

You are requested to attend a meeting of the Scrutiny Committee to be held in Activity Room - Brittons Ash Community Hall on 12 December 2018 at 6.15 pm.

Agenda

- 1 Apologies.
- 2 Minutes of the previous meeting of the Scrutiny Committee - (Pages 5 - 10)
Attached
- 3 Declarations of Interest.

To receive and record any declarations of disclosable pecuniary interests or personal or prejudicial interests in respect of any matters included on the agenda for consideration at this meeting.
(The personal interests of Councillors and Clerks of Somerset County Council, Town or Parish Councils and other Local Authorities will automatically be recorded in the minutes.)
- 4 Public Question Time.
- 5 Brewhouse Update - Verbal Update
- 6 Quarter Two Performance Report - Attached (Pages 11 - 20)
- 7 Scrutiny Work Programme - Attached (Pages 21 - 22)

Bruce Lang
Assistant Chief Executive

4 December 2018

Members of the public are welcome to attend the meeting and listen to the discussions.

There is time set aside at the beginning of most meetings to allow the public to ask questions.

Speaking under "Public Question Time" is limited to 4 minutes per person in an overall period of 15 minutes. The Committee Administrator will keep a close watch on the time and the Chairman will be responsible for ensuring the time permitted does not overrun. The speaker will be allowed to address the Committee once only and will not be allowed to participate further in any debate.

Except at meetings of Full Council, where public participation will be restricted to Public Question Time only, if a member of the public wishes to address the Committee on any matter appearing on the agenda, the Chairman will normally permit this to occur when that item is reached and before the Councillors begin to debate the item.

This is more usual at meetings of the Council's Planning Committee and details of the "rules" which apply at these meetings can be found in the leaflet "Having Your Say on Planning Applications". A copy can be obtained free of charge from the Planning Reception Desk at The Deane House or by contacting the telephone number or e-mail address below.

If an item on the agenda is contentious, with a large number of people attending the meeting, a representative should be nominated to present the views of a group.

These arrangements do not apply to exempt (confidential) items on the agenda where any members of the press or public present will be asked to leave the Committee Room.

Full Council, Executive, Committees and Task and Finish Review agendas, reports and minutes are available on our website: www.tauntondeane.gov.uk



The meeting rooms at both Brittons Ash Community Centre and West Monkton Primary School are on the ground floor and are fully accessible. Toilet facilities, with wheelchair access, are available.

Lift access to the Council Chamber on the first floor of Shire Hall, is available from the main ground floor entrance. Toilet facilities, with wheelchair access, are available through the door to the right hand side of the dais.



An induction loop operates at Shire Hall to enhance sound for anyone wearing a hearing aid or using a transmitter.

For further information about the meeting, please contact the Governance and Democracy Team on 01823 356356 or email democraticservices@tauntondeane.gov.uk

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Scrutiny Committee Members:

Councillor S Coles (Chairman)
Councillor F Smith-Roberts (Vice-Chair)
Councillor J Blatchford
Councillor N Cavill
Councillor W Coombes
Councillor T Davies
Councillor E Gaines
Councillor A Gunner
Councillor T Hall
Councillor R Henley
Councillor R Lees
Councillor L Lisgo
Councillor S Martin-Scott
Councillor N Townsend
Councillor D Webber

Scrutiny Committee - 13 November 2018

Present: Councillor S Coles (Chairman)

Councillors F Smith-Roberts, J Blatchford, W Coombes, E Gaines, R Lees, L Lisgo, S Martin-Scott, N Townsend, S Lees (In place of R Henley) and R Ryan (In place of T Hall)

Officers: Nick Bryant, Chris Hall, Steve Hughes, Marcus Prouse, Clare Rendell and Andrew Stark

Also Present: Councillors P Berry, D Durdan, H Farbahi, R Habgood, J Horsley, I Morrell, V Stock-Williams and A Sully

(The meeting commenced at 6.20 pm)

26. **Apologies.**

Apologies were received from Councillors T Hall and R Henley.

27. **Minutes of the previous meeting of the Scrutiny Committee.**

The minutes of the meeting of the Scrutiny Committee held on 16 October 2018 were taken as read and were signed.

