

West Devon Overview and Scrutiny Committee



West Devon
Borough
Council

Title:	Agenda														
Date:	Tuesday, 4th October, 2022														
Time:	2.00 pm														
Venue:	Chamber - Kilworthy Park														
Full Members:	<p style="text-align: center;">Chairman Cllr Ewings Vice Chairman Cllr Kimber</p> <p><i>Members:</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Cllr Blackman</td> <td style="width: 33%;">Cllr Pearce</td> </tr> <tr> <td>Cllr Coulson</td> <td>Cllr Renders</td> </tr> <tr> <td>Cllr Daniel</td> <td>Cllr Sellis</td> </tr> <tr> <td>Cllr Heyworth</td> <td>Cllr Southcott</td> </tr> <tr> <td>Cllr Kemp</td> <td>Cllr Spettigue</td> </tr> <tr> <td>Cllr Moody</td> <td>Cllr Turnbull</td> </tr> <tr> <td>Cllr Moyse</td> <td></td> </tr> </table>	Cllr Blackman	Cllr Pearce	Cllr Coulson	Cllr Renders	Cllr Daniel	Cllr Sellis	Cllr Heyworth	Cllr Southcott	Cllr Kemp	Cllr Spettigue	Cllr Moody	Cllr Turnbull	Cllr Moyse	
Cllr Blackman	Cllr Pearce														
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Cllr Moody	Cllr Turnbull														
Cllr Moyse															
Interests – Declaration and Restriction on Participation:	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.														
Committee administrator:	Democratic.Services@swdevon.gov.uk														

- 1. Apologies for Absence**
- 2. Confirmation of Minutes** **1 - 4**
Committee Meeting held on 26 July 2022
- 3. Declarations of Interest**
In accordance with the Code of Conduct, Members are invited to declare any Disclosable Pecuniary Interests, Other Registerable Interests and Non-Registerable Interests including the nature and extent of such interests they may have in any items to be considered at this meeting;
- 4. Items Requiring Urgent Attention**
To consider those items which, in the opinion of the Chairman, should be considered by the Meeting as matters of urgency
- 5. Public Forum** **5 - 6**
A period of up to 15 minutes is available to deal with issues raised by the public.
- 6. Council Delivery against Corporate Theme: Inclusive Services (Catherine Bowen)** **7 - 16**
- 7. KPI Year End performance Report** **17 - 28**
- 8. Task and Finish Group Updates (if any)**
- 9. Draft O&S Annual Work Programme 2022/23, inc. prep for next meeting** **29 - 30**
- 10. Member Learning and Development Opportunities Arising from this Meeting**

Agenda Item 2

At a Meeting of the **OVERVIEW & SCRUTINY COMMITTEE** held at the Council Chamber, Council Offices, Kilworthy Park, Drake Road, **TAVISTOCK** on **TUESDAY** the **26** day of **JULY 2022** at **2:00 pm**.

Present: Cllr P Kimber – Chairman

Cllr C Daniel
Cllr C Kemp
Cllr T Pearce
Cllr D Sellis

Cllr N Heyworth
Cllr D Moyse
Cllr T Southcott
Cllr D Turnbull

Director of Place and Enterprise
Director of Strategic Finance (via Teams)
Head of Strategy and Projects
Senior Case Manager – Democratic Services

Also in Attendance: Cllrs N Jory, P Vachon, C Edmunds, P Crozier, B Ratcliffe, J Yelland (via Teams), T Leech (via Teams), C Mott (via Teams), L Wood (via Teams).

***O&S 12/22 APOLOGIES FOR ABSENCE**

Apologies for absence for this meeting were received from Cllrs M Ewings; J Spettigue and A Blackman.

***O&S 13/22 CONFIRMATION OF MINUTES**

The minutes of the Meeting of the Overview and Scrutiny Committee held on 21 June 2022 were confirmed by the Meeting as a true and correct record.

Cllr Pearce raised that he had not receive information from the previous meeting relating to Quiet Lanes, Lamerton Neighbourhood Plan and 24 Conservation Areas. The officer reported that this would be addressed and information circulated to members in due course.

***O&S 14/22 DECLARATIONS OF INTEREST**

Members and officers were invited to declare any interests in the items of business to be considered during the course of this meeting but there were none made.

***O&S 15/22 PUBLIC FORUM**

The Chairman confirmed that no formal requests had been received in accordance with the Overview and Scrutiny Procedure Rules.

***O&S 16/22 THIRD SECTOR PARTNERS – SOUTH WEST MUTUAL**

The Chairman introduced Mr Tony Greenham of South West Mutual who reported on the delayed progress in setting up a regional mutual bank and the different options explored in their attempts to set up a mutual bank.

Following questions from Members, Mr Greenham reported they were exploring different options on how people wish to bank which included banking via post offices/newsagents combined with a face to face pop up branches. They have support from a parliamentary group and have been championing their model, however there were competing claims on funds to promote this type of work. That it was planned for the majority of lending would be on a secure basis because farming businesses do not have very good security and therefore provides more flexibility. They were dependent on raising more funds, however if there were no further funds the business would cease.

Officers added that a report to member's back 2018 agreed to invest £50k into South West Mutual. It was noted this was more of a grant and not an investment. Mr Greenham further added if they succeed would be able to give a financial return to the council.

Member's noted the update on South West Mutual.

***O&S 17/22 COUNCIL DELIVERY AGAINST CORPORATE THEME: COMMUNITY**
The Lead Hub Member for Communities introduced a report that reviewed latest progress against the Community Corporate Theme of the adopted "Plan for West Devon" as follows:

- Action SC1.1 – on track.
- Action SC1.2 – on track.
- Action SC1.3 – The action to work with Town and Parish Councils in order to understand and tackle local issues was noted as 'amber – slightly off track'. The last Links meeting was relatively low in terms of attendance, therefore officers were reviewing how best to involve TAPs
- Action SC1.4 – on track.
- Action SC1.5 – on track.
- Action SC1.6 – on track.

