

# Public Document Pack

**Mid Devon District Council**

## **Scrutiny Committee**

**Monday, 5 August 2019 at 2.15 pm**  
**Exe Room, Phoenix House, Tiverton**

**Next ordinary meeting**  
**Monday, 2 September 2019 at 2.15 pm**

Those attending are advised that this meeting will be recorded

## **Membership**

Cllr F W Letch  
Cllr W Burke  
Cllr R J Chesterton  
Cllr Mrs C P Daw  
Cllr R Evans  
Cllr Mrs I Hill  
Cllr B Holdman  
Cllr B A Moore  
Cllr R L Stanley  
Cllr Ms E J Wainwright  
Cllr B G J Warren  
Cllr A Wilce

## **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      **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.
- 4      **Member Forum**  
An opportunity for non-Cabinet Members to raise issues.

- 5      **Minutes of the Previous Meeting** *(Pages 5 - 8)*  
Members to consider whether to approve the minutes as a correct record of the meeting held on 8<sup>th</sup> July 2019.
- The Committee is reminded that only those members of the Committee present at the previous meeting should vote and, in doing so, should be influenced only by seeking to ensure that the minutes are an accurate record.
- 6      **Decisions of the Cabinet**  
To consider any decisions made by the Cabinet at its last meeting that have been called-in.
- 7      **Chairman's Announcements**  
To receive any announcements that the Chairman of Scrutiny Committee may wish to make.
- 8      **Leaders Annual Report** *(Pages 9 - 40)*  
To receive the Leaders Annual Report providing Members with an update on performance against the corporate plan and local service targets for 2018-2019.
- 9      **Community Safety Partnership Annual Report** *(Pages 41 - 52)*  
To consider a report of the Group Manager for Public Health and Regulatory Services providing the Committee with a progress report of the Community Safety Partnership.
- 10     **Whistleblowing 6 month update**  
To receive the update from the Group Manager for Performance, Governance and Data Security that there had been no whistleblowing instances in the previous 12 months.
- 11     **Establishment 6 Month Update** *(Pages 53 - 62)*  
To receive an update report from the Group Manager for Human Resources on the Establishment.
- 12     **Review of Customer Experience** *(Pages 63 - 64)*  
To receive a proposal from the Chairman to establish a Working Group to review the customer experience.
- The Committee to define and agree the scope of the Working Group and agree the membership.
- 13     **Forward Plan** *(Pages 65 - 76)*  
Members are asked to consider any items within the Forward Plan that they may wish to bring forward for discussion at the next meeting.

**14 Identification of Items for Future Meetings**

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

Police representatives

Performance and Risk

GESP

Cost recovery & commercialisation in Growth, Economy & Delivery

S106 Governance Review

Cullompton Town Centre Masterplan Contract Procurement Process

Statement of Community Involvement Review 2018 – pre consultation

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

**Stephen Walford**

Chief Executive

Friday, 26 July 2019

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](mailto:coliphant@middevon.gov.uk)

Public Wi-Fi is available in all meeting rooms.

## MID DEVON DISTRICT COUNCIL

**MINUTES** of a **MEETING** of the **SCRUTINY COMMITTEE** held on 8 July 2019 at 2.15 pm

### **Present**

#### **Councillors**

F W Letch (Chairman)  
R J Chesterton, R Evans, Mrs I Hill,  
B A Moore, R L Stanley, Ms E J Wainwright,  
B G J Warren and A Wilce

### **Apologies**

#### **Councillor(s)**

Mrs C P Daw and B Holdman

### **Also Present**

#### **Officer(s):**

Andrew Jarrett (Deputy Chief Executive (S151)), Maria De Leburne (Solicitor), Alan Keates (Group Manager for ICT and GMS Services), Lisa Lewis (Group Manager for Business Transformation and Customer Engagement), Catherine Yandle (Group Manager for Performance, Governance and Data Security) and Carole Oliphant (Member Services Officer)

## **14 APOLOGIES AND SUBSTITUTE MEMBERS (00.00.46)**

Apologies were received from Cllr B Holdman and Cllr Mrs C P Daw

## **15 DECLARATIONS OF INTEREST UNDER THE CODE OF CONDUCT (00.01.10)**

There were no declarations made

## **16 PUBLIC QUESTION TIME (00.01.17)**

There were no members of the public present.

## **17 MEMBER FORUM (00.01.36)**

There were no issues raised under this item.

## **18 MINUTES OF THE PREVIOUS MEETING (00.01.42)**

The minutes of the meeting held on 10<sup>th</sup> June 2019 were approved as a correct record and **SIGNED** by the Chairman.

## **19 DECISIONS OF THE CABINET (00.01.48)**

The Committee **NOTED** that none of the decisions made by the Cabinet on 27<sup>th</sup> June 2019 had been called in.

20 **CHAIRMAN'S ANNOUNCEMENTS (00.01.57)**

The Chairman had no announcements to make.

21 **LEADER'S ANNUAL REPORT - ANNUAL REVIEW AGAINST THE CORPORATE PLAN FOR 2018/19 (00.02.07)**

The Committee had before it a \*report of the Chief Executive presenting the Annual review against the Corporate plan for 2018/2019.

Members questioned the absence of the Leader to present the report and **RESOLVED** that the item be deferred to a future meeting when the Leader could attend.

(Proposed by Cllr R J Chesterton and seconded by Cllr R Evans)

Note: \*report previously circulated and attached to the minutes

22 **REVENUE AND CAPITAL OUTTURN REPORT 2018-2019 (00.07.27)**

The Committee had before it and **NOTED** a \*report of the Deputy Chief Executive (S151) presenting the Revenue and Capital Outturn 2018/2019.

He gave an overview of the report and explained it was the overarching position and had been presented to the Policy Development Groups and the Cabinet.

He explained that the Council had maintained sufficient reserves and that the levels of reporting by the Finance team had been extremely accurate.

Note: \*report previously circulated and attached to the minutes

23 **UNIVERSAL CREDIT UPDATE (00.13.57)**

The Committee received an update from the Deputy Chief Executive (S151) on the roll out of Universal Credit across the district.

He explained that currently 1500 people were in receipt of Universal Credit across the district and this was expected to rise to 3500 when the roll out had been completed.

Cllr B G J Warren left the meeting at this point and did not take part in the following discussion.

Members discussed the effect of Universal Credit and stated that they were not receiving any complaints from the public about not being able to contact the Department of Work and Pensions. They had however noted that more people were contacting Citizens Advice and Churches Housing Action Team for advice.

Members agreed to invite Lee Tozer (DWP) Partnership Manager Greater Devon to host an evening Members briefing giving an overview of the roll out of Universal Credit.

Cllr B G J Warren returned to the meeting.

## 24 **CLIMATE CHANGE DECLARATION (00.28.24)**

Members discussed an appropriate response to the Climate Change Declaration adopted by Full Council on 26<sup>th</sup> June 2019 and agreed that the Scrutiny Committee should act as a catalyst for the Council to ensure that enough urgency was being focused on the issue.

The Chairman of the Audit Committee informed members that meetings had already begun with the internal audit team to free up officer time in the coming months to look specifically at the risks associated with the Council response. He confirmed that the internal audit programme was being investigated to see what could be added to support the Declaration.

The Deputy Chief Executive (S151) explained that as an immediate response to the Declaration all officer reports presented to members would detail a climate implication. He explained the Devon County Council (DCC) action plan and the monies which had already been put aside by DCC to establish a Net Zero Task Force and confirmed that MDDC officers would be involved. He confirmed that officers had been tasked with providing members with current baseline data. He stated that initial officer and members meetings were required and that whatever was agreed moving forward would be thought through and planned for.

The Chairman of the Environment PDG explained that he had called an informal meeting of the Group to discuss what could be done, the priorities involved and what was realistic. He stated that the PDG would be mindful of cost and officer time and he was keen that the Group produced something meaningful.

Members then discussed the lobbying which had taken place by members keen to be involved in the process which had been delegated to the Environment PDG. Some members felt that the current discussion was premature and that it should take place when the Environment PDG had devised a plan to move forward.

Members suggested that the Climate Change issue could be a topic for the next State of the District Debate. The Chairman agreed to suggest this as a topic with the Leader.

Members **AGREED** that the progress of achieving the Climate Change Declaration should be reported back to the Scrutiny Committee in 6 months' time.

(Proposed by Cllr B A Moore and seconded by Cllr B G J Warren)

## 25 **SCRUTINY PROPOSAL - INVESTIGATE DIGITAL INCLUSION AND DIGITAL TRANSFORMATION (00.46.15)**

The Committee had before it a \*Scrutiny Proposal form proposing that the Committee investigate digital Inclusion and digital transformation.

Members discussed the proposal and highlighted the following:

- New Expenses software

- Telephone line failures
- Different departments using different software
- Website appearance and usability
- CRM management systems
- The ability to remotely attend Member briefings via skype

In response to questions the Group Manager for Business Transformation and Customer Engagement explained to members that the recent telephone issues had been caused by an offsite failure in the telephone exchange and were out of the Council's control.

She explained that the current website had adopted the Government guidelines for Council websites and the format was the same used by a majority of Councils in the UK. She did however welcome any suggestions from members.

Discussing the proposal she stated that she had concerns about the current scope of the suggested plan working group and that she would welcome further discussions with members to define the specific areas to be investigated.

The Chairman confirmed that he would meet with the officer and define the scope of the working group before bringing it back for agreement at a future Scrutiny Committee meeting.

The Group Manager for ICT and GMS Services informed the Committee that new software was due to be installed which would enable members to remotely attend Member briefings and he would provide further details of the timings of the introduction of the service.

Note: \*Proposal form previously circulated and attached to the minutes

## 26 **FORWARD PLAN (01.00.32)**

Members discussed the Forward Plan.

Notes: \* Plan previously circulated, copy attached to minutes

## 27 **IDENTIFICATION OF ITEMS FOR FUTURE MEETINGS (01.01.22)**

The Committee **AGREED** that the Devon and Cornwall Police and Crime Commissioner be invited to attend a future meeting of the Scrutiny Committee to discuss policing levels in the district and High Street security.

(Proposed by the Chairman)

(The meeting ended at 3.21 pm)

**CHAIRMAN**



## SCRUTINY COMMITTEE 5 AUGUST 2019:

### ANNUAL REVIEW AGAINST THE CORPORATE PLAN FOR 2018/19

**Cabinet Member** Cllr Bob Deed  
**Responsible Officer** Chief Executive, Stephen Walford

**Reason for Report:** To provide Members with an update on performance against the corporate plan and local service targets for 2018/19.

**RECOMMENDATION:** That the Committee reviews the performance and feeds back any areas of concern to 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.

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

## 1.0 Introduction

1.1 The Current Corporate Plan covers the period from April 2016 until March 2020; it was approved by Cabinet at its meeting on 11 February 2016. This is the third Annual Report on progress against this plan.

1.2 Progress is monitored throughout the year by reporting against the declared Aims for each Priority identified.

## 2.0 Environment PDG – Appendix 1

### **Aim 1- Increase recycling and reduce the amount of waste**

2.1 The final result for the recycling rate for the year was just above target at 53.2% compared to 51.9% last year. MDDC do very well with our recycling rates, the English average for 2018/19 was 45%.

2.2 The residual waste is correspondingly better than target at 364.40Kg against the target of 378Kg and last year's final result of 381.4Kg per household. The English average for 2018/19 was 466.53Kg.

- 2.3 The performance regarding missed collections remains the same with recycling better than refuse, although both are very low, as is the target. The Service is just outside its target of annual cost of £45.31 per household for 2018/19 but has exceeded its target to reduce the cost of collection by at least 20% (from 2014/15 outturn) a year early. This is a fantastic result.
- 2.4 The number of households paying for the chargeable garden waste service exceeds the target of 9,500 customers.

### **Aim 2 – Reduce our carbon footprint**

- 2.5 From May 2018 all residual waste accepted at the Waste Transfer Station at Carlu Close was transported to Energy from Waste (EfW) plants. We also shared savings with DCC, from this and other measures, amounting to £250,000.
- 2.6 We installed heat pumps at Unit 10 Market Walk as part of the refurbishment. The number of public electric car charging points at the Leisure centres has been doubled; there are now 2 at each centre. Additional chargers are being installed as part of the Premier Inn project. Capital schemes for LED lighting are being identified.
- 2.7 The Environmental Strategy at Tiverton Pannier Market has initiatives targeting all three aims of the Environment strand of the Corporate Plan; the market has an aim of being a zero waste market.
- 2.8 On 29 August 2018 at Full Council a motion was carried whereby MDDC agreed to reduce or remove the use of single use plastic where practicable with a stated aim to add agreed actions as and when viable solutions are available.

