

**South Somerset District Council**

*Notice of Meeting*



# Scrutiny Committee

*Making a difference where it counts*

**Tuesday 4<sup>th</sup> January 2011**

**10.00 am**

**Main Committee Room  
Council Offices  
Brympton Way  
Yeovil  
Somerset BA20 2HT**

The public and press are welcome to attend.

Disabled Access is available at this meeting venue.



If you would like any further information on the items to be discussed, please ring the Agenda Co-ordinator, **Jo Morris** on Yeovil (01935) 462462

email: [jo.morris@southsomerset.gov.uk](mailto:jo.morris@southsomerset.gov.uk), website: [www.southsomerset.gov.uk](http://www.southsomerset.gov.uk)

This Agenda was issued on Tuesday 21<sup>st</sup> December 2010

*Ian Clarke, Assistant Director (Legal & Corporate Services)*



2007-2008  
Neighbourhood and  
Community Champions:  
The Role of Elected Members  
2006-2007  
Improving Rural Services  
Empowering Communities  
2005-2006  
Getting Closer to Communities

**This information is also available on our  
website: [www.southsomerset.gov.uk](http://www.southsomerset.gov.uk)**



INVESTOR IN PEOPLE

## Scrutiny Committee Membership

**Chairman** Sue Steele  
**Vice Chairman** David Bulmer  
Carol Goodall

John Calvert  
John Vincent Chainey  
Geoff Clarke  
Tony Lock

Pat Martin  
Roy Mills  
John Richardson  
Keith Ronaldson

Angie Singleton  
Alan Smith  
Martin Wale

## Information for the Public

### What is Scrutiny?

The Local Government Act 2000 requires all councils in England and Wales to introduce new political structures which provide a clear role for the Council, the Executive and non-executive councillors.

One of the key roles for non-executive councillors is to undertake an overview and scrutiny role for the council. In this Council the overview and scrutiny role involves reviewing and developing, scrutinising organisations external to the council and holding the executive to account

Scrutiny also has an important role to play in organisational performance management.

The Scrutiny Committee is made up of 14 non-executive members and meets monthly to consider items where executive decisions need to be reviewed before or after their implementation, and to commission reviews of policy or other public interest.

Members of the public are able to:

- attend meetings of the Scrutiny Committee except where, for example, personal or confidential matters are being discussed;
- speak at Scrutiny Committee meetings; and
- see agenda reports.

Meetings of the Scrutiny Committee are held monthly on the Tuesday prior to meetings of the District Executive at 10.00am in the Council Offices, Brympton Way, Yeovil.

Agendas and minutes of these meetings are published on the Council's website [www.southsomerset.gov.uk](http://www.southsomerset.gov.uk).

The Council's Constitution is also on the website and available for inspection in council offices.

Further information can be obtained by contacting the agenda co-ordinator named on the front page.

## **South Somerset District Council – Corporate Aims**

**Our key aims are:** (all equal)

- To increase economic vitality and prosperity
- Enhance the environment, address and adapt to climate change
- To improve the housing, health and well-being of our citizens
- To ensure safe, sustainable and cohesive communities
- To deliver well managed cost effective services valued by our customers

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# Scrutiny Committee

## Tuesday 4<sup>th</sup> January 2011

### Agenda

#### *Preliminary Items*

1. To approve as a correct record the minutes of the ordinary meeting held on 30<sup>th</sup> November 2010
2. Apologies for Absence
3. Declarations of Interest
4. Public Question Time
5. Issues Arising from Previous Meetings

This is an opportunity for Members to question the progress on issues arising from previous meetings. However, this does not allow for the re-opening of a debate on any item not forming part of this agenda.

6. Chairman's Announcements
7. Verbal Update on Task and Finish Reviews

A brief verbal update by the Task and Finish Review Chairs on progress made.

#### *Items for Discussion*

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Scrutiny Committee – 4<sup>th</sup> January 2011

## **1. Minutes**

### **South Somerset District Council**

**Draft Minutes** of the meeting held on **Tuesday 30<sup>th</sup> November 2010** in the Main Committee Room, Council Offices, Brympton Way, Yeovil.

*(10.00 a.m. – 12.30 p.m.)*

#### **Present:**

**Members:** Councillor Sue Steele (Chairman)

John Calvert	John Richardson
Geoff Clarke	Keith Ronaldson
Carol Goodall	Alan Smith
Pat Martin	Martin Wale
Roy Mills (until 12 noon)	

#### **Also Present:**

Councillors Tim Carroll, Jo Roundell Greene, Ric Pallister, Sylvia Seal and Peter Seib

#### **Officers:**

Donna Parham	Assistant Director (Finance and Corporate Services)
Helen Rutter	Assistant Director (Communities) and Area Development Manager (East)
Saveria Moss	LSP Coordinator
Mike Holliday	HR Manager
Emily McGuinness	Scrutiny Manager
Becky Sanders	Scrutiny Manager
Jo Morris	Committee Administrator

#### **Also Present:**

Paull Robathan, Chairman of the LSP

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## **98. Minutes (Agenda Item 1)**

The minutes of the meeting held on 2<sup>nd</sup> November 2010, copies of which had been circulated, were approved as a correct record and signed by the Chairman.

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## **99. Apologies for Absence (Agenda Item 2)**

Apologies for absence were received from Councillors Dave Bulmer, Tony Lock and Angie Singleton.

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### 100. Declarations of Interest (Agenda Item 3)

Councillor John Calvert declared a personal and prejudicial interest in Agenda Item 13 – Reports to be considered by District Executive on 4<sup>th</sup> November 2010 with reference to Transfer of Sport & Leisure Facilities – Selection of Preferred Bidder, as he was a representative on the Wincanton Community Sports Centre Board. He left the room for the duration of the item.

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### 101. Public Question Time (Agenda Item 4)

There were no members of the public present at the meeting.

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### 102. Issues Arising from Previous Meetings (Agenda Item 5)

#### **Call in of Portfolio Holder Decision taken by Councillor Ric Pallister on 1<sup>st</sup> October 2010 – Update on changes to Planning Legislation affecting Houses in Multiple Occupation**

The Chair informed members that this item would not now be considered at this meeting. The Portfolio Holder decision as published was in fact a decision not to initiate an Article 4 designation. The Portfolio Holder has since agreed to wait and see what evidence comes forward from work currently being commissioned by Area South and will then revisit this issue if necessary.

#### **Yeovil Innovation Centre – The Way Forward**

It was noted that the report deferred at the November District Executive meeting was likely to be considered at the January meeting.

#### **Wind Turbine**

It was noted that at the present time the turbine was in operation and that a further report would be brought forward to members at an appropriate time.

#### **Joint Municipal Waste Minimisation Strategy**

Members noted that a date for a Somerset Joint Scrutiny meeting had not yet been arranged.

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### 103. Chairman's Announcements (Agenda Item 6)

The Chairman and Vice Chairman would be attending a South West Councils Scrutiny Network meeting on 10<sup>th</sup> December 2010 in Weston Super Mare to give a presentation on the County Partnership and the findings of the Choice Based Lettings Review. It was noted that the Review would be used as a tool on the Centre for Public Scrutiny Website.