Members debated the reinstatement of the Links Meetings and it was reported that two were planned in September. There was also a need to look at how to engage and promote this to the parishes. Members felt it was incumbent on them to help promote and officers to email all members by the end of the week on the meetings taking place in September. Venues for these meetings was also discussed and it was reported that Kilworthy Park was a venue available for use by parishes.

With regard to the promotion of the Seamoor Lotto, officers reported that it will be promoted in the local newspaper and on social media with a challenge to sell 1,000 tickets.

Members asked whether new events would be supported and it was reported that this was badged in the original strategy and looking at the appropriate support to fund events. Further discussion with community advisory group will take place in September.

Members asked whether there would be a review of partners for future funding and it was reported that they will continue with existing partners. This will be discussed at the September Hub Meeting.

It was then **RESOLVED** that the progress in delivering against the Plan for West Devon “Community” Thematic Delivery Plan be noted.

***O&S 19/22 TASK AND FINISH GROUP UPDATES (IF ANY)**

There were no updates.

***O&S 20/22 DRAFT O&S ANNUAL WORK PROGRAMME 2022/23**

As part of the Member Induction Programme Review on the agenda for November, Members were asked to put themselves forward to form a Task and Finish Group. Cllrs Southcott, Turnbull and Pearce were nominated.

Members highlighted the need for Active Travel to be added to the November meeting, however the officer reported that this might be too early to report on.

Council Delivery against Corporate Theme: Efficient Services should read Resources Services and for the Contact Centre Review to take place in November.

KPI Year End performance Report to the October meeting.

Members requested a representative from North Devon Biospheres to be invited to attend Committee in January, invitation to be extended to SW Water and/or River Authorities. This item to include water shortages, water pollution prevention and climate change.

***O&S 21/22 MEMBER LEARNING AND DEVELOPMENT OPPORTUNITIES ARISING FROM THIS MEETING**

There were no learning and development opportunities identified from this meeting.

(The meeting terminated at 15.17)

Chairman

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PUBLIC FORUM PROCEDURES

(a) General

Members of the public may raise issues and ask questions at meetings of the Overview and Scrutiny Committee. This session will last for up to fifteen minutes at the beginning of each meeting, with any individual speaker having a maximum of three minutes to address the Committee.

(b) Notice of Questions

An issue or question may only be raised by a member of the public provided that they have given written notice (which may be by electronic mail) to Darryl White (darryl.white@swdevon.gov.uk) by 5.00pm on the Thursday, prior to the relevant meeting.

(c) Scope of Questions

An issue may be rejected by the Monitoring Officer if:

- it relates to a matter within the functions of the Planning and Licensing Committee;
- it is not about a matter for which the local authority has a responsibility or which affects the district;
- it is offensive, frivolous or defamatory;
- it is substantially the same as a question which has previously been put in the past six months; or
- it requires the disclosure of confidential or exempt information.

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Report to: **Overview and Scrutiny Committee**
Date: **4 October 2022**
Title: **A Plan for West Devon Thematic Update: Listening & Accessible Council**
Portfolio Area: **Cllr Ric Cheadle**
Lead Member for Listening & Accessible Council
Wards Affected: **All**
Urgent Decision: **N** Approval and clearance obtained: **N**

Date next steps can be taken: 4 October 2022

Author: **Catherine Bowen** Role: **Head of Organisational Development**

Contact: Catherine.Bowen@swdevon.gov.uk

RECOMMENDATION:

That the Overview and Scrutiny Committee note the progress in delivering against *A Plan for West Devon* 'Listening and Accessible Council' Thematic Delivery Plan.

1. Executive summary

- 1.1 The Council adopted *A Plan for West Devon* in September 2021, alongside detailed Thematic Delivery Plans for each priority area.
- 1.2 This report provides the thematic update on the Listening & Accessible Council strand of *A Plan for West Devon*.

2. Thematic Update Report

- 2.1 The Performance Management Framework included with *A Plan for West Devon* strategy commits that the Overview and Scrutiny Committee will receive a thematic update at each meeting in order to consider the progress against the agreed Thematic Delivery Plans.
- 2.2 The Listening & Accessible Council Thematic Update report is attached at Appendix A to this report.

3. Next Steps

3.1 Progress against the Thematic Delivery Plan will continue to be regularly monitored by the Hub Committee Lead Member for Listening & Accessible Council, through regular meetings with the lead officer.

Highlights will also be provided in the quarterly Integrated Performance Management Report considered by the Hub Committee.

3.2 Following consideration by the Overview and Scrutiny Committee, the progress report will be published on the Council's strategy reporting pages <https://westdevon.gov.uk/plan-for-west-devon> as a public record of progress.

4. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	Providing performance updates in respect of our strategic priorities contributes to Principle F of the CIPFA 'Delivering Good Governance in Local Government' Framework. This principle is about managing risks and performance through robust internal control and strong public financial management.
Financial implications to include reference to value for money	N	This report does not make any recommendations or lead to any financial implications not considered by other committees.
Risk	Y	The thematic update report at Appendix A considers the key risks for the Council in delivering each action within the Plan for West Devon delivery plan.
Supporting Corporate Strategy	Y	Listening & Accessible Council
Climate Change - Carbon / Biodiversity Impact	N	The Update does not have any Climate Change / Carbon / Biodiversity Impacts
Comprehensive Impact Assessment Implications		

Equality and Diversity		No direct implications
Safeguarding		No direct implications
Community Safety, Crime and Disorder		No direct implications
Health, Safety and Wellbeing		No direct implications
Other implications		N/A

Supporting Information

Appendices:

Appendix A – Thematic Update Report on Listening & Accessible Council

Background Papers:

None

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Listening & Accessible Council

Thematic Progress Update
October 2022





Cllr Ric Cheadle
 Lead Member for delivering inclusive and accessible services

Lead Member Introduction

A key element of A Plan for West Devon is delivering inclusive and accessible services to our customers and communities.