### **Aim 3 – Protect the natural environment**

- 2.9 There have been 17 Fixed Penalty Notices (FPNs) issued so far this year with one offender having appeared in court resulting in a fine of £800 for non-payment of the FPN. All fly-tipping incidents are also being investigated, 166 in the last quarter.
- 2.10 As part of a new commitment to make the towns of Mid Devon safe and attractive for residents and visitors, the Council has prioritised the clearing of weeds in the centres of the three main towns in Mid Devon. Alongside the removal of weeds, their responsibilities include the clearing of litter and dog fouling.
- 2.11 The Local Plan Review has progressed significantly over the past year and has now completed its examination hearings and received initial feedback from the Inspector via a post examination hearing note. The plan provides for sustainable development up to 2033 and contains policies for the protection and enhancement of the natural as well as built environment.

### **3.0 Homes PDG – Appendix 2**

#### **Aim 1 – Build more council houses**

- 3.1 Birchen Lane (4 units) was completed in November 2018 and work continues on Palmerston Park which is due for handover of all 26 units in August 2019.
- 3.2 3 Rivers Developments, our wholly owned subsidiary, delivered its first development at Burlescombe. This was 6 units completed in March 2019.

#### **Aim 2 – Facilitate the housing growth that Mid Devon needs, including affordable housing**

- 3.3 Last year was very successful with both measures well above target. This year the same has been achieved with the Number of Affordable homes just above target and Bringing Empty homes into use well exceeding the annual target.
- 3.4 MDDC held its second Landlord Networking Event aimed at improving private rented accommodation on 19th September at the beautiful [Paschoe House](#). A total of 114 people attended and judging by the feedback received from the delegates and exhibitors, the event succeeded in delivering these aims.

#### **Aim 3 – Planning and enhancing the built environment**

- 3.5 Performance Planning Guarantee determined within 26 weeks was just below target for the year but all 4 speed and quality measures were well above the required target. These are all reported quarterly.
- 3.6 Local Plan update: The Inspector has confirmed he is content with the overall housing need figure for Mid Devon for the period to 2033 (7,860 in total, 393 per year). However, he has requested more information about projected housing supply to address a concern over sufficient housing in the early years of the plan, to ensure the Council has the required five year housing land supply.
- 3.7 In February 2018 MDDC was successful with two bids for infrastructure funding, under the Housing Infrastructure Fund, worth £18.2 million. The money, which is designed to unlock housing delivery, is split between two projects with firstly £10 million proposed to deliver or infrastructure funding under the Housing Infrastructure Fund, in Cullompton.
- 3.8 The other £8.2 million formed a second bid for Tiverton's Eastern Urban Extension. Phase one of the A361 junction work to create the southern side slip roads was completed by DCC in 2018/19; the funding will implement the second phase of the junction comprising an overbridge and northern side slip roads.
- 3.9 Work has now commenced on the first phase of residential development at Tiverton Eastern Urban Extension (EUE) and the first homes are now under

construction. This is a step forward for this strategic site which will ultimately deliver much of Tiverton's housing growth together with new employment, highway improvements and community facilities including a new primary school. Masterplanning of the south-eastern area of the site will commence shortly.

### **Other**

- 3.10 All measures are either on or above target except for Average days to re-let which was just outside the very challenging target of 14 days, this is a great result.
- 3.11 Whilst the target has not been quite reached our performance on voids has been so good that peers have asked how we have achieved this.
- 3.12 On 9 October 2018, the Housing Service hosted a regional meeting for TPAS, the Tenant Participation Advisory Service. The event was attended by 50 external attendees and four of our own involved tenants. Representatives from the Regulator for Social Housing and the Ministry of Housing, Communities and Local Government were also present. Three Officers and an involved tenant, David Taylor, gave a presentation about our approach to tenant involvement which was very well received.
- 3.13 Housing performance remains in the top quartile compared with HouseMark.

## **4.0 Economy PDG – Appendix 3**

### **Aim 1 - Attract new businesses to the District**

- 4.1 Demand for business space continues to be strong, particularly along the M5 corridor, with significant investment interest at sites in Cullompton and Willand. The Council has been working with landowners for all of the District's allocated employment sites to bring land forward for commercial development. We have also been facilitating discussions between land owners and businesses to support indigenous growth and inward investment, both at a local level and from around the world.
- 4.2 Corporate projects to provide incubator space for businesses and the Tiverton Town Centre Improvements are progressing.

### **Aim 2 - Focus on business retention and growth of existing businesses**

- 4.3 We record Businesses assisted which is above target; they have to be assisted for a minimum of an hour to be included in this figure. MDDC has also been instrumental in four successful bids for LEADER funding for Mid Devon businesses this year.

### **Aim 3 - Improve and regenerate our town centres with the aim of increasing footfall, dwell-time and spend in our town centres**

- 4.4 For Empty Shops, the vacancy rates in Tiverton and Cullompton have improved for the last quarter but Cullompton's have deteriorated being the only PI on the appendix showing as "red". The national average vacancy rate was 11.5% at the end of 2018.
- 4.5 Local Plan update: The Inspector has confirmed he is content with the Council's proposals for mixed tourism and shopping development at J27 and does not propose policy changes.

#### **Aim 4 - Grow the tourism sector**

- 4.6 The Electric Nights events for 2018/19 started with "Magical Midsummer Blues" on 2 June at Tiverton Pannier Market.
- 4.7 In partnership with the Tourist Information Service (TIS) and Tiverton Museum LEADER funding was secured for a Destination website – Visit Mid Devon. The project will create a central website for the promotion of leisure related activities to attract visitors to Mid Devon and inform residents of the range of local activities and attractions available to them. The website will be managed by the TIS and allow them to coordinate marketing efforts and maintain up to date information for Mid Devon in the future.

#### **Other**

- 4.8 Work is also either underway or commencing on masterplans for the regeneration of our town centres in Tiverton and Cullompton. A Cabinet decision has also been made to commission a masterplan for the regeneration of Cullompton town centre to commence in 2020/21.
- 4.9 Mid Devon District Council has submitted an Expression of Interest to the Government's Future High Streets Fund. If successful MDDC will be given the funds to develop a more detailed business proposal for the town as part of the second phase of the bidding process. This would complement the Masterplan work currently underway with regard to the town centre.

#### **5.0 Community PDG – Appendix 4**

##### **Aim 1- Work with local communities to encourage them to support themselves**

- 5.1 The Council continues to support key 3<sup>rd</sup> party organisations with strategic grants of around £75,000 per annum.

##### **Aim 2 – Work with Town and Parish Councils**

- 5.2 MDDC's Monitoring Officer provides training to parish and town councils on request and also attended a number of their meetings. She also receives regular requests for advice from parish clerks.

### **Aim 3 – Promote physical activity, health and wellbeing**

- 5.3 A total refurbishment of the fitness studio at Lords Meadow Leisure Centre costing £185,000 was completed, the official opening ceremony for the facility was on 10 January 2019. The decision to revamp the facility was approved by Cabinet on 25 October.
- 5.4 The first Trim Trail, in Amory Park Tiverton, has been completed.

#### **Other**

- 5.5 A record breaking number of food hygiene interventions have been carried out across Mid Devon this past year. The team at Mid Devon District Council carried out 1,291 food hygiene interventions in 2018/19 compared to a previous total of 554.
- 5.6 Digital inclusion work has commenced with the Web Accessibility legislation impact being assessed. This is because of an EU directive regarding new website accessibility requirements being introduced over the next 2 years.
- 5.7 During this year's National Democracy Week a ceremony was held to commemorate the suffrage movement and the passing of The Representation of the People Act 1918. The event, which was hosted by the Chairman of the Council, Peter Heal, centred on the planting of a tree in Tiverton's People's Park. The tree planting was led by the Council's oldest serving female member, Councillor Eileen Andrews, along with other female members who also took part in laying some soil.

### **6.0 Corporate – Appendix 5**

#### **Overarching priorities:**

- 6.1 At a meeting of Mid Devon District Council's full Council on 27 February 2019 Members set the budget for the financial year 2019/20 including the district precept for council tax. Next financial year the average Band D property will pay £203.84 to Mid Devon District Council, which is an increase of 2.99%.
- 6.2 Our collection rates remain very high with NNDR achieving target at 99.3% and council tax just below target at 97.8% (target 98.5%).
- 6.3 We also joined the Devon wide business rates retention pilot in 2018/19 which allowed us to keep an additional £230,000 rates.
- 6.4 FOI: The Response to FOI requests remains slightly below target despite reminders being sent to respondents. This is being actively monitored by Leadership Team and performance has been 100% since April 2019. The new performance reporting requirements contained in the Cabinet Office Code of Practice on FOI were published on our website for the first time as at September.

- 6.5 Progress is steady with Premier Inn since the partial demolition of the car park started. Our retail units at Market Walk were fully let out for Christmas 2018. However the occupancy rate has now fallen back below 100% with 2 units empty and notice given on another 2 with effect from September 2019.
- 6.6 In support of the National Apprenticeship Service and National Apprenticeship Week 2019, Mid Devon District Council now offers Upskilling Apprenticeships to its staff. We currently have 9 staff undergoing Upskilling Apprenticeships within our organisation and we've chosen to offer these as we recognise the return investment to our business, in terms of productivity, growth and overall success.
- 6.7 The cash collection project achieved the 1 December go live date and is predicted to save £20,000 a year. Some constituents have raised concerns with Councillors.
- 6.8 All senior officers at Mid Devon District Council have pledged their support to provide a safe place to be "out" at work. After working closely with the Devon County Collective LGBT+'s team the district's Chief Executive, Leadership Team and Group Managers recently got together to sign the declaration pledge of support.

## **7.0 Awards**

- 7.1 A CCTV supervisor working for Mid Devon District Council was praised by Devon & Cornwall Police for his part in bringing an offender to justice.
- 7.2 Mid Devon District Council was shortlisted for the LGC Award for Councils Driving Economic Growth. The award is for councils that are proactively driving growth; influencing and shaping the market, intervening as necessary and working collaboratively across boundaries and structures to enable and encourage growth.
- 7.3 An environmental health officer from Mid Devon District Council was shortlisted for a national award; the Commercial Team Lead Officer was recently shortlisted for the Chartered Institute of Environmental Health Excellence Awards 2018 in the category of Outstanding Environmental Health Professional. The award recognises an individual who has delivered a significant improvement to health, wellbeing and the environment.
- 7.4 Mid Devon District Council Land Charges team have again been shortlisted in the national Land Data awards for 2019, we were nominated in the Customer Satisfaction for Local Authority Searches and Best Performing National Land Information Service Level 3 Local Land Charges Department categories.

