

Questions Under Standing Order A13

A member may only submit three questions for consideration at each Council Meeting. Each member will present their first question in turn, when all the first questions have been dealt with the second and third questions may be asked in turn. The time for member's questions will be limited to a total of 30 minutes.

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| <p><b>Question (1) by Councillor Darling (S) to the Executive Lead for Community Services (Councillor Excell)</b></p>                    | <p><b>In an article in the Herald Express on 28 June 2017 it was suggested that the “thin blue line stretched to breaking point” In light of pressures on the police what assurance can you offer me that Devon &amp; Cornwall Police are actively recruiting posts in Torbay and not leaving positions vacant?</b></p>  |
| <p>Councillor Excell</p>   | <p>Response from Superintendent Jacqui Hawley:</p> <p>“Aligned to the PCC’s commitment to increase police officer numbers to 3000, Devon &amp; Cornwall Police are currently recruiting police officers and seeking to attract more experience officers to fill specific skills vacancies as transferees from other forces. South Devon LPA are actively recruiting student officers, who once trained are posted to Torbay Response. South Devon LPA also seeks to attract a number of detectives as transferees to fill vacancies within our Crime Investigation Teams. There is no desire to hold vacancies against our current post profile and the LPA Commander will continue to lobby the Force to ensure future resource allocation matches demand.”</p> |
| <p><b>Question (2) by Councillor Darling (M) to the Executive Lead for Transport, Planning and Housing (Councillor King)</b></p>         | <p><b>Many residents have lost confidence in our waste and recycling system. What definitive date can we expect a normal service to resume?</b></p>  |
| <p>Councillor King</p>   | <p>There has been an intense period of work undertaken by Torbay Council with our delivery partner TOR2. As a result of this TOR2 now have a stable position delivering the recycling and waste collection services to the residents of Torbay and we expect this position to be maintained.</p>   |
| <p><b>Question (3) by Councillor Stocks to the Executive Lead for Health and Wellbeing and Corporate Services (Councillor Mills)</b></p> | <p><b>Can you please advise me how Children’s Services outcomes have been built into the appraisals for all the senior management team across Torbay Council?</b></p>  |
| <p>Councillor Mills</p>  | <p>Currently the Corporate Senior Leadership Team are kept apprised of Children’s Services outcomes and improvement plan on a regular basis, allowing them to identify areas of support, synergies and for cascade into their own management teams, thereby ensuring Council wide support for Children’s Services outcomes, rather than through the appraisal process. However appraisals for Children Services Management Teams provides significant focus on Children’s Services outcomes and the improvement journey.</p>   |

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| <b>Question (4) by Councillor Doggett to the Executive Lead for Community Services (Councillor Excell)</b> | <b>I understand that drainage works are planned this summer on the sports pitches at Clennon Valley. When will these works commence?</b>   |
| Councillor Excell  | The Authority is in the process of undertaking a competitive tender in respect of drainage work at Clennon Valley. The submission date for the contract to start evaluation is 28th July 2017. Until the evaluation has taken place and subject to contract terms and conditions the start date of the contract is as yet unknown. |

## Second Round

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| <b>Question (5) by Councillor Darling (S) to the Executive Lead for Transport, Planning and Housing (Councillor King)</b> | <b>How helpful is it that when residents attempt to report anti-social behaviour by phone they are advised to report it on line by the phone system and are left no alternatives to this?</b>  |
| Councillor King   | <p>The phone messages have been changed in the last few months. This has been to channel shift as much as possible to enable the remaining calls to have a priority 1 setting, which along with Registrars are the highest priority.</p> <p>Web reporting is utilised to enable the most effective use of front and back office resources. The web offers information 24/7 and the facility for customers to report/enquiry on-line at a time to suit them. With limited local authority capacity, if customers that can complete on-line forms do, then it enables the remaining call centre staff to answer other calls from customers as promptly as possible. The forms are designed to capture all the information that the back office requires to deal with the enquiry without having to contact the customer for further information.</p> <p>In assessing ASB and noise complaints, evidence is required from the person being affected to enable the local authority to assist. This information is requested at the earliest opportunity to enable an assessment to be undertaken promptly. This is facilitated through the new adaptations to the web and introduction of the noise app.</p> <p>The scripts and call centre messages have been reviewed. The current recorded message states:</p> <p><i>'Reports or enquires about anti-social behaviour including Neighbour nuisance, bonfires and pollution, abandoned vehicles and general anti-social behaviour are now made online on our new improved customer friendly website, Noise Nuisance can be reported using the new APP that you can download to your smartphone, information can be found on our website under the Noise Toolkit section. Log on to <a href="http://torbay.gov.uk/asb">torbay.gov.uk/asb</a> 24 hours a day, 7 days a week where you can also chase progress of any previous report made. Please be aware if you consider yourself to be in any danger you should always report this matter immediately to the police by calling 999. This message will now repeat for your convenience and then terminate. Thank you for calling.'</i></p> |