Members were informed that the Chairman would be attending a Somerset County Council Budget Scrutiny Exercise meeting to be held at County Hall on 14<sup>th</sup> December. The meeting would discuss SCC proposed cuts to the Library Service and Adult Social

Care. Carol Goodall agreed to attend the meeting as the Lib Dem representative. A representative from the Independent Group was also invited to attend.

All members were encouraged to attend the Special Scrutiny Session on 9<sup>th</sup> December to consider Lessons Learnt from the East Devon Partnership Experience and Budget Proposals.

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## 104. Verbal Update on Task and Finish Reviews (Agenda Item 7)

### Partnerships

Cllr Martin Wale reported that the Review was progressing well and that all the partnerships were being put into various categories using a specific template. The next meeting would be held on 16<sup>th</sup> December.

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## 105. Local Strategic Partnership: South Somerset Together – Annual Review (Agenda Item 8)

Paull Robathan, Chairman of the Local Strategic Partnership (LSP) introduced the item. He referred to the issue of changing times ahead and despite some authorities retreating from Strategic Partnerships and SCC withdrawing all future funding there were some areas of work that needed to continue through a partnership approach such as Community Safety Action Panels (Crime & Disorder Reduction Panel). Reference was made to South Somerset being the only district putting a lot of strength behind its Partnership. As a result of a recent meeting held between the districts, most authorities were now going back on their previous decision to abandon their partnerships and have decided to keep them in operation.

Reference was made to the Government setting up the new health agenda and that LSP's had been specifically mentioned in overseeing wellbeing.

Members were informed that senior partners of the LSP considered the Partnership to be really important and felt meetings needed to step up to a more strategic level and be shorter and more focussed. The LSP would be holding additional meetings, the first one of which is to be 10<sup>th</sup> December 2010.

Helen Rutter, Assistant Director (Communities), Head of Service for Area Development (Area East) and Lead Officer for the LSP reported that the LSP had been focussing on the delivery of the Sustainable Community Strategy (which the Council has a statutory responsibility for) and that the majority of Partners were committed to its delivery. She outlined some of the activities of the LSP over the last year and particularly mentioned the following:

- The LSP had played an active role in South Somerset's process for developing the four proposals submitted to the Local Government Association under the Sustainable Communities Act, three of these proposals are being moved forward;
- The LSP had supported a range of activities including: a voluntary and community sector database, refurbishing the Milford Hall so as to act as a new community centre "hub" for local services and the funding for a project Officer to deliver programmes, work around voluntary and community transport, green business project, tree mapping and community woodlands pack, affordable housing sites methodology;

- The LSP was recognised as an excellent partnership and had achieved best Local Strategic Partnership in the country for 2010 in the Community Partnership Awards;
- In the difficult times ahead, the LSP would be looking to focus on narrower and more specific issues.

The Chairman thanked Paull Robathan, Helen Rutter and Saveria Moss for attending the meeting.

Councillor Ric Pallister referred to the Supporting People budget cuts affecting a number of services including district councils, PCT, Mental Health and the Probation Service and it was likely that some organisations would be unable to continue providing their services. The need to work with partners through the LSP was greater than ever in these uncertain and changing times.

The Leader of the Council referred to the value of the LSP and that it was a vital partnership particularly in view of the change agenda.

In response to a question regarding budgetary constraints and monitoring outcomes, the Chairman of the LSP referred to the annual report having a strong reference to all budgets. The LSP regularly evaluates all its budgets and programmes, and has a very good trail of where money is received from and used.

Comments were made about the majority of projects/partners being Yeovil focussed. In response, members were informed that the LSP has a cross section of membership and some of these organisations' headquarters just happen to be based in Yeovil. One of the key projects this year was Yeovil based but overall the partnership delivered programmes across the district and is not just Yeovil specific. The Milford project was a pilot in the Yeovil area but it was hoped that it could be replicated in other parts of the district.

One member questioned whether any of the projects would still happen if there was no LSP and could the second homes income be used elsewhere and to better use? She also referred to members not being aware of the work of the LSP. In response, the Chairman of the LSP commented that the biggest achievement of the LSP was getting all principals of major organisations to know each other and work together in partnership. None of the projects would have got off the ground without the LSP and if it was removed it was likely to result in conflict and duplication of work. Other District LSPs in Somerset were envious of South Somerset having an LSP Co-ordinator and the ability of coordinating and completing programmes and projects.

In response to a member question, the Assistant Director (Communities) and Head of Service for Area Development (Area East) informed members that the second homes income was used to fund the LSP Co-ordinator and the costs of running the Partnership. She explained about the role of the LSP in pump-priming projects to bring in external funding and mentioned the Milford Hall Project as an example. The LSP was the mechanism for making things happen, but sometimes it could be too invisible.

One member referred to the LSP losing half of its core funding and whether it would be able to survive. In response, members were informed that withdrawal of funding would leave a shortfall but Partners were fully committed to continuing with the partnership during these difficult and uncertain times. The success of the LSP could be measured by the number of partners attending meetings, participating in programmes and that they have said that they get more value from it than they gave the partnership.



The Leader of the Council commented that the function of the LSP was not always totally visible but the added value was immense. He referred to cohesion between all the major organisations in the area creating a greater understanding between partners and that if this did not happen at a district level it would be difficult to re-create.

Rather than holding a members' workshop as suggested by one member, the Chairman of the LSP commented that it would be more useful for members to attend the LSP AGM and see and hear from its Partners.

One member commented that she was unaware of the work of the LSP until being informed at the meeting and suggested that an induction session on the role of the LSP be given for new members starting in May 2011.

Members were informed that the Leader and the four Area Chairs were members of LSP Board, as it was felt important that the Area Committees are aware of their work. All members were urged to attend one of the LSP's future meetings. It was suggested that meetings of the LSP be published in the weekly index circulated to members.

The LSP Chairman commented that he was happy to produce documentation stating what the LSP has achieved and what it is looking to do in the next 12 months to include the quantifiable achievements of the Partnership.

- RESOLVED:**
- (1) That the progress of the Local Strategic Partnership in delivering the Sustainable Community Strategy (2008-2026) and its achievement of Best Local Strategic Partnership in the country for 2010 in the Community Partnership Awards be noted;
  - (2) That the LSP produce a document outlining the quantifiable achievements of the Partnership; and
  - (3) That a session on the role of the LSP be included in the induction programme for new members following the elections in 2011.

