

Public Document Pack

Mid Devon District Council

Community Policy Development Group

Tuesday, 20 November 2018 at 2.15 pm
Exe Room, Phoenix House, Tiverton

Next ordinary meeting
Tuesday, 22 January 2019 at 2.15 pm

Those attending are advised that this meeting will be recorded

Membership

Cllr Mrs E M Andrews
Cllr Mrs H Bainbridge
Cllr Mrs A R Berry
Cllr Mrs C P Daw
Cllr Mrs G Doe
Cllr R J Dolley
Cllr F W Letch
Cllr Mrs E J Slade
Cllr B A Moore

A G E N D A

Members are reminded of the need to make declarations of interest prior to any discussion which may take place

- 1 **Apologies and Substitute Members**
To receive any apologies for absence and notices of appointment of substitute Members (if any).
- 2 **Declarations of Interest under the Code of Conduct**
Councillors are reminded of the requirement to declare any interest, including the type of interest, and reason for that interest, either at this stage of the meeting or as soon as they become aware of that interest.
- 3 **Minutes of the Previous Meeting (Pages 5 - 10)**
Members to consider whether to approve the Minutes of the last meeting held on 18th September 2018 as a correct record.
- 4 **Public Question Time**
To receive any questions relating to items on the Agenda from members of the public and replies thereto.

Note: A maximum of 30 minutes is allowed for this item.

- 5 **Chairmans Announcements**
To receive any announcements that the Chairman may wish to make.
- 6 **Community Engagement Strategy and Action Plan 2018-2019**
(Pages 11 - 60)
To receive a report from the Director of Corporate Affairs and Business Transformation updating Members on progress made with the Community Engagement Action Plan and to review the strategy and focus for 2018/2019.
- 7 **Single Equalities Update**
To receive a verbal update on Single Equalities from the Group Manager of Performance and Data Security.
- 8 **Community Safety Partnership** *(Pages 61 - 74)*
To consider a report from the group Manager for Public Health and Regulatory Services outlining the Council's Community Safety Action Plan, and to seek Members recommendation to acknowledge and accept the priorities action plan.
- 9 **Air Quality Action Plan Update** *(Pages 75 - 84)*
To receive a report from the Group Manager for Public Health and Regulatory Services on the Air Quality Action Plan.
- 10 **Safeguarding Policy Guidance and Procedures** *(Pages 85 - 98)*
To receive the revised Safeguarding Policy and Procedures from the Human Resources Business Manager.
- 11 **Health & Safety Policy** *(Pages 99 - 114)*
To receive a report from Director of Corporate Affairs and Business transformation advising Members that, in accordance with the Health and Safety at Works Act 1974, the Council's Health and Safety at Works Policy has been reviewed by the Health and Safety Committee.
- 12 **Leisure Update**
To receive a verbal report on Leisure Services from the Leisure Manager
- 13 **Financial Monitoring** *(Pages 115 - 132)*
To consider a report of the Principle Accountant presenting financial monitoring information for the income and expenditure to date.
- 14 **Draft Budget 2019-2020** *(Pages 133 - 162)*
To consider options available in order for the Council to set a balanced budget for 2019/2020 and agree a future strategy for further budget reductions for 2020/2021 onwards
- 15 **Performance and Risk** *(Pages 163 - 172)*
To provide Members with an update on performance against the corporate plan and local service targets for 2018/2019 as well as

providing an update on the key business risks.

16 **Identification of Items for the Next Meeting**

Members are asked to note that the following items are already identified in the work programme for the next meeting.

Citizens Advice – Additional Funding

Public Health Enforcement Policy

Public health Initiatives Communication Strategy

Financial Monitoring

Draft Budget

Performance & Risk

Note: This item is limited to 10 minutes. There should be no discussion on the items raised.

Stephen Walford

Chief Executive

Monday, 12 November 2018

Anyone wishing to film part or all of the proceedings may do so unless the press and public are excluded for that part of the meeting or there is good reason not to do so, as directed by the Chairman. Any filming must be done as unobtrusively as possible from a single fixed position without the use of any additional lighting; focusing only on those actively participating in the meeting and having regard also to the wishes of any member of the public present who may not wish to be filmed. As a matter of courtesy, anyone wishing to film proceedings is asked to advise the Chairman or the Member Services Officer in attendance so that all those present may be made aware that is happening.

Members of the public may also use other forms of social media to report on proceedings at this meeting.

Members of the public are welcome to attend the meeting and listen to discussion. Lift access the first floor of the building is available from the main ground floor entrance. Toilet facilities, with wheelchair access, are also available. There is time set aside at the beginning of the meeting to allow the public to ask questions.

An induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter. If you require any further information, or

If you would like a copy of the Agenda in another format (for example in large print) please contact Carole Oliphant on:

Tel: 01884 234209

E-Mail: coliphant@middevon.gov.uk

Public Wi-Fi is available in all meeting rooms.

MID DEVON DISTRICT COUNCIL

MINUTES of a **MEETING** of the **COMMUNITY POLICY DEVELOPMENT GROUP**
held on 18 September 2018 at 2.15 pm

Present

Councillors

B A Moore (Chairman)
Mrs E J Slade, Mrs E M Andrews,
Mrs H Bainbridge, Mrs C P Daw, R J Dolley
and F W Letch

Apologies

Councillor(s)

Mrs A R Berry and Mrs G Doe

Also Present

Councillor(s)

C J Eginton, C R Slade and R L Stanley

Also Present

Officer(s):

Andrew Busby (Group Manager for Corporate Property and Commercial Assets), Simon Newcombe (Group Manager for Public Health and Regulatory Services), Lisa Lewis (Group Manager for Business Transformation and Customer Engagement), Rob Fish (Principal Accountant), Paul Tucker (Grants and Funding Officer), Kevin Swift (Public Health Officer) and Carole Oliphant (Member Services Officer)

30 **APOLOGIES AND SUBSTITUTE MEMBERS (00.00.56)**

Apologies were received from Cllr Mrs G Doe and Cllr Mrs A R Berry

31 **MINUTES OF THE PREVIOUS MEETING (00.01.14)**

The Minutes of the Meeting held on 24th July 2018 were approved as a correct record and **SIGNED** by the Chairman.

32 **PUBLIC QUESTION TIME (00.01.48)**

There were no members of the public present.

33 **CHAIRMAN'S ANNOUNCEMENTS (00.01.58)**

The Chairman stated that he had received information that the Tiverton Museum of Devon Life were currently recruiting for trustees and advised Members to contact Pippa Griffiths direct and that the request be added to Parish Matters.

34 **GRANT FUNDED AGENCY (00.3.13)**

The Chairman introduced Faye Ashton CEO of the Tiverton and District Community Transport Association.

She explained that the charity had been renamed Mid Devon Mobility from July 2018 and was one of six charities in receipt of a 3-year Service Level Agreement Grant from MDDC.

Mid Devon Mobility covered 353 square miles of Mid Devon and the charity was very grateful for funding that MDDC provided. Faye Ashton explained that for every £1 of grant given it was transformed into £9.81 of services. The following services had seen an increase in usage.

- Ring & Ride (18% increase)
- Voluntary Car Scheme (38% increase)
- Shop mobility service in Tiverton (53% increase).

She explained that since 2015 there had been a 235% increase in passenger numbers.

Mid Devon Mobility's services were aimed at increasing the independence, mobility and peace of mind of older and disabled people, helping them overcome the problems of loneliness and isolation.

The MDDC Service Level Agreement Grant provided an annual award of £22,000, of which £5,600 was deducted at source to cover the cost of office rental within the Phoenix Lane Multi-Storey Car Park.

Members asked what the sale of the Crediton Office would mean to Mid Devon Mobility and Faye Ashton replied that they had already been in talks with the potential new owners and were confident that they would be able to remain as tenants in the existing building. She stated that the charity was very grateful to MDDC for allowing them to rent the premises at a peppercorn rent over the years which had assisted them in being able to provide a service for the people of Crediton.

In response to a question about Cullompton she outlined the current services available to residents which included:

- A Voluntary Car Scheme
- A Community Bus which was available to hire at evenings and weekends
- Accessible vehicles for people with disabilities
- A community transport bus which took people into Tiverton every Tuesday

The Chairman thanked Mid Devon Mobility for their report.

35 **CUSTOMER CARE POLICY (00.22.17)**

The Committee received a *report on the Customer Care Policy from the Group Manager for Business Transformation and Customer Engagement

She sought Member's approval for the Customer Care Policy and explained that this was a review of the Customer Services Policy and it had not significantly changed but it now referred to customer services across all departments. Business Transformation would be looking at services targets mentioned in the policy. She explained that as customer's online interaction increased there would be a need to review the policy more frequently and that the policy review period would be reduced from 3 to 2 years.

Discussion took place regarding the out of hours provision which was currently provided by Taunton Deane and the Group Manager for Public Health and Regulatory Services explained that there was currently a route branch review of the service being conducted which was due to be discussed by the leadership team in the future.

It was **RECOMMENDED** to Cabinet that the content of the reviewed Customer Care Policy be approved subject to:

Page 4 of the policy – Item 6, first bullet point to read:

- An office that is open 39½ hours a week - 9am – 5pm (Mon-Thu) and 9am – 4.30pm (Fri)

Page 6 - Appendix 1 – Telephone to Call Centre - Agreed Targets to read: 85% answered, the contract centre is staffed from 8.30 to 5.00pm, and calls are put into a queue.

(Proposed by the Chairman)

Note: - *Report previously circulated and attached to minutes.

36 **MEETING MANAGEMENT**

The Chairman advised the Committee that item 9 – Financial Monitoring would be taken as the next item of business.

37 **FINANCIAL MONITORING (00.28.21)**

The Committee were given and **NOTED** a verbal report * from Principal Accountant presenting a financial update in respect of the income and expenditure so far in the year.

He explained a predicted overall variance of £247k overspend on the General Fund to end of July with the movement from June of £178k of which £125k related to services reporting to Community PDG.

The main reasons for the overspend was a water leak in the Exe Valley Leisure Centre to which SWWA were attempting to charge £52k for the water dispensing into the SWWA drainage system and a £70k drop in Planning Fee income out of a budget of circa £1m.

38 **UNAUTHORISED ENCAMPMENTS (00.33.40)**

The Committee considered a *report from the Group Manager for Corporate and Commercial Assets outlining the draft policy and procedure for the Unauthorised Encampment Policy.

He explained that the Policy was required to commit to the work that had previously been completed by the Cabinet and informal groups which included members of the travelling community.

Discussion took place regarding the five key stages of the process and the Group Manager for Corporate and Commercial Assets provided Members with an update flow chart of the process.

He explained that the MDDC process was closely aligned to the DCC policy to ensure that there was a synergy between the two authorities processes.

In response to questions posed he explained that a traveller family was defined by the use of six or more vehicles and that if a temporary encampment was allowed to remain it was unlikely that the Council could impose Council Tax collection and enforce it.

He further explained that although the policy was complete he wanted the Council's legal team to have a further overview of the legal terminology used.

It was **RECOMMENDED** to Cabinet and then to Council to adopt the Unauthorised Encampment Policy subject to a further review by the Legal department, the inclusion of the new flowchart, and any other minor spelling changes having been carried out.

(Proposed by the Chairman)

Note: - *Report previously circulated and attached to the Minutes.

39 **LIFESTYLE, DIET & NUTRITION (00.51.02)**

The Committee were given an overview from the Public Health Officer and discussed the recent Members briefing which had been held on 16th August 2018 and included input from Dr Dixon, Dr Chandler & Ruby Entwistle Advanced Public Health Practitioner (DCC).

Discussion took place regarding the current public health campaigns that the Council were already promoting including Sugar Smart and the Small Step programme. The leisure centres were currently involved in the Active Start programme.

The Committee were mindful that there were limited options that the Council could do as Public Health was a statutory function of Devon County Council and that there was currently no budget available to put resources into formally signing up to all of the campaigns.

The Leader stated that the briefing was inspirational and the most important one he had attended during his time on the Council. He explained that he had attended the opening of the Culm Valley Surgery garden at the request of Dr Dixon. He explained that Dr Dixon was keen to be involved, as a medical expert, in the decisions made by Council and the Leader encouraged the Committee to include him in future discussions.

Discussion then took place regarding the on-line and social media options available to the Council to promote healthy living.

The Committee decided that the Public Health Officer would report back at the November meeting with a communication strategy for promoting public health initiatives to the residents of Mid Devon. It was specifically requested that the report include a scale of proposed resources and what would be achievable within different levels of funding.

40 IDENTIFICATION OF ITEMS FOR THE NEXT MEETING (01.15.15)

There were no items identified.

(The meeting ended at 3.31 pm)

CHAIRMAN

This page is intentionally left blank

**COMMUNITY PDG
20 NOVEMBER 2018**

Review of the Communication and Community Engagement Strategies and the Media and Social Media Policy and Guidelines

Cabinet Member(s): Councillor Colin Slade
Responsible Officer: Communications and Engagement Manager

Reason for Report: The purpose of this report is to provide members with the revised Communication and Engagement Strategy which now replaces the previous Communication Strategy, Community Engagement Strategy, Media and Social Media Protocol and Social Media Policy & Guidelines. This revised and amalgamated strategy is required to ensure we deliver and improve two way communication with staff, members and our customers to ensure all are engaged with and informed about Council services.

RECOMMENDATION: To recommend to Cabinet the content of the reviewed and amalgamated Communication and Engagement Strategy.

Relationship to Corporate Plan: To ensure that our customers, staff, members and stakeholders are informed about Council services, news and changes through appropriate and varied channels.

Financial Implications: Any financial implications would depend on the methods chosen to implement the action plans. The majority of the proposed actions can be implemented with the existing communication staff. Should the Council wish to implement larger scale communication changes, such as to develop a new intranet or carry out a full rebranding exercise, this would involve a financial cost. Any projects identified within the attached action plan would be accompanied by a costed and approved business case.

Legal Implications: To ensure that all communication and methods of consultation are GDPR compliant and adhere to the Council's Single Equality Scheme.

Risk Assessment: None

Equality Impact Assessment: Any consultation and communication channels would have regard to the Council's Single Equality Scheme.

1.0 Introduction

- 1.1 The Council has a duty to consult and engage effectively with residents, partners, employees and other stakeholders when deciding about future changes to services and new developments.
- 1.2 As a council we must offer value for money and customer satisfaction, therefore two way engagement is an essential part of delivering our services.
- 1.3 The Council previously had separate communication and engagement strategies which were due for review at different times. The Council's Social Media Policy and Guidelines previously sat with IT, while the Media and

Social Media Protocol sat with Communications. Now that there is a Communications team in place these policies and guidelines all sit within the Communication service area and are contained within this single document to provide an effective overarching strategic approach to the Council's communication and engagement activity.

2.0 The Communication function and team

2.1 The Communication function is split into three key areas, all of which are detailed in this strategy:

- Internal Communication
- Community engagement
- Media relations

2.2 Core functions of the Communications team include:

- Media relations and media monitoring
- Social media
- Staff communication
- Community consultation and engagement
- Stakeholder consultation and engagement
- Branding and corporate campaigns
- Communication advice and training for managers, leadership team and elected members
- Website editing

3.0 Action plans

3.1 Following a Corporate Peer Review in 2017 the Council recognised the need to improve consultation with our customers. Detailed in the strategy are proposed action plans in order to achieve this, both internally and with our external customers. These action plans essentially form a business plan for the Communication team. While it may not be appropriate, or cost effective, to develop all of the proposals they give an indication of the areas of work which the Communication team will be looking to develop over the coming months and years to support the Council in achieving its mission and corporate goals.

4.0 A corporate approach

4.1 Now that a communication team exists the Council can adopt a more strategic approach to communication. The Communication team is already an integral part of the business transformation project and is seeking to work more closely with other service areas.

4.2 This work has begun but there is more that can be done to utilise existing channels of communication in other services areas, for the benefit of sharing a corporate message to a wider audience.

4.3 The Communication team is also looking at ways to raise its own profile among service areas to ensure any corporate and service messages which are communicated are targeted to their audience, that language used complies with our Single Equality Scheme and to support the Council's Annual Governance Statement which assesses our position against the Code of Corporate Governance. This will take some time to embed within the organisation but once the Communication team can develop the proposed actions and support the service areas this should improve, to the benefit of our customers.

5.0 The Future

5.1 Communication and engagement has moved from being focused on traditional print media and the distribution of press releases and postal literature to the emergence of online communities and the use of multiple and instantaneous channels which give individuals a platform to share their views. The Council must now recognise this, while being mindful of our demographic, and change and improve the way it reaches out to its customers to both inform them and seek their views.

5.2 In a digital era the Council should also recognise the importance of branding and adopt a more recognised and uniform approach to its communication channels, whether they are in print or online.

Contact for more Information: Jane Lewis Communications and Engagement Manager Tel. 01884 234953, email: jlewis@middevon.gov.uk

Circulation of the Report: Councillors Colin Slade and Margaret Squires, Group Managers, Leadership Team and Community PDG

List of Background Papers: Communication Strategy 2015, Social Media Policy & Guidelines 2013, Media and Social Media Protocol 2015, Community Engagement Strategy 2016.

This page is intentionally left blank

Mid Devon District Council

Communication and Engagement Strategy

Policy Number: CM 01

August 2018

DRAFT

Version Control Sheet

Title: Communication & Engagement Strategy

Purpose: To provide an efficient communications and engagement service which enhances the Council's reputation. To encourage two way communication which ensures our staff, customers, members and stakeholders influence, support and are well informed about the work of the Council.

Owner: Communication and Engagement Manager
jlewis@middevon.gov.uk
01884 234953

Date: August 2018

Version Number: 1

Status: Draft

Review Frequency: Every four years.

Next review date: 2022

Consultation This document was sent out for consultation to the following:

Leadership team
Group Managers
Community PDG
Cabinet

Document History

This document obtained the following approvals.

Title	Date	Version Approved
Group Managers	October 23, 2018	1
Leadership Team	October 6, 2018	1
Community PDG	Due 20 November 2018	
Cabinet		

Table of contents

Heading	Page number
1.0 Introduction	4
2.0 Scope	5
3.0 Related documents	5
4.0 Internal communication	5
Table 1: Current internal communication channels - staff	7
Table 2: Current internal communication channels – members	7
Table 3: Proposed internal communication action plan	9
5.0 Community engagement	10
Table 4: Current engagement channels	12
Table 5: Proposed community engagement action plan	13
6.0 Media relations	16
7.0 Emergency planning	17
8.0 Corporate branding	17
9.0 Media training	17
10.0 Appendices	17

1.0 Introduction

1.1 This strategy includes

- Internal communication action plan
- Community engagement action plan
- Social media and media relations policy
- Stakeholder and community groups mapping

Background

1.2 The Council previously had separate communication and engagement strategies which were due for review at different times. The Council's Social Media Policy and Guidelines previously sat with IT, while the Media and Social Media Protocol sat with Communications. Now that there is a Communications team in place these policies and guidelines all sit within the Communication service area and are contained within this single document to provide an effective overarching strategic approach to the Council's communication and engagement activity.

1.3 The Communication team is a small entity, recently reinforced as a result of the Corporate Peer Review undertaken in 2017. The team sits as part of the corporate core of the organisation (under the Directorate of Business Transformation & Corporate Affairs) and works closely with all service areas of the council to provide a more effective approach to communication and engagement with all stakeholders. The team is made up of :

- Communication & Engagement Manager (part time)
- Web, Communication and Digital Administrator
- Communications Officer

1.4 The Communication function is split into three key areas, all of which are detailed in this strategy:

- Internal Communication
- Community engagement
- Media relations

1.5 Communication within the Council supports the Council's mission, as expressed through its internal operating framework:

Be an energetic, confident and agile organisation, with the ambition to change, the confidence to innovate, the compassion to care and the determination to succeed.

1.6 The Communication function can help achieve this by:

- sharing the achievements of staff, service areas and members
- supporting staff and members through changes and new ways of working
- providing advice on how service areas can consult and engage positively with our communities
- raising the profile of the Council within the district and beyond
- informing our community of changes in a timely and accessible way, using plain English

1.7 Each area of communication also supports the Council's Corporate Plan and annual priorities of the service areas.

1.8 Core functions of the Communications team include:

- Media relations and media monitoring
- Social media
- Staff communication
- Community consultation and engagement
- Stakeholder consultation and engagement
- Branding and corporate campaigns
- Communication advice and training for managers, leadership team and elected members
- Website editing

2.0 Scope

2.1 This policy applies to all staff and members.

3.0 Related Documents

- a. Internal communication action plan
- b. Community engagement action plan
- c. Social media and media relations policy
- d. Stakeholder and community groups mapping
- e. Channel Access Strategy
- f. Tenant Involvement Strategy,
- g. Culm Garden Village Engagement Strategy
- h. Town and Parish Charter

4.0 Internal Communication

Background

4.1 The Council currently employs circa 580 staff, based across six sites (Phoenix House, Carlu Close, Old Road and three leisure centres based in Cullompton, Tiverton and Crediton.)

4.2 Internal communication matters because it ensures our staff have the right information to carry out their job well, have sufficient opportunities to communicate their views and feel valued and supported by their employer. Internal communication is also important as it can have a positive influence on performance, retention of staff, innovation and wellbeing. This in turn means our staff are more likely to support the Council's objectives, enabling the Council to deliver its corporate plan and ensuring it provides a quality and efficient service to residents, partners and stakeholders.

4.3 A satisfaction survey is sent out to staff annually. The most recent received 297 replies. Highlighted results from the 2017 staff survey show:

- 89% of staff enjoy their job
- 75% feel valued
- 91% say they know how their job contributes to delivering the priorities of the Council

- 58% say they sometimes feel stressed
- 12% of staff feel they don't have a good relationship with councillors
- 9% of staff don't think the leadership team has a clear vision for the future of the council

4.4 Following the 2017 survey Group Managers created a staff survey action plan which highlights areas to focus on from our recent survey results and looks at ways to improve these.

4.5 All staff should operate according to the Officer Code of Conduct.

4.6 All elected members should operate according to the Member Code of Conduct.

Aim

4.7 To provide an internal communication system which promotes interaction and ensures staff and elected members, at all levels, feel valued and informed and are in a position to support the mission and objectives of the Council.

4.8 We will do this by:

- Ensuring communication is shared with staff in a timely, easily accessible way, especially during periods of change and innovation, so that they feel better informed and engaged
- Help employees see the connection between their job and the organisation's aims and mission
- Recognising that different methods of communication are needed depending on the audience and message
- Encouraging staff to share good practice and expertise
- Encouraging senior management to listen to staff feedback and questions and respond accordingly, creating a climate of two way communication and improved levels of trust
- Facilitating free flowing communication

Current methods of internal communication

Table 1:

Current staff channels	Purpose	Distribution	Responsibility
The Link	Round up of weekly news, key events and decisions	Weekly (Mon)	Communications team
Sharepoint	Information sharing portal	Ongoing	IT and service areas
Staff Q&As	To encourage questions, to provide face-to-face interaction from leaders to staff, To share wider aims of the Council To receive feedback from staff	Leader and Deputy Leader annual Q&A Leadership team biannual	Leadership team Leader Deputy leader
All officer emails	Time sensitive or urgent issues to inform	As required	Leadership team, Executive Assistant, Communications team
HR group services newsletter	Information sharing about payroll, HR, L&D, H&S	Quarterly	HR
Noticeboards	Printed information. Particularly useful for those who do not have access to IT	As required	Supervisors and site managers eg Carlu Close, Old Road
Staff survey	Receive feedback from staff on specific questions	Annual	Executive Assistant HR Group Managers

Table 2

Current member channels	Purpose	Distribution	Responsibility
WIS	Information about key dates, council news and events	Weekly (Thurs)	Member Services
Member briefings	For more complex issues requiring training or face-to-face discussion	As required	Member Services
All member emails	Urgent or time sensitive issues	As required	Member Services, Executive Assistant
Notices in Members' Room	Printed information	As required	Member Services/ Communications Team

Constraints

- No intranet for staff. Sharepoint is clunky, holds too much information which is poorly visible and has a poor search function.
- Not all staff have access to a computer for online internal communication
- Currently limited ways for staff to share their views, particularly anonymously
- Multiple sites for staff bases
- Budget

Proposed Internal Communication Action Plan

Table 3:

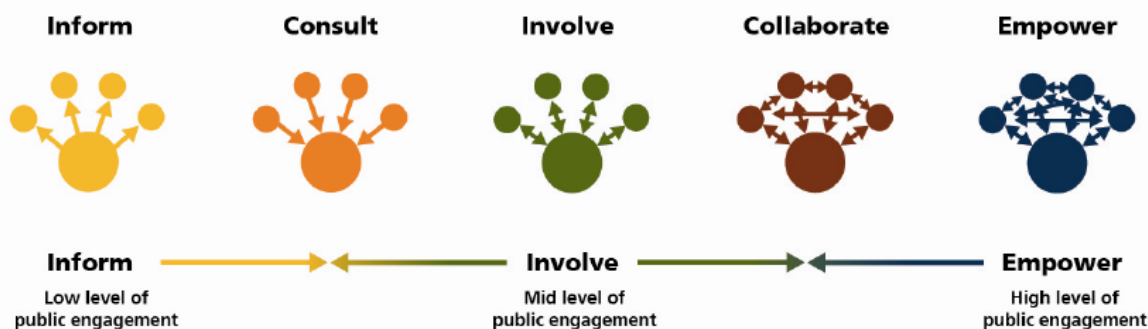
Objective	Method	Responsible	Evaluate
Create a more interactive staff newsletter	Exploring options to include: Gov Delivery, outsourced newsletter, in house IT development	Communications Team with input from IT, HR	Interactions and feedback directly via new newsletter Staff panel feedback A specific question in staff survey about it Ask for feedback via newsletter
Create a virtual staff panel	Potentially via Sharepoint or an email group	Communications Team	How many people on the panel Feedback from staff
Encourage and collate feedback from Q & As to improve format and attendance	Contact those who attend the 2018 sessions	Communications Team	How many responses from those who attended a Q&A How many attended the sessions compared to last year
Explore options to create a more user friendly intranet	IT liaison	Communications Team IT HR Finance	Staff survey results
Encourage greater uptake of annual staff survey	Promotion, Incentives, via newly formed staff panel, Cascade briefings /team meetings	Communications Team IT HR Executive Assistant to Directors Group Managers	Compare number of responses to previous years
Explore internal social media options	Yammer or Workplace	Communications Team	

5.0 Community engagement

Background

5.1 Community engagement is about putting communities at the heart of their own local services. Effective community engagement is essential to ensure the services the Council operates are fit for the communities they serve. In some areas of the Council there is a statutory consultation requirement when the Council has a duty to engage with the public (such as planning and licensing) which is supported by the Council's adopted Statement of Community Involvement 2016. At other times the Council voluntarily and actively seeks out the views of the community to ensure the Council is delivering a high quality, cost effective service which meets the needs of the customer.

5.2 There are different levels of engagement and this should be considered when embarking on any form of engagement. The most appropriate method of engagement will depend on the desired outcome and audience:



Aim

5.3 To develop and improve community engagement to ensure the Council can:

- understand and respond to the needs of our customers
- plan and deliver better and more efficient services
- take transparent decisions based on evidence and be held accountable for these decisions
- build relationships with the local community
- test out ideas and explore local issues
- measure the performance of the Council in delivering services

5.4 Effective engagement also means the local community will have a greater say and impact on the delivery of local services and be better informed about the Council's work.

5.5 We will do this by:

- Sharing information via multiple channels
- Exploring new partnerships, particularly with community and voluntary groups, as well as statutory/public sector partners

- Working with Members to promote the work of the Council and to receive feedback from constituents
- Encouraging service areas to share news and upcoming events and consultation
- Giving the community and stakeholders a means to express their views
- Listening to the feedback from our customers

5.6 Our community engagement methods will also support and adhere to our Single Equality Scheme 2018.

Elected Members

5.7 The Council's elected members represent the views of the district and in particular their ward and are an essential part of creating effective community engagement.

5.8 A channel of communication from constituents to the Council through elected representatives, and vice versa, should be explored. This channel could be utilised to enhance two way communication and be used to receive feedback from our wards but also to share district wide news at local level, such as via councillor led surgeries.

Table 4

Current Engagement Channels

Channel	Audience	Responsibility
MDDC website	Residents, businesses and media	Communications team and IT
Devon Newscentre	Media	Devon County Council
Press releases	Media	Communications team
Facebook pages: <i>Mid Devon Council</i> <i>Mid Devon Leisure</i> <i>Tiverton Pannier Market</i> <i>Electric Nights</i> <i>Mid Devon Housing</i> <i>Community Safety</i> <i>Partnership</i>	Residents & media	Communications Leisure Market Officer Economic Regeneration and Growth Officer Housing Community Safety and Emergency Planning Officer
Twitter accounts: <i>Mid Devon Council</i> <i>Mid Devon Leisure</i> <i>Tiverton Pannier Market</i> <i>Electric Nights</i> <i>Mid Devon Housing</i> <i>Community Safety</i> <i>partnership</i>	Residents and businesses and media	Communications Leisure Market Officer Economic Regeneration and Growth Officer Housing Community Safety and Emergency Planning Officer
Gov Delivery	Residents	Communications team
Statutory notice eg <i>planning, licensing and elections</i>	Residents and businesses	Service area leads See Statement of Community Involvement
Annual council tax bill and letter	Residents	Revenues
Tiverton Town Centre Partnership	Tiverton businesses	Town Centre Manager
Customer First	Residents	Customer Service Manager
Town and Parish Newsletter	Clerks, town and parish councillors	Parish Liaison Officer
Housing News 4 U	Council tenants	See Tenant Involvement Strategy
Tenant involvement group	Council tenants	See Tenant Involvement Strategy
Support of Mid Devon Business Forum	Businesses	Economic Development Officer

Table 5

Proposed Community Engagement Action Plan

Objective	Method	Responsible	Evaluate
Produce newsletter for residents	Quarterly newsletter distributed via Gov Delivery (available to print off)	Communications Team	Interactions from readers Residents survey
Increase Gov Delivery sign up	Launch a campaign: Promotion via media, online, events, WIS, councillor surgeries, parishes, via staff.	Communications Team	Number of new accounts
Grow social media presence	Generate more own content. Create videos. Facebook Live. Spend time sharing community events.	Communications Team	Social media interactions and followers
Increase council generated news content	Attendance at PDGs. Use agendas for news generation. Communications officers to have PDG portfolios	Communications Team	Number of press releases generated and importantly the coverage generated
Create joint campaigns with local media	Paid for advertising and editorial articles	Communications Team	How many campaigns launched and of those use analytics to show the impact
Support the business transformation project	Specific campaigns depending on the business change eg going cashless	Communications Team	Evidence change in how people access council services
Launch annual residents survey	Online, via Gov Delivery, via Parish and Town clerks. Consider mailing with council tax bill	Communications Team with support from Customer First	Satisfaction results compared to previous year and LGA comparison figures
Launch a new community panel/recruit community champions	Ask new residents when they receive first council tax bill. Send a recruitment alert via Gov Delivery. Direct from Customer First contact. Campaign	Communications Team	Number of people acting as champions Feedback from these people
Improve work with town and parishes	Attendance at Parish Clerk meetings. Articles in Parish Newsletter. Consider joint	Communications Team and Member Services	Parish clerk survey results Feedback from parish clerk

	<p>campaigns. Seek support for initiatives and campaigns Parish clerk survey Support Town and Parish Charter</p>		forum/meeting
Create a database of social media groups to utilise	<p>Online searches. Parish and town liaison</p>	Communications Team	Analyse how many times in the year we have used these groups and how many times they have been shared with their own followers
Work with national campaigns to engage the younger electorate and future electorate	<p>National Democracy Week National Youth Agency events and publications Continue to support the Recycling Officer with school liaison and projects.</p>	<p>Communications Team and Elections team Recycling Officer</p>	<p> Number of school pupils entered into competitions</p>
Engage with hard to reach groups	<p>Support the reformation of the Corporate Equalities Group. Ensure all communication and engagement adheres to the council's Single Equality Scheme</p>	<p>Communications Team Supported by GM for Performance and Data Security</p>	<p>Number of Equalities group forums held and the turnout and feedback from each.</p>

6.0 Media relations

6.1 See Social Media and Media Relations Policy in appendix one.

6.2 Core functions include:

- Responding to press enquiries in a timely manner with an appropriate, informed response
- Generating press releases and supporting service areas with their own media coverage
- Providing a media monitoring service
- Supporting Members and officers with media interviews and responses
- Reputation management
- Generating social media content
- Managing social media pages and responding to comments
- Responding to customer enquiries which come in via social media

Aim

6.3 To work closely with existing media, and to develop relationships with new media channels, to inform and engage the public about the work of the Council, ensuring the reputation of the Council is upheld and enhanced.