28. **Declarations of Interest.**

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

Name	Minute No.	Description of Interest	Reason	Action Taken
Cllr S Coles	All Items	SCC & Devon and Somerset Fire and Rescue	Personal	Spoke and Voted
Cllr W Coombes	All Items	Stoke St Mary	Personal	Spoke and Voted
Cllr E Gaines	All Items	Wiveliscombe	Personal	Spoke and Voted
Cllr N Townsend	All Items	Kingston St Mary	Personal	Spoke and Voted
Cllr V Stock-Williams	All Items	Wellington	Personal	Spoke

29. **Financial Monitoring 2018/19 - as at 30 September 2018**

Considered report previously circulated, which provided an update on the projected outturn financial position of the Council for the financial year 2018-19.

The current revenue forecast outturn for the financial year 2018-19 was as follows:-

- The General Fund Revenue Outturn was forecasting a net underspend of £13,000.
- The Housing Revenue Account (HRA) was forecasting underspend of £356,000.

The current capital forecast position for 2018-19 was as follows:-

- The General Fund Capital Account was forecasting spend of £11,762,000 against a total Programme budget of £71,883,000 with £43,462,000 forecast to be spent in future years (£16,659,000 spent in previous years).
- The Housing Revenues Account Capital Account was forecasting spend of £8,679,000 against a budget of £17,686,000 with £9,007,000 forecast to be spent in future years.

During the discussion of this item, Members made comments and statements and asked questions which included:-

- Concern was raised on the delay in the implementation of the Pay by Foot parking scheme and that it would introduce variations in the parking charges for each car park for 'blue badge' holders.
- Members queried what factors had contributed to the £356,000 underspend on the HRA.
The main variances were in responsive maintenance and staff vacancies.
- Concern was raised on the Community Safety budget error of £42,000.
When the previous budget was set, there had been an assumed amount that had been funded from the reserve, which had been carried forward.
- Members queried whether the budget allocations in Appendix C would be held for the projects listed.
Clarification was given on the allocations and the details of the projects would be distributed to the Committee.
- Concern was raised on the risk that had been flagged on the DLO Trading Account.
Due to work still being carried out on the account, officers did not have the full details, so were unable to report accurate figures, however, the forecasts were closely monitored and were subject to audit.
- Members requested clarification on the HRA expenditure and what could be done to help divert money to help with the housing problems.
A written response from the Housing Manager would be distributed to the Committee.
- Concern was raised that the Council was not meeting its statutory function to provide homes for the homeless.
The Interim Finance Manager would report their concern to the Housing Manager.
- The Chairman reminded Members that the Homelessness Manager had attended the previous meeting of the Committee and it was suggested that a Members Briefing could be arranged for further detail on the homelessness policy.
- Members suggested that other officers should attend meetings where financial reports were discussed so that any queries that related to the policies could be answered.
- Members queried the reasons behind the Car Parks £89,000 overspend.

The Car Parks overspend was a result of the delay in the Pay by Foot scheme, but once the project was implemented, officers expected an increase in income.

- Members requested assurance that the upturn in parking income would happen once the Pay by Foot scheme was implemented.
Officers had researched other Pay by Foot schemes that had been introduced across the country and found that each scheme had reported an increase in income. This was due to the nature of the scheme which allowed customers to park for longer without the worry of being fined.
- Members requested clarification on the additional volume costs of £53,000 on the Somerset Waste Partnership (SWP) contract.
The additional volume costs were based on garden waste and new containers being charged separately to the SWP contract.
- Concern was raised on the cost of the roll out of smart phones within the Authority and Members queried what the cost related to.
The roll out of smart phones related to the introduction of the 8x8 internet phone system that had replaced the fixed terminal phones in the offices.
- Members requested clarification on the cost of the Transformation Project.
Full details were due to be published in the agenda for the Shadow Scrutiny meeting scheduled for 26 November 2018, until then, the details had not been finalised.
- Members queried the significant forecast variance for Planning and whether this was due to the amount of agency staff that were working in the department.
The Head of Strategy anticipated that the costs related to the use of agency staff partly as a result of the Transformation Project. Fortunately the department had seen an increase in additional income.
- Concern was raised on the forecast for the DLO Account and Members requested that an update be brought to Scrutiny in either December 2018 or January 2019.
The Governance and Democracy Specialist would add the item to the Scrutiny Work Programme.
- Members requested a breakdown of the figures for Insurance and Improvements costs that had been included in sections 7.6 and 8.5 of the report.
The Finance Officer would send out a written answer.
- Members queried whether the way the DLO department operated would change in the future.
Yes, all departments were due to change their working practices as part of the new structure and Transformation Project.
- Concern was raised on the amount that had been spent on ICT and that the figures would only increase over the years with the roll out of new equipment.
There would be money set aside from certain budgets to help pay for new equipment in the future. There had been issues with certain aspects of the roll out, however, there were many benefits linked to the new equipment. Further 'drop in' sessions would be arranged to assist Members with any technical questions.