*(Saveria Moss, LSP Coordinator)*  
*(saveria.moss@southsomerset.gov.uk or 01963 435004)*

## 106. Finance Update (Agenda Item 9)

The Assistant Director (Finance and Corporate Services) updated members on the current position of the Medium Term Financial Plan (MTFP) and the impact of recent government announcements and consultation papers. Members noted the following:

- The greatest risks remain that the savings from the Revenue Support Grant will be front-loaded and of the impact of the transfer of concessionary fares to the County Council could have an impact of adding £1/2 million to the savings target. It is expected that the RSG announcement will be delayed until 9<sup>th</sup> December;
- Universal Credits – the white paper had been published outlining that “Universal Credits” will be administered by the Department of Works and Pensions (DWP). This will mean that housing benefits will gradually transfer to the DWP starting in 2013 and fully by 2017;
- Officers have been trying to assess the impact of the cuts that Somerset County Council have put forward on SSDC services;

- Planning Fees – a consultation has been released for the possibility of local setting of planning fees based on full cost recovery;
- A letter had been sent to parish and town councils outlining the issues regarding the County's cuts and whether the town and parish councils may want to cover any areas.

With regard to the transfer of concessionary fares, Members were informed that the Council was lobbying through the government and local MP's.

**RESOLVED:** That the verbal update be noted.

*Donna Parham, Assistant Director (Finance and Corporate Services)*  
([donna.parham@southsomerset.gov.uk](mailto:donna.parham@southsomerset.gov.uk) or 01935 462225)

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### 107. Changes to SSDC Redundancy Policy (Agenda Item 10)

The HR Manager presented the report and outlined the recommendations. He informed members that if District Executive were to agree the changes there would be no further reviews to the multiplier until after 1<sup>st</sup> January 2013.

Members were informed that both Unison and GMB had been invited to attend the meeting and that both have approved the changes to the policy and had no issues to bring to member's attention.

In response to a member question, it was noted that the Policy included recognition of long service.

**RESOLVED:** That the recommendations contained within the report outlining changes to the current Redundancy and Severance Pay Policy be supported by the Scrutiny Committee.

*Mike Holliday, HR Manager*  
([mike.holliday@southsomerset.gov.uk](mailto:mike.holliday@southsomerset.gov.uk) or 01935 462161)

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### 108. The Future of Working with East Devon District Council (Agenda Item 11)

Members were reminded that this issue would be discussed at the Special Scrutiny Session. Comments raised at the meeting would be forwarded to the Full Council meeting on 9<sup>th</sup> December.

*Mark Williams, Chief Executive*  
([m.williams@southsomerset.gov.uk](mailto:m.williams@southsomerset.gov.uk) or 01935 462101)

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### 109. Verbal Update on Reports considered by District Executive on 4<sup>th</sup> November 2010 (Agenda Item 12)

There were no updates to report.

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## 110. Reports to be considered by District Executive on 2<sup>nd</sup> December 2010 (Agenda Item 13)

### Transfer of Sport & Leisure Facilities – Selection of Preferred Bidder

*Having declared a personal and prejudicial interest in this item, Councillor John Calvert left the room.*

The Assistant Director (Health & Well-Being) informed members that the report would no longer be considered at the District Executive meeting on 2<sup>nd</sup> December, as further work was required on completing the financial appraisal. A Special District Executive meeting would be scheduled on 9<sup>th</sup> December to consider the report to allow the strict timescales of ensuring a successful transfer of sport and leisure facilities commences on 1<sup>st</sup> April 2011.

Members were updated on the stages of the evaluation process and noted that the next stage was to select the preferred bidder.

It was agreed to hold a special Scrutiny Committee meeting on 9<sup>th</sup> December at 1.00pm to consider the report.

### Quarterly Performance and Complaints Monitoring Report – 2<sup>nd</sup> Quarter 2010/11

What impact will life after the Audit Commission have on the quarterly performance and monitoring reports – will we still need to collect this set of data, will there be a reduction in the amount of performance data needed and will there be any financial implications?

On several occasions, the Scrutiny Committee have been told that some performance indicators are inappropriate and can unduly influence our activity, the demise of the Audit Commission should therefore be an excellent opportunity to ensure that future performance measures are more relevant for local service delivery. The Scrutiny Committee would like to know what work is planned to devise more appropriate local performance indicators and the timescale for this work.

### New Executive Arrangements (December 2010)

Members felt that if a similar consultation exercise were carried out in future it should only be residents of South Somerset that can respond.

### Regeneration of Yeovil Town Centre

Members felt that it would have been useful for a map of the site to be included in the agenda report for those members who are not familiar with the area.

### Area North Accommodation Review

Members supported an amendment to recommendation 3a to read as follows:

Authorise the Area Development Manager North to secure and maintain suitable temporary arrangement, pending the outcome of these temporary arrangements and a fuller investigation of all potential partners.

Maintain the current interim arrangements for Area North staff (front office service from Langport LIC, and the remainder of Area North staff working from a base at Petters Way

and the Somerton Community Office), pending a fuller evaluation of the potential to share an SCC library.

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### 111. Scrutiny Work Programme (Agenda Item 14)

Reference was made to the agenda report, which informed members of the Scrutiny Work Programme. The Scrutiny Manager updated members on items to be added to the Work Programme as follows:

- Staff Volunteering Scheme Policy – it had been suggested that the Scrutiny Committee considers establishing a Task & Finish Group to create an SSDC Staff Volunteering Scheme/Policy. A report and scoping exercise will be included in the February Scrutiny agenda.
- The Open Spaces Strategy was likely to be considered at the January meeting.

Members agreed to still consider the annual review of savings achieved from working with East Devon District Council as a monitoring item at the February meeting.

**RESOLVED:** That the Scrutiny Work Programme be noted subject to the above updates being taken into consideration.

*(Emily McGuinness, Scrutiny Manager)*  
*(Emily.mcguinness@southsomerset.gov.uk or 01935 462566)*

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### 112. Executive Forward Plan (Agenda Item 15)

Members noted that District Executive and Full Council were due to consider reports on Our Targets Insert to the Corporate Plan and the Review of the Car Park Strategy. It was felt that Scrutiny should also consider these reports.

**RESOLVED:** That the Executive Forward Plan be noted as outlined in the District Executive agenda for 2<sup>nd</sup> December 2010.

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### 113. Date of Next Meeting (Agenda Item 16)

Members noted that the next meeting of the Scrutiny Committee would be held on Tuesday 4<sup>th</sup> January 2011 at 10.00am in the Main Committee Room, Brympton Way, Yeovil.

Members of the Committee are invited to attend at 9.30am to scope questions on the reports in the agenda.

.....  
 Chairman

Scrutiny Committee – 4<sup>th</sup> January 2011

## 8. Finance Update

*Executive Portfolio Holder:* Councillor Robin Munday, Resources & Legal Services  
*Strategic Director:* Mark Williams, Chief Executive  
*Service Manager:* Donna Parham, Finance and Corporate Services  
*Contact Details:* donna.parham@southsomerset.gov.uk or 01935 462225

Please refer to the District Executive agenda for 6<sup>th</sup> January 2011 for any reports. Donna Parham, Assistant Director (Finance and Corporate Services) will attend the meeting to answer member's questions.

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Scrutiny Committee – 4<sup>th</sup> January 2011

## 9. LSP Review of Sustainable Transport

*Executive Portfolio Holder:* Councillor Tim Carroll, Leader of the Council  
*Strategic Director:* Rina Singh, Place and Performance  
*Service Manager:* Helen Rutter, Assistant Director Communities and Head of Service for Area Development (Area East)  
*Contact Details:* [saveria.moss@southsomerset.gov.uk](mailto:saveria.moss@southsomerset.gov.uk) or (01963) 435004

Saveria Moss, LSP Co-ordinator will attend the meeting to update members on the outcomes of the LSP review of Sustainable Transport and answer any questions from members.