6.4 We will do this by:

- Meeting regularly with local reporters and editors
- Considering the use of paid for adverts and boosted posts, particularly for campaigns
- Generating news content
- Generating photo and video content
- Monitoring local and national news
- Linking trending articles to the Council's work on social media
- Working closely with Members on issues that matter to them
- Supporting Group Managers to deliver their annual work plans

Constraints

- We cannot control the media, including their angle or the timing of their articles
- Leaks of information
- Staffing – the resources of the Communication Team are limited particularly with regards to monitoring social media platforms
- Budget – the Communication Team does not currently have an advertising budget

Evaluation and monitoring

6.5 Media enquiries are monitored in Comms Flow

6.6 A monthly communication report is presented to the Leadership Team which includes social media and website analysis.

6.7 The Council receives a copy of the Tiverton Gazette and, on an ad hoc basis, the Crediton Courier and sends out a weekly media monitoring email, including links to online articles. The Council does not have a license with the NLA (Newspaper License Authority) to create photocopies of articles, but a copy of this newspaper is kept in the post room.

7.0 Emergency planning

7.1 The Communication Team does not take part in an official standby rota but is available to be contacted out of hours through the Devon Emergency Planning Service (DEPS) telephone directory.

7.2 The three members of the Communication Team are all detailed in this document which is available to standby officers, senior leadership team and the emergency planning officer.

7.3 There is also a team of staff, who do not form part of the Communication Team, but who have the capability to edit the website. These members of staff are also detailed in DEPS directory.

7.4 In addition the Council's IT team will have capability to update the website during an emergency or out of hours event.

8.0 Corporate branding

8.1 The Council does not have an up-to-date branding policy or guidelines. There would be a significant cost implication for a full rebrand, but with the Council actively embarking on a business transformation project, it may be a suitable time to consider if such an exercise needs to be undertaken.

9.0 Media training

9.1 All elected members are offered media training as part of their induction programme. The Communications Team can also offer media training and guidance for media interviews to officers. This will be tailored to the individual.

10.0 Appendices

- Appendix one: Social Media and Media Relations policy
- Appendix two: Suggested stakeholder and community groups

Appendix One:

Media & Social Media Policy

August 2018

Media and Social Media Policy

Version Control Sheet

Title: Media and Social Media Policy

Purpose: To outline how we deal with media and social media and to provide advice and guidance to officers and elected Members

Owner: Communications & Engagement Manager
jlewis@middevon.gov.uk
01884 234953

Date: August 2018

Version Number: 1.0

Status: Draft

Review Frequency: Every four years or sooner if required

Next review date: November 2022

Consultation: This document will be sent out for consultation to the following:
Community PDG

Document History

This document obtained the following approvals.

Title	Date	Version Approved
Community PDG*	20/11/18	[TBC]

*- Delete if not applicable

Contents

	<u>Page</u>
1 Introduction	5
1.1 Our strategic aim	5
1.2 Our policy statement	5
2 Proactive media relations	6
2.1 Press releases	6
2.1.1 Press release content	6
2.1.2 Who should be quoted in a press release?	7
2.1.3 Contact details on press releases	7
2.1.4 Press release approval	7
2.1.5 Press release distribution	8
2.2 Other ways of generating coverage	9
3 Reputational issues	10
3.1 Imbalanced or inaccurate media coverage	10
3.2 Confidential information	10
3.3 Issues relating to employee relations	10
3.4 Protecting the council's reputation	11
4 Media enquiries	12
4.1 Points of contact for media enquiries	12
4.1.1 Communications	12
4.1.2 Officers and Members	13
4.2 Media interviews and comments	13
4.2.1 Officers	13
4.2.2 Members	14
4.3 Freedom of Information (FOI) requests	15
5 Social media	16
5.1 Main corporate accounts	16
5.2 Other service-specific accounts	16
5.3 Dealing with detractors	17
5.4 Deleting abusive or discriminatory comments	17
5.5 Social media guidelines	17
5.5.1 Do	17
5.5.2 Don't	18
5.6 Training	19
6 Other issues and special circumstances	20
6.1 Emergencies and out-of-hours contact	20
6.2 Court cases	20

6.3	Photography and child protection	20
6.4	Data protection	21
6.5	Elections	21
6.6	Filming, recording and use of social media at council meetings	21
7	Media monitoring and evaluation	23
7.1	Monitoring	23
7.1.1	Newspaper mentions	23
7.1.2	Online mentions	23
7.2	Press cuttings	23
7.3	Social media monitoring	24
7.4	Web Alerts	24

1 Introduction

This policy outlines procedures for Mid Devon District Council officers and elected Members who may come into contact with the media. It supports the Council's **Communication Strategy**.

With the growth of social media, online versions of newspapers, blogging and citizen journalism, any media policy must now take into account both the traditional media (newspapers, magazines, radio and TV) and online digital media (including websites, blogs and social media).

It explains processes in relation to: proactive media relations; dealing with media enquiries; and dealing with posts on social media. It also provides guidance on a range of other media-related issues.

1.1 Our strategic aim

To work closely with existing media, and to develop relationships with new media channels, to inform and engage the public about the work of the Council, ensuring the reputation of the Council is upheld and enhanced.

1.2 Our policy statement

Mid Devon District Council recognises the value of the media and social media, as a means of communicating information and messages to the public. We are committed to:

- transparent government;
- a positive working relationship with the media;
- always being open, honest and proactive in our dealings with the media and on social media, and;
- respecting the right of the media to report all views on any given topic.

2 Proactive media relations

Positive media coverage comes from pro-active media relations and the recognition of a good news story. Ideas for stories can come from both officers and elected Members. The drafting of press releases is undertaken primarily by the Communications team. Creative and editorial support is also offered to services; however they are free to submit their own drafts where appropriate sign-off has already been sought.

2.1 Press releases

Media coverage is predominantly generated through the publication and distribution of press releases to:

- Increase public awareness of services provided by the Council and the functions we perform
- Explain to residents and council taxpayers the reasons for particular policies and priorities
- Improve local accountability
- Publicise forthcoming events
- Encourage participation in public consultations
- Explain changes to services
- Explain how the Council is dealing with issues of particular interest to local communities
- Share good news

2.1.1 Press release content

For advice on writing a press release, see **Phoenix Portal >> Communication >> Media Relations:**

- [How to write a good press release](#)
- [Quick checklist when writing a press release](#)

Tip: Make sure that the relevant Cabinet Member(s) – and, for local issues, any Ward Members – are informed about what is happening and that a press release is being prepared (even if those Members are not actually quoted in the press release).

2.1.2 Who should be quoted in a press release?

Quote attribution depends on the nature of the press release, for example:

- The relevant Cabinet Member and the officer most directly involved in the subject may both be quoted – this gives the media a strategic/policy viewpoint, as well as the day-to-day operational viewpoint
- An officer
- A Member
- An external partner

If the press release provides only straightforward information, there's no need to include a quote.

2.1.3 Contact details on press releases

Only contact details for the Communications team are included in the 'ENDS' of all press releases for follow-up enquiries from the press. This is to prevent journalists from contacting officers directly with future enquiries and to ensure all contact with the press is directed through, and logged with Communications.

Specific contact details may only be included in relation to consultations, where a 'return path' is required for respondent enquiries.

Tip: Where a press release covers a specialist subject for which follow-up inquiries from the press can only be answered confidently by a specific officer or Member, he/she should ensure they're available for contact by the Communications team, the following few days after release

2.1.4 Press release approval

For press releases written by the Communications team, sign-off is sought from the relevant Group Manager and Cabinet Member. Where a press release has been written by a service directly, it's up to the author to agree sign-off with the relevant Service Manager or Group Manager and Cabinet Member before submitting to communications@middevon.gov.uk, for publication and distribution.

Before issuing to the media, the Communications team will undertake checks for spelling, language and grammar.

Tip: Depending on the complexity of the subject matter, various people may need to agree the wording of a press release, such as:

- Any quoted elected Member/officer(s)
- The relevant service manager
- The Chief Executive or Group Manager (for important corporate issues or important operational issues)
- The Leader of the Council or the relevant Cabinet Member (for important strategic issues or policy decisions)
- Relevant partner organisations

2.1.5 Press release distribution

Press releases from services which are time-sensitive and sent in advance, must contain *****EMBARGOED***** within the subject line, along with the specified date for release. Press releases must also be accompanied with an appropriate image at an industry standard resolution of ~300dpi. This is not only for publication online, but also for reprinting by the press, should they choose to cover the article.

All press releases are published onto the middevonnewscentre.info/ website and then distributed via email to all media contacts, town and parish councils, and internally to Group Managers, Members and Customer First for info.

Press releases are further promoted through:

- social media posts published on the corporate [Facebook](#) and [Twitter](#) pages, which link back to the story on middevonnewscentre.info/, and;
- via e-bulletin to GovDelivery subscribers subscribing to the Council's email subscription service.

An RSS feed displaying the 10 most recently published stories on middevonnewscentre.info/ is also displayed on the [Residents](#), [Business](#), [Your Council](#) and [Do It Online](#) homepages of the corporate middevon.gov.uk website.

2.2 Other ways of generating coverage

The Communications team can be consulted for advice on other aspects of media relations including:

- Planning media campaigns
- Setting up photo opportunities
- Media briefings and media launches
- Use of embargos (where the media is given advance notice but cannot publish until a specified date)
- Negotiating exclusives
- Negotiating special features
- Improving web pages to support publicity
- Making better use of social media
- Increasing citizen engagement through GovDelivery

3 Reputational issues

3.1 Imbalanced or inaccurate media coverage

When media coverage of a particular issue is unduly negative and imbalanced, services can liaise with the Communications & Engagement Manager about how best to try to redress the balance. Action taken in response may involve:

- A letter to the press
- A request for a correction
- Communications & Engagement Manager, Chief Executive and/or Leader to meet and discuss with the Editor
- Generating further media coverage to move the story on in a more positive way

If we judge the following coverage to still be unfair or not based on fact, a complaint may be made to the [Independent Press Standards Organisation](#).

3.2 Confidential information

Leaking of confidential information, exempt agenda items and minutes to the media, is viewed seriously by the Council. The [Freedom of Information Act 2000](#) (see also 4.3 below), allows certain information to be available on request to anyone including the media, unless the Council has a justifiable reason for not releasing it. Please refer to the [Freedom of information Policy](#) on SharePoint for further information.

Occasionally, issues come to the notice of the media that involve staff or Members and aspects of their private lives or employment contracts. Our policy is not to comment upon such issues. Factual responses are permitted, for example: *'I can confirm that the employee is no longer in employment with Mid Devon District Council, but I am not able to discuss the situation in any greater detail'*.

3.3 Issues relating to employee relations

It is recognised that there will be occasions where the Unions wish to comment to the media in relation to issues rather than individual cases, on behalf of itself and its members.

There are mechanisms for complaining about issues or situations arising in the workplace and individual employees should refer to the procedures laid out in the appropriate policies (e.g. [grievance](#), [dignity at work/harassment](#) and [appeals procedure](#), [whistle-blowing](#)), available on SharePoint. If in doubt about how to raise concerns or which policy would be most appropriate for their needs, employees should seek advice and guidance from [Human Resources](#).

3.4 Protecting the Council's reputation

While it is recognised that opposition elected Members will want to comment on particular issues such as Council policies and decisions, neither officers nor Members should bring the Council into disrepute or publicly criticise individual officers or associates.

4 Media enquiries

Every media enquiry can be used as a positive opportunity to get a message across to the public. Failure to provide a response explaining 'our side of the story' is an opportunity missed to ensure the subsequent reporting is fair and balanced. Our preference is to provide a response rather than 'no comment', which can come across as aloof, uncaring or that we have something to hide. If, for some reason we cannot comment in detail, for example, in relation to case work which is ongoing, we can usually provide a general comment and an explanation as to why we cannot go into detail.

4.1 Points of contact for media enquiries

4.1.1 Communications

The press and media personnel are encouraged to contact the Communications team with any requests for comments, supporting information or interviews. Communications will liaise with the relevant Group Manager or service spokesperson to coordinate a response. The enquiry is also Cc'd to the relevant:

- generic department email;
- Cabinet Member;
- Leader of the Council (if controversial), and;
- Committee Chair (if in relation to an incident or comment made at a committee meeting).

The Communications team will ensure all statements received are well written and submitted within the media's deadline. Final statements will be appropriately attributed, ensuring staff names and job titles are correct. Care is also taken to ensure that direct contact details for staff are not disclosed in any replies sent to the press.

Where a response from the relevant service is outstanding, we will respond to acknowledge receipt of the journalist's enquiry and to ask whether he/she is willing to extend the deadline for their enquiry. If no one is available, we will reply stating that the appropriate officer is currently unavailable for comment.

All contact between the press and staff internally is documented on the media reporting system CommsFlow for future reference and month end analysis.

4.1.2 Officers and Members

The media may from time to time contact officers or Members directly. If the enquiry is straightforward, requiring only a factual answer, this can be answered there and then. However, the responding officer or Member must notify the Communications team to record the enquiry onto CommsFlow.

With the immediacy of news now being published predominantly online, Officers and Members should be aware of the urgent need to respond within the deadline set by the enquiring journalist. It is within our mutual interest to respond positively and on time. The forging of good relations with the press allows us to build favours and any future coverage will likely be more favourable, or at least less critical if the story is negative. Similarly, journalists will be more willing to amend or withdraw a story if it's been reported inaccurately.

Note: Nothing in this policy precludes Members or political groups from speaking to or contacting the media. Members should make it clear to the media whether they are speaking:

- officially on behalf of the council – in this case communications should be kept informed, *or*;
- officially on behalf of their particular political group, *or*;
- in a personal capacity.

Media training will be offered to all Members who are likely to be called on to speak to the media regularly.

4.2 Media interviews and comments

4.2.1 Officers

It is up to heads of service and group managers to make arrangements for which officers in their teams can act as a spokesperson to provide comments or be interviewed by journalists.

The relevant Cabinet Members, should be consulted for advice at any time and be involved in drafting any media statements or preparing for interviews that are highly controversial or where this is a significant reputational risk to the Council.

Officers are likely to be called on to comment on these issues:

Chief Executive / Leadership Team	Major corporate issues (and in situations where the Leader would normally respond but is not available within the timescale)
Group Managers	Corporate issues within their service areas (and in situations where the Cabinet Member would normally respond but is not available within the timescale)
Officers	To answer questions of fact and/or technical information within their areas of expertise and in relation to projects and initiatives they are involved in, but they will not be expected to do live on-air interviews unless they have received appropriate media training

4.2.2 Members

Members are likely to be called on to comment on these issues:

Leader	Strategic issues, key policy decisions, and other major corporate issues affecting the Council
Cabinet Members	Issues that come under their remit
Chairmen of PDGs	Issues their PDG is involved in
Chairmen and Vice-Chairmen of committees	Recent committee decisions
Chairman and Vice-Chairman of Scrutiny	Issues that Scrutiny raise and reviews that they are working on
Local Ward Members	Issues of particular local concern
Group Leaders	Issues that transcend politics, for example obituaries

4.3 Freedom of Information (FOI) requests

Some media enquiries are submitted as FOI requests, in which case the Performance, Governance and Data Security team will coordinate the response. See [Freedom of Information Policy](#) in the Governance area on SharePoint.

DRAFT

5 Social media

In addition to posting proactive stories on [Facebook](#) and [Twitter](#), social media is now also used as a customer service channel, where we can respond directly to customers' questions, comments or complaints.

5.1 Main corporate accounts

The Communications team maintains and administers the corporate [Facebook](#) and [Twitter](#) accounts. Where applicable, notifications in the form of questions, complaints and comments are dealt with directly by the Communications Officer. If the query is more complex, or concerns service policy, the relevant service is approached for information and guidance when forming an appropriate response.

Services should be aware there is no such thing as a 'deadline' on social media; customer expectation is for a quick response – certainly hours rather than days – and leaving a post (particularly a negative comment or complaint) unanswered for more than a few hours gives the impression we are ignoring it.

5.2 Other service-specific accounts

A number of services have their own specific social media accounts to include:

- Housing
- Community Safety Partnership
- Tiverton Pannier Market (Community Development)
- Electric Nights Streetfood (Community Development)
- Mid Devon Work & Play (Community Development)
- Leisure

Staff within these services respond to their own notifications, however with the use of Business Manager for Facebook, the Communications team can access and publish posts onto these pages, where urgent action is required and the relevant page editor is absent. (This does not apply to Twitter, for which there is no Business Manager equivalent). Any service wishing to set up a new social media account should discuss this with the Communications & Engagement Manager.

5.3 Dealing with detractors

When dealing with detractors, ALL page editors and administrators using social media business accounts should avoid getting into an argument or inflaming a discussion. Officers will try to help in the first instance; if the user continues to post without engaging our offer of help, their posts will be ignored.

5.4 Deleting abusive or discriminatory comments

As a general principle we do not attempt to moderate posts on social media, as to do so could also open us up to accusations of 'censorship'. However, we will remove any posts from our social media accounts that are abusive (for example, use of language or personal attacks on a particular named officer or Member) or discriminatory (for example, racist or homophobic) and we will also give the reason for deleting a post.

5.5 Social media guidelines

The following guidelines set out the responsibilities, standards of behaviour and provide guidance to employees and Members using social media in a professional capacity, and things to consider when using social media for personal purposes.

All employees and Members should be aware of and adhere to the following policies, whichever is applicable:

- [Dignity at Work](#)
- [Single Equality Scheme](#)
- [Member Code of Conduct](#)
- [Officer Code of Conduct](#)
- [Safeguarding Children and Adults at Risk policy and procedures](#)

5.5.1 Do

- **be responsible and respectful** at all times by adhering to the existing policies listed above
- **trust yourself** to use social media – the Council already trusts you to send an email on behalf of the organisation and the same applies for social media
- check your **privacy** settings – understand who can see the information you publish and your personal information
- **chat** informally with other users – use language and tone of voice that's consistent with your target audience

- **credit** other people's work, ideas and links
- **respond** to all comments and private messages as quickly and honestly as possible. Be personal in your response – show empathy and a desire to find a resolution to problems where appropriate
- Drive the conversation **offline if it's sensitive** in nature or likely to escalate – ask the individual to message you privately with more details and include your name so the customer knows who he or she is talking to
- **listen** in on other pages to what's being said about the Council, its services and the local area, then join in on discussions, and;
- **share** helpful content and links signposting people to the appropriate service or authority to inform & grow your audience. If you're in any doubt about sharing any particular content, the best rule-of-thumb to follow is don't share it!
- **Seek [legal advice](#)**, it's there to help you
- **add value** by creating content that educates and spreads awareness about Council services. Include positive stories encountered whilst on the 'day job' and news-bites with perspective to show the human side to public services
- Align your posts with the **Council's purpose and values** as summarised in the [Corporate Plan 2016-20](#) and [Communications & Reputation Guidelines](#) (needs to be reviewed but still relevant)
- **seek permission** to publish any information, report or conversation that is not already in the public domain. Do not cite or reference customers, partners or suppliers without their approval
- **respect copyright** when linking to images or other online material – obtain owner permission and provide appropriate attribution when using images that aren't your own, and make sure you purchase the correct license for any stock images used
- respect the pre-election period known as '**Purdah**' (see local.gov.uk/our-support/purdah)
- **ask** your followers questions to glean valuable insights (but ensure there's a clear and resourced return path for respondents to leave their feedback and make sure you share the results with them)
- **monitor and evaluate** the success of your activity.

5.5.2 Don't

- post content which will **embarrass** the Council or yourself
- **reduce your credibility** by posting your every personal thought – especially if you're complaining
- **moderate posts** unless they are abusive – blocking someone or deleting their posts without just cause will incur accusations of “censorship”
- use council **jargon** or corporate speak
- **ignore comments** and private messages
- say anything you **cannot substantiate** – if you don't know the answer, let the individual know you're looking into the matter

- **argue** with customers or inflame a discussion
- refer customers to **another channel** such as email or telephone – if they've contacted you via Twitter, you should respond in kind. The exception would be sensitive topics such as comments in relation to Planning applications, etc.
- Follow or share **political opinions** or groups which could otherwise compromise the Council's impartial service to the government
- **broadcast** or talk at people. Users who post information which is mostly information-sharing have twice as many followers than those who post mostly relating to themselves
- **cover up** mistakes, be honest and you'll get more respect for it in the long run
- disclose **personal information** – to do so would be in contravention of the [Information Security Incident Policy](#) and the social media platform's rules
- **assume** that social media will look after itself – you will need to invest time, enthusiasm and energy to make it work. And don't leave your accounts unattended for long spells
- **share your passwords** with anyone other than the Communications team.

5.6 Training

One-to-one staff or Member training to use Facebook and Twitter can be provided by the Communications team on request. Such requests should be emailed to communications@middevon.gov.uk. A new [Social Media Guide for Members and Staff](#) is also being written. In addition, an in-depth user guide written in-house specifically for Twitter is available to staff who have received the afore-mentioned training, see [Service User Guide for Twitter](#).

6 Other issues and special circumstances

6.1 Emergencies and out-of-hours contact

In the event of an emergency situation affecting multiple agencies, a Media Cell will be setup by the lead agency to manage communications and the press. For more information, please refer to the [Devon Emergency Planning Service \(DEPS\) Incident Response & Recovery Plan](#) on SharePoint.

In the event of the media contacting the Council outside normal office working hours and if deemed an emergency, contact details for the Communications & Engagement Manager and Communications, Web & Digital Systems Administrator are listed in [Part 5 of the DEPS Incident Response and Recovery Plan](#). The Communications & Engagement Manager will decide if and what response is required. If a response is required, she will contact the relevant officer (Chief Executive or head of service) and/or lead Member.

6.2 Court cases

The Council will occasionally launch prosecutions and will want to use successful outcomes of court cases to deliver a message to the public. The best way of doing this is by issuing a press release, or prior notification to the media of an impending court case. The relevant Group Manager should be consulted.

6.3 Photography and child protection

As outlined in our [Safeguarding Children and Adults at Risk Policy and Procedures](#), Officers, Members and volunteers should be vigilant at all times. Any person using cameras or videos within Council premises and at events or activities which involve children and young people, should be approached and asked to complete a [Photography Consent Form](#) (see **SharePoint >> Communications >> External Communications**).

Guidance for commissioning professional photographers or inviting the press to cover council services, events and activities

- Ensure that you make your expectations clear in relation to child protection

- Check credentials of any photographers and organisations used
- Ensure identification is worn at all times, if they do not have their own – provide it
- Do not allow unsupervised access to children or young people or one-to-one photographic sessions
- Parents must be informed when photographs of their child or young person may be taken at activities or events, and parental consent forms need to be signed agreeing to this
- It is recommended that the names of children or young people should not be used in photographs or video footage, unless with the express permission of the child or young person's parent

6.4 Data protection

The [Data Protection Act 2018 \(DPA\)](#) determines the way in which we obtain, hold, use, release and dispose of personal information. Data which is protected should not be released to the media. For guidance, see [Data Protection Policy](#) or contact the Group Manager for Performance, Governance and Data Security.

6.5 Elections

During elections, all publicity referring to a political party or anyone standing for election will – except as in the following paragraph – be suspended between the publication of a notice of election and polling day.

Members will not be quoted in press releases during this period unless it is a Member holding a key political or civic position commenting on an emergency or an important event outside the Council's control and where there is a genuine need for a response by a Member. For further information concerning the publicity restrictions observed by Local Authorities during the pre-election period known as 'purdah', please refer to local.gov.uk/our-support/purdah.

6.6 Filming, recording and use of social media at council meetings

All media, including radio and TV journalists, and members of the public may attend Council, Cabinet, PDG and committee meetings (apart from items

where the public is excluded). They may record, film or use social media before, during or after the meeting, so long as this does not distract from or interfere unduly with the smooth running of the meeting. Anyone proposing to film during the meeting is requested to make this known to the Chairman in advance. The Council also makes audio recordings of meetings.

DRAFT

7 Media monitoring and evaluation

7.1 Monitoring

7.1.1 Newspaper mentions

The Communications team receives the following newspapers

- Tiverton Gazette
- Crediton Country Courier

Any articles referencing the Council, its staff or Members are summarised and sent to the Leadership Team, relevant Group Managers and Members for information. All papers are kept for 6 weeks in the Comms area at Phoenix House where they can be seen by Officers and Members.

7.1.2 Online mentions

The Communications Officer monitors the following news websites on a daily basis:

- [DevonLive](#)
- [Crediton Courier](#)
- [BBC News South West](#)

Links to any articles referencing the Council, its staff or Members are sent to the relevant Officers or Members for information.

For any printed or online reporting which is found to be baseless, either the Communications and Engagement Manager or relevant Group/Service Manager can decide whether any follow-up action is required in response (see also 3.1 above). Any coverage generated – whether from a press release or by responding to a media enquiry – is collated and reported monthly to the Leadership Team for evaluation.

7.2 Press cuttings

Because it is prohibitively expensive, we do not have the necessary NLA Media Access licence to permit us to photocopy or electronically scan press cuttings. Officers and Members should therefore not make or store any copies of press cuttings for any purpose, as to do so would be breaking

copyright law. The originals of articles may however be cut out from newspapers and kept.

7.3 Social media monitoring

The social media channels for the following groups are monitored daily:

- Reporters/journalists (both local and national)
- Media organisations (both local and national)
- Community news and forums

References to the Council or Members are flagged and reported as above.

7.4 Web Alerts

Monitoring of the web is undertaken automatically. The Communications, Web & Digital Systems Administrator has setup a Google Alerts account to detect changes in content for predefined search terms. Terms have been entered for the Council, its premises, ongoing plans/developments, and names of key staff, Members and vexatious complainers. Additional search terms are added as and when appropriate, or the need arises.

Any detections are automatically emailed to communications@middevon.gov.uk, then forwarded to the relevant staff and/or Members, as above.

Appendix two: Suggested stakeholder map

This document is meant as a guide to community engagement channels. It is a constantly evolving document and is not an exhaustive list.

Mid Devon

Facebook Group:

- Active Devon – Mid Devon
- Allies Mid Devon
- Mid Devon Children's Centres – Culm Valley, Tiverton, Crediton
- Mid Devon Work and Play
- Mid Devon Freegle

Community & Business Groups:

- Grand Western Canal Country Park
- South West Rotary Youth Games
- TCR Radio Mid Devon
- Mid Devon Show
- Community Action Groups (CAG Devon)
- Mid Devon Leisure

Partner Organisations:

- MP Mel Stride
- MP Neil Parish
- Devon County Council
- Devon Early Years & Childcare Service
- Devon & Cornwall Police
- Devon and Somerset Fire and Rescue
- Devon Strategic Partnership
- East & Mid Devon Community Safety Partnership
- Citizens Advice Bureau
- UNISON
- VOYC Devon
- Involve – Voluntary Action in Mid Devon
- Action for Children
- Devon Voluntary Action (DeVA)
- Mid Devon Gazette
- Devon Live
- Recycle Devon

Charities:

- Age UK Mid Devon
- Campaign to Protect Rural England
- Churches Housing Action Team (CHAT)
- Devon Communities Together
- Devon Community Foundation
- Devon in Sight
- Samaritans of Exeter, Mid & East Devon
- Intercom Trust
- Marie Curie Cancer Care
- Devon Young Carers
- Devon People First
- UNITE - Carers in Mid Devon
- Living Options Devon
- Tiverton & District CTA
- Crediton & District Community Transport

Crediton

Facebook Group:

- Crediton Mums
- What's on Crediton
- Crediton Community
- Crediton Journey to Zero Waste
- Sustainable Crediton

Partner Organisations:

- Crediton Town Council
- Crediton Police (Devon & Cornwall Police)
- Crediton Library
- QE Academy Trust
- Age Concern Crediton
- Crediton Congregational Church
- Crediton Fire Station (Devon & Somerset Fire and Rescue)
- Crediton Courier Newspaper

Community & Business Groups:

- Crediton Chamber of Commerce
- Crediton Farmers Market
- Crediton Food Festival
- Crediton Museum

Cullompton

Facebook Group:

- Positive Cullompton
- Cullompton Nose
- Cullompton Allotment Association
- Cullompton Family Centre
- Cullompton Youth Voice
- What's on Cullompton
- Culm Garden Village

Partner Organisation:

- Cullompton Town Council
- Cullompton Community College
- Cullompton Police (Devon and Cornwall Police)
- Cullompton Fire Station (Devon and Somerset Fire and Rescue)
- College Surgery

Community & Business Groups:

- Cullompton Town Market
- Cullompton Community Association (CCA)

Tiverton

Facebook Group:

- What's on Tiverton
- Active Families Tiverton
- Active Parents Tiverton
- Tiverton Zero Waste
- Tiverton BMX Club
- Tiverton Adventure Playground
- Tiverton Gateway Club
- Tiverton Pride
- Tiverton Zero Waste

Partner Organisations:

- Tiverton Police (Devon and Cornwall Police)
- Tiverton Fire Station (Devon and Somerset Fire and Rescue)
- Tiverton Library
- Tiverton Town Council
- Tiverton High School
- Petroc Mid Devon
- Blundell's School
- Tiverton Market Centre – Youth Drop In
- Tiverton Youth Centre – DYS Space

Community & Business Groups:

- Tiverton Pannier Market / Electric Nights
- Tiverton Canal Co.
- The Tiverton Museum of Mid Devon Life
- Tiverton Portas Company / Tiverton Trade Association
- Abbeyfield Tiverton Society Ltd
- Old Heathcoat School Community Centre
- Soroptimist International of Tiverton & District
- Sunningmead Community Centre
- Tiverton District Scouts

Surrounding Areas

Facebook Group:

- The Silverton Community
- Bampton Beam
- Cheriton Matters
- Bampton Charter Fair
- Bickleigh Pre-School
- Blackdown Support Group
- Bow & District Historical Society
- Chawleigh Post Office/Shop Fundraising committee
- Cheriton Fitzpaine Welcome Club
- Coldharbour Mill Trust
- Cruwys Morchard Parish Hall
- Sampford Peverell & District Garden Club
- Sandford Heritage Group

Partner Organisations:

- Town & Parish Councils
- Schools & Colleges
- Libraries

Community & Business Groups:

- Town Markets

COMMUNITY POLICY & DEVELOPMENT COMMITTEE

20 NOVEMBER 2018

COMMUNITY SAFETY PARTNERSHIP PRIORITIES REPORT 2018- 2021

Cabinet Member(s): Cllrs Colin Slade & Margaret Squires
Responsible Officer: Simon Newcombe, Group Manager for Public Health and Regulatory Services

Reason for Report: To ensure that the PDG has oversight of the Community Safety Partnership (CSP) priorities and the planned activities of the partnership for the coming year. To acknowledge the revised change in structure to the CSP.