This update report sets out the progress the Council has made in achieving the key actions set out in the Thematic Delivery Plan and I am pleased that significant progress has been made across this theme area.

Some of the key achievements are:

- ✓ **Consultation & engagement on key Council priorities such as the Homelessness Strategy**
- ✓ **Attending community events such as the Okehampton show to better understand what residents need and to make the Council more visible to our communities**
- ✓ **Launching (with South Hams District Council and Plymouth City Council) a My Place engagement platform seeking views from residents on the opportunities and challenges in their local place**
- ✓ **Development of the Customer Access Strategy and Contact Centre Review to ensure customers can access the information and services that they need**

2 Activities on Track and within budget	3 Activities requiring additional intervention or have uncertainties that require managing	0 Activities off track with no current clear plan to resolve	0 Not yet due to start
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Over the coming pages, we set out more in-depth updates for each action along with the wider benefits to our communities.

Cllr Ric Cheadle

Lead Member for Listening & Accessible Council



Action IA 1.1 – Set out clearly what customers can expect from us by delivering a customer charter	
Key Highlights	
<p>This has been carried forward from 21/22 due to an increased demand on Council Services (additional business grants, energy rebates etc) but we are pleased that good progress has now been made with the full engagement of the Listening & Accessible Advisory Group:</p> <ul style="list-style-type: none"> • We have drafted a Customer Charter as part of the Customer Access Strategy on which Members will be updated at the Hub meeting on 1 November 2022 (see Action IA 1.2 below) • A Contact Centre Review has been carried out and an Implementation Plan drawn up, and an update on progress will be taken to the Hub Committee on 1 November. 	
Key Risks / Issues	
<ul style="list-style-type: none"> • Consistent approach across the organisation to services • Putting the customer first and making a difference to the customer 	
Looking ahead to the next 6 months	
<ul style="list-style-type: none"> • Adoption of Customer Charter November 2022 • Implementation of the Contact Centre Review and evidence improvements • Clarity on the opening of Reception 	
Overall Rating	Amber – Slightly off track but a revised plan now in place.

Action IA 1.2 – Enabling customers to access all Council services online but developing plans for all those not online to access the services they need	
Key Highlights and benefits	
<p>This action has been carried forward from 21/22 due to increased demand on resources but we now have a draft Customer Access (Customer Experience) Strategy with identified themes that inform the Strategy, and this is going to Hub on 1 November 2022.</p> <p>We have made significant progress in recent weeks and been in discussion with local papers to develop a programme of features specifically focused on highlighting the support available in response to the increased cost of living. We will be further enhancing this with posters for Town and Parishes to display in community locations signposting to available support.</p>	
Key Risks / Issues	
The key risk is around consistency for access to services and ensuring that we signpost customers to online services where they are able and clearly communicated routes for those that cannot access online so that they have access to the services that they need	
Looking ahead to the next 6 months	
<ul style="list-style-type: none"> • Approval of Customer Experience Strategy by Members (November 2022) • Develop and implement the Customer Journeys that inform the strategy • Continue to deliver key Council support messages through newspapers and other offline channels 	
Overall Rating	Green – on track



Action IA .3 – Seek customers’ views when developing proposals by delivering on our consultation and engagement strategy

Key Highlights

Since adopting *A Plan for West Devon*, there have been a number of consultation and engagement activities including:

- Homelessness Strategy Consultation
- Engagement with residents
- Consultation and Engagement portal on the website
- An Officer and Member presence at the Okehampton show
- Participating in the DALC annual conference and re-establishing our Town and Parish Links under the Team West Devon banner to understand better what is happening in our communities

The Communications Team is currently working with officers (and then Lead members) to develop a forward plan of strategic communication activities including consultation and engagement for the coming 12 months, aligned to each of the *A Plan for West Devon* Themes.

As a means of ensuring that our consultation and Engagement Activities are effective, the Council has (along with Plymouth and South Hams) been awarded Government funding to implement a map-based consultation & engagement portal which will enable us to enhance our online engagement presence.

Key Risks / Issues

- If we do not develop the forward plan, we may miss valuable opportunities for our customers and communities to have a say in how we develop our services and strategies
- Government funding for the online engagement portal is for 2 years only. If it is successful, we may wish to consider continuing with the arrangement and identify a budget to support that.

Looking ahead to the next 6 months

- Finalise our 12-month consultation & engagement programme with Lead member input
- Ensure that teams across the Council have a presence at key events across the Borough to engage with our residents

Overall Rating

GREEN – ON TRACK

Action IA 1.4 – Ask customers how they are doing by carrying out an annual residents’ satisfaction survey focusing on West Devon as a Place

Key Highlights

We had intended to carry out an in-depth residents’ satisfaction survey focusing on South Hams and West Devon as a place. This was intended to follow the LGA model survey. The Council (along with South Hams District Council and Plymouth City Council through the JLP) has been successful in securing some time limited funding to trial an engagement software package ‘My Place’ asking residents to plot on a map how they feel about their local area. This is due to run through until November and we will await the output from that engagement activity before designing and delivering a further residents satisfaction survey – we want to avoid ‘survey fatigue’

Subject to the findings of the ‘My Place’ survey the main focus of the residents’ satisfaction survey will be around West Devon as a place to live and work (which differs from the Institute of Customer Service survey that focuses on our processes and services). This insight is incredibly important as we look to deliver future year’s delivery plans for the Plan for West Devon.



