

# Public Document Pack



All Members

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**Date 23<sup>rd</sup> May 2022**

Dear Member

## **Scrutiny Committee – 30<sup>th</sup> May 2022**

I am now able to enclose, for consideration at the next meeting of the **Scrutiny Committee**, the following reports that were unavailable when the agenda was printed.

### **Agenda.No. Item 11**

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### **LEADERS ANNUAL REPORT (Pages 3 - 14)**

Amended Homes/Economy and Corporate Performance Reports attached to the Leaders Annual Report for 2021-2022.

Yours sincerely

Carole Oliphant  
Member Services Officer

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## Corporate Plan PI Report Homes

Monthly report for 2021-2022  
Arranged by Aims  
Filtered by Aim: Priorities Homes  
For MDDC - Services

### Key to Performance Status:

Performance Indicators:

No Data

Well below  
target

Below target

On target

Above target

Well above  
target

\* indicates that an entity is linked to the Aim by its parent Service

## Corporate Plan PI Report Homes

### Priorities: Homes

### Aims: Deliver Housing

### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Net additional homes provided</u>	335	393	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		Tristan Peat	(2021 - 2022) Data not yet available until May 2022, due to lag time in receiving Building Control completion notices and the need for data quality checks (TP)
<u>Self Build Plots</u>	1	5	n/a	n/a	6	n/a	n/a	6	n/a	n/a	12	n/a	n/a		Tristan Peat	(Quarter 3) Permission granted on 1.10.2021 for a dwelling at Bow, Crediton (application reference: 21/01088/FULL), and 5 CSB plots at the Tiverton EUE (21/00128/MFUL) on 11.11.2021 (TP)
<u>Gypsy &amp; Traveller Pitches delivered</u>	1	2	n/a	n/a	0	n/a	n/a	1	n/a	n/a	1	n/a	n/a	1	Tristan Peat	(Quarter 2) Retrospective planning permission granted for one pitch at Yeoford (TP)
<u>Number of affordable homes delivered (gross)</u>	30	94	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		Tristan Peat	(2021 - 2022) Data not yet available until May 2022, due to lag time in receiving Building

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## Corporate Plan PI Report Homes

### Priorities: Homes

#### Aims: Deliver Housing

#### Performance Indicators

Title	Year End	Target	Act	Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
																Control completion notices and the need for data quality checks (TP)
<u>New Social Rent Council Houses</u>	0	17	n/a	n/a	0	n/a	n/a	0	n/a	n/a		n/a	n/a	6	Andrew Busby, Simon Newcombe	(Quarter 4) A total of 6 homes, 5 were buy back and 1 was a new home. (NC)
<u>Number of Homelessness Approaches</u>	587		n/a	n/a	144	n/a	n/a	316	n/a	n/a	493	n/a	n/a	675	Simon Newcombe	

#### Aims: Community Land Trusts

#### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Community Land Trusts Assisted</u>	2	1	n/a	n/a	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a	1	Tristan Peat	(Quarter 4) Release of £500 from the Council's Community Led Housing Fund to the Chawleigh Community Trust, as part of approved grant support. (TP)

#### Aims: Private Sector Housing

#### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Deliver homes</u>	101	72	0	9	16	20	20	30	35	42	43	45	48	54	Simon	(January) In the last 12 months

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## Corporate Plan PI Report Homes

### Priorities: Homes

### Aims: Private Sector Housing

### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>by bringing Empty Houses into use</u>															Newcombe	and has been delivering a national pilot project relating to the enforcement of the Minimum Energy Efficiency Standards in the private rented sector. As a service we've clearly also been tasked with supporting our core Public Health role regards the Covid pandemic which has diverted resources across the team, especially in the last 12-months. This has meant that the focus of the team has not been on empty homes. This decision to prioritise of statutory, high-risk duties versus lower risk and largely non-statutory work was taken at a corporate level in consultation with the relevant portfolio holders and was wholly consistent with regulatory guidance provided by MHCLG (now DLUHC) at the time. Despite this we have continued to monitor properties and intervene where there has been a serious impact on neighbours. 2 properties that

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## Corporate Plan PI Report Homes

### Priorities: Homes

### Aims: Private Sector Housing

### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
																have caused problems have been listed for sale through our property auction partner this year. Going forward we are introducing a new role that will have a greater focus on empty homes work and we have a clear commitment to tackling empty homes from 2022/23 under the new Housing Strategy. (SN)
<u>Houses in Multiple Occupation (HMOs) investigations</u>	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Simon Newcombe	
<u>Landlord engagement and Support</u>	14	9	n/a	n/a	1	n/a	n/a	4	n/a	n/a	10	n/a	n/a	14	Simon Newcombe	(Quarter 4) 1 x mailout re MEES, 2 x press releases and media engagement, 1 x pinpoint news bite (TW)

### Aims: Council Housing

### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Tenant Census</u>	34%		n/a	n/a		n/a	n/a		n/a	n/a		n/a	n/a		Simon Newcombe	(Quarter 4) Team are