RECOMMENDATION: To note the priorities of the Community Safety Partnership (CSP) and planned activities within the partnerships priorities and action plan for 2018-21 and the proposed new structure of the CSP.

Relationship to Corporate Plan: The priorities of the CSP and the activities undertaken as part of the action plan compliment the ambitions of the Corporate Plan. In particular this activity contributes to Priority 3 Community. The CSP works directly with local partners and the wider community to ensure the district is a safe place to live, work and visit.

Financial Implications: There are no direct financial implications as a result of this report aside from highlighting potential ad-hoc costs arising from Domestic Homicide Review responsibilities as set out below. Funding for the Partnership is provided by external grant and the details of this are outlined in Section 3.0 of the report.

The CSP are legally responsible for the delivery of Domestic Homicide Reviews (DHR) under the Domestic Violence, Crime and Victims Act 2004. Until recently this activity was absorbed at county level without any direct financial contribution by local CSPs. The reviews will continue to be coordinated and delivered on a county basis through the Safer Devon Partnership, however all CSPs have now agreed to contribute £2,000 of their grant in 2018-19 towards the cost of undertaking these reviews. Further details of this are also provided in Section 3.0 of the report.

Legal Implications: The Crime and Disorder Act 1998 makes it a statutory requirement for the police and local authorities to engage with partners to form a CSP for the purposes of reducing crime and disorder. The Act places a legal responsibility on the partnership to consult with the community on the priorities it has set and to inform them of progress against the action plan. The Act also requires the partnership to carry out a Strategic Assessment of the area which is used to inform the partnership priorities and is now responsible for conducting Domestic Homicide Reviews.

Risk Assessment: There is a risk to the Council if it does not engage with the CSP in respect of failing to meet statutory duties.

Equality Impact Assessment: The 2018-21 Plan has had an equality impact assessment (EIA).

1.0 Introduction

- 1.1 The East & Mid Devon Community Safety Partnership (CSP) has been formed in order to meet our statutory duties under the Crime and Disorder Act 1998 and is a multi-agency group working together to reduce crime and disorder.
- 1.2 The formal operating structure of the CSP has been under review, with a proposed new structure agreed at a CSP meeting held on 11 October 2018. The revised structure has a smaller, strategic CSP Board that directly oversees the delivery of the CSP Action Plan, acting as a 'check and balance' mechanism, with a wider Operational Delivery Group that will deliver the day to day activities within the plan. The wider group will also contribute to the annual review of the priorities and action planning year on year.
- 1.3 The CSP will still be scrutinised through each Councils respective Scrutiny Committee via an annual report. The Police and Justice Act 2006 requires the local authority to put in place a method of scrutinising the manner in which the CSP functions. Every local authority must have in place a committee with the power to review and scrutinise the actions of the CSP and its functionality.
- 1.4 The principal purpose of this report is for the Community Policy and Development Group to look at the planned activities for the CSP going forward.

2.0 Priority Areas

- 2.1 The partnership has considered the latest Devon Strategic Assessment and a consultation workshop was held on 26 July 2018 as a priority setting exercise considering current activities and opportunities under three broad headings:
 - Exploitation and Vulnerability (typically hidden crime)
 - Anti-social Behaviour (more overt crime and disorder)
 - Community Resilience (forward looking/building prevention)
- 2.2 The focus has been on deriving activities and outputs which are; evidence based, focussed on prevention, informed by information sharing between partners and ultimately where the CSP (and therefore its partners) can add clear value.
- 2.3 The Strategic Assessment provided for all Devon Districts and overseen by the Safer Devon Partnership indicated seven areas of high level threat across the county. These are:
 - Dangerous Drug Networks – County Lines
 - Child Sexual Exploitation
 - Domestic Abuse (including Sexual Violence)
 - Problem Drinkers
 - Problem Drug Use
 - Modern Day Slavery
 - Terrorism, Radicalisation and Extremism

Moderate level threat included:

- Anti-social Behaviour (ASB) & Criminal Damage
- Fraud & Cyber Dependent Crime
- Hate Crime

2.4 Whilst ASB overall was considered as a moderate threat in Devon, within the East & Mid Devon communities, feedback is that it is a high priority for residents that can lead to the fear of crime if not addressed in a timely manner. Both criminal damage and public order offences have risen by up to 29%, equal to 1,835 offences in the year 2016/17. Generic incidents have remained fairly static at 3,444. Data given here are across both East & Mid Devon Districts combined.

3.0 **Partnership Funding and Domestic Homicide Reviews (DHR)**

3.1 The annual grant from the Office of the Police & Crime Commissioner (OPCC) for 2018-19 remains unchanged from 2017-18, at £12,500.

3.2 A £2,000 contribution towards the costs associated with Domestic Homicide Reviews (DHR) has been 'top sliced' resulting in Mid Devon receiving a grant of £10,500 for this financial year.

3.3 A DHR is a multi-agency review of the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse or neglect by a person to whom they were related or with whom they were, or had been, in an intimate personal relationship, or a member of the same household as themselves.

3.4 Whilst DHR will continue to be co-ordinated at a county level through the Safer Devon Partnership and supported by the 'top sliced' funding, it's likely that CSP partners including Mid Devon will be required to host and provide additional practical support to any DHRs required in our area. Nonetheless, such reviews are characterised by a lack of predictability/relative infrequency and any additional financial costs are likely to be low. Consequently, it has been agreed that any expenditure which cannot be met from the 'top sliced' funding will be supported by general reserves rather than setting funds aside in the base budget which may not be required.

3.5 In addition to the OPCC grant as set out above, MDDC provide an annual grant of £4,750 to support CSP activities in the district and those funds are used to help deliver the variety of projects.

3.6 A new spending plan for 2018-19 will be agreed by the CSP as part of the review of the CSP and the updated CSP plan as discussed above.

4.0 **Action Plan 2018-21 - Year One**

4.1 Annex 1 provides the details of the projects and work planned for this financial year and the resulting likely outputs and actual outcomes. This is a working document and additional project work will continue to be added and completed during the first and subsequent years of the Plan.

4.2 These outputs and outcomes highlight the added value of the CSP activities in addressing the key crime and disorder priorities locally.

Contact for more Information: Julia Ryder, Community Safety & Emergency Planning Officer, Tel: 01884 234996 or jryder@middevon.gov.uk or Simon Newcombe, Group Manager for Public Health and Regulatory Services Tel. 01884 244615 or snewcombe@middevon.gov.uk

Circulation of the Report:

Cabinet leads for Public Health and Community Well-being – Cllr Margaret Squires and Cllr Colin Slade
Leadership Team
Members of Scrutiny Committee
Financial Services
Legal
Audit

List of Background Papers:

Community Safety Plan for 2015-18
<https://www.middevon.gov.uk/media/114390/csp-plan-2015-18-for-website.pdf>.

East & Mid Devon Community Safety Partnership Priorities & Action Plan for 2018-21




Budget allocations are subject to change and agreement via the CSP Management Group and identification of suitable project work from partner agencies throughout the year.

Priority 1 – Vulnerability & Exploitation of residents

Link to Strategic Assessment – High level threats.

County Lines & Dangerous Drugs Networks; CSE; Domestic & Sexual Abuse; Problem Drinkers; Problem Drug Use, Modern Slavery & Trafficking; Terrorism, Radicalisation & Extremism – Prevent.



Page 65

Objective	Activity	Outcome	Measure of success	Responsibility	Start date	End Date	Project Costs	Added Value	CSOs Update
To protect people with vulnerable characteristics from exploitation and abuse by raising awareness amongst practitioners and the community when appropriate	Raise awareness of taxi drivers of certain types of vulnerable persons by providing Bite size' training sessions for taxi drivers re CSE, modern day slavery etc.	Taxi Drivers are better informed of the issues, what to look out for and how to report a situation of concern.	Number of taxi drivers attending the sessions. Training has been made mandatory as part of licence conditions from 2019.	Mid Devon and East Devon CSOs & Licensing Teams	01/07/18	31/03/19	£300 (OPCC and £300 from EDDC) MID £350 OPCC est		
	Raise Awareness of County Lines amongst practitioners & professionals by circulating information from the County lines Strategy Group & the intel submission form.	Increased awareness amongst professionals and raised intel submissions.	Number of times that information is circulated to professionals Types of awareness raising used Increase in number of intel submissions to police.	Mid Devon and East Devon CSOs	01/04/18	31/03/19	No direct cost		JR to liaise with Police NH Sgts to progress this further in Mid Devon. 15/10/18 Tiverton Town Centre Task & Finish Group to tackle actual and perceived drug activities in town centre. JR to coordinate.
	Develop and launch a vulnerability response model for all partner agencies in order to support those at greatest risk from County Lines.	The needs of people vulnerable to forms of exploitation are considered before police or other agencies take enforcement action.	Model developed and used by all CSP agencies	Police	01/04/18	31/3/19	£0 direct development costs		JR & Insp Bradford developed this but 'stalled'. Insp Groves was to progress. Raised at CSP 11/10/18 and to re-send to Ruth Bailey & Matt Lawler for assessment & authorisation to distribute. JR sent to above 11/10/18  Vulnerability Response model CL v
	Raise awareness of on-line exploitation & grooming by circulating information about social media trends to practitioners and members of the public .	Communications strategy in place Practitioners and public better informed	Social Media App issues monthly Newsletter circulated to practitioners via CSP networks.	Mid Devon and East Devon CSOs	01/04/18	31/3/19	£0 direct costs		
	Bitesize training sessions for Practitioners to	Practitioners are more aware of local issues and	No. of workshops held No. of practitioners who	Mid Devon and East Devon CSOs			£800 est from each district		JR contacted Ken Lamont who suggested DI Adrian Hawkins may be the best point of contact. No response

Priority 1 –Vulnerability & Exploitation of residents

Link to Strategic Assessment – High level threats.

County Lines & Dangerous Drugs Networks; CSE; Domestic & Sexual Abuse; Problem Drinkers; Problem Drug Use, Modern Slavery & Trafficking; Terrorism, Radicalisation & Extremism – Prevent.

Objective	Activity	Outcome	Measure of success	Responsibility	Start date	End Date	Project Costs	Added Value	CSOs Update
	inform and upskill on topics linked to the CSP priorities including County Lines, CSE, DVSA, and Modern Slavery.	make informed decisions and actions as a result.	attend				For room hire and speaker costs		so chased 16/10/18. Ruth also contact Zac at Childrens Soc about possible CSE Workshops but would need to be commissioned in and we need to identify a target group. Can link all new trained staff and raise awareness of the Exploitation webpages when they are launched.
	Provide Internet Safety Awareness session at Littleham (Exmouth) Primary School.	To better Inform the students and parents and carers.	1.No of students at the Sessions 2. No of parents/carers at Sessions	East Devon CSO	01/04/18	30/06/18	£123.75	Parents, staff and pupils received direct and relevant input they would not have had without this funded project.	Yrs 3 & 4 ages 7-9 = 48 pupils Yrs 5 & 6 ages 9-11 = 49 pupils Adults 5 parents 3 staff. Total 97 children & 8 adults plus 7 more adults who were in with the hall with the children.
	Raise awareness of drug issues with children in local schools through the Theatre for example Solomon Theatre group presentation of Gemma's Wardrobe .	Children are more aware of the dangers of drug use and links to county lines networks.	Number of performances Number of children who had raised awareness.	Mid Devon CSO	01/05/18	30/06/19	£2010 OPPC	Both Mid Devon Schools – Cullompton CC and Tiverton HS were able to use this performance as part of a wider school initiative around Personal Safety and support pupils during and post event.	Chased THS for feedback. Cullompton Community College – 130 Yr 9 pupils attended. The performance was part of a whole package of input from school based around Personal Safety Day in June. School nurse had a notable increase in self referrals for support.   Cullompton ComColl Feedback.docx THS Feedback.docx
	Promote Hate Crime Awareness Week 13-20 Oct 2018.	Raised awareness of MDDC staff and members and visitors to Phoenix House by use of displays, internal news items and social media.		Mid Devon CSO	08/10/18	22/10/18	£0 direct costs	Staff and members more aware to take knowledge into communities. Displays in public area at Phoenix House and newsletters.	
	Promote SDP funded Web-Resource explicitly developed around exploitation and aimed at practitioners.	Practitioners and staff have a 'go to' point of reference regarding all forms of exploitation, with references and referral information.							
To support and promote the Counter Terrorism PREVENT agenda	Engage with Devon and Torbay PREVENT Partnership and participate in identified local activities.	Universal approach to the PREVENT work across East & Mid Devon that dovetails into wider county work.	Noted attendance at meetings and local activities generated.	PREVENT lead officers.	11/10/18		£0 direct costs		
	Take account of new PREVENT duty Toolkit @ Sept 18.	Each LA is compliant with latest guidelines.	Self-assessment completed and noted.				£0 direct costs		

Priority 1 – Vulnerability & Exploitation of residents

Link to Strategic Assessment – High level threats.

County Lines & Dangerous Drugs Networks; CSE; Domestic & Sexual Abuse; Problem Drinkers; Problem Drug Use, Modern Slavery & Trafficking; Terrorism, Radicalisation & Extremism – Prevent.

Objective	Activity	Outcome	Measure of success	Responsibility	Start date	End Date	Project Costs	Added Value	CSOs Update
	Review of current arrangements for engaging with elected members in leadership roles, including: - Ensuring a CTLP briefing is provided for Elected Members - Ensuring that designated Elected Members are proactively involved in PREVENT Policy-setting, delivery and communications.	Members are more informed and aware of local vulnerabilities.	Briefing sessions held and appropriate communications shared.				£0 direct costs		
	Venue Hire and IT Policies Review expectations of compliance and good practice activity in relation to own organisation (p. 23 of Toolkit).	The LAs will have compliance with national expectations.	Policies in place.				£0 direct costs		

Page 67

Priority 2 – Reduce the Impact of Anti-Social Behaviour (ASB)

Link to Strategic Assessment – Moderate level threat.

Emerging Threat - Youth Gangs

Objective	Activity	Outcome	Measure of success	Responsibility	Start date	End Date	Project Costs	Added Value	CSOs Update
Reduce the impact of antisocial behaviour on local communities	Resolve neighbour disputes by funding the Devon Mediation Service to allow 'free referrals' from Police and local ASB Officers.	Neighbour disputes are successfully resolved informally	Reduction in the number of neighbour disputes that escalate to formal involvement No of referrals to the Devon mediation service Number of cases successfully resolved informally	Mid Devon and East Devon CSOs	01/04/18	31/03/19	EAST £500 OPCC MID £500 OPCC		To add updates from DMS when available. Police are the biggest referrer to DMS in the area.
	Review existing delivery mechanisms for a coordinated response to ASB from partner	The CSP has a clear model to support vulnerable young people and adults in order to prevent the escalation of	Draft options report produced for decision by the CSP	Mid Devon and East Devon CSOs					At CSP Mtg 11/10/18 agreed to working group. Inc Ruth Bailey & Ian Flett due to risks of exploitation.

Priority 2 – Reduce the Impact of Anti-Social Behaviour (ASB)

Link to Strategic Assessment – Moderate level threat.

Emerging Threat - Youth Gangs

Objective	Activity	Outcome	Measure of success	Responsibility	Start date	End Date	Project Costs	Added Value	CSOs Update
	agencies.	ASB that can be used across the area							
	Working with local partners to reduce anti-social behaviour caused by young people in key locations over the summer holidays.	Reduction of asb in Cranbrook Reduction of ASB in Connaught Gardens, Sidmouth	No of sessions held. Number of Individuals engaged	East Devon Community Safety Officer	16/07/18 17/08/18	03/09/18 31/08/18	£546 (OPCC) £360 (OPCC)	In both areas the reports to the Police of anti-social behaviour has decreased.	At Cranbrook a total of 93 contacts were made with young people over a 5 week summer holiday period by Youth Genesis. These were in different areas of the town. Funding has been obtained by Youth Genesis to keep this outreach work going for another 12 months. At Sidmouth the outreach took place on 2 Friday evenings and 1 Saturday evening in August. A total of 35 contacts were made with young people. (East Devon District Council also funded private security in the locations).
	Support young people to attend an adventure programme to prevent their involvement in ASB.	Young people that attend the programme no longer get involved in ASB type activity	Number of young people that attend the programme Number and type of activities	East Devon Community Safety Officer and EDDCs Youth Development Officers	01/09/18	31/12/18	Total £500 (£250 OPCC & £250 EDDC)		
	Support SPACE to provide positive activities to engage those at most risk of ASB involvement over the summer holidays.	Reduced reports of ASB activities in the Tiverton Town and surrounding areas.	No of individuals engaged	CSO	20/06/18	01/09/18	£650 OPCC		
	Raise awareness of ASB with practitioners through supporting the YIT Speech & Language conference.	Devon Practitioners trained to understand links to poor communication skills and ASB	No of practitioners who attend	CSO	?	?	£0 direct cost? £? Refreshment Costs?		JR chased Jan at YIT on 16/10/18
	Investigate the possibility of creating a local CCTV hub to better cover Tiverton Town Centre and possibly incorporate other MD town systems.								

Priority 3 – Community Resilience

Link to Strategic Assessment

High level threats - County Lines & Dangerous Drugs Networks; CSE; Domestic & Sexual Abuse; Problem Drinkers; Problem Drug Use, Modern Slavery & Trafficking; Terrorism, Radicalisation & Extremism – Prevent.

Moderate level threats – Fraud & Cyber Crime; Hate Crime

Lower level threats – Acquisitive Crime; Reducing Reoffending; Suicide Prevention

Objective	Activity	Outcome	Measure of success	Responsibility	Start date	End Date	Project Costs	Added Value	CSOs Update
To assist local communities in accessing services and develop resilience	Hold a CSP Annual Conference for public and professional engagement	To better inform members of the public and staff from a number of different agencies of the issues relating to Adverse Childhood Experiences to encompass Child Sexual Exploitation, Modern Slavery and County Lines	Number of attendees	Community Safety Officer	11/04/18	11/04/18	Contribution to refreshments and venue hire £206 (OPCC)	The CSP met our obligation to consult with the community and this event included practitioners and members of the public.	On 11/4/18 over 100 people including members of the public, representatives from a number of different agencies and elected members attended
	Increase knowledge of healthy relationships amongst secondary school students. SPLITZ to deliver workshops for students and teachers	Better informed students and teachers trained to deliver this information directly.	Number of sessions held in each school Number of persons attending sessions	Community Safety Officer	01/09/18	31/03/19	EAST £2500 (OPCC) MID £2500 split funded (£1250 OPCC & £1250 MDDC Grant)		CSOs to obtain update from Splitz on schools covered.
	Provide an event for young people at Ottery St Mary Skatepark	Improve community cohesion	Number of young people attending the event. Type of Activities Provided	Community Safety Officer	15/09/18	15/09/18	£150 (OPCC)		
	Organise a local team of young people to attend the Devon Youth Games	Improve community cohesion and giving young people from challenging backgrounds the opportunity to compete.	Number of Young people in attendance	EDDC Youth Development Officers			£200 (EDDC)		
	Prevent/reduce thefts of purses from handbags by distributing lanyards that attach to the purse and the handbag to elderly people free of charge.	Raise awareness of theft from handbags and reduce the thefts of purses in towns	Number of lanyards & posters distributed to charity shops Reduction in thefts of purses	Community Safety Officer	30/06/18	01/09/18	£390 (EDDC)		
	Increase resilience and self-esteem for children living with DVSA by running a 4 week course in Primary schools where staff have	The children will be able safely challenge their own perceptions of boundaries and explore feelings and behaviours.	Ten self-esteem sessions run at primary schools in Mid Devon. Ten school staff to be trained to deliver these sessions in the future.	Splitz	01/04/18	31/03/19	£2500 split funded (£1250 OPCC & £1250 MDDC Grant)		CSOs to obtain update from Splitz on schools covered.

Priority 3 – Community Resilience

Link to Strategic Assessment

High level threats - County Lines & Dangerous Drugs Networks; CSE; Domestic & Sexual Abuse; Problem Drinkers; Problem Drug Use, Modern Slavery & Trafficking; Terrorism, Radicalisation & Extremism – Prevent.

Moderate level threats – Fraud & Cyber Crime; Hate Crime

Lower level threats – Acquisitive Crime; Reducing Reoffending; Suicide Prevention

Objective	Activity	Outcome	Measure of success	Responsibility	Start date	End Date	Project Costs	Added Value	CSOs Update
	been able to identify that there may be DVA within the family								
	Improve awareness with Event Planners of drugs issues through the Circulation of information relevant to event via the Safety Advisory Group.	For event planners to have raised awareness of of any drug taking at events so that this is reduced locally	No of Event Planners Informed and how.	SAG Chair/CSO	01/04/18	31/03/19	No direct cost	Event planners have information on current drugs being sold with images of what to look out for.	
	YSmart Training for Schools.	Improved knowledge of teaching and support staff in schools regarding current drug trends and support available to young people.	No attending the event from East & Mid Devon area	CSOs	8/10/18	01/01/18		Fund places at £65 per place for staff and practitioners in our area.	CSOs to publicise locally. JR raised with schools in Mid and via PCSOs.

Equality Impact Assessment

Title of review	East & Mid Devon Priorities & Action Plan 2018-21
Service	Public Health and Regulatory Services
Date of review	10/10/2018
Date of next review	31/03/2019
Lead officer, Job Title and Service	Julia Ryder, Specialist Lead Community Safety & Emergency Planning, Public Health and Regulatory Services
Review team	Julia Ryder & Tanya Wenham, Community Team
Scope of the analysis	The purpose of this review is to consider the equality implications of the Community Safety Partnerships (CSP) Priorities & Action Plan 2018-21.
Beneficiaries	The residents of, and those that visit and work in, Mid Devon. All protected characteristics are represented within the beneficiaries.
Stakeholders	Stakeholders include: <ul style="list-style-type: none"> • Residents; • CSP Partner Agencies; • Council Members; • Council staff; • Community and voluntary organisations.
Relevant data and research	N/A
Access complaints	None recorded
Consultation	A Partnership Workshop was held on Thursday 26 July 2018 to identify local priorities and agree actions and activities in order to help address crime and disorder issues across East & Mid Devon.
Results of consultation	The CSP Priorities & Action Plan 2018-21
<p>Relevance to the duty - Do your proposals contribute towards or impact on any of the aims of the duty?</p> <p>There is impact as some of the activities are directed at vulnerable groups within our communities in order to offer support and build resilience.</p>	

1. Eliminate unlawful discrimination – harassment, victimisation and any other conduct prohibited by the Act;

Some of the activities within the plan specifically target members of the community, such as young people and those in relationships, partnerships or marriages that are subject to, or engaged in crimes due to their vulnerabilities or behaviour. Activities are designed to enable practitioners supporting families and individuals to provide guidance, advice and support and help prevent reoccurrence of problems associated with those vulnerable groups.

2. Advance equality of opportunity – between people who share a protected characteristic and people who do not share it by;

- removing or minimising disadvantages suffered by people due to their protected characteristics;
- meeting the needs of people with protected characteristics; and
- encouraging people with protected characteristics to participate in public life or in other activities where their participation is low.

Some residents have been identified by the Devon Strategic Assessment to be more likely to be victims, or perpetrators of crime. The activities within the CSP Priorities & Action Plan 2018-21 aim to target individuals and groups where a difference can be made in reducing the chances of crime occurring or being repeated, both as perpetrator and victim.

3. Foster good relations – between people who share a protected characteristic and people who do not share it, by; tackling prejudice and promoting understanding between people with a protected characteristic and others.

Strategic Partners of the CSP support many areas of the community, and the CSP has priority areas to support vulnerability and exploitation at the heart of its Plan.

Equality impacts raised or identified:

The proposed CSP Priorities & Action Plan 2018-21 will target groups that have been identified in respect of some of the protected characteristics.

Protected Characteristic	Commentary	
Age	Impact	Yes. Young people who are showing risky behaviour in relationships or who are engaging with activities that may lead to antisocial behaviour or criminal activities if not specifically targeted.
	Mitigation	The CSP works with specialist youth services, Youth Offending Teams and schools to ensure appropriate processes are in place to support

		individuals and groups within the protected characteristics.
Gender	Impact	No. The CSP Priorities & Action Plan 2018-21 does not discriminate against gender.
	Mitigation	Not required as no impact has been identified, negative or positive.
Race	Impact	No. The CSP Priorities & Action Plan 2018-21 does not discriminate against race.
	Mitigation	Not required as no impact has been identified, negative or positive.
Disability	Impact	No. The CSP Priorities & Action Plan 2018-21 does not discriminate against disability
	Mitigation	Not required as no impact has been identified, negative or positive.
Religion or belief	Impact	No. The CSP Priorities & Action Plan 2018-21 does not discriminate against religion or belief.
	Mitigation	Not required as no impact has been identified, negative or positive.
Gender reassignment	Impact	No. The CSP Priorities & Action Plan 2018-21 does not discriminate against gender reassignment.
	Mitigation	Not required.
Sexual orientation	Impact	No. The CSP Priorities & Action Plan 2018-21 does not discriminate against sexual orientation.
	Mitigation	Not required.
Marriage and civil partnership	Impact	No. The CSP Priorities & Action Plan 2018-21 does not discriminate against Marriage or Civil

		Partnerships.
	Mitigation	Not required.
Pregnancy and maternity	Impact	No. The CSP Priorities & Action Plan 2018-21 does not discriminate against pregnancy and maternity.
	Mitigation	Not required.
Overall conclusions and options to be put before decision maker or to take forward to develop your service:		
Some of the protected characteristics are likely to be impacted by the delivery of activities within the CSP Priorities & Action Plan 2018-21. The plan is targeting specific vulnerabilities to offer support, advice and services to those impacted by crimes indicated in the Devon Strategic Assessment.		
Actions arising from analysis:		
Action	Officer Responsible	Deadline
None		

Acceptance

Name and signature of assessing officer and date of assessment

Name: Simon Newcombe

Position: Group Manager, Public Health & Regulatory Services

Signed:

Date: 10/10/2018

COMMUNITY PDG

20 NOVEMBER 2018

Air Quality Action Plan update

Cabinet Member(s): Cllr Margaret Squires and Cllr Colin Slade

Responsible Officer: Simon Newcombe, Group Manager for Public Health & Regulatory Services

Reason for Report: To provide a progress report on the Air Quality Action Plan

RECOMMENDATION: That the PDG notes the report.

Relationship to Corporate Plan: The Air Quality Action Plan aligns with and directly supports a number of key themes in the Corporate Plan as follows:

- *Priority 1 Economy: Aim (other) - Act as a champion to improve local rail services*
- *Priority 2 Homes: Aim 3 - Ensure consideration is given to the public health impact of every development*
- *Priority 4 Environment: Aim 2 – Reduce our carbon footprint; Aim 3- Protect the natural environment*
- *The district Public Health Plan is a priority project within the Corporate Plan and air quality is a priority health inequality identified with the adopted plan*

Financial Implications: The plan encompasses measures ranging from small-scale initiatives through to major infrastructure projects such as the Cullompton Town Centre relief road. As such, the plan will be delivered through a variety of different mechanisms including the Local Plan Review and planning obligations such as s106 and Community Infrastructure Levy (CIL) in addition to Government infrastructure funds and the Devon County Local Transport Plan (LTP 3). There may also be opportunities to bid for future Air Quality Grant funding nationally though this is not certain.

As measures are formalised then these will be further assessed and provisional implementation costs identified where these costs are not already known. Major infrastructure proposals for example will be included in the Local Plan Review Infrastructure Plan and will outline estimated costs.

Overall, greater clarity on funding for specific measures and the plan overall will emerge once the timeline for the Local Plan Review examination and adoption is known, and from further consultation with Devon County Council (DCC) in respect of the emerging LTP3.

Legal Implications: The adoption and implementation of an Air Quality Action Plan (where an authority has designated one or more Air Quality Management Areas) is a statutory requirement under Part IV of the Environment Act 1995 for Local Air Quality Management (known as the LAQM regime). Under the regime, Local Authorities (LA's) therefore have a duty to pursue measures which are designed to improve air quality. The thresholds for air pollution are set out in statutory UK Air Quality Objectives which in turn duplicate EU limit values and binding air quality standards.

Nationally, the UK is currently subject to EU infringement proceedings due to non-compliance with EU air quality standards (evidenced locally in the two formal Air Quality Management Areas in the district). Given that EU requirements are enshrined into UK law means that the Localism Act 2011 allows the Government (DEFRA) to recharge LA's with the cost of meeting these standards if it chooses to do so.

The remodelled statutory Government guidance to the LAQM regime places greater emphasis on delivery of effective intervention mechanisms to improve existing hot-spots and the need to mitigate for the effects of new development and any new public exposure to poor air quality.

Risk Assessment: In addition to meeting our statutory duties and the risk of financial penalties under the Localism Act 2011 if we fail to do so (see above), a failure to make improvements to air quality would be directly contrary to our adopted Public Health plan. Therefore, we would not address a priority health target locally. Furthermore, the successful implementation of an Air Quality Action Plan underpinning relevant Local Plan policies is essential to mitigate against the impact of significant new development district-wide and to deliver the wider community infrastructure benefits.

Given the inherent requirement to have planning obligation measures in place in order to deliver major parts of the plan then the successful implementation of the Air Quality Action Plan should be considered against the risks of an extended timeline for the Local Plan Review and the potential risk that the Local Plan is not found sound.

Air quality has an increasingly high profile in terms of both local and national policy in addition to wider reporting of the issue across regional and national media. In turn this is generating public awareness beyond local communities within our specific AQMA areas.

A failure to implement and deliver an effective Action Plan should also be viewed in this context in addition to our core statutory responsibilities.

Equality Impact Assessment: No equality issues identified in this report.

1.0 **Air Quality Action Plan Measures**

1.1 There are twenty-one measures identified in the Air Quality Action Plan (see attached Annex 1). The table provides an overview of what progress has been made since November 2017 (adoption of the plan). The measures range from small-scale projects such as car clubs, to large infrastructure projects such as the Cullompton Town Centre Relief Road.

1.2 Planning obligation (s106) funding is a key mechanism in delivering many of the measures. There is ongoing dialogue between the s106 Monitoring officer and Public Health in relation to identifying new air quality projects and the release of funds for projects already earmarked.

1.3 A more detailed overview is provided below in relation to key major projects being progressed in both the Crediton and Cullompton Air Quality Management Areas (AQMA's).

2.0 **Crediton Feasibility Study scope and links to the Air Quality Action Plan**

2.1 Early this year Mid Devon District Council (MDDC) worked with Crediton Town Council to provide s106 funding for a **Town Centre Traffic & Urban Realm Feasibility Study**. The study fully analysed the current traffic and urban realm conditions within the town centre and fringe area and presented a vision for the High Street which is based on clear aims and outcomes. In total £18K of s106 funding was provided to support the study.

2.2 The study area included a focus on the remaining areas of non-compliance with the statutory air quality objective for nitrogen dioxide at the High Street within the formal AQMA for the town. The AQMA Air Quality Action Plan specifically identified the need for a joined-up approach to parking, traffic management, impact of heavy goods vehicles and congestion in Crediton town centre (see plan measures 8 and 10).