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

**Circulation of the Report:** Leadership Team and Cabinet Member

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## Corporate Plan PI Report Environment

Monthly report for 2018-2019  
Arranged by Aims  
Filtered by Aim: Priorities Environment  
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 Environment																		
Priorities: Environment																		
Aims: Increase recycling and reduce the amount of waste																		
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
<u>Residual household waste per household (measured in Kilograms) (figures have to be verified by DCC)</u>	381.40		378.00	32.30	64.15	92.52	119.90	154.32	182.68	213.14	241.11	270.86	306.74	335.05	364.40		Stuart Noyce	(April - March) There is a 4.46% decrease in the amount of residual waste collected compared to last year. Social media campaigns and publicity encouraging recycling and reuse has contributed towards the continued decline. (LD)
<u>% of Household Waste Reused, Recycled and Composted (figures have to be verified by DCC)</u>	51.9%		53.0%	54.3%	55.0%	56.5%	56.1%	54.5%	54.2%	54.2%	54.1%	53.5%	53.2%	52.9%	53.2%		Stuart Noyce	(March) Good increase in recycling rate from increased dry recycling and reduction total waste generated (SN)
<u>Net annual cost of waste service per household</u>	£49.91		£45.31	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	£45.55		Stuart Noyce	(2018 - 2019) A reduction of 16.28% since 2016/17 (LD)
<u>Number of Households on Chargeable Garden Waste</u>	9,386		9,500	9,613	9,848	9,912	9,953	9,978	10,034	9,967	9,837	9,688	9,712	9,753	9,904		Stuart Noyce	(March) 404 customers over the 9,500 customer target for the year (LD)
<u>% of missed collections reported (refuse and organic waste)</u>	0.04%		0.03%	0.02%	0.02%	0.03%	0.03%	0.03%	0.04%	0.04%	0.04%	0.04%	0.04%	0.04%	0.04%		Stuart Noyce	(March) Missed collections are over target for the year however the trend for the past 4 months is either on or under target reflecting a steady rate of continued improvement. (LD)
<u>% of Missed Collections logged (recycling)</u>	0.03%		0.03%	0.01%	0.01%	0.01%	0.01%	0.02%	0.02%	0.02%	0.02%	0.02%	0.02%	0.02%	0.02%		Stuart Noyce	(March) Close monitoring has ensured that missed collections for recycling are under target

**Corporate Plan PI Report Environment****Priorities: Environment****Aims: Increase recycling and reduce the amount of waste****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 Date	Group to Manager	Officer Notes
																		for the year. (LD)

**Aims: Protect the natural environment****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 Date	Group to Manager	Officer Notes
<u>Number of Fixed Penalty Notices (FPNs) Issued (Environment)</u>		49	N/A	3	4	7	8	9	11	12	12	12	13	15	17		Stuart Noyce	

Printed by: Catherine Yandle

SPAR.net

Print Date: 28 May 2019 17:22

## Corporate Plan PI Report Homes

Monthly report for 2018-2019  
Arranged by Aims  
Filtered by Aim: Priorities Homes  
For MDDC - Services

## Key to Performance Status:

Performance Indicators:

No Data

Well below  
target

Below target

On target

Above target

Well above  
target

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

## Corporate Plan PI Report Homes

## Priorities: Homes

## Aims: Build more council houses

## 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	Group Manager	Officer Notes
<u>Build Council Houses</u>	0		26	0	2	2	2	2	2	2	6	6	6	6	6	Angela Haigh	(March) Palmerston Park not yet complete (

## Aims: Facilitate the housing growth that Mid Devon needs, including affordable housing

## 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	Group Manager	Officer Notes
<u>Number of affordable homes delivered (gross)</u>	115		80	n/a	n/a	18	n/a	n/a	29	n/a	n/a	37	n/a	n/a	87	Angela Haigh	
<u>Deliver homes by bringing Empty Houses into use</u>	128		72	13	19	26	29	56	70	92	107	121	134	144	150	Simon Newcombe	

## 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	Gr Ma
<u>% Decent Council Homes</u>	100.0%		100.0%	99.8%	99.9%	99.7%	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	100.0%	100.0%	Ar Hä
<u>% Properties With a Valid Gas Safety Certificate</u>	99.69%		100.00%	99.69%	99.78%	99.73%	99.91%	99.91%	99.91%	99.87%	99.91%	100.00%	99.96%	100.00%	100.00%	Ar Hä
<u>Rent Collected as a Proportion of Rent Owed</u>	99.25%		100.00%	95.34%	96.76%	97.09%	97.68%	99.26%	99.59%	99.40%	98.61%	100.24%	99.90%	99.91%	100.18%	Ar Hä
<u>Current Tenant Arrears as a Proportion of Annual Rent Debit</u>	0.95%		1.00%	1.13%	1.17%	1.29%	1.34%	1.32%	1.31%	1.33%	1.51%	1.07%	1.31%	1.43%	0.79%	Ar Hä
<u>Dwelling rent lost due to voids</u>	0.5%		Target determined by Portfolio Holder for Housing	0.71%	0.67%	0.70%	0.65%	0.57%	0.55%	0.52%	0.50%	0.50%	0.51%	0.50%	0.50%	Ar Hä
<u>Average Days to Re-Let Local Authority Housing</u>	15.5days		14.0days	16.6days	15.9days	16.1days	15.6days	15.7days	15.5days	14.9days	14.5days	14.4days	14.4days	14.5days	14.3days	Ar Hä

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## Corporate Plan PI Report Economy

Monthly report for 2018-2019  
 Arranged by Aims  
 Filtered by Aim: Priorities Economy  
 For MDDC - Services

## Key to Performance Status:

Performance Indicators:

No Data

Well below target

Below target

On target

Above target

Well above target

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

## Corporate Plan PI Report Economy

## Priorities: Economy

## Aims: Attract new businesses to the District

## 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	Group Manager	Officer Notes
<u>Number of business rate accounts</u>	3,028		3,000	3,004	3,004	3,044	3,049	3,049	3,054	3,055	3,061	3,075	3,081	3,092	3,094	Andrew Jarrett, Fiona Wilkinson	

## Aims: Focus on business retention and growth of existing businesses

## 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	Group Manager	Officer Notes
<u>Businesses assisted</u>	261		250	25	50	78	102	122	139	172	201	204	218	243	268	Adrian Welsh	(March) 7 new businesses assisted 25 businesses assisted in total (MF)

## Aims: Improve and regenerate our town centres

## 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	Group Manager	Officer Notes
<u>Increase in Car Parking Vends</u>	47,790			49,410	51,507	51,931	53,629	53,627	51,547	52,273	51,821	50,589	45,893	43,525	49,695	Andrew Jarrett	
<u>The Number of Empty Shops (TIVERTON)</u>	21		18	n/a	n/a	22	n/a	n/a	21	n/a	n/a	20	n/a	n/a	18	Adrian Welsh	(Quarter 4) Vacancy rate is 7.7% (MF)
<u>The Number of Empty Shops (CREDITON)</u>	11		8	n/a	n/a	10	n/a	n/a	8	n/a	n/a	9	n/a	n/a	7	Adrian Welsh	(Quarter 4) Jan 2019 7 units representing 6.0% of total units (JB)
<u>The Number of Empty Shops (CULLOMPTON)</u>	8		8	n/a	n/a	6	n/a	n/a	7	n/a	n/a	9	n/a	n/a	11	Adrian Welsh	(Quarter 4) Vacancy rate is 12.9% (MF)

## 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	Group Manager	Officer Notes
<u>Funding awarded to support economic projects</u>	£35,899			n/a	n/a	£0	n/a	n/a	£160,395	n/a	n/a	£160,395	n/a	n/a	£186,223	Adrian Welsh	(Quarter 4) Within Q4 £16,208 LEADER funding to Crediton St. Boniface project , and £9,620 LEADER funding awarded to Mid Devon destination website. (MF)

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## 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	Group Manager	Officer Notes
<u>GP Referrals</u>	22			22	22	22	22	22	22	22	22	22	22	22	22	Corinne Parnall	(March) 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	Group Manager	Officer Notes
<u>Compliance with food safety law</u>	88%		90%	85%	85%	85%	85%	85%	86%	86%	87%	87%	88%	88%	88%	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

**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	Group Manager	Officer Notes
																	fewer such premises means the overall % compliance across the district is now lower. The higher risk premises are still performing as before and the number of food retail premises scoring 4 or 5 on Scores-on-door remain unaffected. (CY)



## Corporate Plan PI Report Corporate

Monthly report for 2018-2019  
 Arranged by Aims  
 Filtered by Aim: Priorities Delivering a Well-Managed Council  
 For MDDC - Services

## Key to Performance Status:

Performance Indicators:

No Data

Well below  
target

Below target

On target

Above target

Well above  
target

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

Corporate Plan PI Report Corporate																
Priorities: Delivering a Well-Managed Council																
Aims: Put customers first																
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	Comments
% of complaints resolved w/in timescales (10 days - 12 weeks)	92%		90%	94%	96%	89%	89%	90%	91%	93%	93%	94%	94%	94%	94%	Low Level
Number of Complaints	22			18	23	26	29	29	29	30	30	29	29	29	29	Low Level
New Performance Planning Guarantee determine within 26 weeks	99%		100%	n/a	n/a	100%	n/a	n/a	100%	n/a	n/a	99%	n/a	n/a	99%	Joint Council
Major applications determined within 13 weeks (over last 2 years)	83%		60%	n/a	n/a	86%	n/a	n/a	91%	n/a	n/a	86%	n/a	n/a	85%	Joint Council
Minor applications determined within 8 weeks (over last 2 years)	79%		65%	n/a	n/a	73%	n/a	n/a	75%	n/a	n/a	77%	n/a	n/a	78%	Joint Council
Major applications overturned at appeal (over last 2 years)	4%		10%	n/a	n/a	3%	n/a	n/a	3%	n/a	n/a	3%	n/a	n/a	3%	Joint Council
Minor applications overturned at appeal (over last 2 years)	0%		10%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a	0%	Joint Council
Response to FOI Requests (within 20 working days)	72%		100%	97%	98%	98%	98%	98%	97%	97%	96%	95%	95%	95%	95%	Council
Working Days Lost Due to Sickness Absence	8.82days		7.00days	0.64days	1.34days	2.17days	2.81days	3.49days	4.20days	4.86days	5.61days	6.36days	7.26days	7.85days	8.24days	Medium
Return on Commercial Portfolio	4.9%		7.0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	6.1%	Asset
% total Council tax collected - monthly	98.00%		98.50%	11.32%	20.63%	29.48%	38.51%	47.43%	56.33%	66.14%	75.22%	84.11%	93.09%	97.08%	97.79%	Asset
% total NNDR collected - monthly	99.22%		99.20%	12.15%	23.60%	32.20%	40.39%	47.45%	56.32%	64.83%	70.81%	76.36%	88.27%	97.60%	99.29%	Asset
Page 25																
Printed by: Catherine Yandle SPAR.net Print Date: 2025-03-20 15:00																

**Corporate Plan PI Report Corporate****Priorities: Delivering a Well-Managed Council****Aims: Put customers first****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	Gr M:
<u>Number of visitors per month</u>	2,517		2,750	2,172	2,351	2,323	2,393	2,341	2,338	2,360	2,315	2,152	2,068	1,970	1,923	Lik Le
<u>Satisfaction with front-line services</u>	97.14%		80.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	Lik Le

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SPAR.net

Print Date: 13

## Corporate Risk Management Report - Appendix 6

Report for 2019-2020

Filtered by Flag: Include: \* Corporate Risk Register

For MDDC - Services

Filtered by Performance Status: Exclude Risk Status: Low

Not Including Risk Child Projects records, Including Mitigating Action records

### Key to Performance Status:

Mitigating Action:	Milestone Missed	Behind schedule	On / ahead of schedule	Completed and evaluated	No Data available
Risks:	No Data (0+)	High (15+)	Medium (6+)	Low (1+)	

## Corporate Risk Management Report - Appendix 6

**Risk: Absence of Key Staff** Loss of key staff from service (either temporary or permanent) could result in being unable to meet statutory duties and administer an election

**Service: Elections and Electoral Registration**

**Mitigating Action records**

No Mitigating Action records found.

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Jill May**

**Review Note:** contingency plans - AEA and Devon Group partnership working (could borrow staff)

### **Risk: Corp RA - Recycling Income**

Reduction in material income levels due to market forces meaning income less than budget.

**Service: Street Scene Services**

**Mitigating Action records**

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
Completed and evaluated	Joint contract with Devon County Council - paper/glass/textiles	Security of contract covering all authorities. The contract is monitored by DCC, consultation takes place with all districts to ensure it fits requirements.	Lorraine Durrant	11/03/2019	11/03/2019	Fully effective(1)
On / ahead of schedule	Joint Purchasing with Exeter City Council	ECC broker ensures best price for	Lorraine Durrant	11/03/2019	11/03/2019	Satisfactory (2)

## Corporate Risk Management Report - Appendix 6

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
		plastic,cans and cardboard for both authorities using 'spot market'.				
On / ahead of schedule	Monitoring procedures in place to ensure quality of product.	To ensure standard of product sent for sale is at an acceptable level ; keeping rejects to a minimum.	Stuart Noyce	11/03/2019	11/03/2019	Satisfactory (2)
On / ahead of schedule	Monthly monitoring of income	Monthly monitoring of income and comparison to previous year for each material stream will identify any price fluctuations.	Lorraine Durrant	11/03/2019	11/03/2019	Satisfactory (2)
<b>Current Status: Medium (12)</b>		<b>Current Risk Severity: 4 - High</b>		<b>Current Risk Likelihood: 3 - Medium</b>		

**Service Manager: Stuart Noyce**

**Review Note:** Prices seem to have stabilised; a possible effect of Brexit.

### Risk: Culm Garden Village

Financial risk as costs are being incurred already and these would be unbudgeted.