Resolved that the Scrutiny Committee noted the Council's forecast financial performance for 2018-19 financial year as at 30 September 2018.

30. **Report of the Task and Finish Group Review into Affordable Employment Land**

Considered report previously circulated, which set out the findings of the Task and Finish Group charged to review Taunton Deane Borough Council's (TDBC) 2009 Affordable Employment Land Strategy, agreed by the TDBC Executive.

There was no doubt that TDBC needed to create an appropriate balance between the number of homes and the number of jobs provided. Taunton Deane was falling behind neighbouring conurbations in providing well-paid employment. The Council must work in meaningful partnership to facilitate inward investment and encourage economic growth.

During the discussion of this item, Members made comments and statements and asked questions which included:-

- Members were pleased with the report and welcomed the cross party approach.
- Members queried where the recommendations would be taken moving forward.
The recommendations would be taken to TDBC Executive and then through the Shadow democratic process.
- Concern was raised on the community engagement via the Town and Parish Councils and that the Un-Parished area of Taunton had not been involved.
They were aware that community engagement needed to include a wider area with a broader aspect and agreed that this warranted further debate.
- Members queried whether the group had looked at what methods could be used to help incubate businesses using different types of business models in particular co-operatives.
Yes, they would need to look at co-operative work and investment in further detail.
- Concern was raised on rural areas and their economies. Members highlighted that more and more businesses were relocating to rural areas.
Work was carried out on rural areas and they had looked into start-up businesses for those areas to move away from being Taunton-centric. Due to the level of report, they were not able to go into too much detail on rural areas. Resource was a concern which needed to be addressed prior to the New Council being formed so that new business opportunities were not missed.
- Members queried what superfluity of land really meant for TDBC.
When applications for larger developments had been brought forward, the applicants had stated that there would be mixed use properties but this had not always happened. Quite often properties ended up being predominantly used for housing and employment land was often then placed on the outskirts of town.
- Officers advised that the challenge they faced was that the employment land that was retained by TDBC was deliverable.

- Members queried how they could constructively enable work to be carried out and contribute to the project.
The report had provided a good basis for work to be carried forward by Members and the sites held in the portfolio had good prospects.
- Members queried whether there was a danger of the aspirations being repeated and were there any other areas that had carried out similar work.
The Head of Strategy discussed the challenge that was involved in the work to ensure that the research and development centre did not compete with similar sites within the area and sites managed by other authorities. The research sector needed to be explored through the Council's strategy and they needed to understand the scope of the work involved and go through the process to see how the requirements and locations would be addressed.
- Members highlighted that People, Place and Prosperity were the three key drivers to the project along with the Garden Town status.
- The Committee thanked the Members and Officers for all their hard work on the project.
- Members wanted the project to be driven forward through the democratic process and would address the report to the new Chief Executive.

Resolved that the Scrutiny Committee noted the following:-

1) Affordable Employment Land:

- a) TDBC and the subsequent Council must investigate an urgent reappraisal of all employment sites;
- b) TDBC and the subsequent Council must identify the means by which the supply of affordable, starter type employment units could be delivered. There were two suggested means by which this could be undertaken:
 - i) Planning-based approaches boosted through allocation, a streamlined Local Development Order that identified suitable sites or, a more criteria-based Local Development Order that sets the broader locations and parameters subject to which starter units could be delivered; and
 - ii) Expedient Council enabling through a standalone approach or development partner involvement.

2) Investigate the feasibility of an office for the creation of a Research and Innovation Centre:

- a) TDBC and the subsequent Council should undertake a prompt detailed feasibility study into the viability of such a centre. This needed to be enabled by appropriate TDBC resources, including officers, elected members and a dedicated office if appropriate. Effective use of appropriate partnership working was crucial to the success.

31. **Time Extension.**

The Chairman proposed a 30 minute time extension which was carried.

32. **Exclusion of the Press and Public**

Resolved that the press and public be excluded during consideration of item 33 on the grounds that, if the press and public were present during the item, there would be likely to be a disclosure to them of exempt information of the class specified in Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972 as amended as follows:

The item contained information that could release confidential information that related to the financial or business affairs of any particular person (including the authority holding that information). It was therefore agreed that after consideration of all the circumstances of the case, the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

33. **Confidential Update on the Leisure Procurement Project**

The purpose of the report was to update the Committee on the Leisure Procurement Project.