2.3 Through a process of strategy and street engineering the study was to present a series of conceptual designs for various parts of the High Street and its approaches. This sets out the use of fresh thinking and 'informal street' design to

form a part of the design solutions. Public Health and Regulatory Services ensured that air quality constraints and potential solutions to the on-going traffic related problem within the town-centre were embed into the study scope and outputs. The study would look at innovative design approaches to mitigate the adverse effects of air pollution, including consideration of the wider impact of the eastern and western gateway approaches to the High Street.

2.4 The study, conducted by Phil Jones Associates, identified twelve aims, many which also support the broader aims of the Air Quality Action Plan such as reducing traffic speed, improving walkability and cycle access.

2.5 A draft report was completed in September 2018 and presented to key stakeholders for further feedback; Crediton Town Council, Devon County Council (Highways/Planning), Neighbourhood Planning representatives and other Mid Devon District Council officers. Further wider stakeholder consultations are planned to occur in October 2018 prior to public consultation.

3.0 **Crediton Feasibility Study outcomes and next steps**

3.1 The draft study has identified a number of key project areas which will improve the look of the streetscape, improve pedestrian access and safety, reduce traffic speed (but improve steady flow), and provide better options for parking and trade. Dependent upon funding there are a number of projects that could be advanced either independently or together. These can be summarised as follows:

- Western Gateway/St Laurence Green – arguably the most difficult project involving significant traffic signal, road surfacing (a new ‘roundel’ and speed reduction measures), bus stopping and pedestrian crossing points changes.
- Town Core – the study had divided this area into 3 parts, St Saviour’s Way/Searle St, Searle St/North St, and North St/Union Terrace. Design interventions include a courtesy pedestrian crossing, reconfigured bus stop with 2 vehicle passing, central median strip near Boots, footway extensions, tree planting, textured surface treatment to signal approach to High Street, rain gardens to mitigate flooding.
- Haywards/Holly Cross Church – this is also divided into potentially separate projects. A large primary school, church, art centre and

community centre are located here. This area has a lot of potential for series of 'place-making' schemes to highlight its civic nature.

3.2 Public Health and Regulatory Services have further requested that Phil Jones and Associates carry out detailed costings of the proposed measures and schemes identified in the feasibility study. Technical air quality modelling of the proposed measures will also be required to ensure the anticipated positive impacts will be delivered. Subject to confirmation, this work can be funded using additional existing pooled s106 air quality monies.

3.3 Following a final report the aim is to confirm distinct projects in consultation with the Town Council, local Members, Devon County Council, the Neighbourhood Plan representatives and our own planning team. The aim is to prioritise these projects against overall impact/deliverability using existing pooled s106 funding or as projects for future allocation from new development.

4.0 **Cullompton Town Centre Relief Road**

4.1 The current phase for this project is a joint MDDC and DCC public consultation over potential route options. The delivery of a new relief road is considered an important highway intervention to not only bring forward sustainable growth in the Cullompton area, but also address environmental concerns within the town centre in connection with congestion, poor air quality and resultant impact upon townscape attractiveness and public health.

4.2 The consultation is due to close on the 25 October 2018 and there has been a welcome response rate and a number of well attended exhibitions in Cullompton and Kentisbeare. More information is currently available [<here>](#).

4.3 The Council anticipates that the majority of the cost of the road would be funded by the Housing Delivery Fund . This funding is subject to an on-going due diligence process with Homes England over the Council's bid submission.

4.4 The relief road also forms part of more extensive infrastructure necessary to deliver the growth planned within the Cullompton area in the longer term and would unlock the first phase of the proposed garden village to the east.

5.0 **Culm Valley Garden Village**

5.1 To ensure the Culm Valley Garden Village project delivers its ambitions, it is anticipated that a number of Working Groups will need to be set up, and will

consider a range of issues including sport and recreation, health and wellbeing, self/custom build and modern construction techniques, developing a “Smart” Garden -Village with employment and innovative delivery mechanisms.

5.2 Public Health and Regulatory Services officers and Devon County Council Public Health officers are engaged in the process predominantly around health and well-being, including air quality considerations.

6.0 Recommendation

6.1 That the report is noted.

Contact for more Information: Kevin Swift (Public Health Officer), 01884 244625 kswift@middevon.gov.uk and Simon Newcombe (Group Manager Public Health & Regulatory Services) 01884 244615 snewcombe@middevon.gov.uk

Circulation of the Report:

Cabinet Members with responsibility for Public Health (Cllr Margaret Squires) and Community Well-being (Cllr Colin Slade)
Members of the Community Policy Development Group
Leadership Team
Head of Planning, Economy and Regeneration
Group Manager for Financial Services
Group Manager for Performance, Governance and Data Security
Audit
Legal
Crediton Town Council

List of Background Papers:

Crediton Traffic and Urban Realm Feasibility Study (PJ Associates September 2018 draft)

Annex 1 – Table of Air Quality Action Plan measures with progress (up to October 2018)

	Measure	EU Category	EU Classification	Lead Authority	Progress to Date
1	Community Car sharing schemes	Alternatives to private vehicle use	Car and lift sharing schemes	MDDC	s106 contribution allocated under Air Quality Pending release of funds To be considered for Garden Village
2	Community run and/or private E-bikes schemes	Alternatives to private vehicle use	Other	MDDC in partnership with Town Councils and Communities	s106 contribution allocated under Air Quality Pending release of funds To be considered for Garden Village
3	Secure cycle parking facilities in Town Centres and at key transport hubs	Promoting Travel Alternatives	Promotion of cycling	MDDC Rail Network DCC	s106 contribution allocated under Air Quality Pending release of funds To be considered for Garden Village
Page 81	Marketing campaign to reduce high street parking/promote car parks/raise awareness	Public Information	Leaflets, social media, internet, street posters	MDDC, DCC and Town Councils	s106 contribution allocated under Air Quality Pending release of funds To work alongside implementation of projects taken forward in the Crediton Feasibility study
5	Develop EV charging network	Promoting Low Emission Transport	Alternative refuelling infrastructure	MDDC	2 EV charging units installed at each Leisure centre across the district Further units to be installed pending release of s106 funds – a number of Council owned parking areas are suitable for further installations Included in Local Plan strategic developments
6	Taxi Licensing conditions	Promoting Low Emission Transport	Low emission policy	MDDC	Existing EURO engine standard emission/vehicle age requirements remain in place. Licensing policy is under review and will include provision of any enhancements

	Measure	EU Category	EU Classification	Lead Authority	Progress to Date
7	Eastern Relief Road Cullompton and additional M5 junction	Traffic Management	Strategic highway improvements	MDDC DCC Highways	Successful Homes Infrastructure fund bid (£10M for Junction 28 improvements) subject to due diligence Current negotiations with Homes England re: reallocation of funds from J28 to Town Centre Relief Road Route Options Report published August 2018 Public Consultation September – October 2018
8	Coordinated approach to enforcement of anti-idling, illegal parking	Traffic management	Anti-idling enforcement and illegal parking	MDDC DCC	Crediton Feasibility Study commissioned by Town Council and supported by MDDC - draft produced September 2018. Includes traffic calming measures through re-design of streetscape, pedestrian route improvements including key High Street crossings points.
9	Kings Mill Industrial site traffic management Cullompton Junction 28	Traffic management	Congestion management	MDDC DCC Highways	See Measure 7 Minor work on the junction has occurred and reports are positive for major transport company's access to motorway. This has resulted in reducing traffic backing up to enter motorway.
10	Parking and traffic flow measures	Traffic management	Congestion management	MDDC DCC	Crediton Feasibility Study commissioned by Town Council and supported by MDDC - draft produced September 2018. Includes traffic calming measures through re-design of streetscape, pedestrian route improvements including key High Street crossings points.
11	Cullompton/ Wellington Rail link feasibility study	Transport Planning and Infrastructure	Public transport improvements- interchanges stations and services	MDDC and Taunton Deane	MDDC are working with partners to develop a strategic outline business case.
12	ECO Stars fleet management and recognition scheme	Transport Planning and Infrastructure	Vehicle efficiency	MDDC	As of October 2018 there were 64 members in the scheme (16 local) covering a total of 2,809 vehicles.

Measure		EU Category	EU Classification	Lead Authority	Progress to Date
13	Bus stop infrastructure	Transport Planning and Infrastructure	Public transport improvements- interchanges stations and services	MDDC DCC	Early planning is considering a new bus interchange linking with a new railway station. Potential to move Falcon bus stop and incorporate into the Cullompton Relief Road Route.
14	Review of bus stop locations and routes	Transport Planning and Infrastructure	Public transport improvements- interchanges stations and services	MDDC DCC	Improved bus set down/pick up points are outlined in the Crediton Feasibility study which will impact upon traffic flow (buses holding up general traffic).
15	Improving footpath and cycling paths In major towns	Transport Planning and Infrastructure	Cycle and walking network	Town Councils MDDC DCC	Crediton Feasibility Study commissioned by Town Council and supported by MDDC - draft produced September 2018. Includes detailed designs on walkability and access for people with disabilities in the High Street.
16	Road surfacing	Transport Planning and Infrastructure	Consideration given to lower polluting road surfacing within AQMA areas as opportunities arise	DCC	A range of road surfaces have been put forward in the Crediton Feasibility study which will slow traffic and reduce pollutants.
17	Mid Devon Local Plan	Policy guidance and development control	Air Quality Planning and Policy Guidance	MDDC	Supplementary Planning Document on Air Quality and Development adopted May 2008 COR14 (Cullompton) Promote the removal of through traffic by completing a relief road system and implementing air quality action plan initiatives; COR15 (Crediton) Promote a reduction of traffic on congested streets and improve local air quality by enhancing walking and cycling opportunities around the town, implementing air quality action plan initiatives, promoting improved public transport links and providing a link road between the A377 and Lords Meadow Industrial Area.

	Measure	EU Category	EU Classification	Lead Authority	Progress to Date
18	Culm Valley Garden Village development and major infrastructure projects	Policy guidance and development control	Air Quality Planning and Policy Guidance	MDDC DCC Highways	Public Health Devon and MDDC Public Health and Regulatory Services are stakeholders in the consultation and are strongly lobbying for measures that will mitigate air pollution such as good walk and cycle routes, electric vehicle infrastructure, good public transport connections to Cullompton/Exeter, open spaces and tree planting. Several key public health/planning documents have been forwarded to the Culm Valley Garden Village Project team.
19	Planning Policy DM8 Parking	Policy Guidance and Development Control	Other Policy	MDDC	Subject to on-going Local Plan inspection process
20	Planning Policy DM6 Transport and Air Quality	Policy Guidance and Development Control	Other Policy	MDDC	Subject to on-going Local Plan inspection process
21	Planning Conditions on Tiverton Eastern Urban Extension	Policy Guidance and Development Control	Air Quality Planning and Policy Guidance	MDDC	Update requested from Area Planning officer

Page 84

COMMUNITY WELL-BEING PDG NOVEMBER 2018

SAFEGUARDING POLICY, GUIDANCE AND PROCEDURES

Cabinet Member(s): Cllr Colin Slade, Cabinet Member for Community Well Being

Responsible Officer: Mrs Jill May, Director of Corporate Affairs & Business Transformation and Corporate Safeguarding Lead Officer

Reason for Report: To provide Members with the updated Safeguarding Policy and a review of best practice.

RECOMMENDATION: That the PDG recommends Safeguarding Policy to Cabinet for approval.

Relationship to Corporate Plan: The report helps the Council meet its legal responsibilities in respect to safeguarding and child protection and contributes to the Corporate Plan.

Financial Implications: To provide training for relevant staff.

Legal Implications: If we do not have appropriate policies and procedures in place we may not meet the requirements of relevant Safeguarding legislation i.e. the Children's Act 2004, Care Act 2014, etc.

Risk Assessment: Failure to have adequate policies and procedures in place may result in harm or injury to a child or vulnerable adults.

Equality Impact Assessment: Equality Impact Assessment: No equality issues identified for this report

1.0 Introduction

1.0 The purpose of this report is to update you on the Council's Safeguarding Policy.

1.1 The revised policy is in response to the need to provide greater clarity of the roles and responsibilities of officers involved in safeguarding throughout the Council.

2.0 Safeguarding Policy

2.1 A recent review of the Council's existing Safeguarding Policy identified the opportunity to enhance the Council's capability to attend to any identified concerns. The revised policy set out in Appendix 1, provides greater clarity of the roles and responsibilities of officers throughout the Council.

2.2 Provide a framework for developing partnerships with appropriate external bodies e.g. The Devon Children and Families Partnership Devon (previously known as Safeguarding Children Board) and Devon Safeguarding Adults Board, to ensure that the policy continues to reflect legal and best practice requirements in respect of the responsibility of care of children, young people and adults with care and support needs.

2.3 There is still a commitment from the other Districts to work in partnership to promote best practice and share knowledge so that all the Districts are working towards the same standard.

3.0 **The Devon Children and Families Partnership**

3.1 The Devon Children and Families Partnership (DCFP) was established on the 1st July 2017. It merges the functions of the Devon Safeguarding Children Board (DSCB) and the Children, Young People and Families Alliance (Alliance). Devon LSCB's statutory duties are discharged through this new partnership.

3.2 The Partnership is made up of an Executive Board and a Quality Assurance Group as well as sub/working groups who will report to the Executive and will be scrutinised by the Quality Assurance Group.

3.2 The DCFP has a new website:
<https://www.devonchildrenandfamiliespartnership.org.uk/> and has a new email address: childrenfamiliespartnership@devon.gcsx.gov.uk

4.0 **Data Protection Act 2018**

4.1 Data Protection Act 2018 has a new category of "child abuse data" which was defined as "*personal data consisting of information as to whether the data subject is or has been the subject of, or may be at risk of, child abuse*". Child abuse is defined as physical injury (other than accidental injury) to, and physical and emotional neglect, ill-treatment and sexual abuse of, an individual aged under 18.

4.2 It provides for a lawful ground for the processing of special category personal data – without consent if the circumstances justify it – where it is in the substantial public interest, and necessary for the purpose of:

(i) Protecting an individual from neglect or physical, mental or emotional harm; or

(ii) Protecting the physical, mental or emotional well-being of an individual where that individual is a child or an adult at risk (as defined in the Bill, but consistent with the expected definitions of, respectively, under 18 or having needs for care and support, experiencing or at risk of neglect or any type of harm, and unable to protect themselves).

4.3 It should be stressed that the amendment still expects the possibility of obtaining consent from an individual to be considered (and in these circumstances it would have to be explicit). However, if in the circumstances the consent cannot be given, or the data controller cannot reasonably be expected to obtain it – notably because obtaining it would prejudice the safeguarding purpose (i.e. the protection of the individual) – then the ground applies.

5.0 Training

5.1 With the introduction of the Learning Management System (LMS) all employees have been asked to complete the e-learning with a specified timeframe.

5.2 The safeguarding Officer reviews the LMS and with Line Managers the level of knowledge required in these areas.

5.4 Group Managers attended a Safeguarding and County Lines briefing session during December 2017.

5.5 The Safeguarding Officer gave an update on modern slavery, child exploitation and safeguarding presentation to Elected Members before full Council in October 2017.

5.6 As part of learning at work week, the Corporate Safeguarding Officer organised a training session for staff on child exploitation and online protection with an external partner.

5.7 Also during learning at work week, the Corporate Safeguarding Officer with the Community Safety Officer gave two Q & A sessions on subjects covered by County Lines; those who attended found this type of session beneficial.

5.8 The Corporate Safeguarding Officer together with the Training & Development Officer will be delivering safeguarding awareness training on 15 November 2018 to the Street Scene Service as it has been recognised the operatives do not have access to the LMS system.

5.9 The Corporate Safeguarding Officer will be delivering safeguarding training to the Tenants Together Group on 8 November 2018 on behalf of our Housing Service.

6.0 Internal Audit Report

6.1 Devon Audit Partnership carried out an initial audit of safeguarding and a review of procedures undertaken by the authority in meeting its safeguarding responsibilities.

6.2 It is the overall opinion of the auditor that the Safeguarding arrangements process is adequately controlled.

7.0 Development Plan

- 7.1 The District Wide Safeguarding Group has agreed to share best practice and work together to create safeguarding standards across Devon. One of the priorities is to improve officer knowledge around suicide and the prevention.
- 7.2 Suicide Prevention Toolkit – North Devon and Torridge have implemented a Suicide Intervention Toolkit to raise awareness of the subject
- 7.3 We will be creating an online version of the toolkit to raise awareness of the subject and to support Officers should they encounter someone disclosing to them their intention.
- 7.4 We will be providing awareness training over the next 12 months to services across the Council.
- 7.5 We acknowledge we will not be able to prevent someone suiciding however we may just make a difference to one person.

8.0 Monitoring

- 8.1 Over the year the number of referrals and allegations made by staff has been recorded. These are monitored to make sure services are passing on the relevant information to other partner agencies and to ensure/evidence the procedures put in place deliver. There were 6 incidents from April to September 2018 and 2 incidents advice was sought from the police – information is gathered on a six monthly basis.

Contact for more Information: Jill May Director of Corporate Affairs & Business Transformation.

Circulation of the Report: Leadership Team and Cabinet Member

List of Background Papers:

Appendix 1 - Revised MDDC Safeguarding Policy

Safeguarding Policy

Version Control Sheet

Title: **Safeguarding Policy**

Purpose: Mid Devon District Council believes that all children, young people and adults have the right to be safe, happy and healthy and deserve protection from abuse. The council is committed to safeguarding from harm all children, young people and adults with care and support needs using any council services and involved in any of their activities, and to treat them with respect during their dealings with the councils, our partners and contractors.

Owner: **Director of Corporate Affairs & Business Transformation**

Email: jmay@middevon.gov.uk

Telephone Number: **01884 234381**

Date: **20 November 2018**

Version Number: **3.0**

Status: **Final**

Review Frequency: **Every year**

Next review date: **20 November 2021 unless legislation has been amended**

Consultation **This document was sent out for consultation to the following:**

Document History

This document obtained the following approvals and is valid on the date printed.

Title	Date	Version Approved
Safeguarding Policy – Community PDG	20/11/2018	1

SAFEGUARDING POLICY

1. Introduction

- 1.1 Mid Devon District Council believes that all children, young people and adults have the right to be safe, happy and healthy and deserve protection from abuse. The council is committed to safeguarding from harm all children, young people and adults with care and support needs (see definition in point 3.1 relating to the Care Act 2014) using any council services and involved in any of their activities, and to treat them with respect during their dealings with the councils, our partners and contractors.
- 1.2 We aim to act as an exemplar of safeguarding practice providing strong leadership and improving safeguarding standards through having a robust safeguarding policy and monitoring system.

2. Aims of the Policy

2.1 The aims of the policy are to:

- Establish the roles and responsibilities of all parties within scope of the policy.
- Minimise chances of abuse through effective Council recruitment and selection procedures.
- Have procedures in place for dealing with concerns through the process of timely and appropriate reporting of issues to Devon County Council.
- Support the promotion of a safe working environment and a culture of care in which the rights of all children, young people and adults with care and support needs are protected and respected.
- Promote best practice in how employees, elected members and associated workers interact with children, young people and adults with care and support needs while providing Council services.
- Develop clear guidance and procedures for those employees, elected members and associated workers and ensure through training and support that they are aware of these and able to implement them.
- Provide a framework for developing partnerships with appropriate external bodies e.g. Devon Children and Families Partnership and Devon Safeguarding Adults Board, to ensure that the policy continues to reflect legal and best practice requirements in respect of the responsibility of care of children, young people and adults with care and support needs.

3. Scope of the Policy

3.1 The policy is in respect of District Council's responsibility towards:

- Children and young people, legally defined as any person under the age of 18. From this point the terms child or children will be used to refer to this group.

- Adults with care and support needs are defined under the Care Act 2014 and for the purposes of this policy, as anyone over the age of 18 who:
 - has needs for care and support (whether or not the local authority is meeting any of those needs) **and**;
 - is experiencing, or at risk of, abuse or neglect; **and**
 - as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.
- Further information on safeguarding adults and the types and indicators of abuse, can be found at:
<https://www.scie.org.uk/publications/ataglance/69-adults-safeguarding-types-and-indicators-of-abuse.asp>
- The employees of the council who have dealings with children, young people and adults with care and support needs and who are required to act in a position of trust and to act responsibly and within the law.
- The employees and elected members of the council who, while not required to act in a position of trust, will come into contact with members of these groups on a regular basis during the course of their work.
- Volunteers and other workers involved in the provision of council services but not employed by the council, including workers in organisations with whom the council has contracts for the delivery of services.

3.2 It covers all the functions and services of the council, its elected members, staff, partners and contractors.

3.3 This document is primarily concerned with protecting children, young people and adults with care and support needs from harm and providing guidance on how to deal with issues. However it is important to remember that safeguarding has a wider meaning which includes the promotion of welfare and taking action to enable all children, young people and adults with care and support needs to have the best life outcomes.

3.4 The policy does not cover health and safety issues related to safeguarding children such as use of play equipment or provision of food at events. Separate guidance on this and appropriate behaviours when dealing with children and adults with care and support needs, should be read in conjunction with this policy.

3.5 In accordance with this statutory framework, this policy should be read in conjunction with other Council policies which promote wellbeing.

4. Legal Framework

4.1 This policy is based on Mid Devon District Council's responsibilities under:

4.1.1 The Care Act 2014 in particular Sections 42 to 46 related to safeguarding, further information can be found at: <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

4.1.2 The Children Act 2004, specifically Section 11 which places a duty on key people and public bodies, including district councils, to make arrangements to ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2004/31/contents>

- 4.1.3 The Counter Terrorism Act 2015 section 26 which places a duty on certain bodies, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism. The Prevent Agenda is one of four strands which makes up the Governments counter-terrorism strategy. Further information can be found at:
<http://www.legislation.gov.uk/ukpga/2015/6/contents>
- 4.1.4 The Modern Slavery Act 2015. Further information can be found at:
<http://www.legislation.gov.uk/ukpga/2015/30/contents/enacted>
- 4.1.5 The Anti-Social Behaviour, Crime and Policing Act 2014 in particular Part 10 relating to forced marriage. Further information can be found at:
<http://www.legislation.gov.uk/ukpga/2014/12/contents/enacted>
- 4.1.6 The Serious Crime Act 2015 particularly Part 5 relating to female genital mutilation, child cruelty and domestic abuse. Further information can be found at:
<http://www.legislation.gov.uk/ukpga/2015/9/contents/enacted>
- 4.1.7 The policy is written with reference to the principle of Think Child, Think Parent, Think Family. Further information can be found at:
<https://www.devonchildrenandfamiliespartnership.org.uk/documents/2014/10/think-family-protocol.pdf/>

5. Supporting structures, policies and procedures

- 5.1 Responsibility for the maintenance and implementation of this policy is that of the Director of Corporate Affairs & Business Transformation (Corporate Safeguarding Lead Officer) who has overall responsibility for the organisation's safeguarding arrangements.
- 5.2 It is the responsibility of Group Managers/Service Leads to disseminate and discharge the policy within their area of responsibility, however accountability for the implementation of this policy lies at all levels of the Council.
- 5.3 In addition the council has appointed a Corporate Safeguarding Officer responsible for co-ordinating the implementation of the policy and providing a single point of contact.
- 5.4 The Corporate Safeguarding Officer has responsibility for:
- recommending to Leadership Team new/revised policies and procedures, so that the Council can safeguard children and adults in accordance with its legal obligations.
 - developing and implementing a performance framework and reporting on the Council's safeguarding performance to Committee.
 - promoting the policy within the Council.
 - procuring and directly providing training, so that officers can undertake their safeguarding roles successfully and efficiently.
 - ensuring there is a secure central record relating to allegations and investigations.
 - working with other district authorities to share best practice and create a shared culture for Devon.

- advocating the importance of safeguarding to partners, contractors and customers
- ensuring all safeguarding policies, procedures and guidelines are implemented and promoted

5.5 In addition the Corporate Safeguarding Officer chairs a Safeguarding Representatives Group made up of a number of staff across the different services of the council. This group will have an operational overview of safeguarding issues in service areas, together with actions that could be taken.

5.6 Safeguarding Representatives have responsibility for:

- Receiving concerns, discussing them with whoever has raised the concern and taking advice from the relevant partner agency/County Council service: this could include complex matters such as consent and whether parents/carers should be notified.
- Making a decision about how to proceed and whether to make a formal referral. If there is disagreement on the appropriate course of action to take then the corporate safeguarding officer has the final decision. Where staff are dissatisfied with the decision of the corporate safeguarding officer, they should report their concerns to their line manager in the first instance and can still make a referral if they have strong concerns.
- Ensuring the procedure is followed on such matters as making a referral, confidentiality and recording.
- Working with colleagues to improve practice across the organisation.
- In the event of an incident or query, should the corporate safeguarding officer not be available, staff should go straight to relevant Devon County Council service. They can be supported by a senior manager but details of any incident must not be shared unless absolutely necessary.
- Attending appropriate courses and updating of safeguarding legislation.

5.7 Any staff who have a safeguarding concern should in the first instance discuss the matter with any one of the Safeguarding Representatives who will make a decision whether or not to refer the matter to the appropriate external organisation. A suite of supporting procedural documents is made available to all staff on the council's sharepoint site.

5.8 Mid & East Devon Community Safety Partnership also deals with some safeguarding issues on a district wide basis such as Domestic & Sexual Violence and Abuse, Modern Slavery, Child Sexual Exploitation and Preventing Violent Extremism. The Community Safety Officer sits on the corporate safeguarding group so is able to ensure that the work of the Corporate Safeguarding Group supports that of the Community Safety Partnership and vice versa.

5.9 This policy should also be used in conjunction with the following documents:

- Disciplinary Procedure
- Grievance Procedure
- Whistle Blowing Policy
- IT Acceptable Use Policy
- Equality and Diversity Policy
- Complaints & Feedback Procedure
- Dignity at Work Policy

- Health & Safety at Work guidance
- Disclosure & Barring Policy

6. Responsibilities

6.1 Responsibility for the implementation of this policy lies at all levels of the council.

6.1.1 Members

Elected members are collectively responsible for ensuring that the council has a policy, which adequately provides protection for children and adults with care and support needs in receipt of its services and for the regular review of this policy in the light of changes to legislation or regulation.

Each Mid Devon District Councillor has the personal responsibility to comply with the policy.

Elected Members should report any concerns to the Corporate Safeguarding Lead or Corporate Safeguarding Officer or Safeguarding representative.

The Portfolio Holder for Community Wellbeing has lead responsibility for safeguarding.

6.2 Officers

All employees and particularly those working with children and adults with care and support needs are responsible for:

- Ensuring that they are familiar with and understand the policies and procedures relating to their work with or in the vicinity of children and adults with care and support needs.
- Ensuring that they feel confident in working within this environment and working with their managers to ensure that they have the knowledge and skills to carry out their tasks in this context.
- Treating all those children and adults with whom they come into contact while carrying out their work equally and with respect.
- Reporting to a Safeguarding Representative or make a MASH enquiry or Care Direct referral, if they have concerns about abuse or a lack of care of children and adults with care and support needs, either from other staff, carers, parents or those in place of a parent or between members of the group, providing they feel confident and competent to do so
- More information on making a MASH enquiry can be found at:
<https://new.devon.gov.uk/educationandfamilies/child-protection/making-a-mash-enquiry>
- Taking personal responsibility for their own welfare related to distressing or difficult disclosure of case outcomes and engaging in appropriate levels of support as required by the situation or the organisation.

6.3 Leadership team is required to ensure good governance of the organisation and has responsibility to make sure this policy is consistently applied and taken into account when setting strategic direction and reviewing performance.

Members of Leadership Team are also responsible for:

- Ensuring that all necessary procedures and practices are in place to provide adequate protection both for the individuals in these groups but also protection for the employees involved with them.
- Ensuring that the procurement framework for the authority includes expectations upon contractors to demonstrate effective safeguarding practices for all their staff.

6.4 The Corporate Safeguarding Lead, Corporate Safeguarding Officer and Human Resources are responsible for:

- Identifying those services and posts that are likely to have an involvement with children and adults with care and support needs, and undertaking an appropriate risk assessment of posts in respect of DBS disclosure requirements.
- Ensuring that those people appointed by them to the District Council, whose normal duties fall into the definition of Regulated Activity as defined in the Safeguarding Vulnerable Groups Act 2006 and amended by the Protection of Freedoms Act 2012, are subject to the appropriate level of DBS disclosure and are appropriately qualified and/or trained in working with these groups.
- Ensuring that proper records are kept of any incidents occurring within their service and that these are held securely and/or passed on to the Council's Human Resources team if the incident involves an employee.
- Ensuring that employees, volunteers and other workers dealing with these groups are adequately trained and aware of their responsibilities in this area.
- Ensuring that external contractors delivering council services are aware of the council's expectation that workers are aware of and abide by the standards of behaviour expected of council employees.
- Ensuring that any evidence or complaint of abuse or lack of care is reported to the appropriate body e.g. Devon County Council, Safeguarding Board or the Police, and to council's Human Resources team where employees, volunteers and contractors are involved and to the Monitoring Officer where elected members are involved.
- Ensuring that employees and others do not work with children or adults with care and support needs on regulated activities without an appropriate Disclosure & Barring Service (DBS) disclosure.
- Working with other associated agencies to ensure the proper transfer of information relating to dealings with children and adults with care and support needs, where necessary.
- Ensuring that adequate supervision and support is available to those who have been directly involved in dealing with safeguarding cases, including a debrief of the case and any relevant outcomes.

6.5 Human Resources are responsible for:

- Working with Group Managers / Service Leads in maintaining a record of those posts, requiring a DBS disclosure together with the level of disclosure required.

- Ensuring that recruitment procedures are robust and that information pertinent to working with these groups is obtained during the recruitment procedure.
- Ensuring that DBS Disclosures are carried out in compliance with legislation and DBS guidance.
- Supporting Group Managers / Service Leads in dealing with allegations of abuse or lack of care by staff.
- Referring information to the DBS and Local Authority Designated Officer (LADO) about employees who have been dismissed or removed from working with vulnerable groups (or would have been had they not left/resigned) as a result of a relevant caution/conviction, conduct that has harmed or put a child/vulnerable adult at risk of harm.

6.6 Volunteers, contractors, suppliers and consultants and other workers are responsible for:

- Working with employees of the council, to the same standard, in ensuring the safety and well-being of children and adults with care and support needs within their scope.
- Participating in any training or development opportunities offered to them to improve their knowledge of skills in this area.

6.6.1 A requirement to comply with equality legislation will be included in all contracts and service level/delivery agreements. Failure to comply may lead to the termination of contracts. Organisations doing business with us are welcome to adopt our safeguarding policy for their own use.

7. Events and land hire

7.1 Any organisation who has lease agreements or regularly hire out or lease council facilities or open spaces, should have appropriate safeguarding procedures in place. They should also ensure any volunteer or employee that has unsupervised contact with children, young people or adults with care and support needs undertakes a DBS check.

7.2 A positive disclosure is a certificate that shows cautions, warnings or convictions. They may show spent convictions and also unspent convictions and for enhanced checks, they will also show information that a police force deems relevant to disclose based on the nature of the job that the individual will be undertaking. The organisation will be required to use a positive DBS Disclosure Decision Sheet to make an assessment about a volunteers' suitability to be named as the safeguarding representative for the event.

7.3 Any safeguarding concerns on council land should be reported to Corporate Safeguarding Officer or a Safeguarding Representative. (Not negating a need to call Police in a safeguarding emergency) Safeguarding Representatives are able to provide further advice and support to groups or organisations.