|  | <p>If the customer holds after the initial message their call will be answered and dealt with, this however is not clear from the current message. As such the final line of the recorded message has been changed to make it clear that they speak to a customer service advisor if they do not have the ability to access the resources provided on line.</p> <p>Kiosks that display the website are located in Torquay and Brixham Libraries for self-service. Kiosks are also sited in Paignton Connections where assistance from CSA's is available if required.</p>   |              |                        |          |          |            |          |            |          |               |          |              |          |               |          |               |          |              |          |                |       |             |       |           |       |           |       |              |                  |
|--|---|--------------|------------------------|----------|----------|------------|----------|------------|----------|---------------|----------|--------------|----------|---------------|----------|---------------|----------|--------------|----------|----------------|-------|-------------|-------|-----------|-------|-----------|-------|--------------|------------------|
| <p><b>Question (6) by Councillor Darling (M) to the Executive Lead for Transport, Planning and Housing (Councillor King)</b></p> | <p><b>Over the last 12 months what charges have the Council raised against TOR2 for failing the waste and recycling contract? I would like these figures on a month by month basis.</b></p>   |              |                        |          |          |            |          |            |          |               |          |              |          |               |          |               |          |              |          |                |       |             |       |           |       |           |       |              |                  |
| <p>Councillor King</p>   | <table border="1"> <thead> <tr> <th><b>Month</b></th> <th><b>Amount Deducted</b></th> </tr> </thead> <tbody> <tr> <td>May 2017</td> <td>£8910.00</td> </tr> <tr> <td>April 2017</td> <td>£4620.00</td> </tr> <tr> <td>March 2017</td> <td>£5830.00</td> </tr> <tr> <td>February 2017</td> <td>£3410.00</td> </tr> <tr> <td>January 2017</td> <td>£8470.00</td> </tr> <tr> <td>December 2016</td> <td>£5940.00</td> </tr> <tr> <td>November 2016</td> <td>£3190.00</td> </tr> <tr> <td>October 2016</td> <td>£2420.00</td> </tr> <tr> <td>September 2016</td> <td>£0.00</td> </tr> <tr> <td>August 2016</td> <td>£0.00</td> </tr> <tr> <td>July 2016</td> <td>£0.00</td> </tr> <tr> <td>June 2016</td> <td>£0.00</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>£42790.00</b></td> </tr> </tbody> </table> | <b>Month</b> | <b>Amount Deducted</b> | May 2017 | £8910.00 | April 2017 | £4620.00 | March 2017 | £5830.00 | February 2017 | £3410.00 | January 2017 | £8470.00 | December 2016 | £5940.00 | November 2016 | £3190.00 | October 2016 | £2420.00 | September 2016 | £0.00 | August 2016 | £0.00 | July 2016 | £0.00 | June 2016 | £0.00 | <b>TOTAL</b> | <b>£42790.00</b> |
| <b>Month</b>   | <b>Amount Deducted</b>  |              |                        |          |          |            |          |            |          |               |          |              |          |               |          |               |          |              |          |                |       |             |       |           |       |           |       |              |                  |
| May 2017   | £8910.00  |              |                        |          |          |            |          |            |          |               |          |              |          |               |          |               |          |              |          |                |       |             |       |           |       |           |       |              |                  |
| April 2017   | £4620.00  |              |                        |          |          |            |          |            |          |               |          |              |          |               |          |               |          |              |          |                |       |             |       |           |       |           |       |              |                  |
| March 2017   | £5830.00  |              |                        |          |          |            |          |            |          |               |          |              |          |               |          |               |          |              |          |                |       |             |       |           |       |           |       |              |                  |
| February 2017  | £3410.00  |              |                        |          |          |            |          |            |          |               |          |              |          |               |          |               |          |              |          |                |       |             |       |           |       |           |       |              |                  |
| January 2017   | £8470.00  |              |                        |          |          |            |          |            |          |               |          |              |          |               |          |               |          |              |          |                |       |             |       |           |       |           |       |              |                  |
| December 2016  | £5940.00  |              |                        |          |          |            |          |            |          |               |          |              |          |               |          |               |          |              |          |                |       |             |       |           |       |           |       |              |                  |
| November 2016  | £3190.00  |              |                        |          |          |            |          |            |          |               |          |              |          |               |          |               |          |              |          |                |       |             |       |           |       |           |       |              |                  |
| October 2016   | £2420.00  |              |                        |          |          |            |          |            |          |               |          |              |          |               |          |               |          |              |          |                |       |             |       |           |       |           |       |              |                  |
| September 2016   | £0.00   |              |                        |          |          |            |          |            |          |               |          |              |          |               |          |               |          |              |          |                |       |             |       |           |       |           |       |              |                  |
| August 2016  | £0.00   |              |                        |          |          |            |          |            |          |               |          |              |          |               |          |               |          |              |          |                |       |             |       |           |       |           |       |              |                  |
| July 2016  | £0.00   |              |                        |          |          |            |          |            |          |               |          |              |          |               |          |               |          |              |          |                |       |             |       |           |       |           |       |              |                  |
| June 2016  | £0.00   |              |                        |          |          |            |          |            |          |               |          |              |          |               |          |               |          |              |          |                |       |             |       |           |       |           |       |              |                  |
| <b>TOTAL</b>   | <b>£42790.00</b>  |              |                        |          |          |            |          |            |          |               |          |              |          |               |          |               |          |              |          |                |       |             |       |           |       |           |       |              |                  |
| <p><b>Question (7) by Councillor Doggett to the Executive Lead for Community Services (Councillor Excell)</b></p>                | <p><b>I understand that the TDA are arranging the relocation of slow worms from the Claylands development site. Can you advise where they are being relocated to and how is their long term wellbeing catered for?</b></p>  |              |                        |          |          |            |          |            |          |               |          |              |          |               |          |               |          |              |          |                |       |             |       |           |       |           |       |              |                  |
| <p>Councillor Excell</p>   | <p>We are moving the slow worms to a suitable receptor site in the Teign Valley. This site has been proposed for suitability by a Senior Ecologist from Devon Wildlife Consultants who we are also employing to oversee the safe removal and transport to the receptor site.</p>  |              |                        |          |          |            |          |            |          |               |          |              |          |               |          |               |          |              |          |                |       |             |       |           |       |           |       |              |                  |
| <p><b>Question (8) by Councillor Stocks to the Executive Lead for Adults and Children (Councillor Parrott)</b></p>               | <p><b>Can you please advise me how you have celebrated success within the safeguarding team for children's services by staff?</b></p>   |              |                        |          |          |            |          |            |          |               |          |              |          |               |          |               |          |              |          |                |       |             |       |           |       |           |       |              |                  |