**Service: Planning**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
On / ahead of schedule	Further bids for capacity funding		Jenny Clifford	29/03/2019	29/03/2019	Satisfactory(2)
<b>Current Status: Medium (10)</b>		<b>Current Risk Severity: 5 - Very High</b>		<b>Current Risk Likelihood: 2 - Low</b>		

**Service Manager: Jo Nacey**

**Review Note:** £300,000 awarded for 18/19. Likelihood score adjusted accordingly. Recommend further risk review autumn 19 when more will be known on the Government's on-going position.

## Corporate Risk Management Report - Appendix 6

**Risk: Cyber Security** Inadequate Cyber Security could lead to breaches of confidential information, damaged or corrupted data and ultimately Denial of Service. If the Council fails to have an effective ICT security strategy in place.

Risk of monetary penalties and fines, and legal action by affected parties

**Service: I C T**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
Completed and evaluated	Email and Protective DNS	ICT have applied the all levels of the government secure email policy, which ensures secure email exchange with government agencies operating at OFFICIAL. PSN DNS has been configured at the Internet gateway, which ensures the validity of websites and blocks known sites.	Alan Keates	06/06/2019	06/06/2019	Fully effective (1)
Completed and evaluated	Information Security Policy in place, with update training	Information Security Policy reviewed. LMS (online policy system) included in induction.	Catherine Yandle	22/10/2015	06/06/2019	Fully effective (1)
On / ahead of schedule	Regular user awareness training	Staff and Member updates help to reduce the risk	Alan Keates	03/01/2019	06/06/2019	Satisfactory (2)
Completed and evaluated	Technical controls in place	Required to maintain Public Sector Network certification	Alan Keates	03/01/2019	06/06/2019	Fully effective (1)

**Current Status: High (20)**

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

**Current Risk Likelihood: 4 - High**

**Service Manager: Alan Keates**

**Review Note:** ICT have applied the all levels of the government secure email policy, which ensures secure email exchange with government agencies operating at OFFICIAL. PSN DNS has been configured at the Internet gateway, which ensures the validity of websites and blocks known sites.

**Risk: Funding** Insufficient resources to deliver growth aspirations of Corporate Plan.

## Corporate Risk Management Report - Appendix 6

**Service: Growth, Economy and Development**

### Mitigating Action records

No Mitigating Action records found.

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Adrian Welsh**

**Review Note:** Multiple work streams requiring staff resource and wide skill set, lack of success to lever in funding to deliver growth and associated infrastructure.

Consequence: Failure to realise growth aspirations, hampers economic growth, insufficient housing to meet needs, lack of progress on strategic sites, failure to secure business rate growth, Garden Village project does not happen or does not meet GV quality aspirations.

Mitigation: Prioritisation of staff resource, bids and expression of interest submissions to suitable Government funding streams to deliver infrastructure, unlock sites and cover costs of staff resource, effective utilisation of s106 monies, develop collaborative and partnership working

**Risk: GDPR compliance** That the Council cannot demonstrate that we are compliant with GDPR requirements.

**Service: Governance**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
On / ahead of schedule	IDOX Records Handling Plan	To utilize IDOX bulk data handling tool across the Council services using Uniform	Catherine Yandle	01/03/2019	28/03/2019	Poor - action required(3)
On / ahead of schedule	Records Management Action Plan	To improve identified issues with records management	Catherine Yandle	15/06/2018	28/03/2019	Satisfactory (2)
Current Status: Medium (10)		Current Risk Severity: 5 - Very High			Current Risk Likelihood: 2 - Low	
Service Manager: Catherine Yandle						
Review Note: Other work continues. Report to LT due in June on position one year on.						

**Risk: Health and Safety** Inadequate Health and Safety Policies or Risk Assessments and decision-making could lead to Mid Devon failing to mitigate serious health and safety issues

**Service: Human Resources**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
No Data available	Risk Assessments	Review risk assessments and procedures to ensure that we have robust	Paul N Williams	28/05/2013	15/11/2018	No Score(0)

## Corporate Risk Management Report - Appendix 6

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
		arrangements in place.  In progress ready for September reports.				

**Current Status: Medium (10)**

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

**Current Risk Likelihood: 2 - Low**

**Service Manager: Michael Lowe**

**Review Note:** Whilst there is an improvement in procedures the safety reviews carried out still show further work is required in implementing these into the work place

**Risk: Homelessness** Insufficient resources to support an increased homeless population could result in failure to meet statutory duty to provide advice and assistance to anyone who is homeless.

### Service: Housing Services

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
Completed and evaluated	Computer System	New ICT system for recording homelessness data procured.	Claire Fry	05/09/2017	13/05/2019	Fully effective (1)
Completed and evaluated	Staff Support	Officers are trained and knowledgeable and the structure of Housing Options team to be reviewed to build resilience.  Homelessness strategy to be reviewed early 2018.	Claire Fry	22/06/2017	13/05/2019	Fully effective (1)

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Claire Fry**

**Review Note:** The risk assessment remains the same, levels of workload remain challenging but grant funding has been awarded by MHCLG to the Council and we are currently working up proposals to extend work with rough sleepers.

**Risk: Information Security** Inadequate data protection could lead to breaches of confidential information and ultimately enforcement action by the ICO.

### Service: Governance



## Corporate Risk Management Report - Appendix 6

### Mitigating Action records

No Mitigating Action records found.

**Current Status: High (15)**

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

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Catherine Yandle**

**Review Note:** The Council has an up to date DP policy and training which is mandatory for all Members and staff.

Incidents are monitored and identified weaknesses and training needs remedied.

**Risk: Localism Act - Community Right to Buy / Challenge** Transference of services to the community could enable the Council to identify cost savings

**Service: Financial Services**

### Mitigating Action records

No Mitigating Action records found.

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Jo Nacey**

**Review Note:** This continues to be an opportunity rather than a risk and should be analysed as part of capital asset management on a case by case basis.

**Risk: Overall Funding Availability** Changes to Revenue Support Grant, Business Rates, New Homes Bonus and other funding streams in order to finance ongoing expenditure needs.

**Service: Financial Services**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
On / ahead of schedule	Engaging in commercial activities		Jo Nacey	28/09/2017	10/05/2019	Satisfactory(2)
Completed and evaluated	Medium term planning		Jo Nacey	28/09/2017	10/05/2019	Fully effective (1)
On / ahead of schedule	We continue to work with managers to reduce costs and explore new income streams		Jo Nacey	07/02/2019	10/05/2019	Satisfactory(2)

**Current Status: High (15)**

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

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Jo Nacey**

**Review Note:** Although the funding streams from Central Government are receding, the Council continues to lobby for Fair funding through the review and also explores other ways of creating and enhancing income streams.



## Corporate Risk Management Report - Appendix 6

**Risk: Partnership with North Devon** Partnership arrangement with North Devon fails and Building Control has to be brought back in house.

**Service: Building Control**

**Mitigating Action records**

No Mitigating Action records found.

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: None**

**Review Note:** Ensure marketing plan is implemented performance monitoring of surveyors.

**Risk: Poor Performance of New vehicle supply and maintenance contract** That the service provision is not as expected and causes disruption to front line services or additional expense

**Service: Street Scene Services**

**Mitigating Action records**

No Mitigating Action records found.

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Stuart Noyce**

**Review Note:** PI's to be monitored quarterly. Close monitoring of weekly activity plan including finances. SLA's with contractor and suppliers.

**Risk: Reduced Funding - Budget Cuts** We are subject to continuing budget reductions. If we concentrate on short term cost savings, it may increase long term impact of decisions

**Service: Financial Services**

**Mitigating Action records**

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
On / ahead of schedule	Business Plans	Service Business Plans are reviewed each financial year with suggestions for revised performance targets based on budget to be agreed by Cabinet Member and PDG.	Jo Nacey	28/05/2013	07/06/2019	No Score(0)
On / ahead of schedule	Identify Efficiencies	Taking proactive steps to increase income and reduce expenditure through efficiencies, vacancies that arise and delivering	Andrew Jarrett	28/05/2013	07/06/2019	No Score(0)

## Corporate Risk Management Report - Appendix 6

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
		services in a different way.				
On / ahead of schedule	Reserves	Cabinet have taken the decision to recommend a minimum general reserve balance of 25% of Net annual budget.	Andrew Jarrett	28/05/2013	07/06/2019	No Score(0)
On / ahead of schedule	Set Budget	Each year as part of the budget setting process, members are consulted via PDGs in time to evaluate savings proposals, ahead of the November draft budget.	Andrew Jarrett	28/05/2013	07/06/2019	No Score(0)
<b>Current Status: High (20)</b>		<b>Current Risk Severity: 5 - Very High</b>		<b>Current Risk Likelihood: 4 - High</b>		

Service Manager: Jo Nacey

### Review Note:

### Risk: Reduction in Garden Waste Customers Loss of income; reduction in recycling rate

Service: Street Scene Services

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
No Data available	Reminder to renew correspondence	To maintain the existing customer base	Lorraine Durrant	06/06/2019	06/06/2019	No Score (0)
No Data available	Social media campaigns & publicity	To ensure that information about the garden waste service reaches as many residents as possible	Lorraine Durrant	06/06/2019	06/06/2019	No Score (0)
<b>Current Status: Medium (12)</b>		<b>Current Risk Severity: 4 - High</b>		<b>Current Risk Likelihood: 3 - Medium</b>		

Service Manager: Stuart Noyce

### Review Note:

## Corporate Risk Management Report - Appendix 6

**Risk: Reputational damage - social media** impact of reputational damage through social media is a significant risk that warrants inclusion on the Authority's risk register.

**Service: Communications**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
No Data available	Monitoring social media	Two members of the communications team monitor the main corporate social media accounts on a rota basis. Alerts are also set up so the team receives notification of comments and can respond as appropriate. This is monitored in office hours only and the team does not provide 24 hour monitoring or a call out function. The Comms Team also works with other local authorities and takes part in social media training with other local authorities as the opportunities arise budgets permitting.	Jane Lewis	05/06/2019	05/06/2019	Satisfactory (2)

**Current Status: Medium (10)**

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

**Current Risk Likelihood: 2 - Low**

**Service Manager: Jane Lewis**

**Review Note:**

**Risk: Reputational re Council Housing Stock** Failure in handling a disaster/mistake properly

**Service: Housing Services**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
Completed and evaluated	Proactive Working	Dynamic system of fire risk assessment being adopted to minimise risk of a disaster. Tenancy Home Checks enable us to identify issues in homes; and communal inspections and Neighbourhood Walkabouts enable us to identify issues in	Claire Fry	05/09/2017	13/05/2019	Fully effective (1)

## Corporate Risk Management Report - Appendix 6

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
		communal areas which could result in a disaster.				
Completed and evaluated	Staff Support	Trained staff who are knowledgeable and have a comprehensive suite of housing related policy and procedures in place. These include procedures in case of disaster.	Claire Fry	05/09/2017	13/05/2019	Fully effective (1)

**Current Status: Medium (10)**

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

**Current Risk Likelihood: 2 - Low**

**Service Manager: Claire Fry**

**Review Note:** Risk assessment remains the same. We are monitoring this area of work closely due to the fact that there is a vacancy in the Estates Team. Once recruited we will give the new officer appropriate training and support. In the meantime, other members of the team are covering the workload which includes management of health safety of on our estates.

**Risk: S106 Agreement** Inability of the legacy systems to provide a full overview of the 'trigger points' for all of the s106 agreements

**Service: Planning**

### Mitigating Action records

No Mitigating Action records found.

**Current Status: Medium (10)**

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

**Current Risk Likelihood: 2 - Low**

**Service Manager: Jenny Clifford**

**Review Note:** S106 requirements have been comprehensively databased and reconciled against financial system allowing for more accuracy and confidence in monitoring

**Risk: Software failure** loss of electoral register and election information

**Service: Elections and Electoral Registration**

### Mitigating Action records

No Mitigating Action records found.

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Jill May**

**Review Note:**

**Risk: SPV Disclosure requirements - 3 Rivers** Failing to maintain the balance between commercial sensitivity and the transparency and openness requirements of a wholly owned entity.