8. Grant applications

8.1 All organisations seeking funding from the Council are expected to have appropriate safeguarding policies and procedures in place according to the level and type of their activities. Such policies should include DBS checks for all employees and volunteers working with children, young people and adults with care and support needs. Evidence of these policies and procedures may be requested as part of the grant making process.

8.2 As a minimum, an organisation will be expected to have a policy statement or procedure relating to safeguarding. Commissioned, contracted or grant funded organisations with minimal contact with children, young people and vulnerable adults may wish to adopt the councils Safeguarding Policy and procedures if deemed suitable.

9. Review

- 9.1 This policy and the related guidance will be reviewed annually or sooner if required whenever there is a change in the related legislation or an emerging risk is identified. This will include and on-going review of guidance, both nationally and locally, to ensure the Council meets its requirements to safeguard children, young people and adults, and there are appropriate procedures and protocols in place.
- 9.2 The Council's scrutiny function will also have a role in scrutinizing and challenging the Corporate Safeguarding Policy and the work of the Corporate Safeguarding Group. An annual report will be submitted to the Community Wellbeing PDG.

This policy should be read with the MDDC guides for managers and employees

This policy can be made available in large print and other formats such as printed on yellow paper, taped, Braille etc. as requested.

This page is intentionally left blank

COMMUNITY POLICY DEVELOPMENT GROUP 20TH NOVEMBER 2018

Health and Safety Policy review

Cabinet Member(s): Cllr Margaret Squires
Responsible Officer: Michael Lowe (Health and Safety Officer)

Reason for Report: To advise Members that, in accordance with the Health and Safety at Works Act 1974, the Council's Health and Safety at Works Policy has been reviewed by the Health and Safety Committee.

RECOMMENDATION: Members to note that the Health and Safety Policy was approved by the JNCC on 12th September 2018, and reviewed by the Health and Safety Committee and Unison.

Relationship to Corporate Plan: Health and safety impacts across all aspects of the corporate plan as there is an obligation on the Council to ensure that its activities do not adversely affect the health and safety of employees, members of the public, contractors and others with whom we interact.

Financial Implications: Failure to meet the Council's obligations could lead to serious financial implications. The maximum penalties for failing to discharge its duties are unlimited. In addition to this would also be the costs involved in any litigation in the Civil Courts.

Legal Implications: Failing to comply with Health and Safety legislation and regulations could result in the Council being issued with Improvement/Prohibition Notices and/or prosecution. The Council would also be at risk of potential civil litigation.

Risk Assessment: Ensuring the Council has robust health and safety policies and procedures, which are proactively monitored, will ensure the health and safety of employees and those who are affected by its actions and also reduce the potential risk of legal challenges and civil litigation.

Equality Impact Assessment: The policy covers all employees across the organisation and aims to treat everyone fairly regardless of protected characteristic. It seeks to ensure that there are no barriers to anyone accessing and making use of the policy and related procedures.

The policy as a whole seeks to advance equality of opportunity for and between different protected groups.

The purpose and intended outcomes of the policy do not seek to foster good relations between and across protected groups. However, the organisation has a range of other policies, projects and actions to help bring people together – e.g. Equality Training, Dignity at Work, Harassment Policy

1.0 Introduction

1.1 The Health and Safety Policy was reviewed by the Health and Safety Committee on 11th October 2018 and, following consultation with Unison, recommended to the JNCC committee for approval.

1.2 The Health and Safety Policy was approved by JNCC on 12th September 2018.

2.0 Future actions

2.1 In accordance with the Health and Safety at Works Act 1974, the Safety Representatives and Safety Committee Regulations, Mid Devon District Council will continue to review the Health and Safety Policy on an annual basis, with approval by the JNCC.

Contact for more Information: Michael Lowe, Health and Safety Officer, mlope@middevon.gov.uk

Circulation of the Report: Members of Community PDG, Cllr Squires, Management Team

Corporate Policy

Version Control

Title: Mid Devon District Council Health and Safety Policy

Purpose: Health and Safety

Owner: Stephen Walford, Chief Executive

Date: 12th January 2019

Version Number: v3.3

Status: Draft

Review Frequency: Annually

Next review date: January 2020

Consultation

This document obtained the following approvals:

Who	Date	Version Approved
Leadership Team	04.09.18	v3.3
JNCC	12.09.18	V3.3
H&S Committee	11.10.18	
Community PDG	20.11.18	
Cabinet	03.01.19	

Index

1. Part 1: General commitment
2. Part 2: Organisation
3. Part 3: Arrangements
4. Part 4: Statement of general policy

PART 1 Statement of general commitment towards health and safety at MDDC

- 1.1 Mid Devon District Council is committed to ensuring high standards of health, safety and welfare for its employees. It is also committed to ensuring that Council activities do not adversely affect the health or safety of members of the public, contractors and others with whom we interact. This policies applies to employees, contractors and agency staff
- 1.2 Policies and procedures on specific areas of health and safety can be found on SharePoint [Policies & Strategies - Home](#)
- 1.3 The Council regards compliance with statutory requirements as the minimum standard. Policies may extend beyond the legal standard if this is agreed. This general policy sets out the steps that will be taken to ensure compliance with the Health and Safety at Work Act 1974 and other statutory provisions, which should lead to a progressive improvement in health and safety standards over time in accordance with the principles of good health and safety management described in HSG65 (www.hse.gov.uk/managing/index.htm).
- 1.4 The Council believes that minimising risks to people, equipment and premises is an essential part of offering quality services in a cost conscious and competitive environment. The successful implementation of this policy requires the commitment and co-operation of management and all employees at all levels within the organisation. The Council delegates the responsibility for day to day operational health and safety management to the Chief Executive, Directors, Group Managers, Supervisors and Team Leaders through the normal line management structure.
- 1.5 All managers, supervisors and staff have responsibility for the health and safety of persons and facilities within their designated areas of control.
- 1.6 **All employees should take note when reading this policy that they also have their own legal obligations under the Health and Safety at Work Act 1974. Under this law there is the duty to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. Failure to do this could result in prosecution and a fine. Employees are also required to work in accordance with the provided training and instructions and to report situations that could be considered unsafe and shortcomings in health and safety procedures to their line manager or Corporate Health and Safety Officer.**
- 1.7 The Chief Executive and Directors will be supported in their efforts by provision of competent health and safety advice from the Corporate Health and Safety Officer. Effective communication will be maintained with staff and union safety representatives e.g. through the weekly staff newsletter (The Link) and the H&S Committee. The Council will maintain and improve competence in health and safety through staff training and development.

1.8 This policy does not form part of any employee's contract of employment and MDDC may amend it at any time. This policy will be monitored to ensure that the objectives are achieved. It will be reviewed regularly and changes made as may be necessary. The policy has been agreed following consultation with the trade union.

PART 2: Organisation

General

2.1 This section sets out the range of duties and responsibilities throughout the Council for the implementation of this policy.

2.2 Service specific policies and operating procedures will be required to supplement this policy to ensure that the specific risks associated with the activities of each service are identified and controlled throughout the diverse range of the Council's activities.

2.3 The following management process will be applied (HSG65) in managing health and safety:

- Plan: what it is you want to do
 - Policy
 - Planning
- Do: Profiling the organisation's health and safety risk
 - Carry out risk assessment first then implement it
 - Risk profiling
 - Organising for health & safety
- Check: that the risk assessment is effective
 - Measuring performance
 - Investigating incidents
- Act by learning from experience
 - Reviewing performance
 - Learning lessons

2.4 Councillors

2.4.1 Elected members cannot be responsible on a practical level for the implementation of Health and Safety arrangements within the Council – this is a responsibility of the Chief Executive, Directors, Group Managers and all other employees. Members, however, are required to ensure that overall health and safety arrangements are in place through the scrutiny process and the receiving of committee reports e.g. relating to the auditing and performance of the Council's health and safety management system. This will also be monitored through the Health and Safety Committee on which a Cabinet Member is nominated. Any resultant reports that require a decision will be passed through the Cabinet.

2.4.2 To assist them, the Chief Executive, Directors and Group Managers will provide Councillors with professional advice and guidance. This is also available from the Corporate Health and Safety Officer where needed.

2.5 Chief Executive

2.5.1 The Chief Executive is responsible for:

- The overall implementation of corporate policy decisions, day-to-day operations and will review and decide upon matters within the Council's corporate policies;
- Ensuring that the Council has an effective Health and Safety Committee and for responding to its recommendations;
- Encouraging a positive safety culture throughout the Council by providing leadership and commitment to high standards of health and safety;
- Appraising the effectiveness of this policy and making changes where appropriate;
- Ensuring that the attention of Councillors is drawn to information regarding health, safety and welfare where this has a bearing on their decisions;
- Ensuring the Council provides adequate resources to implement and maintain the effectiveness of this policy, and that measures are in place for joint consultation regarding safety between employee and member representatives in accordance with the Safety Representatives and Safety Committee Regulations 1977 (as amended);
- Ensuring that a sufficient number of competent persons are available to give advice on the application of the provisions of health and safety law as they apply to the activities of the Council in accordance with Regulation 7 of the Management of Health and Safety at Work Regulations 1999.

2.5.2 The Chief Executive will be informed by the most appropriate method of any incident, accident or deviation from this policy.

2.5.3 The Health and Safety Executive (HSE) gives the following definition of what a health and safety culture is:

The safety culture of an organisation is the product of individual and group values, attitudes, perceptions, competencies and patterns of behaviour that determine the commitment to, and the style and proficiency of, an organisation's health and safety management.

Organisations with a positive safety culture are characterised by communications founded on mutual trust, by shared perceptions of the importance of safety and by confidence in the efficacy of preventive measures.

2.6 Directors

2.6.1 Directors will be responsible for:

- The implementation of the Council's health and safety policies, including the monitoring and review of the safety performance of each service within their remit;
- Where they are identified, implementation of the specific arrangements in Part 3 of this policy;
- Managing the health and safety performance of their service in accordance with the management process outlined above;
- Encouraging and sustaining a positive safety culture as described above within their specific services;

- Establishing risk assessment as a positive approach to the management of their service's activities;
- Ensuring that arrangements are made within their service's for all staff to be kept informed on matters of health and safety;
- Seeking to ensure, and where necessary document, that adequate resources are made available within their service's to implement and maintain the Council's policies for health, safety and welfare;
- Ensuring that for all work and places of work under their control, risk assessment processes are applied with equal importance to all other management functions;
- Dealing with any wilful disregard by employees of health and safety arrangements including, where necessary, the use of the Council's disciplinary procedure;
- Working with their managers and team leaders towards ensuring that health and safety performance requirements are objectively set, monitored and reviewed;
- Reporting any known deviance from this policy to the Corporate Health and Safety Officer or Chief Executive.

2.7 Group Managers Supervisors and Team Leaders

2.7.1 Groups Managers, Supervisors and Team Leaders are responsible to their relevant Director for the health and safety performance of their respective areas. In this they will be required to:

- Have sufficient knowledge of the activities under their control and the Council's policies relating to them to be in a position to assure their competency in managing the Council's Health and Safety Policy and provide positive leadership on health and safety;
- Work with the Chief Executive and Directors in achieving a positive safety culture throughout the authority;
- Manage the day to day operations based on safe systems of work with a considered proactive approach towards managing risks;
- Where they are identified, implement the specific arrangements in Section 3 of this policy;
- Ensure through the provision of training and selection that each employee involved is competent to undertake safely the responsibilities given to them BEFORE they carry them out;
- Ensure that sufficient instruction, information and supervision is given to individual staff under their management, based on the level of risk to which they may be exposed, and that employment of their staff includes the necessary elements of competency (in accordance with Regulation 13 of the [Management of Health and Safety at Work Regulations 1999](#));
- Be responsible, where required, for making returns and reports to the Corporate Health and Safety Officer – including reports of near misses, accidents or dangerous occurrences;
- Ensure that before the issue of contracts or orders, adequate checks are made to confirm the suitability of the contractor's health and safety policies, method statements and risk assessments (Contractor Arrangements Section). This will include assessment of their arrangements to provide adequate welfare facilities and ability to manage all the activities they will undertake for, or on behalf of, the Council. All arrangements must be consistent with those required by the Council for its own staff;

- Ensure that policies, safe systems of work and risk assessments specifically tailored to control the hazards for their functions or work areas are created, implemented, recorded, monitored, and reviewed as necessary. Employees will be briefed on any risk assessment that affects their work and given the opportunity to contribute to the assessment e.g. through 'Toolbox talks' before work begins;
- Ensure that all statutory records of testing/inspection/maintenance pertinent to their service area are maintained and create and record as necessary routine maintenance arrangements;
- Ensure that all new work places and work activities are subject to a risk assessment and that all identified hazards are documented and measures taken to minimise or control the risks as far as is reasonably practicable;
- Ensure that before employment a Young Person's Risk Assessment is carried out on any employee who has not yet reached their 18th birthday, in accordance with Regulation 19 of the [Management of Health and Safety at Work Regulations](#) and its Approved Code of Practice. (This is intended to identify whether the individual is suitable for the tasks they may be given, and to limit those tasks where necessary, and what training and supervision will be required to ensure their competency and safety whilst at work);
- Ensure that risk assessments are carried out for expectant mother or employees with special needs [Risk management: Health and safety in the workplace](#);
- Consult with the Corporate Health and Safety Officer regarding specific health and safety queries, training needs and, where needed, risk assessments;
- Ensure their staff, as far as is reasonably practicable, apply all legal, corporate and directorate requirements relative to the work of their specific function that may affect health, safety and welfare at work;
- Ensure the provision of welfare facilities (clean water, seating, toilets and washing facilities) for all work situations under their control and ensure that first-aid, to the standard required by law, is available and made known to all their staff, and periodic checks are made of first-aid equipment. First aid arrangements can be assessed using the free HSE tool available on the www.hse.gov.uk website;
- Ensure that employees are fully aware of procedures to be followed in the event of a fire;
- Ensure that, in circumstances where the use of Personal Protective Equipment (PPE) has been identified, the type and quality selected will be appropriate and will adequately protect that person from the hazards encountered. Supervisors must ensure that those who are required to wear PPE; have been given the PPE and adequate training in its use, care and maintenance and, where appropriate, keep the appropriate records.

2.8 Corporate Health and Safety Officer

2.8.1 The Health and Safety Officer is responsible for providing advice, support and information on the application of health and safety legislation within the Council to comply with [Regulation 7 of the Management of Health and Safety at Work Regulations 1999](#). In particular, the Health and Safety Officer will:

- Assist the Council in establishing and maintaining appropriate monitoring and auditing systems for health and safety;
- Carry out internal 'Health and Safety Status Reviews' of each Council Service;

- Provide information and advice on request to management and staff on all aspects of health and safety, including fire safety;
- Carry out fire risk assessments on all relevant Council properties;
- Advise management on the formulation, development and implementation of health and safety policy and procedures in line with legal requirements and guidance, such as that available from the HSE and other relevant bodies;
- Advise on the need for health and safety training, including at induction, and to be a key participant in developing and, where necessary, delivering such training;
- Work with management and staff to ensure that we meet our legal requirement to carry out risk assessments;
- Advise management on the steps needed to achieve adequate control of risks to health and safety;
- Work with managers, staff and safety representatives to ensure that we carry out a programme of regular safety inspections;
- Advise management on systems for recording and reporting accidents and ill-health and be responsible for the maintenance of adequate records;
- Where required, make RIDDOR reports to the HSE;
- Investigate accidents and cases of reported ill-health in order to recommend actions to avoid a recurrence;
- Liaise on health and safety with external bodies and enforcing authorities.

2.9 Safety Representatives

2.9.1 Recognised Trades Unions have, in consultation with the Council, identified employees to represent the staff on matters relating to Health, Safety and Welfare at work. Their duties are defined in Part 3 but as representatives on the Corporate Health and Safety Committee they may:

- Investigate potential dangers and hazards;
- Examine the cause(s) of accidents;
- Investigate complaints relating to Health, Safety or Welfare at work;
- Inspect the scene of an accident, dangerous occurrence/near miss or reported case of disease, if it is safe to do so (after consultation with the Corporate Health and Safety Officer);
- Carry out formal inspections of the workplace or part of the workplace. The maximum frequency of formal inspections will be quarterly, except by written agreement of the Chief Executive.

2.10 Health and Safety Committee

2.10.1 The Health and Safety Committee will be the principal forum for the Council to consult both its employees and the Union on measures taken to ensure, as far as reasonably

practicable, their health, safety and welfare. The Committee will be administered in accordance with the Safety Representatives and Safety Committee Regulations 1977 (as amended) and Health and Safety (Consultation with Employees) Regulations 1996 (as amended). In its operation the Health and Safety Committee will assist the Council to discharge its general obligations under the Health & Safety at Work etc. Act 1974

- 2.10.2 The Health and Safety Committee will monitor and review the operation of the Council's Health and Safety Policy and any related arrangements and procedures, receive reports of incidents, trends and any remedial action taken and, where necessary, make recommendations to the Cabinet and or other relevant Council Committees regarding any revisions or additions that may be required. Minutes of meetings and agreed actions will be kept.
- 2.10.3 The Health and Safety Committee will consider and make recommendations to the Chief Executive and Councillors, as appropriate, concerning priorities and the strategic direction for MDDC to achieve compliance with statutory obligations and continually improve performance.
- 2.10.4 An elected member, who acts as the elected Member's Health and Safety champion, will be a member of the Health and Safety Committee.
- 2.10.5 The Health and Safety Committee will specifically consider the Council's overall position and performance in relation to the [Corporate Manslaughter and Corporate Homicide Act 2007](#).

2.11 Employees

- 2.11.1 The Council commits itself to providing suitable and sufficient health and safety information, instruction and training as is appropriate to the activities employees carry out.
- 2.11.2 Individual responsibilities of all employees are as follows:
- In accordance with Section 7 of the Health and Safety at Work etc. Act 1974, it is the duty of every employee while at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work;
 - As regards any duty or requirement imposed on the Council under health and safety law, to co-operate with the Council so far as is necessary to enable it to comply;
 - Not to intentionally or recklessly interfere with, or misuse anything provided in the interests of health, safety and welfare by the Council, e.g. fire or safety equipment;
 - If the fire alarm sounds, to leave the building by the nearest fire exit and go to the fire assembly point. Do not stop to collect belongings and do not use the lifts. Fire Wardens will assist in the evacuation of the building and the employee must follow their instructions and not re-enter the building until told to do so;
 - If involved in an accident, or injury at work, however minor, the employee should report this to their supervisor/team leader.
- 2.11.3 Note: As the above are statutory duties, failure to comply will not only result in investigation and, where proven, disciplinary action, but also may lead to investigation and prosecution by the HSE.

PART 3: Arrangements

3.1 The Council is required by Regulation 5 of the Management of Health and Safety at Work Regulations 1999 to make, and give effect to such arrangements as are appropriate, having regard to the nature of its activities and the size of its undertaking, for the effective planning, organisation, control, monitoring and review of its preventive and protective measures, and to put these arrangements in writing.

3.2 Effective management of health and safety will depend, amongst other things, on the robust application of proactive risk assessment and, leading from this, the implementation of reasonable mitigating controls to prevent, avoid or minimise the risk of injury. The law requires a written summary be kept of the risk assessments. At MDDC this would be using the SPAR system and the Risk Assessment Register on SharePoint.

3.3 Corporate policies on health and safety are listed on SharePoint under Corporate Health and Safety. [Policies & Strategies - Home](#)

3.4 Risk Assessment

3.4.1 Directors will take responsibility for the completion, implementation, monitoring and review of Risk Assessments for their areas of responsibility. Collectively this will cover all activities of the Council. In practical terms this process will need to be broken down and delegated to competent individuals who will be in a position to assess the risk of significant hazards that exist within each work area and report back to the relevant Director, who will retain overall responsibility for ensuring the risk assessment process is completed. The Corporate Health and Safety Officer through his routine reviews will monitor performance and report back to the H&S Committee any findings.

3.4.2 The Council will apply HSE guidance on Risk Assessment ([Risk management: Health and safety in the workplace](#)), including adoption of the '5 Steps to Risk Assessment' approach for all new assessments and reviews. The 5 steps are as follows:

Step 1: Identify the hazards

Step 2: Decide who might be harmed and how

Step 3: Evaluate the risks and decide on precautions

Step 4: Record your findings and implement them

Step 5: Review your assessment and update if necessary

3.4.3 The findings of the risk assessments will be recorded on the Risk Assessment Register and, where they meet the criteria, SPAR.

3.4.4 Action required to remove/control risks will be approved by the Director who will, if necessary, take them to the Chief Executive.

3.4.5 Group Managers Supervisors and Team Leaders will be responsible for ensuring the required actions are implemented as part of their day-to-day management supervision.

3.4.6 The Corporate Health and Safety Officer will check that the implemented actions have removed/reduced the risks as part of his routine reviews and accident/near-miss investigations. Feedback will be provided to the relevant Director, including the need for a review, which they must act on without delay.

3.4.7 Assessments will be reviewed every 12 months, or when the work activity changes, whichever is soonest.

3.5 Consultation with employees

3.5.1 MDDC recognises Unison as the union that represents employees for consultation on Health and Safety under the Safety Representatives and Safety Committee Regulations

1977 (as amended) and the Health and Safety (Consultation with Employees) Regulations 1996 (as amended).

3.6 Safe use of plant and equipment

- 3.6.1 Directors will be responsible for ensuring the [Provision and Use of Work Equipment Regulations 1998 \(PUWER\) - Work equipment and machinery](#) are implemented and adhered to. The Group Managers Supervisors and Team Leaders shall ensure that equipment is suitable for the task it is being used for and that effective maintenance procedures are drawn up and implemented.
- 3.6.2 Employees will report any problems found with plant/equipment to the relevant Group Managers Supervisors and Team Leaders who will authorise its repair or replacement.
- 3.6.3 On request, the Corporate Health and Safety Officer can check that new plant and equipment meets health and safety standards before it is purchased e.g. CE marking.

3.7 Safe use of hazardous substances

- 3.7.1 The Council will comply with the requirements of the Control of Substances Hazardous to Health Regulations 2002 (COSHH). <http://www.hse.gov.uk/pubns/indg136.pdf>
- 3.7.2 Hazardous substances include:
- Substances used directly in work activities (e.g. adhesives, paints, cleaning agents)
 - Substances generated during work activities (e.g. fumes and dust)
 - Other substances that can be a hazard that employees may come into contact with during their work, e.g. blood, vomit and faeces containing biological agents such as bacteria and other micro-organisms e.g. viruses.
- 3.7.3 The COSHH assessment process is detailed under a separate Policy [Policies & Strategies - Home](#). Responsibility for its implementation, monitoring and review rests with the individual Director, Group Managers, Supervisors and Team Leaders for their particular area. The initial priority will be to have an overview of what substances require assessment and obtain the relevant Product Data Sheet for each chemical purchased from the manufacturer/supplier.
- 3.7.4 The COSHH Regulations require the Council to prevent exposure to substances hazardous to health, if it is reasonably practicable to do so. In achieving this, the Council may:
- Change the process or activity so that the hazardous substance is not needed or generated;
 - Replace it with a safer alternative;
 - Use it in a safer form e.g. pellets instead of powder, gels instead of liquids etc.
- 3.7.5 If prevention is not reasonably practicable, the Council will introduce control measures identified by the COSHH Assessment [Health & Safety - Home](#). These will be applied in the following order of priority:
1. Use appropriate work processes and systems, engineer controls and provide suitable work equipment and materials e.g. use processes which minimise the amount of material used or produced, or equipment which totally encloses the process;
 2. Control exposure at source (e.g. local exhaust ventilation) and reduce the number of employees exposed to a minimum, the level and duration of their exposure, and the quantity of hazardous substances used or produced in the workplace;
 3. Provide PPE, including face masks, gloves, clothing, but only as a last resort and never as a replacement for other control measures which are required.
- 3.7.6 Following the assessment, a written record of any findings and control measures will be retained and employees provided with suitable and sufficient information, instruction and

training to minimise any identified risk to their health. The Corporate Health and Safety Officer will review each Service on COSHH and provide feedback.

3.8 Information, instruction and supervision

3.8.1 A Health and Safety Law poster will be displayed at each Council building.

3.8.2 Health and Safety advice is available from the Corporate Health and Safety Officer:

Michael Lowe Tel 07714 680171 Email mlowe@middevon.gov.uk
--

3.8.3 Supervision of young workers/trainees will be arranged/undertaken/monitored by Line Managers.

3.8.4 The Council has a duty to provide relevant health and safety information to its employees in **any reasonably foreseeable circumstance**. It is for Group Managers, Supervisors and Team Leaders to be aware of this as part of their Risk Assessment e.g. who needs to know what information? This is of particular importance where Council employees are working off-site e.g. at locations under the control of another employer where information may be provided to their employees but not to ours. Where informed, the Corporate Health and Safety Officer can provide advice on the information required.

3.9 Competency for tasks and training

3.9.1 Human Resources will support induction training for all employees in liaison with Directors, Group Managers, Supervisors and Team Leaders.

3.9.2 Group Managers Supervisors and Team Leaders will arrange job specific training in liaison with the Council's Learning and Development Officer.

3.9.3 Training records will be kept by each Service and will be reviewed by the Corporate Health and Safety Officer and Internal Audit.

3.9.4 Training on health and safety will be identified, arranged and monitored by Team Leaders through their risk assessment process (see above).

3.10 Accidents, first aid and work-related ill health

3.10.1 Under Regulation 6 of the Management of Health and Safety at Work Regulations 1999, the Council will ensure that all its employees are provided with health surveillance as is appropriate, having regard to the risks to their health and safety. The need for health surveillance and its appropriate level, frequency and type will be identified as part of the Council's Risk Assessments taking into account current HSE guidance. [HSE: Health surveillance](#)

3.10.2 Where the assessment requires it, the relevant Group Managers, Supervisors and Team Leaders for the activity will arrange for appropriate health surveillance in liaison with Human Resources, who will maintain a Health Surveillance Record with the employee's other personal information.

3.10.3 Names of employees identified as requiring health surveillance will be passed to the Corporate Health and Safety Officer for his information.

3.10.4 To fulfil its obligations under the Health and Safety Regulations 1981 [First aid at work - The Health and safety \(First Aid\) Regulations 1981](#), the Council will maintain an appropriate level of First Aiders in addition to the minimum legal requirement of identifying Appointed Persons. The level of cover will be set within a specific First Aid Policy. [Policies & Strategies - Home](#)

- 3.10.5 First aid kits will be provided at each Council building and, subject to risk assessment, appropriate first aid equipment will be maintained in Council-owned vehicles.
- 3.10.6 All accidents and cases of work-related ill health are to be recorded on an Accident Report Form and reported under RIDDOR where necessary. The Accident Reporting Procedure will be maintained by the Corporate Health and Safety Officer (found under Corporate Health and Safety on SharePoint). [Health & Safety - Home](#)
- 3.10.7 In addition to this, if there is a work related accident resulting in the death or major injury to an employee, self-employed person working on Council premises or a member of the public, it will be investigated by the Corporate Health and Safety Officer (or by a nominated person in his absence) and reported to the HSE within 10 days (or 15 days if due to an over 5 day absence from work), [How to make a RIDDOR report - RIDDOR - HSE](#)

3.11 Monitoring

- 3.11.1 To check our working conditions and ensure our safe working practices are being followed, we will:
- Carry out regular workplace inspections;
 - Investigate any accidents or reports of ill health;
 - Regularly review policies and procedures whenever necessary.
- 3.11.2 The Corporate Health and Safety Officer will be responsible for this.
- 3.11.3 The Human Resources Service, in liaison where necessary with the Corporate Health and Safety Officer, is responsible for investigating work-related causes of sickness absences. The relevant Director is responsible for acting on investigation findings to prevent a recurrence.

3.12 Emergency procedures – fire and evacuation

- 3.12.1 Group Managers, Supervisors and Team Leaders with responsibility for the buildings they are operating in must ensure that:
- There are emergency plans in place to deal with any potential emergency [Emergency procedures](#);
 - Emergency evacuation procedures are developed and implemented;
 - All fire safety checks are completed in accordance with the fire risk assessment;
 - Emergency evacuation procedures are tested randomly at least twice a year.
- 3.12.2 The Corporate Health and Safety Officer is responsible for:
- Ensuring a fire risk assessment is undertaken and implemented for all Council managed buildings;
 - Supporting the Group Managers, Supervisors and Team Leaders in developing and implementing emergency action plans and evacuation procedures;
 - Monitoring that all emergency action plans and fire safety checks are being maintained and reviewed.
- 3.12.3 The Group Manager for Corporate Properties and Commercial Assets is responsible for:
- Ensuring all firefighting equipment meets and is maintained in accordance with BS-5306;
 - Ensuring all fire alarm systems meet and are maintained in accordance with BS-5839;
 - Ensuring that all emergency lighting fittings meet and are maintained in accordance with BS-5266;
 - Ensuring any faults brought to the attention of Property Services which impact on the safe evacuation of people from a Council building are given priority.

This is the statement of general policy and arrangements for

Mid Devon District Council

Stephen Walford Chief Executive

has overall and final responsibility for health and safety

Michael Lowe Corporate Health and Safety Officer

has day-to-day responsibility for ensuring this policy is put into practice

Statement of general policy	Responsibility of: Title	Action/Arrangements (What are you going to do?)
To prevent accidents and cases of work-related ill health by managing the health and safety risks in the workplace	Group Managers Corporate Health and Safety Officer	All accidents are to be reported to H&S Officer immediately using an Accident Report form available on SharePoint or from the Health and Safety Officer healthandsafety@middevon.gov.uk
To provide clear instructions and information and adequate training, to ensure employees are competent to do their work	Learning & Development Manager Group Managers, Supervisors, Team Leaders	Training needs are assessed by the Team Leaders, with the delivery of the training program supported by the Learning and Development Manager. Group Managers and Team Leaders are responsible for ensuring the completion of appropriate risk assessments and using these to generate safe systems of work
Engage and consult with employees on day-to-day health and safety conditions	Unison Branch Secretary Corporate Health and Safety Officer	Mid Devon District Council complies with the Health & Safety (Consultation with Employees) Regulations 1996 by taking a joint consultation process with union involvement
Implement emergency procedures – evacuation in case of fire or other significant incident.	Group Managers, Supervisors, Team Leaders with responsibility for buildings under their control	Each MDDC site has an emergency evacuation plan in place created from their fire risk and specific risk assessments. It is the responsibility of the designated site manager to ensure staff are trained in the procedures and they are regularly tested
To maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances	Group Manager for Corporate Property and Commercial Assets Group Manager, Supervisors, Team Leaders	The Group Manager for Corporate Property and Commercial Assets has overall responsibility for ensuring the maintenance of facilities and plant equipment. Group Managers, Supervisors and Team Leaders are responsible for the maintenance and safe use of operational equipment, machinery and safe storage/use of hazardous substances
Signed: * (Employer)	Stephen Walford Chief Executive	Date:
Health and safety law poster is displayed on	Staff noticeboards in all MDDC sites	
First-aid box is located:	Listed in the emergency action plans for each site	
Accident book is located:	Blank forms are accessed through SharePoint with the completed forms sent to the H&S Officer with escalation to RIDDOR where necessary Health & Safety - Home	

Page 13

This page is intentionally left blank

CABINET
25 Oct 2018

FINANCIAL UPDATE FOR THE SIX MONTHS TO 30 SEPT 2018

Cabinet Member Cllr Peter Hare-Scott
Responsible Officer Andrew Jarrett – Deputy Chief Executive (S151)

Reason for Report: To present a financial update in respect of the income and expenditure so far in the year.