Key Risks / Issues	
Capacity to deliver the survey could be challenging as we look to deliver on the Councils' core services.	
Looking ahead to the next 6 months	
<ul style="list-style-type: none"> Analyse the response from the joint engagement piece 'My Place' Agree a plan and the questions for the Residents Satisfaction engagement with Lead Member 	
Overall Rating	AMBER: this has slipped from the original timetable, but it makes sense to wait until the data from the 'My Place' survey is available before progressing this action

Action IA 1.5 – we will ensure that our elected Members are accessible and have the knowledge required to help you where needed	
Key Highlights	
This was included in the Delivery Plan for 21/22 whereby we were to undertake a short engagement with our Councillors to ask what they need to effectively support our residents. We are planning to carry this out as part of the planning for the 2023 Election along with the Plans for an in-depth Induction Programme including a lessons-learnt exercise as to what we could have improved learning from the 2019 elections.	
Key Risks / Issues	
Seeking timely views of councillors on what they need to support residents and ensuring that the Election planning runs in a timely and effective way	
Looking ahead to the next 6 months	
<ul style="list-style-type: none"> Member consultation before 2023 Election Planning and Induction Project 	
Overall Rating	AMBER: this action has slipped but we have a plan to get it back on track

This update will be considered by the West Devon Borough Council Overview and Scrutiny Committee at its meeting on Tuesday 4 October 2022.

You can view the meeting by visiting our  **YouTube** channel:
<https://www.youtube.com/channel/UCDZEXV47SxBpXUDR6qbhtiA>

You can find out more about A Plan for West Devon by visiting
www.westdevon.gov.uk/plan-for-west-devon



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Agenda Item 7

Report to: **Overview and Scrutiny Committee**

Date: **4th October 2022**

Title: **Performance Update Report**

Portfolio Area: **Performance**
Portfolio holder: Cllr Chris Edmonds

Wards Affected: **All**

Urgent Decision: **N** Approval and clearance **N**
obtained:

Authors: **Jim Davis** Role: **Head of Customer Service
Improvement**

Contact: Jim.Davis@swdevon.gov.uk

RECOMMENDATIONS

- 1. That the Overview and Scrutiny Committee note the performance figures shown in the Pentana report.**

1. Executive Summary

- 1.1** The purpose of this report is to provide a high level update of performance across the Council for the year 21/22.
- 1.2** Reporting is being changed to coordinate with the actions and progress against the strategy themes so this light touch report is just to maintain awareness of ongoing performance.
- 1.3** The charts show multi-year data and highlight the consistency of our performance levels despite the additional work created during, and recovering from, the pandemic.

2. Background

- 2.1 Covid created backlogs continued to be worked on in most areas but with no major government announcements (apart from £150 energy rebate which increased call volumes at the very end of the quarter) the performance can be judged against more normal levels of customer demand.
- 2.2 Missed bins rose significantly at the end of Q4/early Q1 22/23 due to higher levels of sickness (Covid related on top of normal sickness levels).
- 2.3 Short term sickness level in the organisation matching wider societal rates but due to low long term sickness and low work transmission we remained under our 2 days/FTE target

3 Outcomes/ outputs

Appendix A contains screen shots of Pentana dashboards showing monthly or quarterly performance levels over previous years.

- 3.1 Pressure from higher phone calls in the fourth quarter was dealt with well by the contact centre as use of technology continues to improve with further improvements planned for the coming months.
- 3.2 Web transactions remained at a normal level as the number of additional processes available for customers, such as covid grants, has reduced.
- 3.3 Homelessness preventions remain below historic averages mainly due to the lack of options available due to the housing crisis.
- 3.4 Planning performance remains above target despite high workloads.

4 Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	The Overview & Scrutiny Committee is responsible for both an overview of performance and for scrutinising how the Council is performing as an organisation.
Financial	N	There are no direct financial implications of the report or the recommendations, as these are performance related.
Risk	N	
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	

Safeguarding	N	
Community Safety, Crime and Disorder	N	
Health, Safety and Wellbeing	N	
Other implications	N	

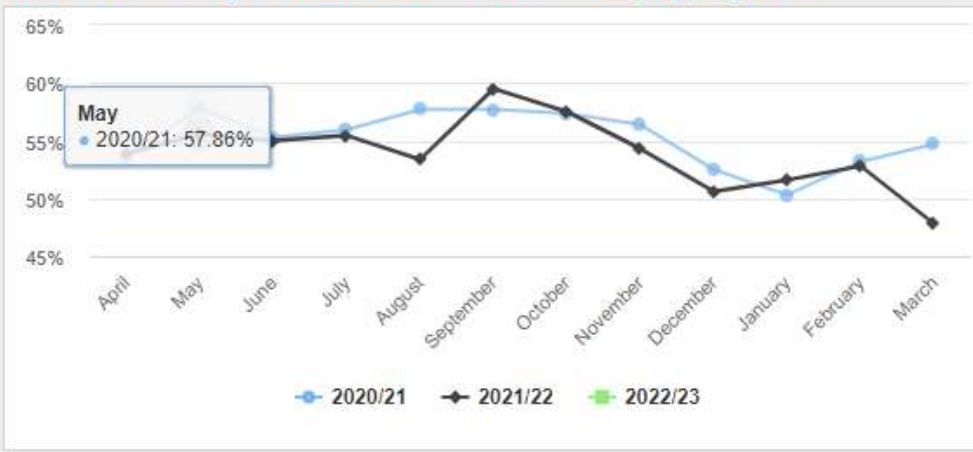
Supporting Information

Appendices:

Appendix A – Screenshots of latest data from Pentana

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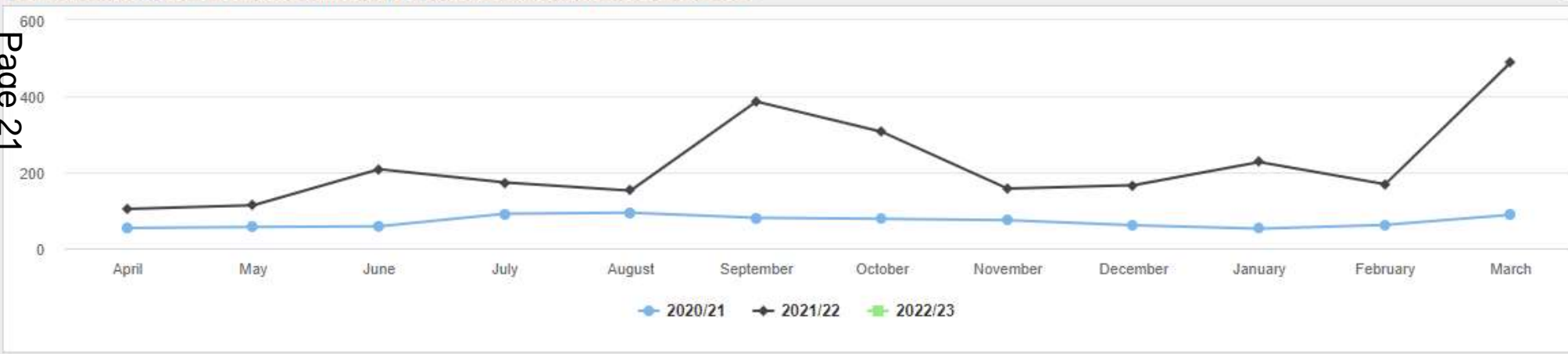
WD-NI 192 Percentage of household waste sent for reuse, recycling and ...



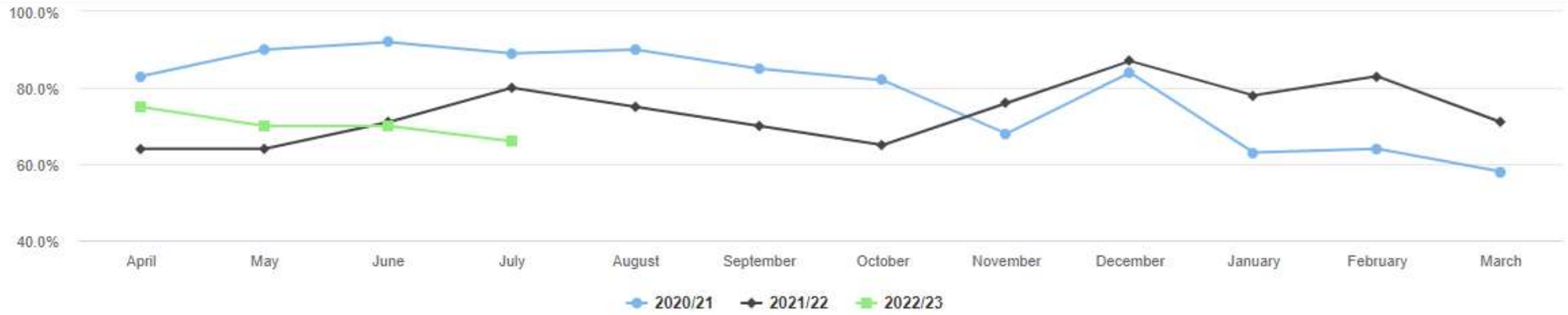
WD-NI 191 Residual household waste per household (average kgs per ho...



WD-L20b Average No. of collections missed per 100,000 collections of household waste