**Service: Financial Services**

## Corporate Risk Management Report - Appendix 6

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
On / ahead of schedule	Employed services of Ichabod	We can refer technical matters regarding group accounts etc. to our retained technical advisor. This is a cost effective way of receiving technical updates	Jo Nacey	02/01/2018	07/06/2019	No Score(0)
Current Status: Medium (12)		Current Risk Severity: 4 - High		Current Risk Likelihood: 3 - Medium		
Service Manager: Jo Nacey						
Review Note:						

**Risk: SPV Governance Arrangements - 3 Rivers** Not being able to demonstrate robust challenge and decision-making.

**Service: Governance**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
On / ahead of schedule	Openness and Transparency	Regular reports to Cabinet in open session where possible.	Catherine Yandle	20/05/2019	20/05/2019	Satisfactory(2)
Current Status: Medium (10)		Current Risk Severity: 5 - Very High			Current Risk Likelihood: 2 - Low	
Service Manager: Catherine Yandle						
Review Note: Directors of 3 rivers are aware of the importance of openness. Regular briefings for all Councillors by S151 Officer.						

**Risk: SPV Loan Recoverability - 3 Rivers** 3 Rivers are unable to service and repay the loan from MDDC, this will depend on Economic factors and their success in the marketplace commercially.

**Service: Financial Services**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
On / ahead of schedule	Regular monitoring	The Board of 3 Rivers deliver a half yearly report to the Cabinet which provides an update on their	Jo Nacey	30/05/2019	07/06/2019	No Score(0)

## Corporate Risk Management Report - Appendix 6

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
		delivery against their business plan. We charge interest to them at a commercial rate in order to maintain an "arms-length" relationship and the interest provides some mitigation to the outstanding principal.				
Current Status: High (15)		Current Risk Severity: 5 - Very High		Current Risk Likelihood: 3 - Medium		
Service Manager: Jo Nacey						
Review Note:						

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# Risk Matrix Strategic

## Report

Filtered by Prefix: Exclude Risk Prefix: OP, EV  
For MDDC - Services  
Current settings

<b>Risk Likelihood</b>	<b>5 - Very High</b>	<b>No Risks</b>	<b>No Risks</b>	<b>No Risks</b>	<b>No Risks</b>	<b>No Risks</b>
	<b>4 - High</b>	<b>No Risks</b>	<b>2 Risks</b>	<b>No Risks</b>	<b>No Risks</b>	<b>2 Risks</b>
	<b>3 - Medium</b>	<b>No Risks</b>	<b>1 Risk</b>	<b>8 Risks</b>	<b>10 Risks</b>	<b>3 Risks</b>
	<b>2 - Low</b>	<b>No Risks</b>	<b>4 Risks</b>	<b>12 Risks</b>	<b>11 Risks</b>	<b>7 Risks</b>
	<b>1 - Very Low</b>	<b>No Risks</b>	<b>No Risks</b>	<b>3 Risks</b>	<b>3 Risks</b>	<b>8 Risks</b>
		<b>1 - Very Low</b>	<b>2 - Low</b>	<b>3 - Medium</b>	<b>4 - High</b>	<b>5 - Very High</b>
		<b>Risk Severity</b>				

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## SCRUTINY COMMITTEE 5 AUGUST 2019

### COMMUNITY SAFETY PARTNERSHIP ANNUAL REPORT 2018-19

**Cabinet Member(s):** Cllr Dennis Knowles, Community Well Being  
**Responsible Officer:** Simon Newcombe, Group Manager for Public Health and Regulatory Services

**Reason for Report:** To ensure Scrutiny has oversight of the Community Safety Partnership (CSP) and has the opportunity to review the activities of the partnership during 2018-19.

**RECOMMENDATION:** To note the progress of the Community Safety Partnership (CSP) in delivering activities against the partnerships priorities and action plan for 2018-19.

**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. The majority of funding for the Partnership is provided by external grant and a summary of this is outlined in Section 4.0 of the report and in detail against project expenditure in Annex 2.

The CSP are legally responsible for the delivery of Domestic Homicide Reviews (DHR) under the Domestic Violence, Crime and Victims Act 2004. Until 2017, this activity was absorbed at County level without any direct financial contribution by local CSPs. They will continue to be coordinated and delivered on a county basis through the Safer Devon Partnership, however all CSPs agreed to contribute up to £2,000 of their grant in 2018-19 towards the cost of undertaking these reviews and a similar arrangement is continuing in 2019-20. Further details of this are also provided in Section 4.0 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 community safety partnership for the purposes of reducing crime and disorder. The 1998 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 partnership in respect of failing to meet statutory duties.

**Equality Impact Assessment:** All CSP Plans from 2018 onwards include an EIA for consideration before adoption and implementation. Accordingly, any equality considerations arising from the plan approach were agreed at the time the plan was most recently updated and approved (November 2018).

**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 the priority of Community. The CSP works

directly with the wider community, youth groups and local partners to ensure the district is a safe place to live, work and visit.

**Impact on Climate Change:** None direct arising from the report. The partnership undertakes the majority of its work remotely through electronic communications which limits officer travel and physical meetings.

## 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 & Disorder Act 1998 and is a multi-agency group working together to reduce crime and disorder.
- 1.2 The Police and Justice Act 2006 requires the local authority to put in place a method of scrutinising the manner in which the partnership functions. Every local authority must have in place a committee with the power to review and scrutinise the actions of the CSP and make recommendations about how it functions. The East and Mid Devon CSP is scrutinised through each Councils Scrutiny Committee and this report forms part of that annual oversight.
- 1.3 Based on this responsibility, the principal purpose of this report is for the Scrutiny Committee to look back at the activities that have been undertaken by the partnership in 2018-19 and review these against the action plan.
- 1.4 The formal operating structure of the partnership was reviewed in 2018 due to a number of personnel changes and the requirement to adopt a new three-year action plan. The role of chairing the partnership can be met by any of the statutory partners within the partnership and most recently this function has been carried out by the Police service and is now held by East Devon District Council.
- 1.5 The statutory CSP partners are:
  - Devon and Cornwall Police
  - Devon County Council
  - Devon and Somerset Fire and Rescue Service
  - Probation Service
  - East Devon District Council
  - Mid Devon District Council
  - NHS Devon Clinical Commissioning Group
- 1.6 The Terms of Reference, frequency of meetings, wider membership of the steering group and the position of chair were all updated as part of the 2018 review in order to reinvigorate the partnership and its action plan for 2018-21 (more in section 2.0).
- 1.7 As a result, 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. This was formally agreed at the CSP meeting held on the 11 October 2018.

## 2.0 Priority Areas

2.1 The partnership considered the latest Devon Strategic Assessment (DSA) and a public/multi-agency consultation workshop was held on 26 July 2018. This was 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 DSA provided for all Devon Districts and overseen by the Safer Devon Partnership applied a 'MoRiLE' approach (Management of Risk in Law Enforcement) in order to assess threat risk and harm. With input from key stakeholders across the County, including at the workshop discussed above, a consensus was reached and the DSA published in autumn 2018 (see Annex 1). It looks at 37 crime and disorder areas that 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
- Terrorist incident (including radicalisation and extremism)

Moderate level threats are:

- Anti-social Behaviour (ASB) & Criminal Damage
- Child sexual abuse (familial)
- Fraud (including counterfeit goods and cyber-crime)
- Road Traffic (fatal and serious)
- Rape (adults – non domestic abuse)
- Hate Crime

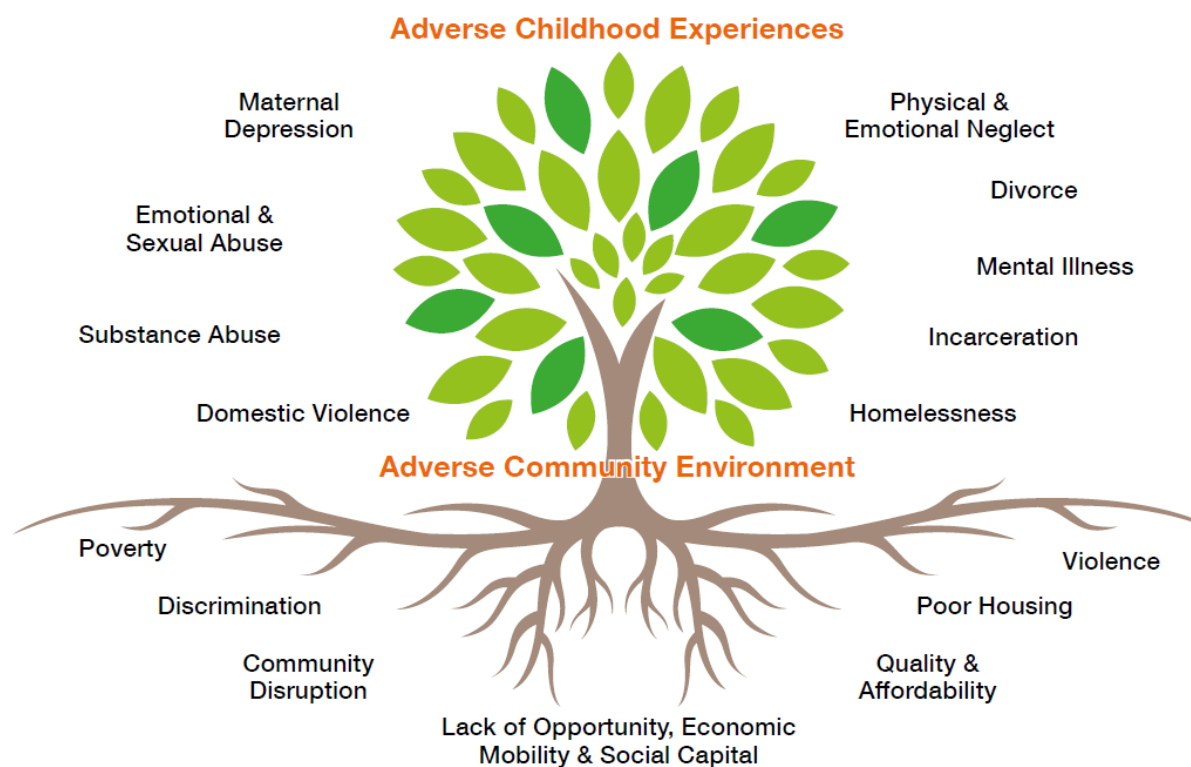
2.4 With respect to County Lines, the DSA indicates that Devon has the greatest level of activity in the Peninsula. Activity has been recorded in Exeter, Axminster, Barnstaple, Bideford, Newton Abbot, Okehampton, Ilfracombe, Exmouth, and **Tiverton**.

2.5 There are strong links between County Lines activity and some forms of Child Exploitation. Intelligence sharing between all agencies within and alongside the CSP is considered particularly important so that targeted action can be taken.

- 2.6 Across this CSP area, Domestic Abuse crimes increased 17% in 2018 and there is known under reporting. This impacts across all ages including younger people and families (leading to an increase in child protection plans) and older people. There are also clear links between Domestic Abuse and Adverse Childhood Experiences (ACEs – more below) and psychological impacts. Females are significantly more likely to have experienced domestic sexual assault.
- 2.7 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. With the exception therefore of ASB, other moderate level issues and all lower level matters such as arson and acquisitive crime are not main CSP priorities.
- 2.8 The three broad areas of focus for the Mid and East CSP as set out in 2.1 consequently reflect the particular priorities and concerns in our area within the current action plan for 2018-21. As a result, the activities delivered by the partnership as set out in Annex 2 during 2018-19 were focussed accordingly. These priorities will continue to be reviewed on an annual basis and may be adjusted.
- 2.9 The CSP is part of a broader ‘public health approach’ including policing focussed on dealing with these issues. Such an approach often means looking at ‘the causes of the causes’ behind the particular problem or illness to understand what is driving it – the so called ‘social determinants’ or ‘structural factors’.
- 2.10 In considering these social determinants, there is ultimately a broader responsibility beyond that of the CSP, for example in our wider housing and regulatory services as a district council, at County and Policing level and Social Care and NHS services, to consider what influences circumstances such as housing, education, indebtedness and income that underpin people’s lives and make them more or less likely to:
- experience criminal victimisation
  - have poor health outcomes,
  - have less access to health services, and die prematurely
  - have contact with the police and other services; and
  - enter the criminal justice system.
- 2.11 Public health approaches start from the principle that prevention is better (and usually cheaper) than a cure. A three-tier approach is often used as set out below. Our wider services and interventions are often focussed on the primary tier and link to the work of the CSP at the secondary and tertiary level.
- primary prevention (preventing the problem in the first place)
  - secondary prevention (intervening early when the problem starts to emerge)
  - tertiary prevention (making sure an on-going problem is well managed to avoid crises and reduce impacts)

### 3.0 **Adverse Childhood Experiences (ACEs)**

- 3.1 In the context of prevention, the impact of childhood adversity is both a public health and policing issue and provides a good example of common ground. The impact of adversity in childhood has been described in an 'ACE Model' setting out specific traumatic events occurring before the age of 18 which, given high or frequent exposure can lead to toxic stress, which itself is associated with impacts including negatively altered brain development.
- 3.2 It is important to note that the evidence base around ACEs is still emerging. So, whilst the link between ACEs and issues/crime later in life are clearly made, ACEs are not definitively predictive in any one individual and may not cover the whole picture of risk and resilience.
- 3.3 Preventing ACEs should be seen within the wider context of tackling inequalities within society. While ACEs are found across the population, there is more risk of experiencing ACEs in areas of higher deprivation and/or isolation. Adverse Childhood Experiences are therefore often described alongside Adverse Community Environments as a 'pair of ACEs'.