RECOMMENDATION(S): 1. The Cabinet note the financial monitoring information for the income and expenditure for the six months to 30 Sept 2018.

Relationship to the Corporate Plan: The financial resources of the Council impact directly on its ability to deliver the corporate plan; prioritising the use of available resources brought forward and any future spending will be closely linked to key Council pledges from the updated Corporate Plan.

Financial Implications: Good financial management and administration underpins the entire document.

Legal Implications: None.

Risk Assessment: Regular financial monitoring information mitigates the risk of over or underspends at year end and allows the Council to direct its resources to key corporate priorities.

Equality Impact Assessment: It is considered that the impact of this report on equality related issues will be nil.

1.0 Introduction

1.1 The purpose of this report is to highlight to Cabinet our current financial status and the likely reserve balances at 31 March 2019. It embraces both revenue, in respect of the General Fund and the Housing Revenue Account (HRA), and capital and aims to focus attention on those areas which are unlikely to achieve budget. It is particularly important for next year's budget setting and, looking further ahead, with the medium term financial plan.

1.2 Favourable variances generating either increased income or cost savings are expressed as credits (negative numbers), whilst unfavourable overspends or incomes below budget are debits (positive numbers).

2.0 Executive Summary of 2018/19

2.1 The table below shows the opening position of key operational balances of the Council, the forecast in year movements and final predicted position at 31 March 2019:

Usable Reserves	31/03/2018	Forecast in year movement	31/03/2019
	£k	£k	£k
Revenue			
General Fund (see paragraph 3.2)	(2,690)	305	(2,385)
Housing Revenue Account (see paragraph 4.2)	(2,000)	0	(2,000)
Capital			
Capital Receipts Reserve	(3,501)	299	(3,202)
Capital Contingency Reserve	(482)	123	(359)

3.0 The General Fund Reserve

3.1 This is the major revenue reserve of the Council. It is increased or decreased by the surplus or deficit generated on the General Fund in the year. This reserve held a balance of £2.690m as at 31/03/18.

3.2 The forecast General fund deficit for the current year is £305k as shown at Appendix A. The **most significant variances** comprise:

	£k
Legal - agency staff	28
Car parks – reduction in income/offset by 24 hrs opening (Premier Inn)	33
Asset Management projects	20
Vehicle hire costs £43k partly offset by £22 EMR)	21
Leisure – Water leak (in dispute)	52
Leisure – Artificial pitch maintenance	10
Leisure – Closure of learner pool	12
Leisure – Various courses under-recovery of income	19
Planning – Under-recovery of income	340
Customer services – salary saving	(26)
Reduction in contributions for Public Conveniences	17
Property – Loss of rental income	20
Trade Waste – additional income	(16)
Waste – lower return on recycling materials	15
Waste – Refurb bottle banks	10
Waste – Additional fuel costs	19
Business Rates Retention – updated forecast offset by transfer to EMR (£543k - £259k)	(284)

3.3 The major variances are highlighted at Appendix B. The current incomes from our major funding streams are shown at Appendix C, whilst current employee costs are shown at Appendix D.

4.0 Housing Revenue Account (HRA)

4.1 This is a ring-fenced account in respect of the Council's social housing function. Major variances and proposed corrective action are highlighted at Appendix F.

4.2 Appendix E shows that the reserve opening balance is £2m. It is anticipated that the forecast variance of £10k deficit will decrease the budgeted transfer to the Housing Maintenance Fund and so the HRA reserve balance should remain at £2m.

4.3 Overall, the HRA is forecast to overspend by £10k in 2018/19, made up of several deficits and surpluses, the most significant of which comprise the following:

- £40k rent shortfall is due to dwelling rents being 0.2% behind target. Universal Credit will add to the uncertainty of collection.
- £56k overspend relates mainly to a number of decommission/terminations (solar panels).
- £36k underspend, relates to major works. £2.065m is planned to be spent against the £2.101m budget. The variance is less than 1% of the budget.
- £50k of surplus in gas servicing.

4.4 The following works are expected to be funded from the Housing Maintenance Fund during 2018/19. The forecast outturn will be updated when the latest position has been established.

Description	Budget £'000	Forecast Outturn £'000	Variance £'000
Birchen Lane re-development	318	318	0
Palmerston Park	878	793	(85)
Queensway development	205	62	(143)
Burlescombe development	215	215	0
Land Acquisition for Affordable Housing	1,851	0	(1,851)
	3,467	1,388	(2,079)

In addition, £25k is planned to be spent on sewage treatment works (aim for completion by Q3 2018-19) and funded by an earmarked reserve.

5.0 Capital Programme

- 5.1 Capital projects, by their very nature, often overlap financial years. In some cases it is known from the outset that the construction of buildings may fall into 3 separate accounting years. The status of this year's capital programme is shown at Appendix G.
- 5.2 The approved Capital Programme amounts to £16.122m (which includes £5.874m of Slippage rolled forward from 17/18). As stated in 5.1, some of these projects will overlap financial years, managers have therefore given their best estimate of what is 'deliverable' for 18/19; this amounts to £8.764m. Committed and actual expenditure will therefore be monitored against this revised 'deliverable' budget for the remainder of the year.
- 5.3 Committed and Actual expenditure is currently £4.118m against a 'deliverable' Capital Programme of £8.764m leaving a variance of £4.646m uncommitted at this point in time.
- 5.4 Additional work has been undertaken to establish forecast slippage and potential underspends against the approved Capital Programme and are also detailed on Appendix G.
- 5.5 Forecast slippage amounts to £6.477m, which mainly relates to: the General Fund 'district wide redevelopment project' £3.500m and the HRA 'land acquisition for affordable housing' project £2.100m.
- 5.6 The forecast net underspend amounts to £0.824m, which in the main includes: £0.160m in relation to Economic Development Schemes (the Mills Project has been included in its entirety on 19/20 to 22/23 MTFP for consideration), ICT related projects £0.401m, and Private Sector Housing grants amounting to £0.209m.

6.0 Capital Contingency Reserve

- 6.1 The Capital Earmarked Reserve has been set aside from Revenue to fund Capital Projects; the movement on this reserve is projected below:

	£k
Capital Earmarked Reserve at 1 April 2018	(482)
Funding required to support 2018/19 Capital Programme	123
Forecast Balance at 31 March 2019	(359)

7.0 Capital Receipts Reserve (Used to fund future capital programmes)

- 7.1 Unapplied useable capital receipts are used to part fund the capital programme, the movement on this account for the year to date is given below:

	<u>£k</u>
Unapplied Useable Capital Receipts at 1 April 2018	(3,501)
Net Receipts to Q2 (includes 14 "Right to Buy" Council House sales which are subject to completion of the Q2 Pooling Return - therefore net receipt estimated)	(978)
Current Balance	(4,479)
Forecast further capital receipts in year	(500)
Forecast capital receipts required to support 2018/19 Capital Programme	1,777
Forecast Unapplied Capital Receipts c/fwd. 31 March 2019	<u>(3,202)</u>

- 7.2 The forecast reserve balance for the Capital Contingency Reserve and the Capital Receipts Reserve excludes slippage that is anticipated to roll forward into 2019/20; also these reserves will have the majority of their balance fully utilised in order to balance the Capital Medium Term Financial Strategy, also on the 25th October Cabinet Agenda.

8.0 Treasury Management (To be updated)

- 8.1 The interest position so far this financial year can be summarised as follows:

Interest Receivable:

	Budget £k	Forecast outturn £k	Forecast variance £k
Investment Income Received	(304)	(304)	0
Interest from HRA funding	(51)	(51)	0
Total Interest Receivable	(355)	(355)	0

9.0 Conclusion

- 9.1 Members are asked to note the revenue and capital forecasts for the financial year. Managers are working hard to offset overspends, many unavoidable or unforeseen, with budget savings to deliver an outturn close to the budget.

9.2 The work undertaken to produce this monitoring information to 30 Sept 2018 has been used to inform the 2019/20 Budget setting process and Medium Term Financial Plan.

Contact for more information:

Andrew Jarrett, 01884 23(4242)
ajarrett@middevon.gov.uk

Circulation of the Report:

Cllr Peter Hare-Scott, Management Team

GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 30 SEPTEMBER 2018

			2018/2019 Annual Budget	Full Year Forecast	Variance
Com	General Fund Summary	Note	£	£ (0 = On budget)	%
	Cllr C J Eginton				
CM	Corporate Management	A	1,650,320	0	0.0%
LD	Legal & Democratic Services: Member/Election Services	B	612,500	10,700	1.7%
PR	Land charges	N	(30,200)	0	0.0%
GM	Grounds Maintenance	E	576,870	0	0.0%
ES	Cemeteries & Bereavement Services	D	(74,060)	(10,000)	13.5%
WS	Waste Services	H	1,721,690	71,390	4.1%
	Cllr C R Slade				
CD	Community Development	I	87,530	0	0.0%
ES	Environmental Services incl. Licensing	D	686,110	14,500	2.1%
ES	Open Spaces	F	103,920	20,000	19.2%
IT	IT Services	Q	867,253	42,200	4.9%
RS	Recreation And Sport	J	320,820	55,500	17.3%
	Cllr P H D Hare-Scott				
FP	Finance And Performance	K	615,420	0	0.0%
RB	Revenues And Benefits	L	362,900	(14,500)	-4.0%
CP	Car Parks	C	(561,200)	24,200	4.3%
	Cllr R L Stanley				
ES	ES: Private Sector Housing Grants	D	(22,610)	0	0.0%
HG	General Fund Housing	M	195,400	5,000	2.6%
PS	Property Services	G	329,410	185,000	56.2%
	Cllr R J Chesterton				
CD	Community Development: Markets	I	53,760	0	0.0%
PR	Planning And Regeneration	N	1,157,300	299,100	25.8%
	Cllr M Squires				
CS	Customer Services	O	778,387	(19,500)	-2.5%
ES	Environment Services - Public Health	D	(15,210)	0	0.0%
HR	Human Resources	P	439,630	0	0.0%
LD	Legal & Democratic Services: Legal Services	B	270,780	35,000	12.9%
	All General Fund Services		10,126,720	718,590	7.1%
	Net recharge to HRA		(1,447,160)	0	
IE260	Interest Payable		188,370	0	
IE290	Interest Receivable on Investments		(304,000)	0	
IE290	Interest from Funding provided for HRA		(50,540)	0	
IE435	New Homes Bonus Grant		(1,121,250)	0	
	Sundry Grants			0	
IE800	Statutory Adjustments (Capital charges)		395,570	0	
TREMR	Net Transfer to/(from) Earmarked Reserves	APP B	1,080,070	129,745	
	TOTAL BUDGETED EXPENDITURE		8,867,780	848,335	9.6%
40/IE431	Formula Grant (RSG & RSDG & NNDR)		(3,233,770)	(239,942)	
IE431	Rural Services Delivery Grant		0	0	
	Business Rates Benefit from Devon Pool		0	(303,073)	
IE432	Transitional Grant		0	0	
IE410	Council Tax		(5,600,410)	0	
IE439	CTS Funding Parishes		16,920	0	
IE420	Collection Fund Surplus		(50,520)	0	
	TOTAL BUDGETED FUNDING		(8,867,780)	(543,015)	6%
	Forecast in year (Surplus) / Deficit		0	305,320	
EQ700	General Fund Reserve 01/04/18			(2,689,757)	
	Forecast General Fund Balance 31/03/19			(2,384,437)	

GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 30 SEPTEMBER 2018

Note	Description of Major Movements	Full year variance (net of transfer to EMR)	PDG
A	Corporate Management	0	
		0	
B	Legal & Democratic Services		
	Agency and other unanticipated salary costs (Legal Services)	28,000	Cabinet
	Modern.Gov software upgrade costs (Member Services)	1,500	Cabinet
	External consultancy fees (Legal Services)	7,000	Cabinet
	Election grant income over-budgeted (Election Services)	17,000	Cabinet
	Salary savings due to SCP differential (estimate) (Election Services)	(7,800)	Cabinet
		45,700	
C	Car Parks		
	P&D income forecast below budget, £20k of this forecast is due to the building works around the MSCP for Premier Inn	39,000	Economy
	Income from off-street fines is forecasted to be above budget	(5,000)	Economy
	External Contractors saving as no longer require security lock-up and mobile patrols as MSCP is open for 24 hours	(6,000)	Economy
	Maintenance overspend across Parking Services forecast	2,200	Economy
	Equipment Maint underspend due to new P&D machines	(6,000)	Economy
		24,200	
D	Environmental Services combined		
	One-off staffing pressure within Environmental Health	14,500	Environment
	Cemetery Income above profile due to increase in fees	(10,000)	Environment
		4,500	
E	Grounds Maintenance		Environment
		0	
F	Open Spaces		
	Overspend on Tree works (to be funded by EMR)	10,000	Environment
	Overspend on Play Area's & Paddling Pool Maint (to be funded by EMR)	10,000	Environment
		20,000	
G	Property Services		
	Asset Management Projects overspend	20,000	Homes
	Reduction in Public Convenience contributions due to Town and Parish withdrawals and pending asset transfers.	17,000	Homes
	Contract Services for Legionella now in-house with Public Health. Cost associated with providing up to date property schematics in order to deliver assurance to the risk assessment process.	8,000	Homes
	Income down on Wells Close as tenants have been relocated, plus rent arrears could not be pursued on legal advice	9,000	Homes
	Loss in rental income due to the relocation of Fore Street Shop tenant	10,000	Homes
	Flat rental income below budget due to refurbishment of flats above shop not done in 18-19	10,000	Homes
	Flood Defence & Land Drainage works overspend (to be off-set by EMR)	25,000	Homes
	Old Road overspend on asset security (to be off-set by EMR £30,630)	36,000	Homes
	Budget savings target across Property Services will not be achieved (partially off-set by EMR £27,050)	50,000	Homes
		185,000	
H	Waste Services		
	Trade Waste - additional income generated from new customers.	(16,000)	Environment
	Income from garden waste permits is up against last year and is on target to meet this years budget which included 500 extra customers. (See Appendix C)		Environment
	saving is being used to offset the recruitment of the Weedsprayer Team, Transport Manager and other restructure costs. (See Appendix D)		Environment
	Recycling materials - overall tonnages are up, however the price for some materials are down, particularly cardboard.	15,000	Environment
	Refurbishment of bottle banks. (covered by EMR)	10,000	Environment
	Vehicle hire costs. The Service does not have any spare vehicles and due to the unreliability of the recycling trucks the Service is having to spot hire. (This overspend is part offset by an EMR £22.3k)	43,390	Environment
	Fuel costs more than budgeted.	19,000	Environment
		71,390	
I	Community Development		Economy
			Economy
J	Recreation And Sport		
	Expansion of the service using external contractors for Mystery Shopper programme	4,655	Community
	Business Rates Saving on Exe Valley Extension & Lords Meadow	(16,250)	Community
	Staffing Underspend	(22,000)	Community
	Water leak - Initial dispute outcome is a no, a complaint has been made	52,000	Community

GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 30 SEPTEMBER 2018

Note	Description of Major Movements	Full year variance (net of transfer to EMR)	PDG
	Artificial Turf pitches maintenance	10,000	Community
	External Contractors for cleaning - Exe Valley	4,095	Community
	Income over budget for swimming lessons	(10,000)	Community
	Closure of learner pool - Refunding swimming during capital works period	12,000	Community
	Casual Swim – Underperforming impacted by: good weather & the growing popularity surrounding open water swimming	8,000	Community
	Series Of Lets Artificial Pitch Use – Underperforming against the income target	4,000	Community
	Leisure Centre Courses - Underperforming against the income target	7,000	Community
	Vending machines - Supplier delays attending to mechanical issues to repair machines. Sales – Supplier delays in resourcing stocked items resulting in reduced lines available	2,000	Community
		55,500	
K	Finance And Performance		
			Cabinet
L	Revenues And Benefits		
	Housing Benefit Subsidy & Overpayment recovery	(10,000)	Community
	Single Occupancy Discount Penalties will not be implemented in year	3,500	Community
	Reduction in Court Costs for taking Liability Orders (reduction in costs from £3 to 50p)	(3,000)	Community
	Universal Delivery Partnership - additional funding for 18/19 only	(5,000)	Community
		(14,500)	
M	General Fund Housing		
	Overspend on salary budget (estimate) due to Job Evaluation	5,000	Homes
		5,000	
N	Planning And Regeneration		
	Salary saving on Enforcement through vacant post while recruiting	(4,000)	Community
	Planning Fees under budget.They fluctuate according to the number and scale of applications received. Whilst it is expected that the planning fees will fluctuate throughout the year the shortfall in fee income has now been regularly below the budgeted fee income. Whilst there could be an increase in our fees at any time, as this is not within the control of the Planning Service it is felt prudent to report this potential shortfall in the budgeted income	340,000	Community
	Economic Development - salary savings. Unable to backfill a member of staff whilst on maternity leave, reduction in hours and a vacant Apprentice post for part of year.	(14,900)	Community
	Agreement by Cabinet 9/8/18 - The appointment of the Right To Build Task Force to provide consultancy support, including the secondment of a Self-Build Officer on a short term basis and annual membership of the National Custom and Self Build Association - Funded by EMR	21,000	Community
	Slippage of costs for local plan costs to 2019-20 - Saving to be transferred to EMR for 2019-20 spend	(43,000)	Community
		299,100	
O	Customer Services		
	Salaries - apprentice now in permanent position, Un-required overtime budget, vacant posts, GM salary split.	(25,500)	Cabinet
	External contractor for photo refresh	1,000	Cabinet
	Reply Paid Postage	5,000	Cabinet
		(19,500)	
P	Human Resources		
		0	
Q	I.T. Services		
	Salaries - JE's following restructure	8,500	Cabinet
	The replacement contact centre system was due to be installed in April 2018, unfortunately due to the supplier having technical issues this project has now slipped. Completion date is now estimated end of Dec 18, until then lease fees and maintenance costs will apply	13,000	Cabinet
	GDPR compliance tool for use with IDOX, DMS and Uniform. This tool allows scheduling for deletion of records therefore saving manual intervention across all Services who use these systems	9,000	Cabinet
	The current contract for data lines procured through DCC is expiring. DCC will no longer pay for the infrastructure. This infrastructure provides connectivity between all the Councils geographically dispersed sites	14,000	Cabinet
	Website maintenance budget for adhoc support isn't required. Aerial Photography budget not required as now receiving the data for free.	(6,500)	Cabinet
	Phoenix House printing costs are down	(4,000)	Cabinet
	Staff training (covered by EMR)	6,200	Cabinet
	Group Manager salary split here and customer services	2,000	Cabinet
		42,200	
	FORECAST (SURPLUS)/DEFICIT AS AT 31/03/19	718,590	

Cabinet	68,400
Community	340,100
Homes	190,000
Environment	95,890
Economy	24,200
	718,590

**GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 30
SEPTEMBER 2018**

Committee	Net Transfers to / from Earmarked Reserves	Net Budgeted Trfr to EMR	Forecast Actual Net Trfr to EMR	Forecast Variance to Budget
		0		
CM	Corporate Management	0		0
		0		
LD	Legal & Democratic Services: Member/Election Services	0		
	LD201 Election costs - District	20,000	20,000	0
	LD300 Democratic Rep & Management	5,000	5,000	0
	LD600 Legal Services	0	0	0
		0		
CP	Car Parks	3,000	3,000	0
		0		
ES	Environmental Services combined	0		0
	ES100 Cemeteries	25,000	25,000	0
	ES450 Parks and Open Spaces	25,000	25,000	0
	ES450 Parks and Open Spaces	0	0	0
	ES580 Pool Car Running costs	3,600	3,600	0
	ES660 Control of Pollution	0	0	0
	ES730 Environmental Enforcement	3,600	3,600	0
	ES361 Public Health	(35,900)	(35,900)	0
	Private Sector Housing	(20,000)	(20,000)	0
		0		
GM	Grounds Maintenance	0		
	GM960 Grounds Maintenance	67,320	67,320	0
	GM960 Grounds Maintenance	0	0	0
		0		
OS	Open Spaces	0		
	EQ643 W70 Developers Contribution	(6,650)	(6,650)	0
	EQ640 W52 Popham Close Comm Fund	(1,950)	(1,950)	0
	EQ641 W67 Moorhayes Com Dev Fund	(1,630)	(1,630)	0
	EQ642 W69 Fayrecoft Willand Ex West	(4,620)	(4,620)	0
	EQ638 Dev Cont Linear park	(4,170)	(4,170)	0
	EQ644 Dev Cont Winswood Crediton	(3,080)	(3,080)	0
	ES450 (EQ660) Parks & Open Spaces Tree EMR		(10,000)	(10,000)
	ES460 (EQ660) Play Area Maint EMR		(10,000)	(10,000)
		0		
PS	Property Services	0		
	PS350 Public Conveniences	1,200	1,200	0
	PS980 Property Services Staff Unit	8,100	8,100	0
	PS880 Bus Station	5,000	5,000	0
	PS990 Fore Street	5,000	5,000	0
	Market Walk/Fore Street Surplus	0		0
	Market Walk Sinking Fund	20,000	20,000	0
	Flood Defence and Land Drainage		(25,000)	(25,000)
	PS850 (EQ660) Old Road Depot		(30,630)	(30,630)
	ES460 Play Area Works (EQ660) to off-set £50k PS target savings		(27,050)	(27,050)
		0		
WS	Waste Services	0		
	EQ737 Street Cleaning - Vehicle Sinking Fund	63,110	40,720	(22,390)
	EQ738 Refuse Collection - Vehicle Sinking Fund	223,680	223,680	0
	EQ739 Trade Waste - Vehicle Sinking Fund	23,070	23,070	0
	EQ740 Kerbside Recycling - Vehicle Sinking Fund	173,290	173,290	0
	EQ761 Kerbside Recycling - Plant Sinking Fund	20,000	20,000	0
	EQ763 Unit 3 Carlu Close - Maint Sinking Fund	2,700	2,700	0
	EQ660 Bottle Bank Refurbishment	0	(10,000)	(10,000)
	EQ660 Recycling Vehicle Refurbishment	0		
		0		
		0		
		0		
CD	Community Development	0		
	CD200 Grant spend from Seed Fund - EMR released	0		0
		0		
RS	Recreation And Sport	75,000	75,000	0

**GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 30
SEPTEMBER 2018**

Committee	Net Transfers to / from Earmarked Reserves	Net Budgeted Trfr to EMR	Forecast Actual Net Trfr to EMR	Forecast Variance to Budget
		0		
FP	Finance And Performance	0		0
		0		
RB	Revenues And Benefits	0		
	RB100 Council Tax	1,200	1,200	0
		0		
HG	General Fund Housing	0		0
		0		
PR	Planning and Regeneration	0		
	PR200 Development Control	0		0
	PR210 Local Land Charges	0		0
	PR220 Tiverton EUE	(52,030)	(52,030)	0
	PR225 Garden Village Project	(51,830)	(51,830)	0
	PR400 Business Development	(45,000)	(45,000)	0
	PR400 Business Development	(100,000)	(100,000)	0
	PR600 Forward Planning - GESP Post	(35,000)	(35,000)	0
	PR810 Statutory Development Plan	(334,740)	(334,740)	43,000
	PR810 Statutory Development Plan - Custom/Self Build			(21,000)
	PR810 Statutory Development Plan (sinking fund for next 5yr plan)	100,000	100,000	0
		0		
		0		
CS	Customer Services	0		
	CS930 Customer First Management	0		0
	CS 500 Messenger Services	1,200	1,200	0
		0		0
		0		0
		0		0
		0		0
HR	Human Resources	0		0
		0		
IT	IT Services	0		0
	EQ754 Phoenix House Printer Sinking Fund	2,200	2,200	0
	ICT Equipment Sinking Fund	0	0	0
	ICT Staf training	0	(6,200)	(6,200)
		0		
IE	New Homes Bonus monies earmarked for capital and economic regeneration projects	899,400	899,400	0
IE	Business Rates Smoothing Reserve - to mitigate volatility	0	249,015	249,015
		0		
	Net Transfer to / (from) Earmarked Reserves	1,080,070	1,187,815	129,745

GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 30 SEPTEMBER 2018

	2018/19 Annual Budget	2018/19 Profiled Budget	2018/19 Actual	2018/19 Variance
	£	£	£	£
Total Employee Costs				
General Fund				
Community Development	70,280	35,140	33,742	(1,398)
Corporate Management	1,506,570	753,285	703,279	(50,006)
Customer Services	679,100	339,550	331,814	(7,736)
Environmental Services	778,100	389,050	436,473	47,423
Finance And Performance	490,190	245,095	236,332	(8,763)
General Fund Housing	240,980	120,490	120,642	152
Grounds Maintenance	509,940	254,970	236,997	(17,973)
Human Resources	389,060	194,530	158,107	(36,423)
I.T. Services	515,343	257,672	261,890	4,218
Legal & Democratic Services	507,600	253,800	222,119	(31,681)
Planning And Regeneration	1,843,350	921,675	827,777	(93,898)
Property Services	559,670	279,835	252,845	(26,990)
Recreation And Sport	1,937,440	968,720	934,677	(34,043)
Revenues And Benefits	725,700	362,850	316,076	(46,774)
Waste Services	2,177,464	1,088,732	956,647	(132,085)
	12,930,787	6,465,394	6,029,418	(435,976)
Housing Revenue Account				
BHO09 Repairs And Maintenance	1,283,910	641,955	402,213	(239,742)
BHO10 Supervision & Management	1,414,780	707,390	648,174	(59,216)
BHO11 Special Services	0	0	14,533	14,533
	2,698,690	1,349,345	1,064,921	(284,424)
Total	15,629,477	7,814,739	7,094,339	(720,400)

	2018/19 Annual Budget	2018/19 Profiled Budget	2018/19 Actual	2018/19 Variance
	£	£	£	£
Agency Staff (within Employee costs)				
General Fund				
Car Parks	0	0	0	0
Community Development	0	0	0	0
Corporate Management	0	0	0	0
Customer Services	0	0	0	0
Environmental Services	0	0	648	648
Finance And Performance	0	0	13	13
General Fund Housing	0	0	0	0
Grounds Maintenance	5,000	2,500	47,919	45,419
Human Resources	0	0	6,038	6,038
I.T. Services	0	0	0	0
Legal & Democratic Services	12,000	6,000	27,861	21,861
Planning And Regeneration	0	0	13,604	13,604
Property Services	0	0	22,721	22,721
Recreation And Sport	0	0	0	0
Revenues And Benefits	0	0	31,867	31,867
Waste Services	192,116	96,058	149,690	53,632
	209,116	104,558	300,361	195,803
Housing Revenue Account				
BHO09 Repairs And Maintenance	0	0	(874)	(874)
BHO10 Supervision & Management	0	0	15,362	15,362
BHO11 Special Services	0	0	0	0
	0	0	14,488	14,488
Total	209,116	104,558	314,849	210,291

HOUSING REVENUE ACCOUNT FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO
30 SEPTEMBER 2018

Planned Works extract				
Planned Works - Capital		2,101,000	(36,000)	-1.7%
Planned Works - Revenue		1,359,580	(50,000)	-3.7%

Housing Revenue Account (HRA)	Notes	2018/2019 Annual Budget £	Forecast £	Variance %
Income				
SHO01 Dwelling Rents Income	A	(12,118,490)	40,000	-0.3%
SHO04 Non Dwelling Rents Income	B	(584,130)	0	0.0%
SHO07 Leaseholders' Service Charges	D	(21,640)	0	0.0%
SHO08 Contributions Towards Expenditure	E	(41,470)	0	0.0%
SHO10 H.R.A. Investment Income	G	(59,000)	0	0.0%
SHO11 Miscellaneous Income	H	(19,350)	0	0.0%
Services				
SHO13A Repairs & Maintenance	I	3,120,450	(50,000)	0.0%
SHO17A Housing & Tenancy Services	J	1,412,450	0	0.0%
SHO22 Alarms & L.D. Wardens expenditure	K	3,090	0	0.0%
Accounting entries 'below the line'				
SHO29 Bad Debt Provision Movement	L	25,000	0	0.0%
SHO30 Share Of Corporate And Democratic	M	194,590	0	0.0%
SHO32 H.R.A. Interest Payable	N	1,165,610	0	0.0%
SHO34 H.R.A. Transfers between earmarked reserves	O	2,448,470	0	0.0%
SHO36 H.R.A. Revenue Contribution to Capital	P	130,000	0	0.0%
SHO37 Capital Receipts Reserve Adjustment	Q	(26,000)	0	0.0%
SHO38 Major Repairs Allowance	R	2,101,000	(36,000)	-1.7%
SHO45 Renewable Energy Transactions	S	(169,000)	56,000	-33.1%
		(2,438,420)	10,000	0.4%

Net recharge to HRA		1,447,160
Capital Charges		991,260
Net Housing Revenue Account Budget		0

Housing Revenue Account	£k
Total HRA reserve as at 01/04/18	(2,000)
Forecast movement in the year	0
Forecast HRA reserve as at 31/03/19	(2,000)

Housing Maintenance Fund	£k
Opening balance	13,134
Reserve utilised for capital works (see appendix G)	TBC
Budgeted transfer to reserves	1,605
Forecast variance for the year (see above)	(10)
Forecast closing balance	14,729

Renewable Energy Fund	£k
Opening balance	525
Expenditure forecast for this year (see appendix G)	(100)
Net income forecast for this year	113
Forecast closing balance	538

HOUSING REVENUE ACCOUNT FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 30 SEPTEMBER 2018

Note	Description of Major Movements	Corrective Action	Forecast
			Variance £
A	Dwelling rent is 0.2% behind target. In addition the roll out of Universal Credit in Mid Devon which is effective from 04/07/18 where payment of Rent will be made direct to tenants 4 weeks in arrears will add to the uncertainty, this area will continue to be monitored closely throughout the year	N/A	40,000
I	Planned Works Revenue to underspend by £50k-related to Gas Servicing	Surveyors to work with contractors to monitor delivery against plan	(50,000)
R	MRA is forecast to spend £2,081k	N/A	(36,000)
S	Contributed mainly by a number of decommission/ terminations		56,000
		TOTAL	10,000