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Scrutiny Committee – 4<sup>th</sup> January 2011

## 10. Open Spaces Strategy

*Executive Portfolio Holder:* Cllr Tom Parsley, Environment and Property  
*Strategic Director:* Vega Sturgess, Operations and Customer Focus  
*Assistant Director:* Laurence Willis, Assistant Director – Environment  
*Service Manager:* Chris Cooper, Streetscene Services Manager  
*Lead Officer:* Steve Fox, Landscape Officer, Streetscene  
*Contact Details:* [stephen.fox@southsomerset.gov.uk](mailto:stephen.fox@southsomerset.gov.uk)  
[chris.cooper@southsomerset.gov.uk](mailto:chris.cooper@southsomerset.gov.uk) 01935 462828

Please refer to the District Executive agenda for 6<sup>th</sup> January 2011 for a copy of this report.

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Scrutiny Committee – 4<sup>th</sup> January 2011

## 11. Quarterly Performance and Complaints Monitoring Report – 2<sup>nd</sup> Quarter 2010/11

*Executive Portfolio Holder:* Tim Carroll, Strategy and Policy  
*Strategic Director:* Rina Singh, Place and Performance  
*Service Manager:* Sue Eaton, Performance Manager  
*Contact Details:* sue.eaton@southsomerset.gov.uk or (01935) 462565

### Purpose of the Report

To present to members a performance monitoring report covering the period to the end of the second quarter of 2010/11 (1<sup>st</sup> July – 30<sup>th</sup> September 2010).

### Forward Plan

This report appeared on the District Executive Forward Plan with an expected date of December 2010.

### Public Interest

The Council is accountable for its performance to the local community and we publish performance data to enable us to demonstrate achievements against targets.

### Action Required:

The Scrutiny Committee is asked to:

- 1) Consider the performance monitoring report and comment on those areas highlighted under 'performance exceptions' where performance is either below target levels or has deteriorated.
- 2) Note the summary of complaints for the second quarter of 2010/11.

### Background

The financial year, 2008/09, saw the introduction of the new national performance framework, introducing the new National Indicators (NIs). These NIs are an integral part of the performance management of SSDC and have been included as measures within the refreshed Corporate Plan (2009-2012) and its delivery plans.

This report details performance for a basket of both local and national performance indicators against which progress of the Corporate Plan can be measured.

As part of the continual drive to improve performance management the council uses a performance and risk management system, called TEN. Performance, complaints and risk information is being captured in this system, allowing both Officers and Members ready access to up to date information.



### Q2 Performance Exceptions:

Appendix A details the performance of the Council for the second quarter of 2010/11. This information is colour coded, using the red, amber, green statuses, to indicate



performance against target. The report also includes a trend arrow where appropriate, showing whether performance is improving or deteriorating from quarter to quarter.

The 2009/10 annual performance figures and the quarterly statuses are included for comparison.

In cases where performance is either below target or has deteriorated, a comment is requested from the Service Manager detailing reasons why the indicator has not achieved target/ deteriorated and any corrective action being taken. The comments are as follows:

Key: **RED – More than 10% below target** **AMBER – Within 10% of the target**

#### Theme 1- Increase economic vitality and prosperity:

<b>Indicator:</b>	NI157a - Processing of Major planning applications determined in 13 weeks			
<b>Actual:</b>	56.25%	<b>Target:</b>	65.00%	<b>Status:</b> RED
<b>Exception Status:</b>				
Quarterly and performance to date figure is more than 10% below target & has deteriorated.				
<b>Reasons why indicator has not achieved target/ deteriorated</b>				
Over the last three months we have seen an increased output on the number of decisions made on major applications (double that of the previous quarter), this is a very positive sign. Unfortunately, in July we had to issue decisions on several applications that had been subject to lengthy section 106 agreements and this has had an adverse impact on the overall quarterly performance. Performance on 'Minor' and 'Other' applications has continued to improve, a positive outcome bearing in mind the recent 'lean' restructure of the service which has been accompanied by an increase in application numbers.				
<b>Corrective action to be undertaken</b>				
We are continuing to identify major applications early in the process to try and ensure that the maximum percentage can be determined within the 13 week period.				

#### Theme 2 - Enhance the environment, address and adapt to climate change:

No indicators below target.

#### Theme 3- Improve the Housing, Health and Well-being of our Citizens:

No indicators below target.

#### Theme 4- Ensure safe, sustainable and cohesive communities:

No indicators below target.

#### Theme 5- Deliver well managed, cost effective services valued by our customers:

<b>Indicator:</b>	LI006 - % of calls to contact centre resolved in the contact centre			
<b>Actual:</b>	61.00%	<b>Target:</b>	62.00%	<b>Status:</b> AMBER
<b>Exception Status:</b>				
Quarterly figure within 10% of the target & deteriorated.				
<b>Reasons why indicator has not achieved target/ deteriorated</b>				
Expected downward trend from the first quarter when more queries are resolved due to Council Tax annual billing. On track for annual performance against target.				
<b>Corrective action to be undertaken</b>				
N/A				

<b>Indicator:</b>	LI021 - Working Days Lost Due to Sickness Absence (BV12)				
<b>Actual:</b>	4.18	<b>Target:</b>	4.00	<b>Status:</b>	AMBER
<b>Exception Status:</b>					
Performance to date within 10% of target, but has improved from Q1.					
<b>Reasons why indicator has not achieved target/ deteriorated</b>					
Long term sickness 62%, short term sickness 38%. Quarterly figure of 1.78 is above target, however the performance to date figure is within 10% of target. The improved performance is a result of the resolution of some long term absence cases (with employees leaving organisation) and a seasonal downturn. Of the worst attendance performers identified in Jan 2010, 6 have now left the organisation. This will reduce the number of sickness absence days recorded by the organisation and reduce the overall average absence figure per employee.					
<b>Corrective action to be undertaken</b>					
Corrective action includes the ongoing monitoring of staff with the poorest attendance. These members of staff were identified through an analysis of 4-year absence records which led to the individual action plans being instigated.					

### Complaints:

Services are required to monitor all complaints received by the council and to action them in accordance with the complaints procedure. This report presents a summary of complaints by service area to Management Board and Members on a quarterly basis. See Appendix B for the full summary.