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## Corporate Plan PI Report Homes

Priorities: Homes

Aims: Council Housing

Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
																develeoping an action plan as part of the Housing Strategy 2021-2025 (NC)
% <u>Emergency Repairs Completed on Time</u>	104.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	Simon Newcombe	
% <u>Urgent Repairs Completed on Time</u>	99.9%	95.0%	99.0%	99.5%	99.7%	99.6%	99.6%	99.4%	99.4%	99.3%	99.3%	99.2%	99.3%	99.3%	Simon Newcombe	
% <u>Routine Repairs Completed on Time</u>	99.6%	95.0%	97.7%	98.3%	98.7%	98.8%	98.9%	99.0%	99.0%	98.6%	98.8%	98.7%	98.7%	98.8%	Simon Newcombe	
% <u>Properties With a Valid Gas Safety Certificate</u>	99.4%	100%	100%	99%	99%	99%	99%	100%	100%	99%	99%	100%	100%	99%	Simon Newcombe	
% <u>Complaints</u>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.5%	98.6%	97.6%	97.9%	98.2%	98.4%	98.6%	98.8%	Simon Newcombe	

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## Corporate Plan PI Report Homes

Priorities: Homes

Aims: Council Housing

### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Responded to On Time</u>																

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## Corporate Plan PI Report Economy

Monthly report for 2021-2022  
 Arranged by Aims  
 Filtered by Aim: Priorities Economy  
 For MDDC - Services

Key to Performance Status:

Performance Indicators: No Data Well below target Below target On target Above target Well above target

\*  
 Indicates that an entity is linked to the Aim by its parent Service

## Corporate Plan PI Report Economy

## Priorities: Economy

## Aims: Incubator and start-up space

## Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Incubator and Start-up space</u>	0	2	n/a	n/a	0	n/a	n/a	0	n/a	n/a		n/a	n/a	0	Adrian Welsh	(Quarter 4) This indicator is being reviewed informed by the emerging recovery plan work. (AW)
<u>Sites for Commercial Development</u>	0	2	n/a	n/a	0	n/a	n/a	0	n/a	n/a		n/a	n/a		Keith Ashton, Andrew Busby	

## Aims: Improve and regenerate our town centres

## Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Number of business rate accounts</u>	3,356		3,358	3,362	3,366	3,375	3,381	3,384	3,405	3,429	3,436	3,424	3,426	3,426	Dean Emery	
<u>Business Rates RV</u>	£45,601,082		£45,614,697	£45,572,772	£45,572,772	£46,111,792	£46,092,812	£46,128,787	£46,258,944	£46,312,564	£46,354,264	£46,303,869	£46,384,114	£46,305,114	Dean Emery	
<u>Empty Business Properties</u>	244					250	250	242	249	232	240	242	236	231	Dean Emery	
<u>Tiverton Town Centre Masterplan</u>			n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		Adrian Welsh, Angharad Williams	(2021 - 2022) Tiverton Town Centre Masterplan second round consultation scheduled to follow outcome of CRF bid - Cabinet March 2022 (AW)
<u>Cullompton Town Centre Masterplan</u>	n/a				Yes		Yes	Yes							Adrian Welsh, Angharad Williams	(September) Delivery Plan being developed (CY)
<u>Crediton Town Centre Masterplan</u>	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		Angharad Williams	(2021 - 2022) Procurement March 2022 (AW)
<u>Pannier Market Regular Traders</u>	53.2%	85%	63%	73%	75%	76%	78%	80%	81%	82%	82%	82%	82%	82%	Jim Bray, Adrian Welsh	(May) First full month after easing of restrictions (JB)
<u>West Exe North and South</u>	13		n/a	n/a	13	n/a	n/a	13	n/a	n/a	14	n/a	n/a	13	Keith Ashton, Andrew Busby	(Quarter 4) Quarter 4 - one vacancy in West Exe North (NC)
<u>Fore St Tiverton</u>	4		n/a	n/a	5	n/a	n/a	5	n/a	n/a	5	n/a	n/a	5	Keith Ashton, Andrew Busby	(Quarter 4) 100% occupancy (NC)
<u>Market Walk Tiverton</u>	14		n/a	n/a	14	n/a	n/a	14	n/a	n/a	15	n/a	n/a	15	Keith Ashton, Jason Ball,	(Quarter 4) 100% occupancy (NC)

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**Corporate Plan PI Report Economy****Priorities: Economy****Aims: Improve and regenerate our town centres****Performance Indicators**

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
															Andrew Busby	

**Aims: Community Land Trusts****Performance Indicators**

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Community Land Trusts Assisted</u>	2	1	n/a	n/a	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a	1	Tristan Peat	(Quarter 4) Release of £500 from the Council's Community Led Housing Fund to the Chawleigh Community Trust, as part of approved grant support. (TP)

**Aims: Digital Connectivity****Performance Indicators**

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Digital connectivity</u>			n/a	n/a	0	n/a	n/a		n/a	n/a		n/a	n/a		Adrian Welsh	(Quarter 4) Progress with the town centre wi-fi projects has been hampered by Covid 19, but is due to be delivered by 1st Qtr of 2022. Econ Dev Project Manager also working to ensure maximum uptake of FFTP through 2nd Phase CDR rollout through Airband (JB)

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## Corporate Plan PI Report Corporate

Monthly report for 2021-2022

Arranged by Aims

Filtered by Aim: Priorities Delivering a Well-Managed Council  
For MDDC - Services

**Key to Performance Status:**

Performance Indicators:

No Data

Well below  
target

Below target

On target

Above target

Well above  
target

\* Indicates that an entity is linked to the Aim by its parent Service

### Corporate Plan PI Report Corporate

#### Priorities: Delivering a Well-Managed Council

#### Aims: South West Mutual Bank

#### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>South West Mutual Bank</u>		No target set for this indicator	n/a	n/a	n/a	n/a	n/a		n/a	n/a	n/a	n/a	n/a		Paul Deal, Andrew Jarrett	(October - March) An update went to Cabinet on 26 October. A further £125,000 investment was secured during the last financial year. The length of time to obtain a Banking Licence means it will be mid-2024 before the first product openings. (NC)

#### Aims: Commercial Opportunities

#### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Tiverton Other</u>	8		n/a	n/a	8	n/a	n/a	8	n/a	n/a	8	n/a	n/a	7	Keith Ashton, Andrew Busby	(Quarter 4) x1 void - Shoe Zone Fore Street (AB)

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## Corporate Plan PI Report Corporate

### Priorities: Delivering a Well-Managed Council

#### Aims: Commercial Opportunities

#### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Industrial Units Cullompton</u>	15		n/a	n/a	14	n/a	n/a	14	n/a	n/a	15	n/a	n/a	14	Keith Ashton, Andrew Busby	(Quarter 4) Unit 4 Kingsmill is vacant (KA)

#### Aims: Other

#### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Sickness absence %</u>	2.10%	2.78%	n/a	n/a	2.08%	n/a	n/a	2.45%	n/a	n/a	2.96%	n/a	n/a	2.73%	Matthew Page	
<u>Appraisals completed</u>	97%	100%	n/a	n/a	n/a	n/a	n/a	94%	n/a	n/a	n/a	n/a	n/a	62%	Matthew Page	(October - March) The deadline for the return of completed appraisals has been extended until 27 May 2022, the figure of completed appraisals was up until 31 March

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## Corporate Plan PI Report Corporate

### Priorities: Delivering a Well-Managed Council

#### Aims: Other

#### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
																2022 (NC)
<u>% total Council tax collected - monthly</u>	96.96%	96.00%	11.02%	19.86%	28.76%	37.56%	46.15%	53.43%	64.54%	72.60%	79.81%	91.20%	96.09%	96.69%	Dean Emery	
<u>% total NNDR collected - monthly</u>	96.81%	97.00%	9.29%	15.07%	31.84%	39.83%	45.54%	57.36%	60.58%	69.36%	75.47%	84.72%	95.65%	98.62%	Dean Emery	
<u>New Performance Planning Guarantee determine within 26 weeks</u>	100%	100%	n/a	n/a	100%	n/a	n/a	100%	n/a	n/a	100%	n/a	n/a	100%	Angharad Williams	
<u>Major applications overturned at appeal (over last 2 years)</u>	5%	10.00%	n/a	n/a	7.14%	n/a	n/a	6.30%	n/a	n/a	5.81%	n/a	n/a	5.53%	Angharad Williams	
<u>Major applications overturned at appeal % of appeals</u>	0.05%	10.00%	n/a	n/a	8.33%	n/a	n/a	4.51%	n/a	n/a	3.01%	n/a	n/a	2.26%	Angharad Williams	
<u>Minor applications overturned at appeal (over last 2</u>	2%	10.00%	n/a	n/a	0.43%	n/a	n/a	0.22%	n/a	n/a	0.36%	n/a	n/a	0.43%	Angharad Williams	

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## Corporate Plan PI Report Corporate

Priorities: Delivering a Well-Managed Council

Aims: Other

### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
years)																
<u>Minor applications overturned at appeal % of appeals</u>	1.66%	10.00%	n/a	n/a	0.70%	n/a	n/a	0.63%	n/a	n/a	0.71%	n/a	n/a	0.78%	Angharad Williams	
<u>Response to FOI/EIR Requests (within 20 working days)</u>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Haidee Fairclough	(March) 1 late out of 53 (HF)
<u>Working Days Lost Due to Sickness Absence</u>	5.80days	7.00days	n/a	n/a	1.35days	n/a	n/a	3.20days	n/a	n/a	5.75days	n/a	n/a	7.80days	Matthew Page	
<u>Staff Turnover</u>	24.5%	15.0%	n/a	n/a	5.8%	n/a	n/a	10.7%	n/a	n/a	15.1%	n/a	n/a	21.3%	Matthew Page	

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