#### 4.0 Partnership Funding and Domestic Homicide Reviews (DHRs)

- 4.1 In the financial year 2018-19 the Community Safety Partnership was awarded a £25,000 grant from the Office of the Police and Crime Commissioner (OPCC) via the Safer Devon Partnership. This was split equally between East and Mid Devon (£12,500 each). A £2,000 overall contribution from the CSP towards the costs associated with Domestic Homicide Reviews (DHRs) was

'top sliced', resulting in Mid Devon and East Devon each receiving a grant of £11,500 for that financial year.

- 4.2 The grant funding is conditional on the partnership having an agreed spending plan with the OPCC which is aligned to the priorities of the partnership.
- 4.3 In accordance with the funding agreement, the grant for 2018-19 was spent on the activities detailed in Annex 2.
- 4.4 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.
- 4.5 All Devon Districts have recently signed up to an updated Memorandum of Agreement to support DCC in on-going delivery of DHRs. This includes an agreement for Partners to continue to make an annual contribution, which will be reviewed annually. This agreement is including other statutory partners, so lessening the financial impact on district authorities. This has resulted in the annual CSP contribution dropping to £1,375 for the current financial year. Whilst DHRs 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.
- 4.6 In addition to the OPCC grant as set out above, MDCC 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, outlined in Annex 2 for 2018-19.
- 4.7.1 A new spending plan for 2019-20 against a total OPCC grant of £12,500 for Mid Devon (net £11,813 with £687 - half of the CSP £1,375 DHR contribution - being passed to County) has just been agreed by the CSP. This will continue to focus on those priority areas identified in the overarching 2018-21 plan and as set out above.

## 5.0 **Activities and Outcomes for 2018-19**

- 5.1 Annex 2 provides details of the projects funded during the year and the resulting outputs and outcomes.
- 5.2 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:** Simon Newcombe, Group Manager for Public Health and Regulatory Services Tel. 01884 244615 or [snewcombe@middevon.gov.uk](mailto:snewcombe@middevon.gov.uk) or Julia Ryder, Specialist Lead - Community Safety & Emergency Planning, Tel: 01884 234996 or [jryder@middevon.gov.uk](mailto:jryder@middevon.gov.uk) or

**Circulation of the Report:**

Cabinet member for Community Well Being – Cllr Dennis Knowles  
Leadership Team  
Members of Scrutiny Committee  
Financial Services  
Legal Services

**List of Background Papers:**

Community Safety Plan for 2018-21 available at  
<https://www.middevon.gov.uk/residents/community-safety/>

Public Health England/College of Policing – *Public health approaches in policy. A discussion paper* (PHE 2019) available at  
<https://www.college.police.uk/What-we-do/Support/uniformed-policing-faculty/Documents/Public%20Health%20Approaches.pdf>

# Annex 1 Summary of MoRiLE Risk Assessment for Devon

Summary of MoRiLE Risk Assessment for Devon shown in rank order of our highest scoring risk and threats:

Thematic Area	IMPACT			LIKELIHOOD			CONFIDENCE	ORGANISATIONAL POSITION	Final RA
	Physical	Psychological	Community	Frequency	Trend	Forecast	Intelligence Assessment	Ability to Mitigate	
County Lines/Dangerous Drugs Networks	Critical	Severe	Critical	Weekly	>10% increase	>10% increase	10-25%	Very limited ability	High
Child Sexual Exploitation	Moderate	Severe	Critical	Weekly	>10% increase	>10% increase	10-25%	Very limited ability	High
Domestic Abuse (incl. Sexual Violence)	Moderate	Severe	Substantial	Weekly	>10% increase	>10% increase	25-50%	Very limited ability	High
Problem drinkers	Substantial	Severe	Moderate	Weekly	<10% increase	<10% increase	50-75%	Very limited ability	High
Problem drug use	Substantial	Severe	Moderate	Weekly	<10% decrease	<10% increase	50-75%	Very limited ability	High
Modern Slavery	Substantial	Severe	Moderate	Six Months	Same	Same	10-25%	Very limited ability	High
Terrorist incident	Catastrophic	Severe	Catastrophic	Five Years	Same	Same	25-50%	Partial ability	High
Fraud (incl. Counterfeit Goods)	Low	Moderate	Substantial	Weekly	>10% increase	<10% increase	25-50%	Limited ability	Moderate
Child Sexual Abuse - Familial	Substantial	Severe	Substantial	Weekly	>10% increase	>10% increase	10-25%	Very limited ability	Moderate
RTC - fatal & serious	Substantial	Moderate	Substantial	Weekly	>10% increase	>10% increase	>90%	Limited ability	Moderate
Rape (Adults: non-Domestic Abuse)	Substantial	Severe	Moderate	Weekly	>10% increase	>10% increase	50-75%	Very limited ability	Moderate
Anti-social behaviour	None/Negligible	Moderate	Substantial	Weekly	<10% decrease	<10% increase	50-75%	Very limited ability	Moderate
Hate crime	Low	Substantial	Substantial	Weekly	>10% increase	>10% increase	10-25%	Limited ability	Moderate
Arson	Low	Low	Low	Weekly	>10% increase	<10% increase	50-75%	Partial ability	Standard
Acquisitive Crime	Low	Low	Low	Weekly	>10% increase	<10% increase	>90%	Full ability	Standard





## Annex 2

### East and Mid Devon Community Safety Partnership Priorities and Action Plan for 2018/19

#### Mid Devon Partnership activities

**Grant total: £11,500**

Project/Service/Pilot subject of spend	Amount allocated £	Outcomes	Comments (including any underspend)
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.	£350	<p>Mid Devon – Licensing arranged speaker and sessions. Complete by 31 March 19 positive feedback. 90% attendance from current drivers. This is now part of the standard, mandatory statutory taxi driver training that each driver will pay for in order to obtain or renew their license.</p> <p>See press release - <a href="https://www.middevonnewscentre.info/safeguarding-awareness-for-all-mid-devon-taxi-drivers/">https://www.middevonnewscentre.info/safeguarding-awareness-for-all-mid-devon-taxi-drivers/</a></p>	
Raise awareness of drug issues with children in local schools through the Theatre via Solomon Theatre group presentation of Gemma's Wardrobe.	£2010	<p>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.</p> <div>   </div> <p>Cullompton ComColl Feedback.docx    THS Feedback.docx</p>	Positive Feedback received from two Mid Devon Schools

Improved support to male victims of Domestic Violence and Abuse.	£150	Joint support to male adults via ND bid.  Costs combined across Devon to fund the bid writing for Devon joint project organised by North Devon.	Successful bid to allow this work to roll out.
Funding Mid Devon Mediation Services to allow free self or professional referrals into the service.	£500	Mid Devon: Total number of cases 7, (of which 3 resulted in significant improvement).  We are able to offer members of the community a free services that may resolve their issues that would normally cost in the region of £250per referral, so shows good value for money.	Joint funding contribution with East Devon
Reduced reports of ASB activities in the Tiverton Town and surrounding areas.	£650	Supported SPACE to provide positive activities to engage those at most risk of ASB involvement over the summer holidays.	
Social Action Project coordinated by SPACE at Tiverton Youth Centre, working with those most vulnerable in the community.	£1368	To support young people with social interaction and skills to help reduce the likelihood of depression, substance misuse, and involvement in dangerous behaviour. Work is on-going and final assessment of work not available at this point of writing.	
Increase knowledge of healthy relationships amongst secondary school students.  SPLITZ to deliver workshops for students and teachers.	£2500	Better informed Secondary education students and teachers trained to deliver this information directly. Still awaiting details from Splitz at this point of writing.	
Increase resilience and self-esteem for primary school children living with DVSA by running a 4 week course in Primary schools where staff have been able to identify that there may be DVA within the family	£2500	The children will be able safely challenge their own perceptions of boundaries and explore feelings and behaviours.	

Housing Guidance Booklets. Reprint costs for distribution in East & Mid Devon area.	£848	Improve knowledge of housing options for those experiencing DVSA by sharing info with practitioners and survivors. Distribution to Housing teams in both districts and NH Police teams in Mid Devon. Will be distributed to new elected members (after May 19 elections).	Joint funding contribution with East Devon
Printing Self-Help Guides and Easy Read Self-Help Guides for service users in East and Mid Devon	£500	Waiting lists are currently at 8 months average to get support from Devon Rape Crisis. By printing this guide it provided 113 survivors with a self-help guide (including the option of an easy read guide), which has been created by an expert in sexual abuse and trauma recovery and is designed to offer information and support which survivors can access 24/7 to help build resilience whilst waiting for face to face support. The self help guide provides survivors of sexual violence in Mid and East Devon with a good understanding of trauma and the foundations to build recovery on.	Joint funding contribution with East Devon
Young Persons Gym Membership Project	£124 OPCC £1884 from MDDC Grant	Providing young people from challenging backgrounds the opportunity to experience gym or swim membership when they have shown serious behaviour and/or attitude change which is making big impact on their lifestyle changes and life opportunities. This project is monitored by the Mid Devon Youth ASB Decision Group who overview applications and monitor effectiveness.	Joint funding contribution with Mid Devon District Council
Raise Awareness of County Lines amongst practitioners & professionals by circulating information from the County lines Strategy Group & the intel submission form	No direct costs	11/12/18 Briefing held at Mid Devon Offices. 30 attended from frontline staff, schools, youth services, elected members and community representatives. Group agreed to meet every 6 mths and will meet again late May following election.	
Promote Hate Crime Awareness Week 13-20 Oct 2018.	No direct costs	Staff and members more aware to take knowledge into communities.  Displays in public area at Phoenix House and newsletters.	
Take raise awareness of the new PREVENT duty Toolkit for Local Authorities and ensure appropriate process are in place to meet statutory requirements.	No direct costs	Mid Devon working to include PREVENT and ACT training as part of safeguarding for staff.  Venue Hire Police to be amended at MDDC.  Counter Terrorism briefing provided to Leadership Team.	Work on improving internal process and evacuation policy continuing before rollout of ACT training.  Group Managers leading on disseminating this work within MDDC.

Review existing delivery mechanisms for a coordinated response to ASB from all Devon partner agencies.	No direct Costs	Mid & East lead review on existing paperwork and mechanisms for the anti-social behaviour escalation processes which was approved and is rolling out across Devon.	An internal MDDC review of responses to ASB reports is currently underway.
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Summary of grant budget out-turn (2018-19):

Total OPCC grant expenditure on projects:	£11,500
Total OPCC grant income (grant):	<u>£11,500</u>
Balance at year end:	£ 0

Total MDDC grant expenditure on projects:	£ 1,884
Total MDDC grant income:	<u>£ 4,750</u>
Balance at year end:	-£ 2,866 (moved to CSP revenue EMR)

## SCRUTINY 5 AUGUST 2019

### ESTABLISHMENT UPDATE

**Cabinet Member(s):** Cllr Nikki Woollatt  
**Responsible Officer:** Matthew Page, Group HR Manager

**Reason for Report:** Cabinet requested a follow up to the presentation of the establishment report in February 2019 on key workforce indicators.

**RECOMMENDATION:** The Committee is asked to note the information below

**Financial Implications:** Our workforce is our largest single area of revenue spend. The performance of our establishment is critical to provide value for money to the community.

*Approved by Finance: Yes – Group Manager for Financial Services, Jo Nacey*

**Legal Implications:** A poor or underperforming establishment (high sickness, unresolved conflict) will result in rising litigation risk if issues are not effectively addressed by our line managers.

*Approved by Legal: Yes – Group Manager for Legal Services, Kathryn Tebbey*

**Risk Assessment:** No risk assessment issues identified for this report.

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

**Impact on Climate Change:** There are no climate change impacts for this report.

**Relationship to Corporate Plan:** A present, high performing workforce is vital to the Council being able to deliver all of its corporate objectives.

#### 1.0 Introduction/Background

1.1 The purpose of this report is to give an update on requested key agenda items that were mentioned after the presentation of the Establishment Cabinet paper in February 2019.

1.2 These items included updates on the key establishment indicators of sickness and agency expenditure, turnover and the makeup of the current HR establishment.

#### 2.0 Sickness Absence and Agency Expenditure

2.1 Last year MDDC had an average of 7.92 sickness days per person, 3.04% of overall workforce time. For the 19/20 financial year there is both a target and subsequent action plan to reduce the number of days lost to less than 7 days per FTE employee (which would put the Council in line with industry standards across other Councils).

2.2 The action plan has included a focus on revising return to work interviews to look at the reasons for sickness absence and the support that could be provided to enable attendance at work. This included training all line managers in February of this year on this practice and providing monthly sickness absence reports to Group Managers.

2.3 In the first quarter of this year (April to June 2019) the Council has lost 1.59 days to absence per employee, meaning we are currently in line to meet the target set for the current financial year. The Group HR Manager is currently reviewing our sickness absence policy to ensure there is clarity around how sickness absence is reported, certified and the guideline for how and when line managers intervene.

2.4 One of the consequences of high sickness absence and other poor establishment performance (unresolved, high conflict) is rising agency costs.

2.5 During the first quarter of 2019/20 the organisation spent £113, 328.77 on agency workers. Agency workers provide cover to vacant posts as well as employees who are sick or absent from the workplace in critical services including waste and leisure. So there is further incentive to improve our position regarding sickness absence.

## **Turnover**

3.1 Turnover for the first quarter stood (1 April to 30 June 2019) stands at 6.42%. During this period 28 employees left the Council; there were 16 resignations, 3 dismissals, 2 non-starters and 7 were end casual contracts.

3.2 This compares with a comparative first quarter rate of 6.6% from last year.

## **HR Establishment**

4.1 For an establishment of 420 people, HR has 3 (FTE 2.8) HR Business Partners, 1 L and D Officer, 1 (FTE 0.6) HR Data Analyst, 1 Payroll Manager, 1 (FTE 0.5) Payroll Assistant (vacant), 1 HR Assistant and 1 HR Apprentice. Industry guidance is that there should be at least 1 HR Advisory post for each 90 staff (Xpert HR Report, May 19).

4.2 The Group HR Manager is currently reviewing the structure of the team and how it interfaces with the Council to advise on its people issues. Part of this review will be about ensuring that we can effectively advise on the workforce and establishment issues identified above (sickness, agency, turnover) as well as people risks and litigation threats.

4.3 There is also a requirement for us to have effective practical employment advice supported by a suite of policies and training in effective people interventions. This needs to be complimented by a comprehensive L and D toolkit that includes a competency framework, the ability to identify and grow skills, and leadership development (and to meet the requirements of the Evolve project).

## **Conclusion and Recommendations**

5.1 There are a number of priorities which the Group HR Manager wants to focus on in terms of our Establishment performance but he would like to draw attention to three key priorities.

5.2 The first of these is a clear commitment to provide better and fuller workforce data to leaders and line managers on key indicators of our establishment performance including sickness and agency expenditure, turnover and recruitment timescales.

5.3 The second is to continue the focus on decreasing overall sickness absence below the current target of 7 days per FTE employee. This includes reviewing key aspects of our sickness absence policy including how sickness is reported and the guideline for what level of absence is deemed unacceptable.

5.4 The third is to strengthen the management by objectives culture through a revamp of our Appraisal/PDR and Supervision processes. This will be complimented by the Evolve project which will introduce a competency framework that will allow the Council to identify and develop the key skills in its workforce.

**Contact for more Information:** Matthew Page, Group HR Manager  
([MPage@middevon.gov.uk](mailto:MPage@middevon.gov.uk))

**Circulation of the Report:** Cabinet Member seen and approved Yes – Cllr Nikki Woollatt, Leadership Team seen and approved Yes.

**List of Background Papers:** Establishment Paper submitted to Cabinet Feb 2019

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## **CABINET**

### **7 February 2019**

#### **The Establishment**

**Cabinet Member:** Cllr. Margaret Squires

**Responsible Officer(s):** Jane Cottrell, Group Manager for Human Resources

**Reason for Report:** To inform Members of the overall structure of the Council showing the management and deployment of officers. This report should be read in conjunction with the functions of individual officers highlighted in the Constitution.

**RECOMMENDATION:** The Cabinet is asked to recommend to Council the Establishment.

**Relationship to Corporate Plan:** This report highlights the Establishment figures and, as such, supports our aim to reduce costs without affecting service quality and continuity.

**Financial Implications:** Financial risk will only occur where the structure of a service changes without adherence to allocated budgets.

**Legal Implications:** In accordance with Article 14 of the Constitution.

**Risk Assessment:** If changes to the method of providing service delivery are not implemented the Council will find it more difficult to achieve the required budget cuts and quality and continuity may be affected.

**Equalities:** No equality issues identified for this report.

#### **1.0 Introduction**

- 1.1 Under Article 14 of the Mid Devon District Council Constitution, the Chief Executive is required to report to full Council on the manner in which the discharge of the Council's functions is co-ordinated, the number and grade of officers required and the organisation of officers. Structure Charts

#### **2.0 Structure of the Council**

- 2.1 A significant amount of positive change has been undertaken over the past 12 months and this continues to deliver a more effective and efficient service. It is clear, however, that more needs to be done and changes to the structure of the Council will be ongoing. This is being done in a way that minimises staff redundancies and provides additional challenge to allow them to grow in more demanding roles. As the structure continues to evolve we need to be more efficient and the consultation process with the Unions will need to be quicker.

### 3.0 Resources

- 3.1 The total number of Full Time Equivalents (FTE) varies throughout the year. It is the responsibility of the Council's management to ensure that we do not overspend on the allocated budget unless that revenue expenditure has been authorised. Some services have much more movement of staff than others.
- 3.2 The FTE as at 1 December 2018 was 419.92 (including 15 Apprentices) compared to 406.76 (including 11 Apprentices) as at 1 December 2017.

Directorate	FTE 2018	FTE 2017
Chief Executive	4.86	6.00
Corporate Affairs	62.01	58.58
Finance & Assets	49.87	48.45
Operations	259.81	248.73
Planning	43.38	45.00
Total	419.92	406.76

- 3.3 During the monitoring period the implementation of change, as a result of service restructures, can impact on the distribution of staff which subsequently impact on the FTE figures for each directorate

<b>Chief Executive:</b>	End of Apprenticeship
<b>Corporate Affairs:</b>	New Communications roles and new apprentices
<b>Finance &amp; Assets:</b>	New Apprentice
<b>Operations:</b>	Additional posts identified during restructure of Health and Street Scene Services, <i>including a move to reduce agency staff by increasing FTE's in waste.</i>

### 4.0 Sickness Absence.

- 4.1 Sickness absence continues to be managed and support is provided to assist employees on long term sickness back to work. The current data below indicates an increase 0.3 days lost per employee during the monitoring period compared to last year.

Monitoring Period	Days Lost	Long Term Absence (15+ days)	Short Term Absence (less than 15 days)
1 Dec 2017 – 30 Nov 2018	3635 (average 8.6 per employee)	1884 (average 4.4 per employee)	1750 (average 4.1 per employee)
1 Dec 2016- 30 Nov 2017	3385 (average 8.3 per employee)	1539 (average 3.8 per employee)	1846 (average 4.5 per employee)

Whilst the pressures of work are rising, the Council continues to provide support for staff suffering from stress by offering stress awareness sessions for both managers and individuals, free confidential counselling is also offered. Any member of staff who shows signs of stress is given support via Occupational Health, review of workload and if necessary a different working pattern.

- 4.2 Out of an average headcount of 495 members of staff, 273 had no recorded sickness absence during the 12 month monitoring period which equates to 55% of the workforce.
- 4.3 The table below provides a breakdown of both Long and Short Term absence by reason with two highest highlighted in red during the period 1 December 2017 to 30 November 2018.

Reason	Long Term days	Short Term days	Total Days Lost
Back & Neck	124	92	217
Chest & Respiratory	53	173	226
Eye, ear, nose & mouth	19	181	200
Genitourinary/gynaecological	99	36	135
Heart, Blood Pressure	108	42	150
Infection	203	397	600
Musculo-skeletal	485	202	687
Neurological	40	56	96
Pregnancy related	0	33	33
Stomach, liver, Kidney	226	300	526
Stress, mental health	388	110	498
Industrial Injury	0	21	21
Other	139	107	246
<b>Total</b>	<b>1884</b>	<b>1750</b>	<b>3635</b>
<b>Days Lost per employee</b> (total days/FTE)	<b>4.4</b>	<b>4.1</b>	<b>8.6</b>

## 5.0 Turnover

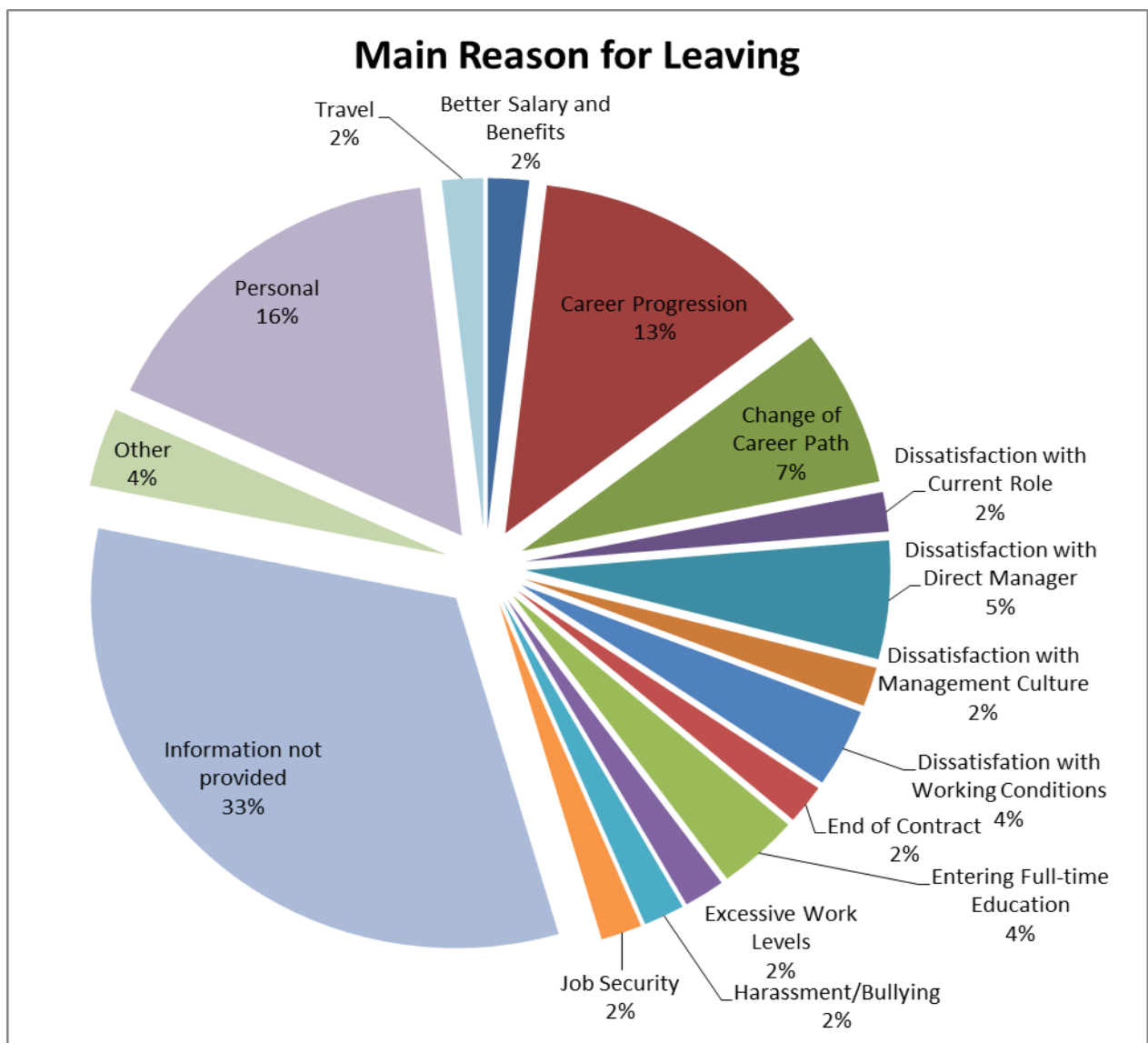
- 5.1 The annual turnover rate to December 2018 is 11.73%. During the 12 month monitoring period 74 employees left the council; 54 were resignations, 11 were retirements, 5 dismissals and 4 end of fixed term contract.