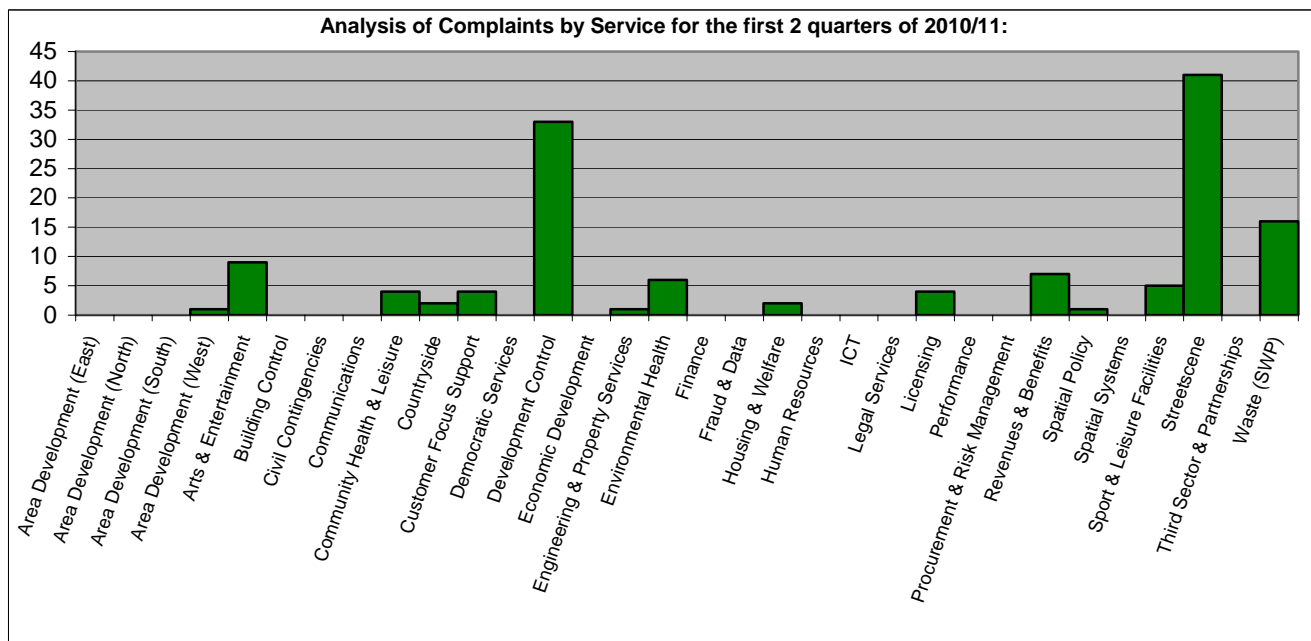
### Complaints Analysis to date for 2010/11:

During the period 1<sup>st</sup> April – 30<sup>th</sup> September 2010, SSDC has received 136 complaints from members of the public. The services that received the most complaints in the first 2 quarters of 2010/11 are Streetscene (41), Development Control (33) and Waste (16). Please note the total amount of Waste complaints has significantly dropped; in quarter 2 of 2009/10 the service received 32 complaints.

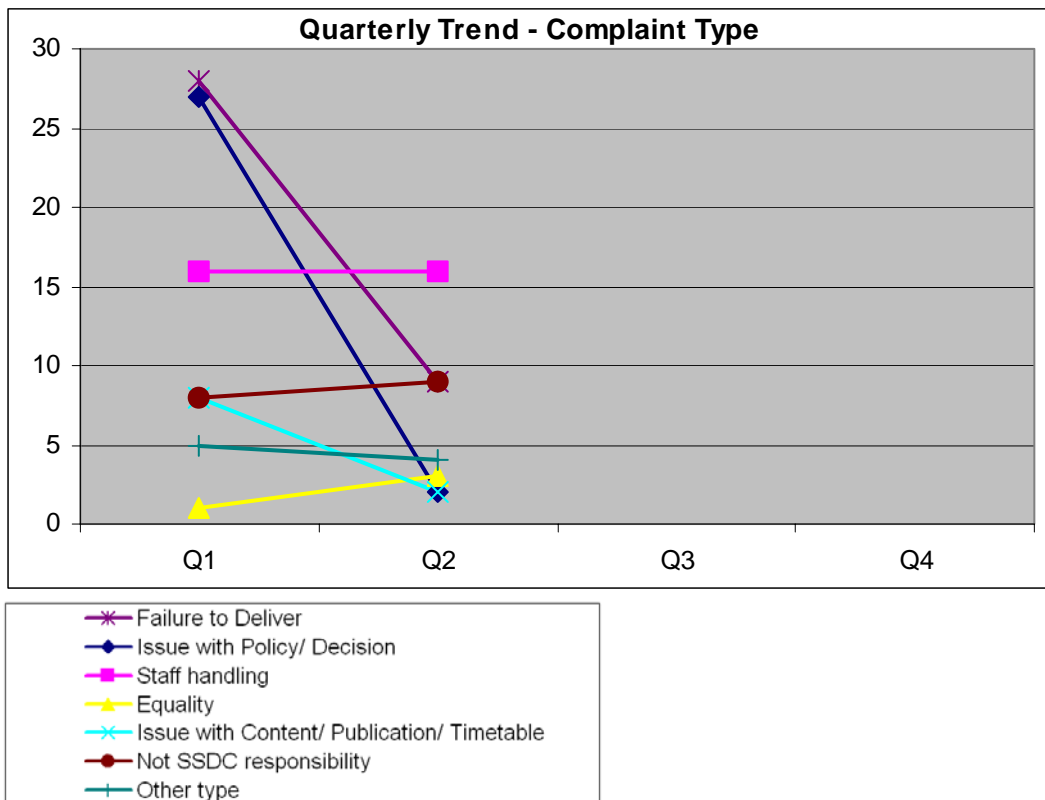
	2010/11 to date	Quarter 2 2010/11	Quarter 2 2009/10
<b>Total number of complaints</b>	136	43	73
<b>What stage were the complaints resolved at?</b>	Stage 1 – 124 Stage 2 – 10 Stage 3 – 0 Stage 4 – 2	Stage 1 – 41 Stage 2 – 2 Stage 3 – 0 Stage 4 – 0	Stage 1 – 71 Stage 2 – 1 Stage 3 – 1 Stage 4 – 0
<b>Main reasons complaints were made</b>	Failure to deliver – 37 Staff handling – 32 Issue with Policy/ Decision – 29	Staff handling – 16 Not SSDC responsibility - 9 Failure to deliver – 9	Issue with policy/ decision (32) Failure to deliver (27) Not SSDC responsibility/ Staff handling (10)
<b>Main area services improved as a result of a complaint*</b>	Communication – 13 Improved partnership working - 6	Changes in working practice/ procedure – 1 Staff training – 1 Improved monitoring of service delivery – 1 Communication - 1	Improved Communication (5)

\*Please note in the majority of complaints to date required no action (76) or the problem was rectified (35).

The majority of cases (91.18%) were resolved at stage 1, indicating that the complaints procedure is effective. The total number of complaints received per service in the first 2 quarters of 2010/11 is demonstrated below:



There has been a reduction in complaints for all complaint types from Quarter 1 to Quarter 2, with the exception of 'equality' and 'not SSSC responsibility'.



### **Financial Implications**

There are no direct financial implications related to this report other than any compensation paid. However, financial implications may need to be considered for possible actions necessary to address performance in failing areas.

### **Corporate Priority Implications**

Contributes toward delivery of Corporate Plan Theme 5 “Deliver well managed, cost effective services valued by our customers” - through effective monitoring and smart target setting to deliver continuous improvement.