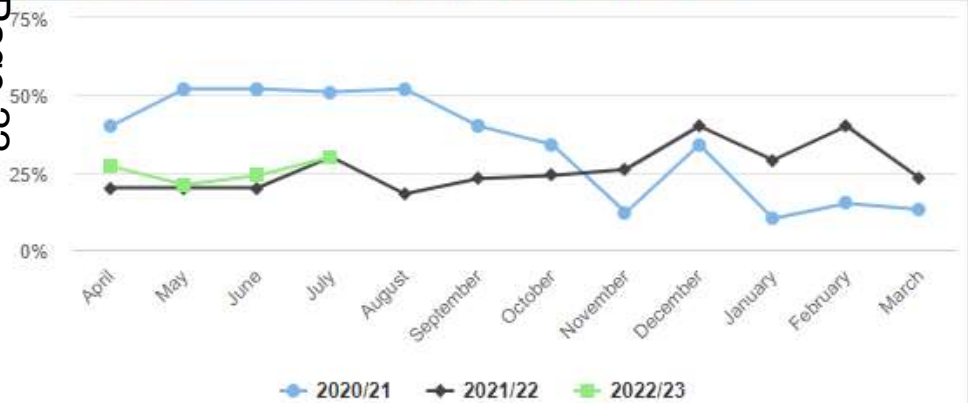


CST2a CST Percentage of telephone calls answered

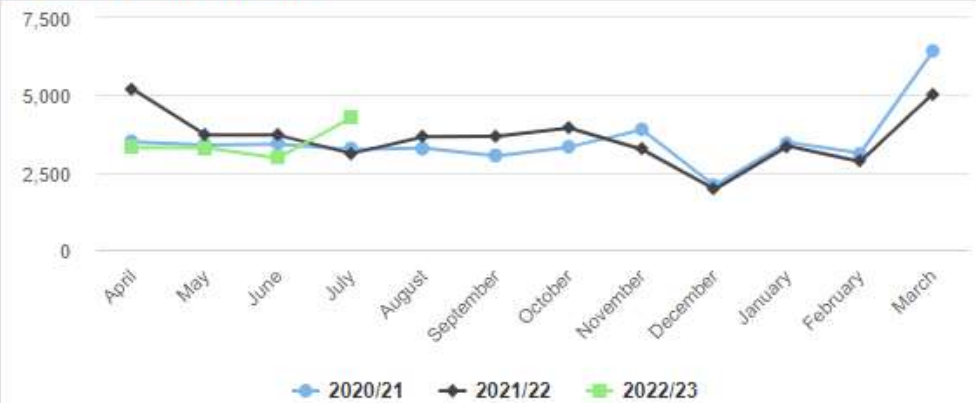


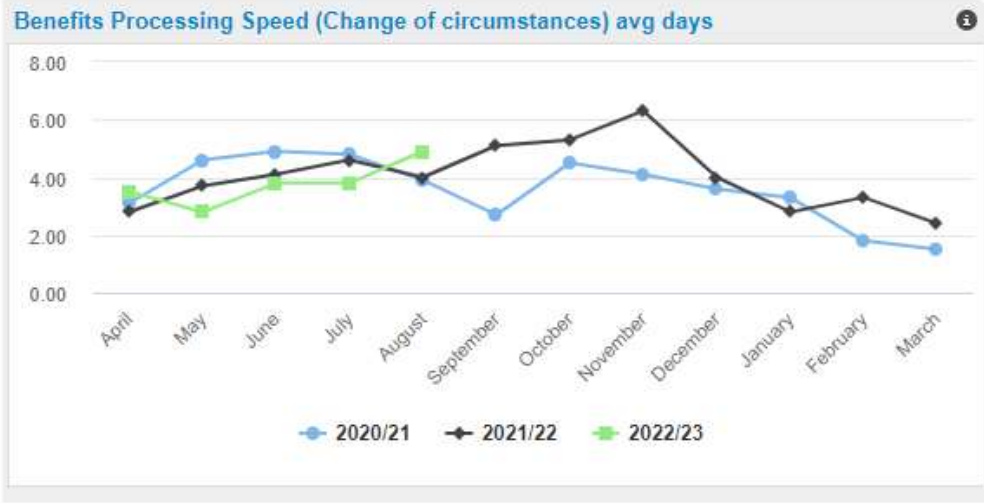
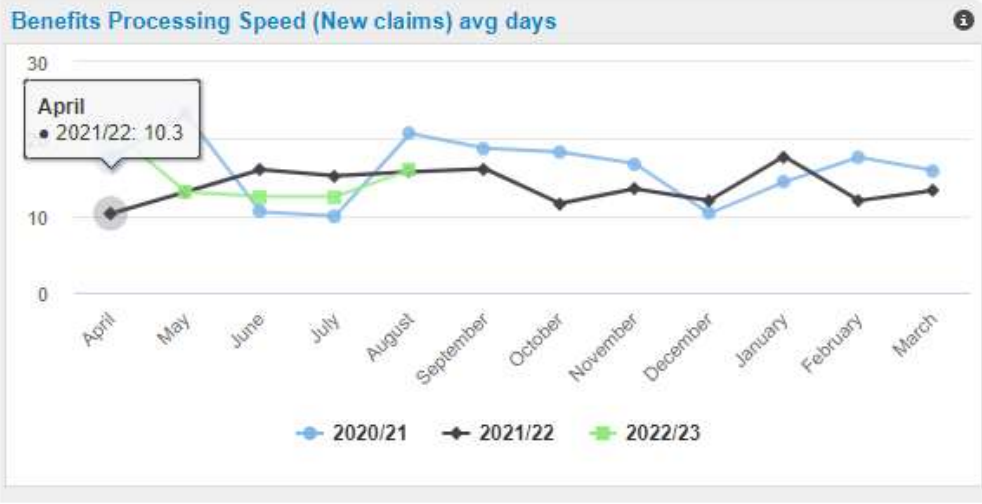
CST1a CST Grade of Service (% of calls answered within 20 seconds)

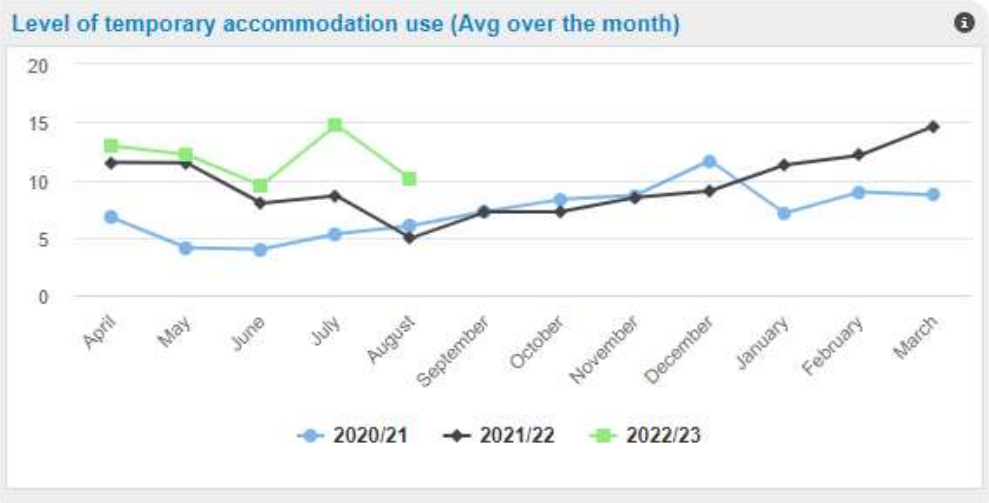
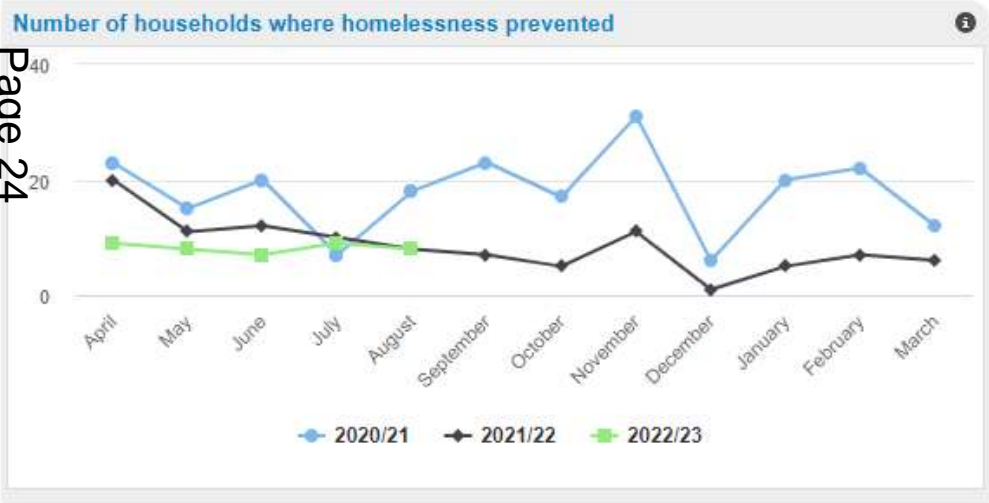
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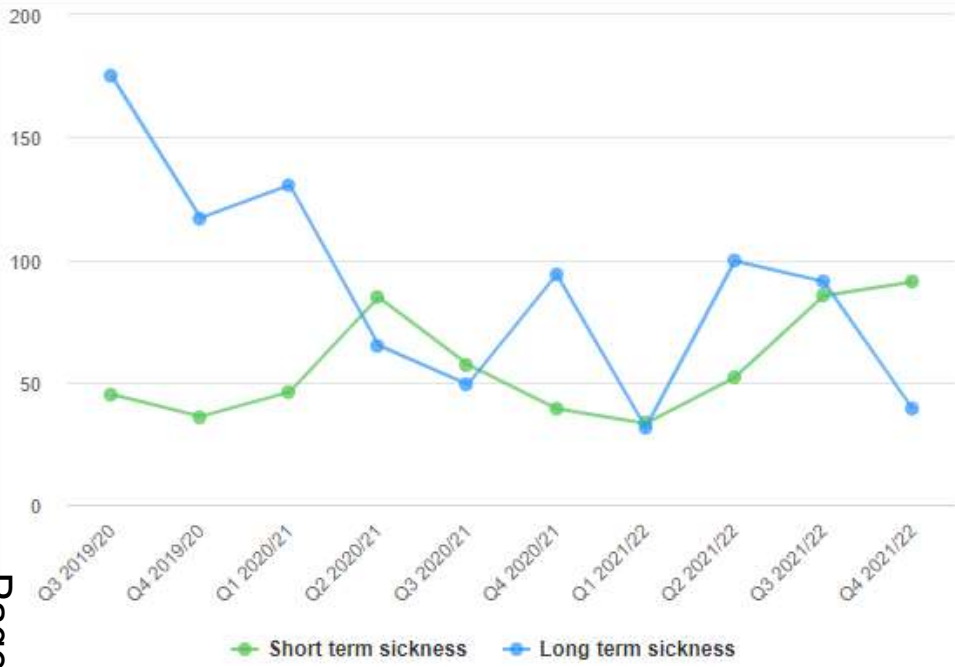
WD-CST10 Total Calls to WD



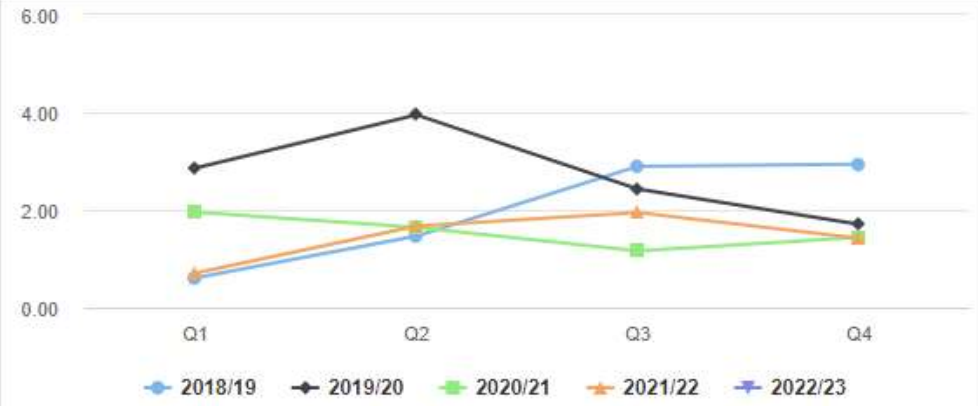




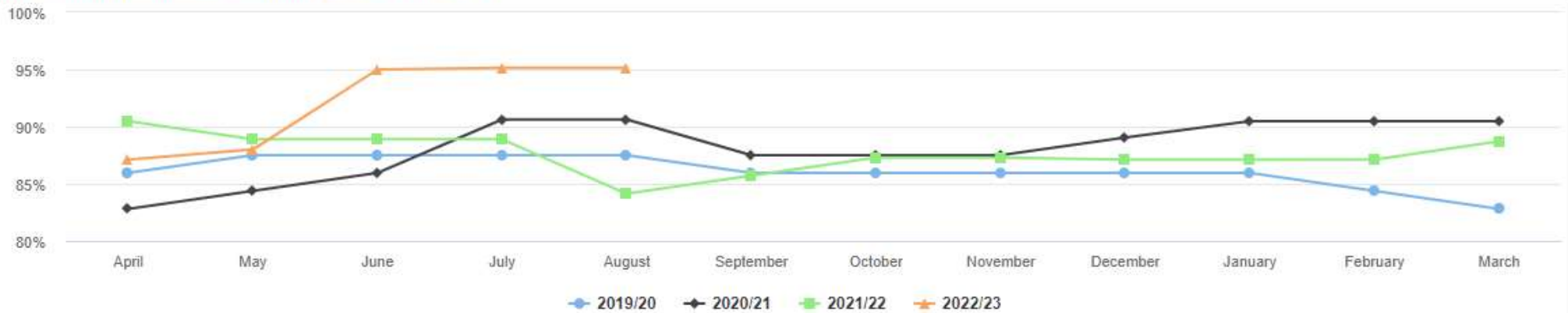
WD Sickness



Working Days Lost Due to Sickness Absence (average days per FTE)



WD-P1 Employment estates occupancy levels (snapshot)



WD-NI 157a Processing of planning applications: Major applications % d...

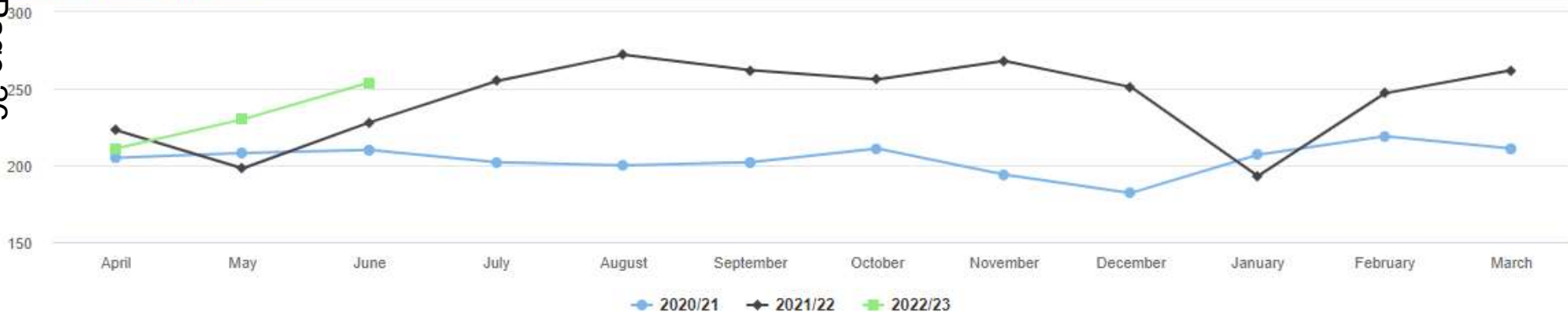


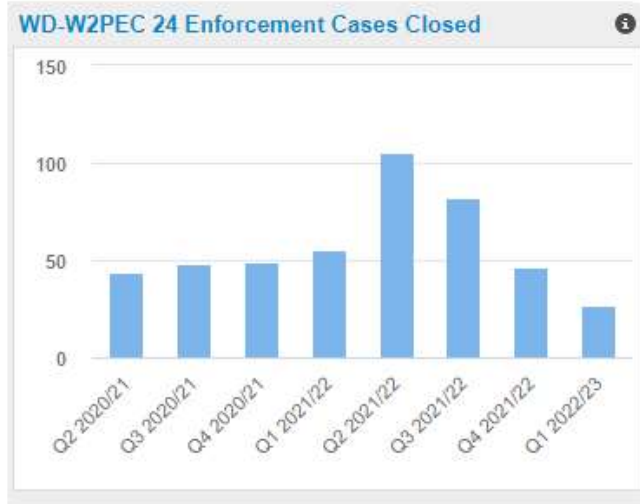
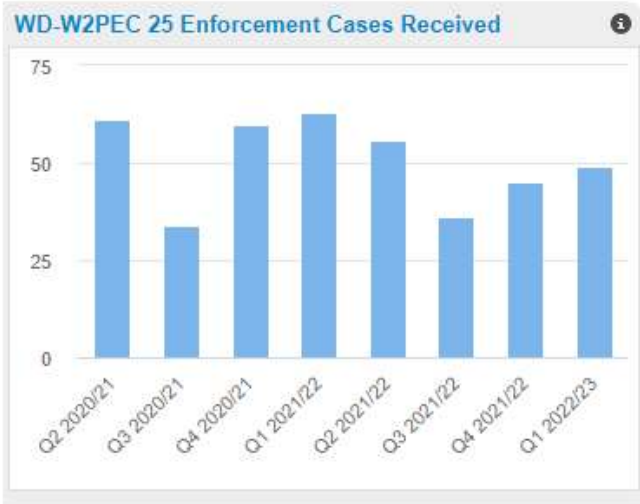
WD-PEC2 Non-Major apps with extensions



WD-DMWL Planning Workload

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WEST DEVON OVERVIEW AND SCRUTINY COMMITTEE

INITIAL DRAFT ANNUAL WORK PROGRAMME PROPOSALS – 2022/23

Date of Meeting	Report	Lead Officer
4 October 2022	Task and Finish Group Updates <i>(if any)</i>	
	Council Delivery against Corporate Theme: Inclusive Services	Catherine Bowen
	KPI Year End performance Report	Jim Davis
	O+S Annual Work Programme <i>(to include preparation for next meeting)</i>	
15 November 2022	Task and Finish Group Updates <i>(if any)</i>	
	Council Delivery against Corporate Theme: Resource Services	
	Member Induction Programme Review – May 2023	Darryl White
	O+S Annual Work Programme <i>(to include preparation for next meeting)</i>	
	O&S Annual Report: 2021/22 – defer to November meeting	Janice Young
	Fusion Update – including maintenance schedule (*O&S 59)	Peter King and Jon Parkinson
	Active Travel	Chris Brook
	Contact Centre Review	Steve Mullineaux & Dale Cropper
17 January 2023	Task and Finish Group Updates <i>(if any)</i>	
	Council Delivery against Corporate Theme: Environment	
	North Devon Biospheres to include water shortages, water pollution prevention and climate change.	North Devon Biospheres, SW Water and/or River Authorities
	O+S Annual Work Programme <i>(to include preparation for next meeting)</i>	
14 February 2023	Task and Finish Group Updates <i>(if any)</i>	
	Council Delivery against Corporate Theme: TBC	
	O+S Annual Work Programme <i>(to include preparation for next meeting)</i>	
21 March 2023	Task and Finish Group Updates <i>(if any)</i>	

	Council Delivery against Corporate Theme: TBC	
	O+S Annual Work Programme (<i>to include preparation for next meeting</i>)	
25 April 2023	Task and Finish Group Updates (<i>if any</i>)	
	Council Delivery against Corporate Theme: TBC	
	O+S Annual Work Programme (<i>to include preparation for next meeting</i>)	
<i>To be considered for scheduling:</i>		

DRAFT