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| Councillor Parrott | <p>Thank you for question Councillor Stocks</p> <p>A key challenge for Torbay Council Children's Services within our improvement journey is to become more accurate in assessing our performance, including our successes and challenges. Celebrating success and communicating on progress with staff has necessarily taken place within that context.</p> <p>We now have a robust performance management framework to enable us to better understand the effectiveness of our work. This has been recognised by Ofsted and the Commissioner appointed by the Department of Education John Coughlan and is providing solid evidence of improvement.</p> <p>Andy Dempsey, the Director of Children's Services, has written to all staff on 6<sup>th</sup> October 2016 and 13<sup>th</sup> June 2017 to update them on progress and thank them for their continued hard work. He has also held 2 staff sessions for all children's services' staff on 13<sup>th</sup> December 2016 and 20<sup>th</sup> March 2017 which were well attended and provided the opportunity for staff and managers to come together to take stock of where we are on our journey. I was also at both staff events which were very positive and certainly valued by those attending. We will be holding a third event shortly reflecting on the outcome of our forthcoming Ofsted visit on 25/26 July and our proposals for partnership working. I should add that the Director and Senior Leadership Team also communicate with individual staff on a case by case basis whenever we identify good working.</p> |
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### Third Round

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| <p><b>Question (9) by Councillor Darling (S) to the Executive Lead for Transport, Planning and Housing (Councillor King)</b></p> | <p><b>I have been contacted by a resident who in his words says 'that he feels like the local authority have him "under curfew" by the restrictions on the bus pass provided by Torbay Council'. Will the Council consider ending the 11pm cut off point for the use of a concessionary bus pass?</b></p>   |
| Councillor King  | <p>Under the provisions of the Transport Act 2000, as amended, in England outside London the statutory bus concession currently consists of guaranteed free off-peak travel for older and disabled people on all local buses anywhere in England from 0930 until 2300 on weekdays and all day at weekends and on Bank Holidays.</p> <p>Torbay Council has a higher uptake of Concessionary bus travel than most of its equivalent authorities and continues to provide its statutory duties in this respect. There is no requirement to consider funding any extensions to the statutory hours of operation into peak travel periods.</p> |
| <p><b>Question (10) by Councillor Darling (M) to the Executive Lead for Community Services (Councillor Excell)</b></p>           | <p><b>Can you please share with me the management plan for Kings Drive Pond, Kings Drive, Torquay?</b></p>  |

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| Councillor Excell | There is no specific management plan for the Kings Pond. TOR2 carry out the Parks and Open Space Services to ensure that the performance standards in the joint venture arrangements are achieved and are undertaken in accordance with the constraints, clearing debris, litter, pollutants and algal growth from Parks and Open Spaces Streams and Water Features. |
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