**Background** *New National Performance framework introduced 2008-09*  
**Papers:** *Refreshed Corporate Plan 2009-2012*  
*Portfolio Statements 2010-11*  
*Developing a better corporate focus with performance indicators – DX*  
*Dec 05*  
*SSDC Complaints Procedure*

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# Performance Monitoring Report

Quarter 2 (July - September) 2010 - 2011

# Appendix A

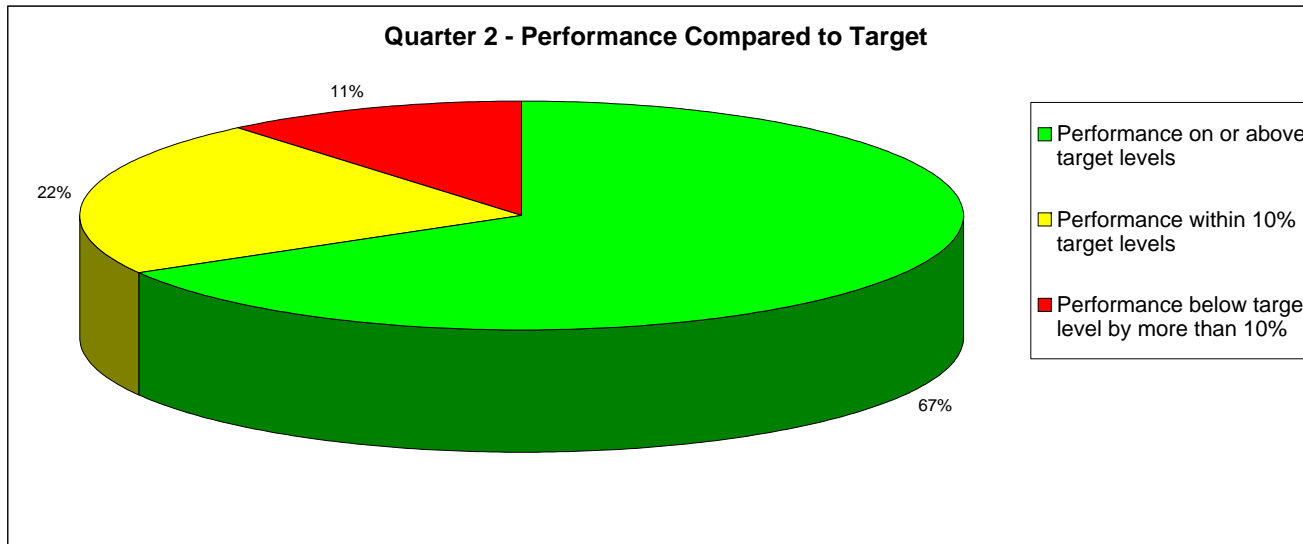
## Summary of Performance for Quarter 2 - 2010/11

	Perf to Date	Qtr 4	Qtr 3	Qtr 2	Qtr 1
Performance on or above target levels	8			6	8
Performance within 10% target levels	2			2	2
Performance below target level by more than 10%	2			1	2
Total comparable Indicators	12			9	12
Indicators not comparable to target	9			12	9
<b>Total</b>	<b>21</b>			<b>21</b>	<b>21</b>

### Movement between Quarters

↑	7	Quarter to quarter performance improving
↓	2	Quarter to quarter performance deteriorating
↔	0	Quarter to quarter performance unchanged
<b>9 Subtotal</b>		
8	Annual Results	
4	Data not yet available	

**21 Total**



The table and chart above show performance against target for those indicators comparable for Q2

Measure	Previous Year Actual	PY Trend				2010/11 Target	Perf to Date 10/11	Perf Q1	Trend	Perf Q2	Perf Q3	Perf Q4	Comment
		Q1	Q2	Q3	Q4								
<b>Theme 1 - Increase Economic Vitality and Prosperity</b>													
NI152 - Working age people on out of work benefits	8.70%	G	G	G	G	2.18%	1.70	1.70	↔	1.70			
NI157a - Processing of Major planning applications determined in 13 weeks	47.5%	R	R	R	G	65%	58.33%	62.00%	↓	56.25%			9/16 cases determined in time. Over the last three months we have seen an increased output on the number of decisions made on major applications (double that of the previous quarter), this is a very positive indicator. Unfortunately, in July we had to issue decisions on several applications that had been the subject of lengthy section 106 agreements and this has had an adverse impact upon the overall quarterly performance. Performance on 'Minor' and 'Other' applications has continued to improve, a positive outcome bearing in mind the recent 'lean' restructure of the service, which has been accompanied by an increase in application numbers'. We are continuing to identify major applications early in the process to try and ensure that the maximum percentage can be determined within the 13 week period.
NI157b - Processing of Minor planning applications determined in 8 weeks	71.11%	A	G	G	G	70%	71.91%	70.00%	↑	72.93%			132/181 cases determined in time.
NI157c - Processing of Other planning applications determined in 8 weeks	86.31%	A	G	G	G	85%	89.47%	89.00%	↑	89.49%			298/333 cases determined in time.
NI171 - New business registration rate	Data Not Available	Data Not Available				48.5%		Annual Result					
<b>Theme 2 - Enhance the environment, address and adapt to climate change</b>													
NI185 - CO2 reduction from local authority operations	Data Not Available	Data Not Available				4,638,053		Annual Result					

Measure	Previous Year Actual	PY Trend				2010/11 Target	Perf to Date 10/11	Perf Q1	Trend	Perf Q2	Perf Q3	Perf Q4	Comment
		Q1	Q2	Q3	Q4								
NI191 - Residual household waste per household	391.51	G	G	G	G	555	98.52	98.52	N/A				Awaiting data
NI192 - Percentage of household waste sent for reuse, recycling and composting	41.84%	G	G	A	A	44%	41.26%	41.26%	N/A				Awaiting data
LI010 - % New Homes built on Previously Developed Land	64%		G			45%			Annual Result				
<b>Theme 3 - Improve the Housing, Health and Well-being of our Citizens</b>													
NI155 - Number of affordable homes delivered (gross) SSDC	138		G			290			Annual Result				
LI002 - Annual % increase in the number of cases in which homelessness is prevented	72.90%		G			10%			Annual Result				
LI003 - Affordable homes completed as a % of all new housing completions	21.60%		G			14.72%			Annual Result				
<b>Theme 4 - Ensure Safe, Sustainable and Cohesive Communities</b>													
NI195 - Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting)	6.5%	G	G	G		7%	8.00%	8.00%	N/A				Figure due end of December 2010.
LI004 - Number of incidents of antisocial behaviour reported to SSDC	1907	G	G	G	G	2153 (538/ qtr)	969	485	↑	484			July = 158 August = 161 September = 165



Measure	Previous Year Actual	PY Trend				2010/11 Target	Perf to Date 10/11	Perf Q1	Trend	Perf Q2	Perf Q3	Perf Q4	Comment
		Q1	Q2	Q3	Q4								
<b>Theme 5 - Deliver well managed, cost effective services valued by our customers</b>													
NI179 - Value for money – cash savings	2.584m	G		G		3.561m							
LI005 - % customers either satisfied or very satisfied with the call centre service	94.75%	G	A	G	G	95.0%	98.3%	98.2%	↑	98.4%			
LI006 - % of calls to contact centre resolved in the contact centre	64%	G	G	G	G	62%	62.5%	64.0%	↓	61.0%		Expected downward trend from first quarter when more queries are resolved due to Council Tax annual billing. On track for annual performance against target.	
LI007 - % of call centre calls answered within 30 seconds	81%	A	G	G	A	80%	81.0%	80.0%	↑	82.0%			
LI008 - % of call centre calls answered within 60 seconds	90%	A	G	G	A	90%	91.5%	91.0%	↑	92.0%			
LI021 - Working Days Lost Due to Sickness Absence	9.56	A	A	R	R	8.00 days (2/qtr)	4.18	2.40	↓	4.18		Long term sickness 62%, short term sickness 38%. Quarterly figure of 1.78 is above target, however the performance to date figure is within 10% of target. The improved performance is a result of the resolution of some long term absence cases (with employees leaving organisation) and a seasonal downturn. Of the worst attendance performers identified in Jan 2010, 6 have now left the organisation. This will reduce the number of sickness absence days recorded by the organisation and reduce the overall average absence figure per employee. Corrective action includes the ongoing monitoring of staff with the poorest attendance. These members of staff were identified through an analysis of 4-year absence records which led to the individual action plans being instigated.	
LI076 - % of staff either very satisfied with SSDC as an employer	69.9%	G				75%		Bi-ennial Result				Survey due Spring 2011.	

**Appendix B**  
**Complaints Monitoring 1st April - 30th September 2010**

Service	2009/10 Annual Total		Total Complaints To Date						Complaint Type						Complaint Stage				Resolution									
	2009/10 Annual Total	Total Complaints To Date	Phone	In person	Letter	Email	Via Customer Services	Other	Failure to Deliver	Issue with policy/ decision	Staff handling	Equality	Issue with Content/ Publication/ Timetable	Not SSSDC responsibility	Other type	Stage 1 - AD	Stage 2 - Strategic Director	Stage 3 - CEO	Stage 4 - Ombudsman	Total	Compensation issued?	Changes in working practice/ procedure	Staff Training	Improved monitoring of service delivery	Improved partnership working	Improved communication	No action required	Problem rectified
Area Development (East)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Area Development (North)	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Area Development (South)	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Area Development (West)	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0
Arts & Entertainment	21	9	1	0	6	2	0	0	0	0	0	8	0	1	9	0	0	0	0	9	0	0	0	6	0	3	0	0
Building Control	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Civil Contingencies	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Communications	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Community Health & Leisure	6	4	1	0	0	3	0	0	0	0	0	0	0	4	4	0	0	0	4	0	0	0	0	0	0	2	2	0
Countryside	13	2	0	0	1	1	0	0	2	0	0	1	0	0	2	0	0	0	2	0	2	0	0	0	0	2	0	0
Customer Focus Support	0	4	0	0	1	3	0	0	0	3	1	0	0	0	4	0	0	0	4	0	1	0	0	0	0	0	0	0
Democratic Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Development Control	88	33	0	0	25	8	0	0	8	9	11	1	1	2	23	8	0	2	33	0	0	0	0	0	0	31	2	0
Economic Development	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Engineering & Property Services	2	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0
Environmental Health	17	6	2	1	1	2	0	0	2	0	4	0	0	0	5	1	0	0	6	0	0	0	0	0	0	3	3	0
Finance	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Fraud & Data	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Housing & Welfare	8	2	1	0	0	1	0	0	0	1	1	0	0	0	2	0	0	0	2	0	0	0	0	0	0	0	1	0
Human Resources	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ICT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Legal Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Licensing	0	4	1	0	0	3	0	0	0	1	3	0	0	0	3	1	0	0	4	0	0	0	0	0	0	3	1	0
Performance	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Procurement & Risk Management	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Revenues & Benefits	27	7	1	0	6	0	0	0	1	5	1	0	0	0	7	0	0	0	7	0	0	0	1	0	1	4	1	0
Spatial Policy	0	1	0	0	1	0	0	0	0	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	1	0	0
Spatial Systems	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sport & Leisure Facilities	8	5	1	4	0	0	0	0	0	1	2	2	0	0	5	0	0	0	5	0	0	1	0	0	0	3	1	0
Streetscene	86	41	6	0	9	19	7	0	23	3	8	0	0	6	41	0	0	0	41	0	1	2	0	0	3	17	18	0
Third Sector & Partnerships	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Waste (SWP)	117	16	4	0	6	3	3	0	1	6	0	0	0	9	16	0	0	0	16	0	0	0	0	0	9	7	7	0
<b>Totals =</b>	<b>410</b>	<b>136</b>	<b>19</b>	<b>5</b>	<b>56</b>	<b>46</b>	<b>10</b>	<b>0</b>	<b>37</b>	<b>29</b>	<b>32</b>	<b>4</b>	<b>10</b>	<b>17</b>	<b>9</b>	<b>124</b>	<b>10</b>	<b>0</b>	<b>2</b>	<b>136</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>13</b>	<b>77</b>	<b>36</b>

Key
No Complaints

Note: A single complaint:

- i) may be reported using more than one access method.
- ii) may cover more than one type.
- iii) may require more than one action to be taken

Hence the totals will not match the total number of complaints in all cases

Scrutiny Committee – 4<sup>th</sup> January 2011

### **13. Reports to be considered by District Executive on 6<sup>th</sup> January 2011**

*Lead Officer:* Emily McGuinness, Scrutiny Manager  
*Contact Details:* emily.mcguinness@southsomerset.gov.uk or 01935 462077

Scrutiny Committee members will receive a copy of the District Executive agenda containing the reports to be considered at the meeting on 6<sup>th</sup> January 2011.

Members are asked to read the reports and bring any concerns/issues from the reports to be discussed at the Scrutiny Committee meeting on 4<sup>th</sup> January 2011.

The Chairman will take forward any views raised by Scrutiny members to the District Executive meeting on 6<sup>th</sup> January 2011.