Resolved that the Committee noted the update report.

34. **Scrutiny Work Programme.**

Members were reminded that if they had an item they wanted to add to the agenda, that they should send their requests to the Governance and Democracy Specialist.

Resolved that the content of the Work Plan be noted.

(The Meeting ended at 9.45 pm)

Taunton Deane Borough Council

Corporate Scrutiny – 12th December 2018

Quarter 2 2018/19 Performance Report

This matter is the responsibility of Councillor Andrew Sully

Report Author: Richard Doyle, Corporate Strategy & Performance Officer

1 Purpose of the Report

- 1.1 This report provides Members with key performance management data up to the end of quarter 2 2018/19, to assist in monitoring the Council's performance.

2 Recommendations

- 2.1 It is recommended that:-

The Corporate Scrutiny Committee review the Council's performance and highlight any areas of particular concern;

3 Risk Assessment Risk Matrix




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.	Likely (4)	Major (4)	High (16)
The mitigation for this will be the continued strong leadership from Lead Members and JMT to ensure that performance management remains a priority.	Unlikely (2)	Major (4)	Medium (8)

4 Background and Full details of the Report

- 4.1 Regularly monitoring our performance is a key element of the Council's Performance Management Framework.
- 4.2 There are **26** individual measures which are reported within the Corporate Scorecard.




- 4.3 The TDBC Corporate Scorecard at Appendix A contains details of the Quarter 2 2018/19 position against the Council's key priorities, finance and corporate health indicators. It should be stressed that this information is at **30th September 2018**.
- 4.4 Each action/measure is given a coloured status to provide the reader with a quick visual way of identifying whether it is on track or whether there might be some issues with performance or delivery or an action.
- 4.5 The key used is provided below:

KEY:

	Performance Indicators target achieved.		Performance indicators did not achieve target. Close to target. Not significant issue.		Performance indicators did not achieve target. Significant variance.
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- 4.6 The table below provides an overview of the reported indicators within the Corporate Scorecard.

Taunton Deane

GREEN 	AMBER 	RED 	NOT AVAILABLE	NOT DUE (UNTIL Q4)	TOTAL
18	2	3	2	1	26

Please refer to Appendix A for full details of each of the reported measures.

4.7 Further detail is provided below concerning the 3 red measures above for 2018/19:

Reference	Description	Measure	Comments
6.2.5	FOI Requests responded to within 20 working days	75%	<p>Q1 = 60% 83 FOIs received. 50 answered within 20 working days</p> <p>Q2 = 67% 82 FOIs received. 55 answered within 20 working days.</p>
6.2.4	Customer complaints Responded to within 20 working days	90%	<p>Q1 = 92% 39 complaints received. 36 complaints answered within 20 working days.</p> <p>Q2 = 66% 44 complaints received. 29 complaints answered within 20 working days.</p>
HC4.12	Number of households making a homeless application and percent accepted where we have a duty	195 or fewer per year	<p>Q1 = 281 (accepted 28) Q2 = 232 (accepted 1)</p> <p>Please note that the Homeless Reduction Act (from April 2018) has radically changed the way and timescale for dealing with housing advice and homelessness which is evidenced by these figures. Figures of approaches has risen and the focus is now on preventing and relieving homelessness. Any accepting of a full duty will not be made until either the full prevention and relief stages have been exhausted (112 days) or just the full relieve duty time has expired (56 days).</p>

5 Links to Corporate Aims / Priorities

5.1 This report includes highlights of progress against delivery of the corporate priorities.

6 Finance / Resource Implications

6.1 The scorecard references some financial performance measures, a separate more detailed financial performance report for the quarter is listed as a separate item on this agenda.

7 Legal Implications

7.1 There are no legal implications associated with this report.

8 Environmental Impact Implications

8.1 There are no direct environmental impact implications associated with this report although the scorecard includes measures relating to fly-tipping and parks and open spaces.

9 Safeguarding and/or Community Safety Implications

9.1 There are no safeguarding and /or community safety implications associated with this report.

10 Equality and Diversity Implications

10.1 There are no equality and diversity implications associated with this report

11 Social Value Implications

11.1 There are no Social Value implications associated with this report.

12 Partnership Implications

12.1 A number of corporate aims and objectives reported within the corporate scorecard are delivered in partnership with other organisations, in particular through shared services arrangements with West Somerset District Council.