This page is intentionally left blank

Code	Scheme	Budgeted Capital Programme 2018/19	Deliverable Capital Programme 2018/19	Actual Expenditure 2018/19	Committed Expenditure 2018/19	Total Actual & Committed Expenditure 2018/19	Variance to Deliverable Capital Programme	Forecast (Underspend)/ Overspend	Forecast Slippage to 19/20	Notes
		£	£	£	£	£	£	£	£	
General Fund Projects										
Lords Meadow Leisure centre										
CA633	Lords Meadow - Replace main pool filters	80,000	0	0	0	0	0		80,000	To be d/w at same time as other wet side works programmed for 19/20
CA634	Lords Meadow - Tennis Courts surface and lining	25,000	25,000	0	0	0	(25,000)			
Exe Valley Leisure Centre										
CA635	EVLC pool tiling and balance tank repairs	25,000	25,000	25,700	600	26,300	1,300	1,300		
CA636	EVLC - Pool Cover	25,000	25,000	21,640	0	21,640	(3,360)	(3,360)		
CA627	EVLC - Pressure set replacement Hot/Cold	20,000	20,000	0	0	0	(20,000)			Aim for Project completion - Q3 18/19
Phoenix House										
CA469	Phoenix House - Electric water heater replacement	25,000	25,000	0	0	0	(25,000)			Aim for Project completion - Q4 18/19
CA470	Phoenix House- Toilet refurbishment flooring and units	30,000	30,000	0	0	0	(30,000)			Aim for Project completion - Q3 18/19
MDDC Depot Sites										
CA471	Old Road Depot - Actions following condition report	50,000	0	0	0	0	0		50,000	
Play Areas										
CA472	Open Space Infrastructure (incl Play Areas)	50,000	50,000	0	0	0	(50,000)			Aim for Project completion - Q4 18/19
CA632	Play area refurbishment District wide - Amory Park Tiverton	50,000	0	0	0	0	0		50,000	Aim for Project completion - Q1 19/20
CA628	Play area refurbishment - West Exe Recreation Ground Tiverton	50,000	50,000	0	0	0	(50,000)			Aim for Project completion - Q4 18/19
Other Projects										
CA473	Land drainage flood defence schemes - St Marys Hemyock	25,000	0	0	0	0	0		25,000	Aim for Project completion - Q1 19/20
CA420	Land drainage flood defence schemes - Ashleigh Park Bampton	87,000	0	0	0	0	0		87,000	Aim for Project completion - Q1 19/20
CA574	Fore Street Flats refurbishment	60,000	60,000	0	0	0	(60,000)			Aim for Project completion - Q4 18/19
CA709	MSCP improvements (refer to Matrix condition report)	139,000	139,000	0	0	0	(139,000)			Aim for Project completion - Q4 18/19
CA510	Energy Assessment works - new legislation - Indust Units/Shops/Mkt Walk	35,000	35,000	0	0	0	(35,000)			Project no longer required
CA460	Crediton Office - Structural improvement work	20,000	0	0	0	0	0	(20,000)		No longer required
CA455	St Lawrence Green Project	30,000	0	0	0	0	0	(30,000)		No longer required
General Fund Development Schemes										
CA575	* District Wide Redevelopment project - Asset acquisition * Note - unknown timing of Capital Expenditure, therefore Capital Financing excluded in Revenue Budget but will be factored into Business Case as potential schemes come forward.	4,000,000	500,000	0	0	0	(500,000)		3,500,000	The majority of this project is likely to Slip until 2019/20
Economic Development Schemes										
CA576	** Tiverton Town Centre improvements	40,000	40,000	0	0	0	(40,000)			Aim for Project completion - Q4 18/19
CA577	** Mills Electricity Project	100,000	0	0	0	0	0	(100,000)		Note project flagged at £900k MTFP which will go to 25/10/18 Cabinet
CA578	** Broadband Project ** All Economic Development schemes are subject to acceptable Business Case	60,000	0	0	0	0	0	(60,000)		Emphasis now focussed on Gigabit scheme
ICT Projects										
CA421	Desktop states replacement/refresh	50,000	50,000	0	0	0	(50,000)			Aim for Project completion - Q3 18/19
CA456	CRM replacement	175,000	50,000	0	0	0	(50,000)		125,000	Aim for Project completion - Q3 19/20
CA474	Data centre hardware refresh servers/storage	120,000	0	0	0	0	0		120,000	Aim for Project completion - Q3 19/20 Core Business Servers
CA475	Replacement Grounds Maintenance system	100,000	0	0	0	0	0	(100,000)		Project no longer required
CA433	Unified Communications/telephony	107,000	30,000	0	523	523	(29,478)		77,000	Aim for Project completion - Q2 19/20. Hard/Soft Phones for unified comms
CA456	Digital Transformation - replacement of CRM	0	0	0	0	0	0			Duplicate line CA456 above
CA463	Secure Wi-Fi replacement	50,000	0	0	0	0	0	(50,000)		Project funded from Revenue 2017/18 circa £10k
CA464	Parking System Replacement (enforcement)	40,000	9,000	0	0	0	(9,000)	(31,000)		Invoice in 17/18 paid from revenue circa £27k
CA465	Replacement Queue System	30,000	15,000	0	0	0	(15,000)		15,000	Aim for Project completion - Q3 19/20
CA466	Core System Refreshes - Revs / Bens	20,000	20,000	20,719	0	20,719	719			Project complete
CA467	Replacement Estates / Property systems	50,000	0	0	0	0	0	(50,000)		Project no longer required
CA423	Continued replacement of WAN/LAN	60,000	60,000	0	0	0	(60,000)			Aim for Project completion - Q4 18/19. Core Networking switches could cost £70k to £75k
CA425	Server farm expansion/upgrades	84,000	84,000	0	0	0	(84,000)			Aim for Project completion - Q4 18/19 - Central storage
CA437	Digital Transformation	61,000	41,000	16,585	1,200	17,785	(23,215)		20,000	
CA444	SQL/Oraclcs refreshes	17,000	8,000	4,214	4,096	8,310	310			Refresh various systems - to be moved to revenue
Replacement Vehicles										
CA717	Van Tipper (Grounds Maintenance)	52,000	52,000	0	0	0	(52,000)	0		Please see comment on CA822
CA714	Medium Sweeper (Street Cleansing)	70,000	70,000	0	0	0	(70,000)	0		Please see comment on CA822
CA715	Van Tipper (Grounds Maintenance)	26,000	26,000	0	0	0	(26,000)	0		Please see comment on CA822
CA716	Ransomes mower (Grounds Maintenance)	35,000	35,000	61,200	0	61,200	26,200	26,200		Please see comment on CA822
CA712	Iveco Tipper (or equivalent)	24,000	24,000	0	0	0	(24,000)	2,000		Please see comment on CA822
CA822	7.5T Tipper	100,000	43,000	0	0	0	(43,000)	(57,000)		Underspend on 7.5T Tipper will be used to fund overspends on other vehicles - resulting in an overall underspend of £2k
CA825	3.5T Tipper	25,000	25,000	0	0	0	(25,000)	1,000		Please see comment on CA821
CA827	3.5T Tipper	25,000	25,000	0	0	0	(25,000)	1,000		Please see comment on CA822
CA828	Leibherr Telehandler	0	25,000	25,000	0	25,000	0	25,000		Please see comment on CA822
		6,347,000	1,716,000	175,059	6,418	181,477	(1,534,523)	(444,860)	4,149,000	

Code	Scheme	Budgeted Capital Programme 2018/19	Deliverable Capital Programme 2018/19	Actual Expenditure 2018/19	Committed Expenditure 2018/19	Total Actual & Committed Expenditure 2018/19	Variance to Deliverable Capital Programme	Forecast (Underspend)/ Overspend	Forecast Slippage to 19/20	Notes
Private Sector Housing Grants										
CG217	Empty homes and enforcement	106,000	1,200	0	0	0	(1,200)	(104,800)		Any underspend will remain in EMR
CG201	Disabled Facilities Grants-P/Sector	552,000	448,000	85,990	0	85,990	(362,010)	(104,000)		Any underspend will remain in EMR
		658,000	449,200	85,990	0	85,990	(363,210)	(208,800)	0	
Affordable Housing Projects										
CA200	Grants to Housing Associations to provide units (funded by commuted sums)	116,000	116,000	8,323	0	8,323	(107,677)	20,000		Affordable Housing Payment due Q4 18/19. Additional funding will come from S106
		116,000	116,000	8,323	-	8,323	(107,677)	20,000	0	
Total General Fund Projects		7,121,000	2,281,200	269,372	6,418	275,790	(2,005,410)	(633,660)	4,149,000	
HRA Projects - Existing Housing Stock										
CA100	Major repairs to Housing Stock	2,101,000	2,081,000	1,112,674	397,098	1,509,772	(571,228)	(20,000)		Underspend re Fire Safety work
CA111	Renewable Energy Fund	100,000	100,000	27,841	0	27,841	(72,159)			
CG200	Disabled Facilities Grants - Council Houses	300,000	300,000	168,817	0	168,817	(131,183)			
Housing Development Schemes										
CA119	Palmerston Park - Additional budget required	2,434,000	2,349,000	1,028,065	648,653	1,676,718	(672,282)		85,000	Aim for Project completion - Q1 19/20
CA112	Birchen Lane - Additional budget required	516,000	516,000	94,039	1,300	95,339	(420,661)			
CA135	Land acquisition for affordable housing	2,100,000	0	0	0	0	0		2,100,000	This project is likely to Slip until 2019/20
CA124	Queensway (Beech Road) Tiverton (3 units)	293,000	150,000	2,570	2,300	4,870	(145,130)		143,000	Aim for Project completion - Q1 19/20
CA120	Burlescombe (6 units) ****	714,000	714,000	114,038	790	114,828	(599,172)			Aim for Project completion - Q1 19/20
CA126	Sewerage Treatment Works - Washfield	25,000	25,000	0	0	0	(25,000)			Aim for Project completion - Q3 18/19
CA137	House Purchase 1 Great Meadow Hunters Hill Culmstock	127,000	127,000	126,540	0	126,540	(460)	(460)		Project Complete
CA138	House Purchase 2 Great Meadow Hunters Hill Culmstock	117,000	117,000	117,340	0	117,340	340	340		Project Complete
HRA ICT Projects										
CA136	Housing mobile working and additional modules	130,000	0	0	0	0	0	(130,000)		
CA132	Repairs mobile replacement	4,000	4,000	0	0	0	(4,000)			Aim for Project completion - Q3 18/19
CA133	Tenancy Mobile	40,000	0	0	0	0	0	(40,000)		
Total HRA Projects		9,001,000	6,483,000	2,791,925	1,050,141	3,842,066	(2,640,934)	(190,120)	2,328,000	
CAPITAL PROGRAMME GRAND TOTAL		16,122,000	8,764,200	3,061,296	1,056,559	4,117,856	(4,646,344)	(823,780)	6,477,000	

**COMMUNITY PDG
20 NOVEMBER 2018**

DRAFT 2019/20 GENERAL FUND AND CAPITAL BUDGETS

Cabinet Member Cllr Peter Hare-Scott
Responsible Officer Andrew Jarrett, Deputy Chief Executive (S151)

Reason for the report: To consider the initial draft 2019/20 Budget and options available in order for the Council to set a balanced budget and agree a future strategy for further budget reductions for 2020/21 onwards.

RECOMMENDATION: To consider the draft budget proposals for 2019/20 and start to plan for additional savings as identified in the Medium Term Financial Plan and;

Relationship to the Corporate Plan: To deliver our Corporate Plan's priorities within existing financial resources.

Financial Implications: The current budget for the General Fund shows a deficit of £661k. In addition we have predicted a funding deficit of £1.368m on our General Fund by 2022/23. This highlights the need to take steps to plan for further reductions to our ongoing expenditure levels.

It is a statutory requirement for the Local Authority to set a balanced budget each year.

Risk Assessment: Group Managers and Finance staff have assessed volatility in income and large contractor budgets, taking account of current and estimated future demand patterns. In addition prudent levels of reserves will also continue to be maintained.

Equality Impact Assessment: There are no Equalities Impact implications relating to the content of this report.

1.0 Introduction

1.1 2019/20 will be the fourth and final year of a four year fixed funding settlement which will see a further reduction of £179k bringing Revenue Support Grant to nil for 2019/20. The end of this four-year settlement period will bring a number of uncertainties and risks.

1.2 It is worth reflecting that our budgets are affected in a number of ways:

- a) The funding received from Central Government.
- b) Devon County Council (DCC) and other public bodies' budgets are being reduced centrally and hence this pressure is passed on to us in areas we work collaboratively.
- c) The increasing pressure on social care budgets has a "knock-on" effect to the level of funding that is available to lower-tier authorities.

- d) Government departments such as Ministry of Housing, Communities and Local Government, Department of Work and Pensions also have lower budgets and reduced grants.
 - e) Changes in customer demand/expectations in the context of the local/national economy.
- 1.3 Although the priority is to balance next year's budget, strategic decisions will need to be made to accommodate reduced funding going forward. So far senior managers will have produced a draft budget based upon "business as usual."
- 1.4 Based on eight years of public sector austerity many services can no longer continue to reduce cost and still expect "business as usual". It is important to remember that some services are statutory and in some cases must breakeven. i.e. we cannot generate a profit. This restricts where savings/cuts can be imposed and section 8 below provides more details.
- 1.5 The proposed savings embodied in the draft budget will need to be agreed by Members, as every proposed saving that is rejected will need to be matched by a suggestion of where a similar saving could be made. Members will be aware that the budget is an evolving process. We have already made a range of assumptions relating to: pay awards, inflation, fees/charges, demand for services, property increases, etc. More information may well change/alter our assumptions in the months leading up to February, when the budget has to be finalised. So the current budget gap of £661k will be revised over the next few months, but it is based on the most current information, in conjunction with professional guidance, that is available.
- 1.6 The Council continues to look at opportunities to reduce operational costs without immediately reducing service levels. However it remains a real possibility moving forward that some difficult decisions will have to be made relating to what the Council can and can't afford to deliver/support in the future.

2.0 The Draft 2019/20 Budget

- 2.1 The initial aggregation of all service budgets (which also includes assumptions surrounding predictions of interest receipts, contributions to our capital programme, transfers from/to reserves and Council Tax levels) currently indicates a General Fund budget gap of £661k (Appendix 1).
- 2.2 At this point it is worth summarising how we have arrived at this deficit. The table shown below shows the main budget variances affecting the 2019/20 draft budget.

Table 1 – Reconciliation of Major 2019/20 Budget Variances

Variances	Amount £k
<i>External items outside of our control</i>	
Reduced formula grant settlement offset by additional NHB	179
Inflationary increases (excl HRA shown below)	36
Decrease in Housing Benefit Grant and CTRS Admin Grant	21
Pay award and pension increases	492

Subtotal	728
Other changes	
Increase in Leisure charges (inflationary)	(83)
Salaries – Restructures and other changes	247
Increase in Business Rates income	(698)
Interest payments increase	16
Additional interest income	(50)
Reduction in draw from Earmarked Reserves	811
Statutory Plan – Removal of one-off 18/19 budget	(300)
Creation of Asset Mgt budget	30
Increase maintenance budgets	50
Final reduction of parish CTRS Grant	(17)
Reduction in Building control income	18
Additional Weed spraying	53
Waste team restructure (Street scene)	35
Waste – Reduction in material prices (cardboard)	30
Waste – Increase fees	(30)
Waste – Devon CC shared savings	(100)
External legal advice/Monitoring Officer	10
Increase in Council Tax income (£5 rise + new properties)	(229)
Net recharge to HRA (after inflationary increases etc)	(44)
Reduction in preceptors contribution to Revenue recovery	20
Grounds maintenance – additional agency	57
Leisure – Additional maintenance costs	360
Leisure – Temp closure of Lords Meadow Pool	31
Leisure – Growth in Membership	(45)
Property – Additional R & M	125
Reduction of income/increase exp Market Walk	76
Reduction in Fore Street income	20
Increase Cemetery fees	(12)
Earmarked Reserve funding of Leisure and Prop – R&M	(485)
Removal of Crediton Office budgets	(17)
Carlu Close – Increased premises cost	44
Boundary Commission project cost	30
Funding Advice - Misc Fees	(20)
Draft budget gap for 2019/20	661

2.3 In compiling the 2019/20 draft budget we have also examined budget performance during 2018/19 and then made any relevant budget corrections for staffing changes, levels of income, changes in legislation, increases in inflation, etc.

2.4 Due to the need to get budget information to all of the PDG and Cabinet meetings during October and November there are still a few key issues that have not been resolved or are still to be fully evaluated. These issues may either improve or worsen the summary budget position currently reported and can be summarised as follows.

- Application by the Devon Pool to become 75% Business Rates Pilot
- Impact of new Homelessness legislation from 01/04/18
- Impact of full rollout of Universal Credit from 01/04/18
- Autumn Statement announcement in November 2018

- Provisional Finance Settlement in December
- Ongoing service reviews (including changes to fees/charges)

3.0 The Past

3.1 Just to remind members of the financial journey the Council has been on since the austerity programme in 2010/11, here is a list of some of the challenges that have been presented to MDDC in balancing budgets during recent years.

- Net loss of £4.2m in Formula Grant
- Loss of funding for Housing Benefit admin and Regional Housing Pot removed circa £0.6m
- Council Tax freezes accepted for a number of years
- Increased costs associated with Local Land Provision
- Tax and pension related pressures including:
 - Pay award
 - Increased pension back-funding costs
 - Government mandated auto-enrolment to the Pension Scheme
 - National Insurance change
- Apprentice Levy of £50k introduced

3.1 The following lists just some of the actions taken by MDDC to mitigate these funding reductions.

- Significant efficiency agenda has led to service reductions amounting to over £2m
- Increased income has been generated by a number of services
 - Waste shared savings agreement with DCC
 - Garden Waste Scheme
 - Improved recycling scheme
- Increased commercialisation
 - £200k profit from Market Walk and Fore Street properties
- Business Rates Devon Pool participation
- Profit from the Special Purpose Vehicle will return to the General Fund, along with a margin on interest received
- Increasing CCLA holding to £5m
- Colocation with Department for Work & Pensions (DWP)
- Revised Car Parking Strategy in 2016/17
- Rationalising our property estate, including depots, parks, toilets and car parks
- Joint working with North Devon DC as part of the Building Control Partnership
- DCC Transfer Station located at Carlu Close

4.0 The Future

4.1 A lot of work has already been undertaken in order to deliver a draft budget gap of £661k. We now are set with two tasks: firstly, to deliver a balanced General Fund budget by February 2019 in order to formally set the Council Tax and secondly, and of equal importance, begin to plan how our future

spending plans can be financed. The work with town and parish councils will continue.

5.0 Capital Programme

5.1 In addition to this revenue funding pressure, is our ongoing commitment to future capital programmes, not helped by the current low levels of capital receipts. Even greater pressure may be placed on future programmes if additional borrowing was made to fund new Council Houses, Depots, Sport Centre enhancements, Town Centre enhancement works, vehicle replacements, etc.

5.2 The draft Capital Programme for 2019/20 is attached at Appendix 3. Excluding the new commitments to fund town centre regeneration or further commercial/land acquisitions, the size of our current and future capital programmes remains very small, due to the reductions in funding and level of sale receipts and now only includes material projects that are essential maintenance, or asset replacement or income generating/cost reducing.

6.0 The Autumn PDGs and Cabinet meetings

6.1 The first round of draft budget meetings will allow discussions with Members, Senior Management, Group Managers and Finance Officers in order to review the proposed draft 2019/20 budget. This will include scrutinising and challenging the initial position (and confirming acceptance of all proposed savings put forward) and discussing any other budget areas that Members would like to see additional savings from.

6.2 Before the next round of PDGs and Cabinet in January the Council will receive formal confirmation regarding its; Formula Grant other emerging legislative changes, more information regarding the 2018/19 budget performance etc. At this point if any of the initial assumptions/estimates significantly worsen, then we will need to bring further savings options forward for consideration.

7.0 Public Consultation

7.1 Earlier years' consultations have consistently highlighted the three most valued services:

- REFUSE COLLECTION & RECYCLING - First
- PARKS, OPEN SPACES & PLAY AREAS - Second
- ENVIRONMENTAL HEALTH - Third

The three services valued the lowest comprised:

- COMMUNITY GRANTS - First
- PUBLIC CONVENIENCES - Equal second
- COMMUNITY SAFETY - Equal second

7.2 With the Council having to make more challenging decisions with regard to service prioritisation these views and our Corporate Plan should be foremost in determining changes to the base budget.

8.0 **Statutory, Discretionary Services and the Level of Service Provision**

8.1 Whilst the Council has a legal obligation to perform some activities, others are at the discretion of the elected members, subject to funding. Although some undertakings are clearly statutory and others clearly discretionary, there are some service areas that have elements of both.

8.2 The main *discretionary* services of the Council comprise:

- Business development (although a corporate priority)
- Community development (includes community group grants)
- Leisure facilities
- Parks and open spaces (identified as important to the public at 6.1)
- Shops and industrial units

What can we do to balance the budget?

8.3 An activity's net cost could be changed by one or more of these factors:

- a) Changing the frequency of service provision
- b) Changing the quality, instead of a "Platinum service" we may be forced to offer a "Silver service"
- c) Increasing fees or start charging for a service
- d) Reducing the overheads
- e) Stopping the activity entirely
- f) Different models of service delivery (including partnership)

8.4 Over the last five or six years the Authority has concentrated its efforts in maintaining frontline service levels across all sectors by reducing overheads. It is now clear that following those budgetary cuts some service areas are struggling to deliver their service plans, within their existing budgets. Indeed in a few cases external reviews have necessitated increasing the resources in a particular service area to meet our legal obligations.

What options are available if something is *statutory*?

8.5 Although we cannot stop the function, we may be able to approach it differently in terms of frequency or quality.

8.6 Some of our income streams are influenced by external market forces and in setting prices we have to be mindful of the going market rate. Aside from Council tax, the main income streams are:

- Building control fees
- Burial fees
- Car park charges
- Industrial unit rent
- Leisure centre fees
- Licence fees
- Market tolls

- Shop rents
- Planning fees
- Trade waste fees
- Garden waste

8.7 Any multi million pound business employing staff and utilising assets needs teams to support them and our frontline services are no different.

8.8 The key components, some statutory, others essential, include:

- Audit
- Accountancy
- Customer First
- Procurement (Buying goods and services)
- Human resources (Includes health and safety)
- IT
- Legal services
- Property services

8.9 For example our waste service has to have vehicles and depots to operate from, both of which need to be maintained. The staff need to be managed, to be paid, and legislation provides for health and safety considerations. Depots and buildings such as Phoenix House are fixed costs, although even here we have created savings by renting out some space. The “back office” activities are therefore intrinsically linked to the “frontline” and savings from both areas have continued to be made.

9.0 Conclusion

9.1 The feedback from all of the PDGs and Scrutiny will be reported to the January Cabinet for consideration in order to set a balanced 2019/20 budget and agree a forward plan. Group Managers will be working with Leadership Team and elected members in order to determine ways in which savings of c£1.4m can be achieved over the next four years, based on the priorities identified in the Corporate Plan. Having identified possible savings, there will need to be careful consideration of their potential impact, probable lead times for delivery of that saving and any associated disengagement costs or possible ‘spend to save’ implications that would arise.

Contact for more information: Andrew Jarrett
Deputy Chief Executive (S151)
01884 234242
ajarrett@middevon.gov.uk

Circulation of the Report: Leadership Team
Elected Members
Group Managers

This page is intentionally left blank

GENERAL FUND REVENUE ACCOUNT DRAFT BUDGET SUMMARY 2019/20

	2018/2019 Annual Budget	Movement	2019/2020 Proposed Budget
	£	£	£
Cabinet	4,455,903	410,097	4,866,000
Community	2,927,657	451,651	3,379,308
Economy	(637,410)	165,380	(472,030)
Environment	2,400,680	362,820	2,763,500
Homes	979,890	189,850	1,169,740
TOTAL NET DIRECT COST OF SERVICES	10,126,720	1,579,798	11,706,518
Net recharge to HRA	(1,447,160)	(60,820)	(1,507,980)
Provision for the financing of capital spending	395,570	34,569	430,139
NET COST OF SERVICES	9,075,130	1,553,547	10,628,677
PWLB Bank Loan Interest Payable			
Finance Lease Interest Payable	41,370	3,050	44,420
Interest Payments for New Loans			
Interest from Funding provided for HRA	(49,000)	-	(49,000)
Interest Receivable / Payable on Other Activities	147,000	7,000	154,000
Interest Received on Investments	(305,540)	(50,000)	(355,540)
New Homes Bonus	(1,121,250)	(120,720)	(1,241,970)
Transfers into Earmarked Reserves	2,188,020	227,810	2,415,830
Transfers from Earmarked Reserves	(1,107,950)	(192,280)	(1,300,230)
TOTAL BUDGETED EXPENDITURE	8,867,780	1,428,407	10,296,187
Funded by: -			
Revenue Support Grant	(179,260)	179,260	-
Rural Services Delivery Grant	(374,510)	-	(374,510)
Transition Grant	-	-	-
NNDR Revenue	(2,680,000)	(699,915)	(3,379,915)
CTS Funding Parishes	16,920	(16,920)	-
Collection Fund Surplus	(50,520)	(20,810)	(71,330)
Council Tax (28,628 x £202.91)	(5,600,410)	(208,442)	(5,808,852)
TOTAL FUNDING	(8,867,780)	(766,827)	(9,634,607)
REQUIREMENT TO BALANCE THE BUDGET	-	661,580	661,580

This page is intentionally left blank

PDG SERVICE UNIT MOVEMENTS

Appendix 2

GENERAL FUND SUMMARY		Budget Net Direct Cost	Current Budgeted Net Direct Cost	Movement	+/- %
		2018/19	2019/20		
<u>Cabinet</u>					
SCM01	Leadership Team	469,370	485,280	15,910	3.4%
SCM02	Corporate Functions	83,550	83,810	260	0.3%
SCM03	Corporate Fees/Charges	207,340	229,290	21,950	10.6%
SCM06	Pension Backfunding	890,060	909,440	19,380	2.2%
SFP01	Accountancy Services	361,230	396,520	35,290	9.8%
SFP02	Internal Audit	89,100	92,100	3,000	3.4%
SFP03	Procurement	74,330	87,150	12,820	17.2%
SFP04	Purchase Ledger	46,210	46,990	780	1.7%
SFP05	Sales Ledger	44,550	45,360	810	1.8%
SHR01	Human Resources	284,600	329,580	44,980	15.8%
SHR02	Mddc Staff Training	33,380	33,040	(340)	-1.0%
SHR03	Payroll	58,890	56,300	(2,590)	-4.4%
SHR04	Learning And Development	62,760	46,170	(16,590)	-26.4%
SIT01	It Gazetteer Management	70,310	70,580	270	0.4%
SIT03	It Information Technology	796,943	905,920	108,977	13.7%
SLD01	Electoral Registration	146,260	197,020	50,760	34.7%
SLD02	Democratic Rep And Management	466,240	477,680	11,440	2.5%
SLD04	Legal Services	270,780	373,770	102,990	38.0%
		4,455,903	4,866,000	410,097	9.2%
<u>Community PDG</u>					
SCD01	Community Development	87,530	87,500	(30)	0.0%
SCS20	Customer Services Admin	107,230	110,360	3,130	2.9%
SCS22	Customer First	671,157	660,150	(11,007)	-1.6%
SES01	Emergency Planning	7,880	8,280	400	5.1%
SES04	Public Health	4,090	4,090	0	0.0%
SES11	Pool Cara	(590)	0	590	-100.0%
SES16	Es Staff Units/Recharges	681,610	757,490	75,880	11.1%
SES17	Community Safety	520	6,350	5,830	1121.2%
SES18	Food Safety	(17,870)	(21,140)	(3,270)	18.3%
SES21	Licensing	(7,340)	(3,250)	4,090	-55.7%
SES22	Pest Control	4,000	5,000	1,000	25.0%
SES23	Pollution Reduction	550	(720)	(1,270)	-230.9%
SPR01	Building Regulations	(8,790)	3,400	12,190	-138.7%
SPR02	Enforcement	101,650	105,820	4,170	4.1%
SPR03	Development Control	44,230	200,710	156,480	353.8%
SPR04	Local Land Charges	(30,200)	(20,530)	9,670	-32.0%
SPR09	Forward Planning	249,340	252,520	3,180	1.3%
SPR11	Regional Planning	348,940	116,000	(232,940)	-66.8%
SRB01	Collection Of Council Tax	238,470	281,230	42,760	17.9%
SRB02	Collection Of Business Rates	(100,870)	(102,290)	(1,420)	1.4%
SRB03	Housing Benefit Admin & Fraud	171,920	177,740	5,820	3.4%
SRB04	Housing Benefit Subsidy	(45,000)	(45,000)	0	0.0%
SRB06	Debt Recovery	98,380	105,180	6,800	6.9%
SRS01	Recreation And Sport	320,820	690,418	369,598	115.2%
		2,927,657	3,379,308	451,651	15.4%
<u>Economy PDG</u>					
SCD02	Economic Development - Markets	53,760	50,180	(3,580)	-6.7%
SCP01	Parking Services	(561,200)	(537,660)	23,540	-4.2%
SES03	Community Safety - C.C.T.V.	(1,950)	2,310	4,260	-218.5%
SPR06	Economic Development	421,930	444,000	22,070	5.2%
SPS12	GF Properties Shops / Flats	(549,950)	(430,860)	119,090	-21.7%
		(637,410)	(472,030)	165,380	-25.9%

GENERAL FUND SUMMARY		Budget Net Direct Cost	Current Budgeted Net Direct Cost	Movement	+/- %
		2018/19	2019/20		
Environment PDG					
SES02	Cemeteries	(74,060)	(86,540)	(12,480)	16.9%
SES05	Open Spaces	103,920	91,800	(12,120)	-11.7%
SGM01	Grounds Maintenance	576,870	627,240	50,370	8.7%
SPS01	Asset Management	0	30,000	30,000	N/A
SPS03	Flood Defence And Land Drain	26,430	26,430	0	0.0%
SPS04	Street Naming & Numbering	7,420	7,560	140	1.9%
SPS07	Public Transport	(13,220)	(13,220)	0	0.0%
SPS11	Public Conveniences	51,630	61,800	10,170	19.7%
SWS01	Street Cleansing	385,160	482,000	96,840	25.1%
SWS02	Waste Collection	370,210	334,680	(35,530)	-9.6%
SWS03	Recycling	689,880	885,940	196,060	28.4%
SWS04	Waste Management	276,440	315,810	39,370	14.2%
		2,400,680	2,763,500	362,820	15.1%
Homes PDG					
SES15	Private Sector Housing Grants	(22,610)	(20,410)	2,200	-9.7%
SHG03	Homelessness Accommodation	195,400	212,630	17,230	8.8%
SPS05	Administration Buildings	229,360	252,790	23,430	10.2%
SPS06	Mddc Depots	58,120	38,040	(20,080)	-34.5%
SPS08	Office Building Cleaning	63,990	65,980	1,990	3.1%
SPS09	Property Services Staff Unit	455,630	620,710	165,080	36.2%
		979,890	1,169,740	189,850	19.4%
GRAND TOTAL		10,126,720	11,706,518	1,579,798	15.60%

COMMUNITY PDG 2019/20 Service Unit Budgets

Summary of PDG

Service Unit	Description	2017/18 Actual	2018/19 Budget	2019/20 Budget	Movement
SCD01 Community Development	Community Development	85,761	87,530	87,500	(30)
SCS20 Customer Services Admin	Customer Services Admin	98,111	107,230	110,360	3,130
SCS22 Customer First	Customer First	686,803	671,157	660,150	(11,007)
SES01 Emergency Planning	Emergency Planning	0	7,880	8,280	400
SES04 Public Health	Public Health	42,078	4,090	4,090	0
SES11 Pool Cars	Pool Cars	(1,899)	(590)	0	590
SES16 Es Staff Units/Recharges	Es Staff Units/Recharges	560,490	681,610	757,490	75,880
SES17 Community Safety	Community Safety	56,948	520	6,350	5,830
SES18 Food Safety	Food Safety	(19,194)	(17,870)	(21,140)	(3,270)
SES21 Licensing	Licensing	4,027	(7,340)	(3,250)	4,090
SES22 Pest Control	Pest Control	7,660	4,000	5,000	1,000
SES23 Pollution Reduction	Pollution Reduction	670	550	(720)	(1,270)
SPR01 Building Regulations	Building Regulations	17,478	(8,790)	3,400	12,190
SPR02 Enforcement	Enforcement	92,840	101,650	105,820	4,170
SPR03 Development Control	Development Control	(295,923)	44,230	200,710	156,480
SPR04 Local Land Charges	Local Land Charges	(41,305)	(30,200)	(20,530)	9,670
SPR09 Forward Planning	Forward Planning	209,314	249,340	252,520	3,180
SPR11 Regional Planning	Regional Planning	92,175	348,940	116,000	(232,940)
SRB01 Collection Of Council Tax	Collection Of Council Tax	273,138	238,470	281,230	42,760
SRB02 Collection Of Business Rates	Collection Of Business Rates	(85,420)	(100,870)	(102,290)	(1,420)
SRB03 Housing Benefit Admin & Fraud	Housing Benefit Admin & Fraud	108,491	171,920	177,740	5,820
SRB04 Housing Benefit Subsidy	Housing Benefit Subsidy	(179,812)	(45,000)	(45,000)	0
SRB06 Debt Recovery	Debt Recovery	104,941	98,380	105,180	6,800
SRS01 Recreation And Sport	Recreation And Sport	408,019	320,820	690,418	369,598
	Sum:	2,225,389	2,927,657	3,379,308	451,651

COMMUNITY PDG 2019/20 Service Unit Budgets

SCD01 Community Development

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	101	0	0	0
3000	Transport	0	0	0	0
4000	Cost Of Goods And Services	144,499	87,530	87,500	(30)
7000	Income	(58,840)	0	0	0
	Sum:	85,761	87,530	87,500	(30)

Cost Centre	Cost Centre Name	2019/20 Budget
CD200	Community Development	87,500
CD205	Ho Communities & Gov	0
CD210	Community Services Unit	0
	Sum:	87,500

Major cost increases

No major movement to report.