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Scrutiny Committee – 4<sup>th</sup> January 2011**14. Scrutiny Work Programme**

Meeting Date	Agenda Item	Issue for Main Scrutiny Cttee	Performance Management	Budget	Background/Description	Corporate Aim	Lead Officer (Lead Member)
4 <sup>th</sup> January 2011	Budget Setting Reports			✓	Scrutiny Committee will consider these reports prior to District Executive.	Deliver well-managed, cost effective services valued by our customers	Donna Parham Head of Finance  Councillor Robin Munday Resources and Legal Services
4 <sup>th</sup> January 2011	Open Spaces Strategy	✓			Scrutiny Committee will consider this report prior to District Executive.	Deliver well-managed, cost effective services valued by our customers	Steve Joel, Assistant Director (Health & Well-Being)  Cllr Sylvia Seal Leisure, Culture & Well-Being
4 <sup>th</sup> January 2011	Update from the LSP on Sustainable Transport	✓			This topic of sustainable transport was selected as a priority to be reviewed by a Task and Finish review during June 2009, the LSP has undertaken considerable work in this area during the last year.	Enhance the environment, address and adapt to climate change	Saveria Moss – LSP Co-ordinator  Councillor Tim Carroll, Strategy and Policy

Meeting Date	Agenda Item	Issue for Main Scrutiny Cttee	Performance Management	Budget	Background/Description	Corporate Aim	Lead Officer (Lead Member)
4 <sup>th</sup> January 2011	Quarter 2 Corporate Performance Report		✓		Scrutiny has an important role to play in the managing the authority's management. A quarterly report is submitted to District Executive and then submitted to the Scrutiny Committee the following month to provide Scrutiny Members with the opportunity to comment on the Executive response.	Deliver well managed, cost effective services valued by our customers.	Sue Eaton, Performance Manager  Councillor Tim Carroll, Strategy and Policy
1 <sup>st</sup> February 2011	Review of Park Homes Project	✓			Scrutiny Committee considered a progress report at their meeting on 30 <sup>th</sup> March 2010 and were keen to comment on the licensing, tenancy and management arrangements prior to implementation.	To improve the housing, health and well-being of our citizens	Steve Joel, Assistant Director (Health and Well-Being)  Councillor Ric Pallister Health, Housing and Spatial Planning
1 <sup>st</sup> February 2011	Budget Setting Reports			✓	Scrutiny Committee will consider these reports prior to District Executive.	Deliver well managed, cost effective services valued by our customers.	Donna Parham Head of Finance  Councillor Robin Munday Resources and Legal Services
1 <sup>st</sup> February 2011	Website Review	✓			At the Scrutiny Committee meeting on 3 <sup>rd</sup> March, members received a demonstration on the Councils new website and requested an update in six months time.	Deliver well-managed, cost effective services valued by our customers	Bruce Soord, Spatial Systems Manager

Meeting Date	Agenda Item	Issue for Main Scrutiny Cttee	Performance Management	Budget	Background/Description	Corporate Aim	Lead Officer (Lead Member)
1 <sup>st</sup> February 2011	Annual Review of Savings achieved from working with East Devon District Council	✓			In December 2009 a report went to Full Council to seek agreement in principle to explore Working In partnership with East Devon, to help achieve the 2.3 million savings SSDC needed for 2011/12, (not all of the saving was projected to be realised through working in partnership) this was subsequently agreed in February 2010.	Deliver well-managed, cost effective services valued by our customers.	Mark Williams, Chief Executive  Councillor Tim Carroll, Strategy and Policy
1 <sup>st</sup> February 2011	Community Transport	✓			Issue identified by the Scrutiny Chairman relating to the provision of Community Transport.	Deliver well-managed, cost effective services valued by our customers	Emily McGuinness, Scrutiny Manager
1 <sup>st</sup> February 2011	Scope Task & Finish Review of Volunteer Policy						Emily McGuinness, Scrutiny Manager
1 <sup>st</sup> March 2011	Update on Sort It Plus	✓			An update report on the introduction of the Sort It Plus Scheme.	Deliver well-managed, cost effective services valued by our customers	Vega Sturgess, Strategic Director (Operations & Customer Focus)  Cllr Tom Parsley Environment and Waste

Meeting Date	Agenda Item	Issue for Main Scrutiny Cttee	Performance Management	Budget	Background/Description	Corporate Aim	Lead Officer (Lead Member)
5 <sup>th</sup> April 2011	Recommendations from the Partnerships Task and Finish Review	✓			Scrutiny Committee agreed to establish a Task and Finish Review in July 2010 to review all SSDC partnerships on the partnership register, with a view to rationalising the number of partnerships and ensure that the remaining partnerships are achieving value for money.	Deliver well-managed, cost effective services valued by our customers	Beck Sanders, Scrutiny Manager Councillor Martin Wale
5 <sup>th</sup> April 2011	Quarter 3 Corporate Performance Report		✓		Scrutiny has an important role to play in the managing the authority's management. A quarterly report is submitted to District Executive and then submitted to the Scrutiny Committee the following month to provide Scrutiny Members with the opportunity to comment on the Executive response.	Deliver well managed, cost effective services valued by our customers.	Sue Eaton, Performance Manager Councillor Tim Carroll, Strategy and Policy
TBC	Travel Plan	✓				Deliver well-managed, cost effective services valued by our customers.	Nigel Collins Transport Strategy Officer Councillor Tim Carroll Strategy and Policy

Meeting Date	Agenda Item	Issue for Main Scrutiny Cttee	Performance Management	Budget	Background/Description	Corporate Aim	Lead Officer (Lead Member)
TBC	Update report on preparation for review of IT Service Level Agreements for Town Councils	✓				Deliver well-managed, cost effective services valued by our customers.	Roger Brown, ICT Manager Councillor David Recardo E Government Theme Advisor
TBC	Report on the monitoring of the running and maintenance costs of the new air cooling equipment in the Brympton Way Data Centre	✓			At the District Executive meeting on 13 <sup>th</sup> May 2010 Scrutiny members requested that monitoring of the running and maintenance costs of the new equipment should be recorded.	Deliver well-managed, cost effective services valued by our customers.  Enhance the environment, address and adapt to climate change	Ian Johns, Property Management Team Leader  Councillor Tom Parsley, Environment and Property
TBC	Wind Turbine at Yeovil Innovation Centre	✓			Update report to Scrutiny Committee following discussions with the manufacturer of the wind turbine on their intentions over the next 12 months.	Enhance the environment, address and adapt to climate change	Vega Sturgess, Strategic Director (Operations & Customer Focus)  Cllr Tom Parsley Environment & Property

### Task & Finish Work Programme

Commencement Date	Review Group	Chairman
July	SSDC Partnerships	Martin Wale



Scrutiny Committee – 4<sup>th</sup> January 2011

## 15. Executive Forward Plan

*Executive Portfolio Holder:* Tim Carroll, Leader of the Council  
*Assistant Director:* Ian Clarke, Assistant Director (Legal & Corporate Services)  
*Lead Officer:* Angela Cox, Democratic Services Manager  
*Contact Details:* [angela.cox@southsomerset.gov.uk](mailto:angela.cox@southsomerset.gov.uk) or 01935 462148

### Purpose of the Report

To inform members of the current Executive Forward Plan. Please refer to the District Executive agenda for 6<sup>th</sup> January 2011 for the latest copy of the Forward Plan.

### Action Required

The Scrutiny Committee is asked to comment upon and note the Executive Forward Plan.

### Executive Forward Plan

The timings given for reports to come forward are indicative only, and occasionally may change.

**Background Papers:** None

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Scrutiny Committee – 4<sup>th</sup> January 2011

**16. Date of Next Meeting**

Members are requested to note that the next meeting of the Scrutiny Committee will be held on Tuesday 1<sup>st</sup> February 2011 at 10.00 a.m. in the Main Committee Room, Brympton Way, Yeovil.

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