13 Health and Wellbeing Implications

13.1 There are no direct health and wellbeing implications associated with this report although the corporate scorecard includes measures relating to disabled facilities grants which enable residents to live independently, for example.

14 Asset Management Implications

14.1 There are no direct asset management implications associated with this report.

15 Consultation Implications

15.1 This performance report will be published on the Council's website for public scrutiny and information.

Democratic Path:

Corporate Scrutiny - Yes

Executive – Yes

Full Council – No Reporting

Frequency: 6 Monthly

List of Appendices (delete if not applicable)

Appendix A	TDBC Corporate Scorecard
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Contact Officers

Name	Richard Doyle
Direct Dial	01823 218743
Email	r.doyle@tauntondeane.gov.uk

Appendix A

Reference	Council	Scorecard	Description	Measure	Q1 (RAG)	Q2 (RAG)	Comments
HC4.16	TDBC	Yes	Facilitate the delivery of the affordable housing development pipeline to achieve 200 new affordable homes in 2017/18 with at least 10% being new build council housing.	Target = 200 affordable housing units, 20 being new build council housing (Affordable includes social rent, affordable rent, shared ownership, shared equity, discounted open market and any other units which go through the HCA information system.)	GREEN	GREEN	133 Affordable Homes completed in Q1. A further 48 homes completed in Q2 bringing total to 181 homes.
1.1.5	TDBC	Yes	% major planning applications determined within 13 weeks (or within agreed extension of time)	Target 60%	AMBER	GREEN	Q1 - 60% Q2 - 100% Year (to date) - 75%
2.1.3	TDBC	Yes	Licensing	Target - 95% licensing applications processed within 14 days	GREEN	GREEN	Achieved 98.7%
3.3	TDBC	Yes	Fly Tipping - % of reported incidents responded to within target time (5 days)	80% of reported incidents responded to within 5 days of report.	GREEN	GREEN	QTR 1: 86% QTR 2: 89%
5.4	TDBC	Yes	Council Tax Collection	Target = 97.8% to be collected by 31st March	GREEN	GREEN	Q1 34.47 % Q2 61.82 %
5.4.1	TDBC	Yes	Business Rate Collection	Target = 98.5% to be collected by 31st March	GREEN	GREEN	Q1 - 33.85 % Q2 - 57.84 %
6.1	TDBC	Yes	Staff Sickness	Average of 8.5 days or lower per FTE	GREEN	AMBER	Q1 = 2.2 days FTE. Q2 = 4.76 days FTE
6.2.5	TDBC	Yes	Freedom of Information Requests	Measure: - Number of FOI enquiries received. Target 75% answered within 20 working days.	RED	RED	83 FOIs received. 50 answered within 20 working days Q1 = 60% 82 FOIs received. 55 answered within 20 days Q2 = 66%
6.2.4	TDBC	Yes	Customer Complaints	90% of complaints responded to with 20 working days	GREEN	RED	39 complaints received 36 complaints answered within 20 working days Q1 = 92% 44 complaints received 29 complaints answered within 20 working days Q2 = 66%
KPI 90B	TDBC	Yes	% of minor planning application determined within 8 weeks or agreed extension of time	65%	GREEN	GREEN	Q1 - 67.6% Q2 - 81.9% Year (to date) - 75%
KPI 90C	TDBC	Yes	% of other planning applications determined within 8 weeks or an agreed extension of time.	80%	GREEN	GREEN	Q1 - 86.1% Q2 - 84.1% Year (to date) - 85%
KPI 5	TDBC	Yes	Average processing times of new HB claims only	24 days or lower	GREEN	GREEN	Q1 - 22.88 days Q2 - 24.52 days
KPI 6	TDBC	Yes	Average processing times for changes in circumstances for HB claims only (lower is better)	8 days or lower	GREEN	GREEN	Q1 - 8.34 days Q2 - 7.46 days
KBI 132	TDBC	Yes	% of undisputed invoices for commercial goods and services paid within 30 days of receipt	90% or more	GREEN	GREEN	Q1 = 96% Q2 = 95%

Appendix A

HC4.12	TDBC	Yes	Number of Households making a homeless application (lower is better and reflects improved prevention) and percent accepted where we have a duty. KP1 45	Target = 195 or fewer per year	RED	RED	<p>Q1 = housing and homelessness advice approaches = 281 accepted cases 28 (0.10% of approaches)</p> <p>Q2 = housing and homelessness advice approaches = 232 accepted cases 1 (0.004% of all approaches)</p> <p>Please note that the Homeless Reduction Act (from April 2018) has radically changed the way and the timescale for dealing with housing advice and homelessness which is evidenced by these KPI figures. Figures of approaches has risen and the focus is now on preventing and relieving homelessness. Any accepting of a full duty will not be made until either the full prevention and relief stages have been exhausted (112 days) or just the full relieve duty time has expired(56 days). the main reason for duty accepted in first quarter is down to legacy cases from</p>
PI 56a	TDBC	Yes	Environmental Health % of requests completed within stated service standard (60 days)	75% or higher	GREEN	GREEN	<p>Quarter 1 - 95% completed within time (305 out of 320 requests)</p> <p>Quarter 2 - 96% completed within time (472 out of 492 requests)</p>
4.19	TDBC	Yes	Total net increase in the number of homes within the district	Target (TDBC Core Strategy) 17,000 by 2028 (Borough) (Target 2011-2018 = 5,300)	Not Due	Not Due	
TH9	TDBC	Yes	Number of NDR hereditaments and Rateable Value	New Measure	GREEN	GREEN	
TH10	TDBC	Yes	Abandoned Call Rate to main switchboard number - as a % of total calls	Below 5%	AMBER	AMBER	<p>Average for Q1 = 7.33%</p> <p>Average for Q2 = 6.9%</p>
TH11	TDBC	Yes	Number of Complaints investigated by the Ombudsman requiring a remedy (excludes minor injustices)	2	AMBER	GREEN	<p>Q1 = 3 Ombudsman complaints received. 2 required financial remedy.</p> <p>Q2 = 1 Ombudsman complaint received. Did not require a financial remedy.</p>
KPI 103a	TDBC	Yes	Street Cleansing - % service requests actioned within 5 working days	85%	GREEN	GREEN	<p>QTR1: 97%</p> <p>QTR2: 96%</p>
HC1.1	TDBC	Yes	<p>Budgets – Income To maximise income opportunities and collection</p> <p>Income collected as a % of rent owed excluding arrears b/f Figures over 100% indicate that arrears have been cleared or balances are in credit.</p>	Target = 98.3%	GREEN	GREEN	<p>Q1 101.12%</p> <p>Q2 100.33%</p>

Appendix A

HC2.8	TDBC	Yes	Customer Satisfaction To deliver customer-focussed services, achieving high levels of customer satisfaction Percentage of tenants satisfied with the most recent repair.	Target = 98%	GREEN	GREEN	Q1 - 98% Q2 - 98%
HC3.1	TDBC	Yes	Decent Homes - To comply with Government Standards - To improve energy efficiency of housing stock Percentage of dwellings with a valid gas safety certificate	Target = 100%	GREEN	GREEN	Q1 - 100% Total no. of properties 4431 Q2 - 100% Total no. of properties 4429
HC4.2	TDBC	Yes	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants Completion of repairs within priority target times: Urgent (Emergency) - within 24 hours	Target = 98%	GREEN	Not Available	Q1 - 99.1% Continued improvement with performance and reporting, now meeting corporate KPI.
HC4.3	TDBC	Yes	Housing Stock To manage the housing stock and maintenance service to meet the needs of the tenants Completion of repairs within priority target times: Non Urgent (up to 28 days)	Target =85% Show breakdown of Building Services and external contractors.	GREEN	Not Available	Q1 - 89.9% Performance remain consistent and in line with corporate KPI.

TDBC Scrutiny Committee – Work Programme 2018/19

12 th Dec (AR)	15 th Jan (Alb)	Feb/Mar (JMR)	Apr/May (JMR)	June (JMR)	July (JMR)	TBC
Brewhouse Update – V. Lefrancois/ V.Hammond	N. Taunton Woolaway Proposal – J. Humble	Gypsy and Travellers Report – M. Clarke				DLO Finance Update –
Q2 Performance Report – R. Doyle	Leisure Procurement Contract (confidential) – S. Hughes					Asset Strategy Review of Land at Frobisher Way Disposal – M. Clarke
	Norton Playing Fields CPO – T. Burton					River Tone Task and Finish Report – M. Prouse
	Monkton Heathfield Policy Update – A. Penna					