Major cost decreases and changes in income

No major movement to report.

SCS20 Customer Services Admin

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	78,860	82,120	85,250	3,130
3000	Transport	0	40	40	0
4000	Cost Of Goods And Services	19,318	25,070	25,070	0
7000	Income	(67)	0	0	0
	Sum:	98,111	107,230	110,360	3,130

Cost Centre	Cost Centre Name	2019/20 Budget
CS900	Central Photocopying	4,530
CS902	Central Postage	18,770
CS910	Customer Services Admin	87,060
	Sum:	110,360

Major cost increases

No major movement to report.

Major cost decreases and changes in income

No major movement to report.

SCS22 Customer First

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	638,636	619,627	606,650	(12,977)
3000	Transport	2,372	3,260	1,250	(2,010)
4000	Cost Of Goods And Services	45,805	48,270	52,250	3,980
7000	Income	(10)	0	0	0
	Sum:	686,803	671,157	660,150	(11,007)

Cost Centre	Cost Centre Name	2019/20 Budget
CS200	Communications	92,580
CS500	Messenger Services	48,840
CS930	Customer First Management	144,700
CS932	Customer First	374,030
CS936	Crediton Office Section	0
CS938	Digital Strategy Staffing	0
	Sum:	660,150

Major cost increases

Employee inflation of 3% £14k offset by savings - see below.

Major cost decreases and changes in income

Going cashless - saving 1 post £27k.

SES01 Emergency Planning

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
4000	Cost Of Goods And Services	0	7,880	8,280	400
	Sum:	0	7,880	8,280	400

Cost Centre	Cost Centre Name	2019/20 Budget
ES500	Emergency Planning	8,280
	Sum:	8,280

Major cost increases

No major movement to report.

Major cost decreases and changes in income

No major movement to report.

SES04 Public Health

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	36,550	0	0	0
2000	Premises	322	100	100	0
3000	Transport	257	0	0	0
4000	Cost Of Goods And Services	6,956	6,240	6,240	0
7000	Income	(2,006)	(2,250)	(2,250)	0
	Sum:	42,078	4,090	4,090	0

Cost Centre	Cost Centre Name	2019/20 Budget
ES360	Dog Warden	4,090
ES361	Public Health	0
	Sum:	4,090

Major cost increases

No major movement to report.

Major cost decreases and changes in income

No major movement to report.

SES11 Pool Cars

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
3000	Transport	5,429	1,660	5,500	3,840
4000	Cost Of Goods And Services	336	0	0	0
7000	Income	(7,664)	(2,250)	(5,500)	(3,250)
	Sum:	(1,899)	(590)	0	590

Cost Centre	Cost Centre Name	2019/20 Budget
ES580	Pool Car Running Costs	0
	Sum:	0

Major cost increases

No major movement to report.

Major cost decreases and changes in income

No major movement to report.

SES16 Es Staff Units/Recharges

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	542,377	638,780	716,740	77,960
2000	Premises	44	0	0	0
3000	Transport	23,683	31,960	31,950	(10)
4000	Cost Of Goods And Services	14,578	10,870	14,800	3,930
7000	Income	(20,192)	0	(6,000)	(6,000)
	Sum:	560,490	681,610	757,490	75,880

Cost Centre	Cost Centre Name	2019/20 Budget
ES720	Es Management	0
ES730	Environmental Enforcement	127,100
ES733	Public Health Staff Unit	630,390
	Sum:	757,490

Major cost increases

Increase in salary cost will be funded by Empty Homes Earmarked Reserve.

Major cost decreases and changes in income

No major movement to report.

SES17 Community Safety

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	53,461	130	130	0
3000	Transport	1,291	0	0	0
4000	Cost Of Goods And Services	25,947	6,390	6,220	(170)
7000	Income	(23,751)	(6,000)	0	6,000
	Sum:	56,948	520	6,350	5,830

Cost Centre	Cost Centre Name	2019/20 Budget
ES250	Community Safety	6,350
ES252	Community Safety Partner Fund	0
ES254	Csp - Police Fund	0
ES256	Community Safety Partnership	0
	Sum:	6,350

Major cost increases

No major movement to report.

Major cost decreases and changes in income

The £6k contribution received from East Devon DC and D&S Fire towards the Specialist Support (ASB &CS) post, has been moved to SES16 where the salary is budgeted.

SES18 Food Safety

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	0	510	0	(510)
4000	Cost Of Goods And Services	12,230	19,090	15,430	(3,660)
7000	Income	(31,423)	(37,470)	(36,570)	900
	Sum:	(19,194)	(17,870)	(21,140)	(3,270)

Cost Centre	Cost Centre Name	2019/20 Budget
ES260	Food Protection	860
ES270	Water Quality Monitoring	(22,000)
	Sum:	(21,140)

Major cost increases

No major movement to report.

Major cost decreases and changes in income

No major movement to report.

SES21 Licensing

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	109,900	111,960	115,720	3,760
3000	Transport	1,105	1,600	3,220	1,620
4000	Cost Of Goods And Services	25,045	20,600	23,000	2,400
7000	Income	(132,024)	(141,500)	(145,190)	(3,690)
	Sum:	4,027	(7,340)	(3,250)	4,090

Cost Centre	Cost Centre Name	2019/20 Budget
ES550	Licensing	(123,850)
ES740	Licensing Unit	120,600
	Sum:	(3,250)

Major cost increases

No major movement to report.

Major cost decreases and changes in income

No major movement to report.

SES22 Pest Control

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
4000	Cost Of Goods And Services	7,660	4,000	5,000	1,000
	Sum:	7,660	4,000	5,000	1,000

Cost Centre	Cost Centre Name	2019/20 Budget
ES600	Pest Control	5,000
	Sum:	5,000

Major cost increases

No major movement to report.

Major cost decreases and changes in income

No major movement to report.

SES23 Pollution Reduction

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	49	0	0	0
2000	Premises	955	0	0	0
4000	Cost Of Goods And Services	10,779	10,600	9,330	(1,270)
7000	Income	(11,113)	(10,050)	(10,050)	0
	Sum:	670	550	(720)	(1,270)

Cost Centre	Cost Centre Name	2019/20 Budget
ES650	Contaminated Land	0
ES660	Control Of Pollution	9,330
ES670	Local Air Pollution	(10,050)
	Sum:	(720)

Major cost increases

No major movement to report.

Major cost decreases and changes in income

No major movement to report.

SPR01 Building Regulations

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	204,702	219,210	213,790	(5,420)
3000	Transport	15,436	15,850	14,940	(910)
4000	Cost Of Goods And Services	26,248	23,950	14,670	(9,280)
7000	Income	(228,908)	(267,800)	(240,000)	27,800
	Sum:	17,478	(8,790)	3,400	12,190

Cost Centre	Cost Centre Name	2019/20 Budget
PR100	Building Regulations	1,720
PR900	Dangerous Buildings And Trees	1,680
	Sum:	3,400

Major cost increases

No major movement to report.

Major cost decreases and changes in income

Alignment of expenditure budgets for the partnership with North Devon DC in line with the 60/40 income split across the partnership.

Income aligned to reflect the 17/18 actuals plus inflation.

SPR02 Enforcement

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	82,995	88,660	92,630	3,970
3000	Transport	5,103	3,690	4,080	390
4000	Cost Of Goods And Services	4,742	9,300	9,110	(190)
	Sum:	92,840	101,650	105,820	4,170

Cost Centre	Cost Centre Name	2019/20 Budget
PR110	Enforcement	105,820
	Sum:	105,820

Major cost increases

No major movement to report.

Major cost decreases and changes in income

No major movement to report.

SPR03 Development Control

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	943,213	988,400	996,660	8,260
2000	Premises	92	0	0	0
3000	Transport	23,474	27,240	26,820	(420)
4000	Cost Of Goods And Services	220,293	96,590	253,730	187,140
7000	Income	(1,482,995)	(1,068,000)	(1,076,500)	(8,500)
	Sum:	(295,923)	44,230	200,710	186,480

Cost Centre	Cost Centre Name	2019/20 Budget
PR200	Development Control	(57,520)
PR220	Tiverton EUE	203,920
PR225	Garden Village Project	54,310
	Sum:	200,710

Major cost increases

£150k for Tiverton Eastern Urban Extension Area B Masterplan, which will be funded by capacity funding.

Major cost decreases and changes in income

No major movement to report.

SPR04 Local Land Charges

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	54,515	53,130	54,300	1,170
3000	Transport	19	100	100	0
4000	Cost Of Goods And Services	25,603	37,070	45,070	8,000
7000	Income	(121,442)	(120,500)	(120,000)	500
	Sum:	(41,305)	(30,200)	(20,530)	9,670

Cost Centre	Cost Centre Name	2019/20 Budget
PR210	Local Land Charges	(20,710)
PR820	Assets Of Community Value	180
	Sum:	(20,530)

Major cost increases

No major movement to report.

Major cost decreases and changes in income

Slight adjustment to the budget regarding the search fees paid to Devon County, no other variances of note.

SPR09 Forward Planning

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	209,320	240,390	213,910	(26,480)
3000	Transport	796	500	600	100
4000	Cost Of Goods And Services	4,682	8,450	38,010	29,560
7000	Income	(5,485)	0	0	0
	Sum:	209,314	249,340	252,520	3,180

Cost Centre	Cost Centre Name	2019/20 Budget
PR600	Forward Planning Unit	252,520
	Sum:	252,520

Major cost increases

£15k of costs have been moved from salaries to cost of goods and services for a post which has been filled by secondment from another authority.

Major cost decreases and changes in income

No major movement to report.

SPR11 Regional Planning

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	19,363	14,890	4,040	(10,850)
2000	Premises	0	0	0	0
4000	Cost Of Goods And Services	102,947	334,200	111,960	(222,240)
7000	Income	(30,135)	(150)	0	150
	Sum:	92,175	348,940	116,000	(232,940)

Cost Centre	Cost Centre Name	2019/20 Budget
PR800	Planning Policy	0
PR810	Statutory Development Plan	116,000
	Sum:	116,000

Major cost increases

£35k contribution to GESP (Greater Exeter Strategic Plan) partnership, previously funded from ear marked reserves.

Major cost decreases and changes in income

£349k change in reserve funding.

£81k of local plan costs including a reduction in staffing as contract runs in line with the signing off of the local plan, all of which will be funded from ear marked reserves.

SRB01 Collection Of Council Tax

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	262,122	269,470	295,060	25,590
2000	Premises	0	0	0	0
3000	Transport	2,923	2,950	3,080	130
4000	Cost Of Goods And Services	97,324	103,550	94,090	(9,460)
7000	Income	(89,230)	(137,500)	(111,000)	26,500
	Sum:	273,138	238,470	281,230	42,760

Cost Centre	Cost Centre Name	2019/20 Budget
RB100	Collection Of Council Tax	281,230
	Sum:	281,230

Major cost increases

Revenues & Benefits Group Manager Loaded in Council Tax - please note Revenues Manager post has been removed in SRB01 & Benefits manager removed in SRB03. In reality this post may be split between these two service units once recruited. Net £16k increase on SRB01 - please refer to corresponding reduction on SRB03.

Major cost decreases and changes in income

Reduction in bank charges & costs for taking cases to Court (£12k).
Reduction in anticipated income from Preceptors as a contribution to improve C/Tax recovery £20k.
Reduction in anticipated Court Cost income and removal of income budget for single occupancy penalties £7k

SRB02 Collection Of Business Rates

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	27,949	90	90	0
3000	Transport	0	0	0	0
4000	Cost Of Goods And Services	7,491	8,640	7,270	(1,370)
7000	Income	(120,861)	(109,600)	(109,650)	(50)
	Sum:	(85,420)	(100,870)	(102,290)	(1,420)

Cost Centre	Cost Centre Name	2019/20 Budget
RB200	Collection Of Business Rates	(102,290)
	Sum:	(102,290)

Major cost increases

No major movement to report.

Major cost decreases and changes in income

No major movement to report.

SRB03 Housing Benefit Admin & Fraud

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	365,414	361,170	337,910	(23,260)
3000	Transport	65	200	900	700
4000	Cost Of Goods And Services	91,611	66,540	73,950	7,410
7000	Income	(348,599)	(255,990)	(235,020)	20,970
	Sum:	108,491	171,920	177,740	5,820

Cost Centre	Cost Centre Name	2019/20 Budget
RB300	Housing Benefit Admin	162,740
RB340	Local Welfare Assist Scheme	15,000
	Sum:	177,740

Major cost increases

Please also refer to comment in SRB01 Revenues & Benefits Group Manager Loaded in Council Tax - please note Revenues Manager post has been removed in SRB01 & Benefits manager removed in SRB03. In reality this post may be split between these two service units once recruited. Net (£47k) decrease on SRB01 - please refer to corresponding increase on SRB01.

Major cost decreases and changes in income

Assumed 10% reduction in Housing Benefit & Local Council Tax Reduction Scheme Admin Grant £21k.

SRB04 Housing Benefit Subsidy

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
4000	Cost Of Goods And Services	17,005,503	18,400,250	16,911,200	(1,489,050)
7000	Income	(17,185,315)	(18,445,250)	(16,956,200)	1,489,050
	Sum:	(179,812)	(45,000)	(45,000)	0

Cost Centre	Cost Centre Name	2019/20 Budget
RB400	Housing Rent Allowances	(45,000)
	Sum:	(45,000)

Major cost increases

Forecast Housing Benefit payments have been realigned to reflect current and projected spend in this area. Although difficult to predict now many claims will move to Universal Credit.

Major cost decreases and changes in income

Forecast Housing Benefit Subsidy income has been realigned to reflect current and projected spend in this area & also to factor in uncertainty with further claims moving to Universal Credit.

SRB06 Debt Recovery

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	102,123	94,970	102,250	7,280
3000	Transport	23	50	50	0
4000	Cost Of Goods And Services	2,795	3,360	2,880	(480)
	Sum:	104,941	98,380	105,180	6,800

Cost Centre	Cost Centre Name	2019/20 Budget
RB600	Revenues Misc Income Team	105,180
	Sum:	105,180

Major cost increases

No major movement to report.

Major cost decreases and changes in income

No major movement to report.

SRS01 Recreation And Sport

Group	Description	2017/18 Actuals	2018/19 Budget	2019/20 Budget	Movement
1000	Employees	1,913,223	1,937,440	2,044,878	107,438
2000	Premises	752,994	874,630	1,227,510	352,880
3000	Transport	5,794	8,530	8,530	0
4000	Cost Of Goods And Services	348,668	283,830	290,530	6,700
7000	Income	(2,612,659)	(2,783,610)	(2,881,030)	(97,420)
	Sum:	408,019	320,820	690,418	369,598

Cost Centre	Cost Centre Name	2019/20 Budget
RS100	Leis Facilities Maint & Equip	606,500
RS110	Leisure Management & Admin	46,400
RS140	Exe Valley Leisure Centre	(76,505)
RS145	Market Walk Gym	0
RS150	Lords Meadow Leisure Centre	67,748
RS160	Culm Valley Sports Centre	46,275
	Sum:	690,418

Major cost increases

Employee cost increase due to inflation and national minimum wage, premises increase due to additional revenue works required for the centres. E.g. Lords Meadow pool tiling, covers, motors and balance tank repairs. Exe Valley replacement of domestic copper pipework.

Major cost decreases and changes in income

Increase in income due to inflationary charges to the fees (3%) and additional growth of the centres (1.25%)

This page is intentionally left blank

2019-20 BUDGETS

Transfers into Earmarked Reserves

page 159

SERVICE		MAINT 19/20 BUDGET	PLANT 19/20 BUDGET	EQUIPMENT 19/20 BUDGET	VEHICLES 19/20 BUDGET	OTHER 19/20	NEW HOMES BONUS	
CP540	PAYING CAR PARKS (MACHINE REPLACEMENT SINKING FUND)			3,000.00				
EQ754	PHOENIX PRINTERS EQUIP SFUND			2,200				
ES100	CEMETERIES	25,000						
ES450	PARKS & OPEN SPACES	25,000						
ES580	POOL CAR RUNNING COSTS				3,600			
ES730	ENVIRONMENTAL ENFORCEMENT				3,600			
GM960	GROUNDS MAINTENANCE		14,360		52,960			
LD201	ELECTION COSTS - DISTRICT					20,000		
LD300	DEMOCRATIC REP & MANAGEMENT					5,000		
EQ660	STATUTORY DEVELOPMENT PLAN (PR810)					100,000		
PS350	PUBLIC CONVENIENCES				1,200			
PS880	BUS STATION	5,000						
PS980	PROPERTY SERVICES STAFF UNIT				10,500			
PS990	FORE STREET MAINT S.FUND	5,000						
PS992	MARKET WALK MAINT S.FUND	20,000						
RB100	COUNCIL TAX				1,200			
RS140	LEISURE SINKING FUND			75,000				
EQ737	STREET CLEAN VEHICLE SFUND				66,500			
EQ738	REFUSE VEHICLE SFUND				223,680			
EQ739	TRADE WASTE VEHICLE SFUND				23,070			
EQ740	RECYCLING VEHICLE SFUND				173,290			
EQ761	RECYCLING PLANT SFUND		20,000					
EQ763	RECYCLING MAINT SINKING FUND	2,700						
	WASTE PRESSURE WASHER			2,500				
EQ755	ICT EQUIPMENT SINKING FUND			189,500				
IE435	NEW HOMES BONUS GRANT						1,241,970	
EQ825	PROPERTY MAINTENANCE	100,000						
TOTAL		182,700	34,360	272,200	559,600	125,000	1,241,970	2,415,830
2018/19		82,700	34,360	269,700	555,010	125,000	1,121,250	2,188,020
Movement		100,000	-	2,500	4,590	-	120,720	227,810

Transfers from Earmarked Reserves

SERVICE		UTILISE NHB	OTHER	
EQ638	DEV CONT LINEAR PARK		4,170	
EQ640	W52 POPHAM CLOSE COMM FUND		1,950	
EQ641	W67 MOORHAYES COM DEV FUND		1,630	
EQ642	W69 FAYRECROFT WILLAND EX WEST		4,620	
EQ643	W70 DEVELOPERS CONTRIBUTION		6,650	
EQ644	DEV CONT WINSWOOD CREDITION		3,080	
ES733	PUBLIC HEALTH		45,400	
EQ820	TIVERTON EUE (PR220)		203,920	
EQ824	GARDEN VILLAGE PROJECT (PR225)		54,310	
PR400	BUSINESS DEVELOPMENT	45,000		
PR400	BUSINESS DEVELOPMENT	100,000		
EQ660	FORWARD PLANNING (PR600)		15,000	
EQ755	ICT EQUIPMENT SINKING FUND	189,500		
EQ660	STATUTORY DEVELOPMENT PLAN (PR810)		81,000	
	RELEASING OF RESERVES TO FUND THE 19/20 GF BUDGET		544,000	
TOTAL		334,500	965,730	1,300,230

2018/19

891,090

216,860

1,107,950

Movement

(556,590)

748,870

192,280

Provisional Capital Programme 2019/20

Appendix 5

Estimated

Capital Programme

2019/20

£k

Estates Management

Leisure - Site Specific

Exe Valley Leisure Centre

Spinning Room - New window - improve light	20
Leisure Spinning Bike Replacement - all sites	60

Culm Valley sports centre

Fitness Gym Kit Replacement	185
-----------------------------	-----

Total	265
--------------	------------

Other MDDC Buildings

MSCP Improvements

MSCP-Top Deck surfacing	70
-------------------------	----

MDDC Depot sites

Carlu Close - Potential Air Conditioning units	25
Carlu Close - Interceptor upgrade (correct class)	30
Carlu Close - Solar PV options	20

Cemeteries

Tiverton Cemetery - Infrastructure extension	80
--	----

Other Projects

Land drainage flood defence schemes	25
-------------------------------------	----

* General Fund Development Schemes

Commercial property/Land Acquisition Tiverton redevelopment project	1,500
--	-------

Total	1,750
--------------	--------------

* All developments schemes are subject to acceptable Business Case

Economic Development Schemes

* Hydro Mills Electricity Project	680
-----------------------------------	-----

Total	680
--------------	------------

* All Economic Development schemes are subject to acceptable Business Case

ICT Projects

UPS Power supplies refresh	25
Continuous replacement/Upgrade of WAN/LAN (networking hardware switches)	100
Lalpac Licensing System replacement (SN)	80

Total	205
--------------	------------

Affordable Housing Projects

Grants to housing associations to provide houses (covered by Commuted Sums)	117
--	-----

Total	117
--------------	------------

Private Sector Housing Grants

Empty homes and enforcement	108
Disabled Facilities Grants-P/Sector	562

Total	670
--------------	------------

TOTAL GF PROJECTS	3,687
--------------------------	--------------

0

General Fund SPV Projects

Housing Schemes

Waddeton Park - 75 Affordable Homes - SPV	2,000
---	-------

TOTAL GF SPV PROJECTS	2,000
------------------------------	--------------

TOTAL GF PROJECTS (Including SPV Schemes)	5,687
--	--------------

Estimated
Capital Programme
2019/20

[HRA Projects](#)

[Existing Housing Stock](#)

Major repairs to Housing Stock	2,325
Renewable Energy Fund	300
Disabled Facilities Grants - Council Houses	300

* [Housing Development Schemes](#)

Replace end of life HRA Assets	2,000
Council Housing building schemes to be identified	2,000

* Proposed Council House Building / industrial units schemes subject to full appraisal

Total	6,925
TOTAL HRA PROJECTS	6,925

[HRA SPV Projects](#)

[Housing Schemes](#)

Round Hill Tiverton- Site	1,500
---------------------------	-------

TOTAL HRA SPV PROJECTS	1,500
-------------------------------	--------------

TOTAL HRA PROJECTS (Including SPV Schemes)	8,425
---	--------------

GRAND TOTAL GF + HRA	10,612
-----------------------------	---------------

GRAND TOTAL GF + HRA SPV Schemes	3,500
---	--------------

GRAND TOTAL GF + HRA (Including SPV Schemes)	14,112
---	---------------

[MDDC Funding Summary](#)

[General Fund](#)

	2019/20 £k
EXISTING FUNDS	
Capital Grants Unapplied Reserve	951
Capital Receipts Reserve	31
NHB Funding	417
Other Earmarked Reserves	188
Other Funding	600
Subtotal	2,187

	2019/20
NEW FUNDS	
PWLB Borrowing	1,500
PWLB Borrowing (SPV)	2,000
Revenue Contributions	0
Subtotal	3,500

Total General Fund Funding	5,687
-----------------------------------	--------------

[Housing Revenue Account](#)

	£k
EXISTING FUNDS	
Capital Receipts Reserve	1,065
NHB Funding	21
HRA Housing Maintenance Fund	2,000
Other Housing Earmarked Reserves	2,697
Subtotal	5,783

	£k
NEW FUNDS	
PWLB Borrowing	1,142
PWLB Borrowing (SPV)	1,500
Revenue Contributions	0
Subtotal	2,642

Total Housing Revenue Account Funding	8,425
--	--------------

TOTAL FUNDING	14,112
----------------------	---------------

**COMMUNITY PDG
20 NOVEMBER 2018:**

PERFORMANCE AND RISK FOR 2018-19

Cabinet Member Cllr Colin Slade
Responsible Officer Director of Corporate Affairs & Business Transformation,
Jill May

Reason for Report: To provide Members with an update on performance against the corporate plan and local service targets for 2018-19 as well as providing an update on the key business risks.

RECOMMENDATION: That the PDG reviews the Performance Indicators and Risks that are outlined in this report and feeds back areas of concern to the Cabinet.

Relationship to Corporate Plan: Corporate Plan priorities and targets are effectively maintained through the use of appropriate performance indicators and regular monitoring.

Financial Implications: None identified

Legal Implications: None

Risk Assessment: If performance is not monitored we may fail to meet our corporate and local service plan targets or to take appropriate corrective action where necessary. If key business risks are not identified and monitored they cannot be mitigated effectively.

Equality Impact Assessment: No equality issues identified for this report.

1.0 Introduction

- 1.1 Appendix 1 provides Members with details of performance against the Corporate Plan and local service targets for the 2018-19 financial year.
- 1.2 Appendix 2 shows the section of the Corporate Risk Register which relates to the Community Portfolio. See 3.0 below.
- 1.3 Appendix 3 shows the profile of all risks for the Community Portfolio for this quarter.
- 1.4 In 2017-18 the Community PDG agreed that in future the performance indicators for Leisure would be provided in Part II to allow Members to review performance without risk to the Leisure business. This information is included as Appendix 4
- 1.5 All appendices are produced from the corporate Service Performance And Risk Management system (SPAR).

2.0 Performance

- 2.1 Regarding the Corporate Plan Aim: **Promote physical activity, health and wellbeing**: A total refurbishment of the fitness studio at Lords Meadow Leisure Centre will be completed by the end of the year. Costing £185,000 the decision to revamp the facility was approved by Mid Devon District Council's Cabinet on 25th October.
- 2.2 **Other: compliance with food safety law** there has been some reclassification of premises which has reduced the number of higher risk premises this PI relates to.
- 2.3 Gigaclear made an announcement on 1 November that they are in significant delay in delivering superfast broadband across Devon and Somerset. They promise to keep communities informed of any decisions through their elected representatives.

3.0 Risk

- 3.1 The Corporate risk register has been reviewed by Group Managers Team (GMT) and updated. Risk reports to committees include risks with a total score of 10 or more. (See Appendix 2)
- 3.2 Appendix 3 shows the risk matrix for MDDC for this quarter. If risks are not scored they are included in the matrix at their inherent score which will be higher than their current score would be.

4.0 Conclusion and Recommendation

- 4.1 That the PDG reviews the performance indicators and risks for 2018-19 that are outlined in this report and feedback any areas of concern to the Cabinet.

Contact for more Information: Catherine Yandle, Group Manager Performance, Governance and Data Security ext 4975

Circulation of the Report: Management Team and Cabinet Member

Corporate Plan PI Report Community

Monthly report for 2018-2019
 Arranged by Aims
 Filtered by Aim: Priorities Community
 Filtered by Flag: Exclude: Corporate Plan Aims 2016 to 2020
 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 Community

Priorities: Community

Aims: Promote physical activity, health and wellbeing

Performance Indicators

Title	Prev Year (Period)	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	Actual to Manager Date	Group to Manager	Officer Notes
<u>GP Referrals</u>	22 (7/12)			22	22	22	22	22	22	22							Corinne Parnall	(October) 22 (K)

Aims: Other

Performance Indicators

Title	Prev Year (Period)	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	Actual to Manager Date	Group to Manager	Officer Notes
<u>Number of social media communications MDDC send out</u>	175 (7/12)		30	69	66	66	75	77	86	125							Jane Lewis	(October) No. of Facebook Posts Published = 60 No. of Tweets Tweeted = 65 (MA)
<u>Number of web hits per month</u>	27,804 (7/12)			35,191	33,432	29,453	30,317	31,082	29,611	31,193							Jane Lewis	
<u>Compliance with food safety law</u>	89% (6/12)		90%	85%	85%	85%	85%	85%	86%								Simon Newcombe	(April - August) The reduction to 85% compliance is a statistical issue. The cycle of inspection and interventions has meant a 3-yearly review of the lowest category risk premises has been completed this financial year. This has resulted in a number being identified as no longer active/preparing food and require deregistration. Such low-risk premises (e.g. village halls/pre-prepared food) have the most straight-forward compliance targets and typically score above 90% as a result. Having fewer such premises means the overall % compliance across the district is now lower. The higher risk

Corporate Plan PI Report Community																		
Priorities: Community																		
Aims: Other																		
Performance Indicators																		
Title	Prev Year (Period)	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	Actual Date	Group to Manager	Officer Notes
																		premises are still performing as before and the number of food retail premises scoring 4 or 5 on Scores-on-door remain unaffected. (CY)

Community PDG Risk Management Report - Appendix 2

Report for 2018-2019
 For Community - Cllr Colin Slade Portfolio
 Filtered by Flag:Include: * CRR 5+ / 15+
 For MDDC - Services

Not Including Risk Child Projects records or Mitigating Action records

Key to Performance Status:

Risks: No Data (0+) High (15+) Medium (6+) Low (1+)

Community PDG Risk Management Report - Appendix 2

Risk: Legionella Legionella

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium (10)	Current Risk Severity: 5 - Very High	Current Risk Likelihood: 2 - Low
------------------------------------	---	---

Service Manager: Darren Beer, Heather Hargreaves

Review Note:

Risk: Plant Room Plant Room

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium (10)	Current Risk Severity: 5 - Very High	Current Risk Likelihood: 2 - Low
------------------------------------	---	---

Service Manager: Darren Beer, Heather Hargreaves

Review Note:

Risk: Pool Inflatable Pool Activities

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium (10)	Current Risk Severity: 5 - Very High	Current Risk Likelihood: 2 - Low
------------------------------------	---	---

Service Manager: Darren Beer, Heather Hargreaves

Review Note: improvement through increased staffing resources, or removing the activity. Staff training is undertaken for this activity in addition to the NPLQ qualification

Community PDG Risk Management Report - Appendix 2

Risk: School Swimming Sessions School Swimming Sessions

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

**Current Status: Medium
(10)**

**Current Risk Severity: 5 - Very
High**

**Current Risk Likelihood: 2 -
Low**

Service Manager: Darren Beer, Heather Hargreaves

Review Note: Improvement possible by increased staffing resources

Risk: Swimming Lessons Swimming Lessons

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

**Current Status: Medium
(10)**

**Current Risk Severity: 5 - Very
High**

**Current Risk Likelihood: 2 -
Low**

Service Manager: Darren Beer, Heather Hargreaves

Review Note: Improvement possible with increased staffing resources

Risk: Swimming Pool Swimming pool & spectator walkway

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

**Current Status: Medium
(10)**

**Current Risk Severity: 5 - Very
High**

**Current Risk Likelihood: 2 -
Low**

Service Manager: Darren Beer, Heather Hargreaves

Review Note: Improvement possible by increased staffing resources

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank