – 2013/14

2013 17 June	15 July	19 August	16 September	21 October	18 November	16 December	2014 20 January	17 February	17 March	14 April
Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points
Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan
Flooding – West Somerset Councils Role and Responsibilities	Economic Regeneration Update On Achievements (Minehead Visioning Group/Watchet & Williton Regeneration Forum/Learning & Skills Opportunities)	Impact of Welfare Reform on the Benefits and Fraud Services (follow up report from 2012/13 Task & Finish Grp recommendation)		Community Safety – Report from the Local Inspector and Community Safety Officer on Local Police Issues	Magna –half yearly update Report	Report on Success of Implementation of Policy for Charging for Pre App Planning Advice	Financial Standing and MTFP 2014/15 – 2016/17	Corporate Performance & Budget Monitoring 2012-13 – Quarter 3		Update on Family Focus Project
Service Plan Monitoring – Qtr 4 Outturn	Corporate Performance & Budget Monitoring – 2012/13 Outturn	Corporate Performance & Budget Report – Quarter 1 2013/14		Report on Car Parking Arrangements -Analysis of Car Park Income and Charges/Permits/Estates	Corporate Performance & Budget Monitoring 2011-12 – Quarter 2		Corporate Plan & Service Plans – 2014-2015			Annual Report from Minehead EYE
Countywide Review of Flooding (tbc)	Updated Medium Term Financial Plan (MTFP) – 2012-2015									
Asset Management Review – Nomination of Members to Task & Finish Group	Annual Report									
Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review

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To be scheduled:

Somerset Waste Partnership Update (tbc)
 Out of Hour's GP Provision – Outcome of Review from 2012/13 (tbc)
 East Quay Project (review post August Council)

Task and Finish Group Work

Review of Asset Management Strategy