## 6.0 Leavers

- 6.1 As an aid to improving recruitment and retention strategies Mid Devon use Exit Interviews to help obtain information about why an employee is leaving the authority. It is not anticipated that Exit Interviews will be conducted in

relation to dismissal, retirement or for a casual leaver. There will be a list of reasons on the questionnaire for the employee to choose from, more than one reason can be selected but the employee is required to identify the main reason for leaving.

- 6.2 The chart below provides a breakdown of these main reasons by percentage of the 48 resignations received together with where information was not provided via this process. A copy of the completed form is forwarded to Human Resources and any highlighted concerns are subsequently raised with the manager.



## **7.0 Looking Forward**

- 7.1 Leadership Team will scrutinise all vacancies that arise and attempt to meet the work requirements by alternatives to normal recruitment such as flexible working, joint appointments with other councils, or use of part time or fixed term posts. Once this process has been exhausted consideration will be given to external recruitment.
- 7.2 The Chief Executive, in conjunction with the Leadership Team, will continue to reorganise the workforce to best reflect the needs and priorities of the Council as and when the opportunity arises.
- 7.3 Support will be provided to staff as we continue to train and develop staff and encourage a more flexible approach to working, enabling employees to develop and take on more challenging roles in the future.
- 7.4 The Council's workforce will continue to become more complex in terms of full time/part time/job sharing/flexible working etc. as well as in terms of increased use of working from home and use of more flexible job descriptions.

## **8.0 Training**

- 8.1 In order to encourage staff to work more flexibly and take on different roles and responsibilities we need to provide or enable them with the necessary skills to achieve this. It is important that everyone is aware that change, innovation or adaptation is needed to deliver the Council's objectives.

## **9.0 Use of Consultants**

- 9.1 Consultants are only used where there is a need to deliver a specific project or piece of work for which expertise is required which is not available within the Council's existing resource. These areas include pure professional advice, for example barristers' advice, engineering calculations and landscaping advice.

**Contact for more information:** Jane Cottrell, Group Manager for Human Resources – 01884 234919 / [jcottrell@middevon.gov.uk](mailto:jcottrell@middevon.gov.uk)

**Circulation of the Report:** Cllr M Squires; Leadership Team

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## Mid Devon District Council Scrutiny Proposal Form

(This form should be completed by Member(s), Officers and / or members of the public when proposing an item for Scrutiny).

**Note:** The matters detailed below have not yet received any detailed consideration. The Scrutiny Committee reserves the right to reject suggestions for scrutiny that fall outside the District Council's remit.

Proposer's name and designation	Councillor F Letch Chair of Scrutiny Committee	Date of referral	
Proposed topic title	Review of Customer Experience		
Link to national, regional and local priorities(Corporate Plan) and targets	<p>Corporate Plan – Overarching Priorities: Efficiencies and Value for Money Digital Transformation</p> <p>Priority 3 – Help people access services digitally, work on digital inclusion and digital transformation projects to help people access our services Priority 5 – Review ICT and Telephone requirements etc...</p>		
Background to the issue	<ul style="list-style-type: none"> <li>Perceived failures or delays in communication between departments/systems with the organisation</li> <li>Clarity and ease of public access to information on website</li> <li>Adverse comments from public and members on some issues</li> </ul>		
List main points this report should cover (What do you want to achieve?)	<ul style="list-style-type: none"> <li>Understand the customer experience across multiple channels</li> <li>Understand the limitations of data sharing between departments and explore how to improve cross-service working to expedite customer enquiries</li> <li>Identify opportunities for improving councillor experience, including information and training as necessary</li> <li>Analysis of customer usage and experience of MDDC website</li> </ul> <p>Consider enquiry/case management practices and how these serve the customer</p>		

Should this be referred to the appropriate PDG/ Committee?	Suggestion is the working group should be from within Scrutiny Committee
What degree of priority is this issue? 1 = Urgent    2= High 3=Medium    4=Low	2



# MID DEVON DISTRICT COUNCIL – NOTIFICATION OF KEY DECISIONS

September 2019

The Forward Plan containing Key Decisions is published 28 days prior to each Cabinet meeting

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
<b>S106 Governance</b> To agree governance arrangements for S106 agreements	Scrutiny Committee  Cabinet	5 Aug 2019  22 Aug 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Graeme Barnell)	Open
<b>Statement of Community Involvement Review 2018</b> Report to seek authority to consult on the draft revised text.....	Scrutiny Committee  Cabinet  Council	5 Aug 2019  22 Aug 2019  11 Sep 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Graeme Barnell)	Open
<b>Market Schedule of Tolls</b> To receive a report recommending a schedule of market tolls for 2019/20.	Cabinet Member for Planning and Economic Regeneration	August 2019	Adrian Welsh, Group Manager for Growth, Economy and Delivery Tel: 01884 234398	Cabinet Member for Planning and Economic Regeneration (Councillor Graeme Barnell)	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
<b>Play Area Safety Inspection Policy</b> To receive a 3 year review from the Director of Operations of the Play Area Safety Inspection Policy	Environment Policy Development Group  Cabinet	6 Aug 2019  22 Aug 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for the Environment (Councillor Luke Taylor)	Open
<b>Cost Recovery &amp; Commercialisation in Growth, Economy &amp; Delivery</b> To receive a report presenting Members with steps to introduce cost recovery into the Growth, Economy and Delivery Service and to look at issues relating to further commercialisation within the service.	Economy Policy Development Group  Cabinet  Scrutiny Committee	8 Aug 2019  22 Aug 2019  2 Sep 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Graeme Barnell)	Open
<b>Car Parking Working Group report</b>	Economy Policy Development Group  Cabinet	8 Aug 2019  22 Aug 2019			Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
<b>Syrian Vulnerable Persons Resettlement Scheme</b>	Homes Policy Development Group  Cabinet	13 Aug 2019  22 Aug 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
<b>Single Equalities Policy and Equality Objective</b> To receive the annual review of the Single Equalities Policy and Equality Objective from the Director of Corporate Affairs and Business Transformation	Community Policy Development Group  Cabinet	20 Aug 2019  19 Sep 2019	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet for the Working Environment and Support Services (Councillor Nikki Woollatt)	Open
<b>Regulation of Investigatory Powers</b> To receive the 3 yearly review of Regulation of Investigatory Powers Policy from the Director of Corporate Affairs and Business Transformation.	Community Policy Development Group  Cabinet  Scrutiny Committee	20 Aug 2019  19 Sep 2019  30 Sep 2019	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet for the Working Environment and Support Services (Councillor Nikki Woollatt)	Open
<b>Disposal of land at Park Nursery, Park Road-</b>	Cabinet	22 Aug 2019	Andrew Jarrett, Deputy Chief	Cabinet Member for Housing and	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
<b>Tiverton</b> To consider the disposal of an asset.			Executive (S151) Tel: 01884 234242	Property Services (Councillor Simon Clist)	
<b>Design Supplementary Planning Document</b> To consider a report seeking approval to consult on the draft Supplementary Planning Document.	Cabinet	22 Aug 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Graeme Barnell)	Open
<b>Local Plan Examination - Main Modifications</b> To agree main modifications to the Local Plan Review for consultation purposes and submission to the Inspector.	Cabinet Council	22 Aug 2019 11 Sep 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Graeme Barnell)	Open
<b>Heart of the South West Local Industrial Strategy</b> To consider the draft Local Industrial Strategy covering the Heart of the South West area	Cabinet Council	22 Aug 2019 11 Sep 2019	Stephen Walford, Chief Executive Tel: 01884 234201	Leader of the Council (Councillor Bob Deed)	Open
<b>Multi Storey Car Park, Tiverton - Tender Outcome</b>	Cabinet	22 Aug 2019	Andrew Jarrett, Deputy Chief	Cabinet Member for Housing and	Part exempt

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
To consider the outcome of the tender process.			Executive (S151) Tel: 01884 234242	Property Services (Councillor Simon Clist)	
<b>Greater Exeter Strategic Plan for Consultation</b> To consider a report of the Head of Planning, Economy and Regeneration regarding a draft strategic plan.	Scrutiny Committee  Cabinet	2 Sep 2019  19 Sep 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Graeme Barnell)	Open
<b>Exeter Regeneration Project</b> To approve the outcome of the procurement exercise.	Cabinet	19 Sep 2019	Andrew Busby, Group Manager for Corporate Property and Commercial Assets Tel: 01884 234948	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Part exempt
<b>Cullompton Railway Station Project</b> To consider a report on proposed governance arrangements	Cabinet	19 Sep 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Graeme Barnell)	Open
<b>Environment Educational Enforcement Policy</b> To receive a report from the Group Manager of Street Scene and Open Spaces on	Environment Policy Development Group	24 Sep 2019	Stuart Noyce, Group Manager for Street Scene and Open Spaces Tel: 01884 244635	Cabinet Member for the Environment (Councillor Luke Taylor)	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
the updates to the Environment Education and Enforcement Policy	Cabinet	17 Oct 2019			
<b>District Officer Discretionary Time</b> For Members to receive a report from the Group Manager of Street Scene and Open Spaces on proposals for District Officer Discretionary Time.	Environment Policy Development Group  Cabinet	24 Sep 2019  17 Oct 2019	Stuart Noyce, Group Manager for Street Scene and Open Spaces Tel: 01884 244635	Cabinet Member for the Environment (Councillor Luke Taylor)	Open
<b>Market Rights Policy</b> To receive a report presenting the Market Rights Policy	Economy Policy Development Group  Cabinet  Council	26 Sep 2019  17 Oct 2019  6 Nov 2019	Stephen Walford, Chief Executive Tel: 01884 234201	Cabinet Member for Planning and Economic Regeneration (Councillor Graeme Barnell)	Open
<b>Corporate Asbestos Policy</b> To consider a revised policy.	Homes Policy Development Group  Cabinet	1 Oct 2019  17 Oct 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open

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<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
<b>Allocations Policy and Procedures</b> To consider a revised policy.	Homes Policy Development Group  Cabinet	1 Oct 2019  17 Oct 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
<b>Income Management Policy</b> To consider a revised policy.	Homes Policy Development Group  Cabinet	1 Oct 2019  17 Oct 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
<b>Tenancy Policy review and Tenancy Strategy</b> To consider a revised policy	Homes Policy Development Group  Cabinet	1 Oct 2019  17 Oct 2019	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
<b>Hoarding Policy</b> To consider a revised policy.	Homes Policy Development Group  Cabinet	1 Oct 2019  17 Oct 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
<b>Harassment Policy</b> To consider a revised policy.	Homes Policy Development Group  Cabinet	1 Oct 2019  17 Oct 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
<b>Pets and Animals Policy</b> To consider a revised policy.	Homes Policy Development Group  Cabinet	1 Oct 2019  17 Oct 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
<b>Housing Revenue Account Asset Management Strategy</b> To consider a revised strategy.	Homes Policy Development Group  Cabinet	1 Oct 2019  17 Oct 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
<b>Homelessness Strategy</b> To consider a revised policy	Homes Policy Development Group  Cabinet	1 Oct 2019  17 Oct 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
<b>Compensation Policy</b> To consider a revised policy.	Homes Policy Development Group  Cabinet	1 Oct 2019  23 Oct 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
<b>Community Safety Partnership</b> To consider a report from the group Manager for Public Health and Regulatory Services outlining the	Community Policy Development Group  Cabinet	8 Oct 2019  17 Oct 2019	Simon Newcombe, Group Manager for Public Health and Regulatory Services Tel: 01884 244615	Cabinet Member for Community Well Being (Councillor Dennis Knowles)	Open



<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
Council's Community Safety Action Plan, and to seek Members recommendation to acknowledge and accept the priorities action plan					
<b>Strategic Grants and Service Level Agreement Programme 2020-2023</b> To receive a report from the Group Manager for Growth, Economy and Delivery on the Strategic Grants and Service Level Agreement Programme 2020-2023	Scrutiny Committee  Community Policy Development Group  Cabinet	30 Sep 2019  8 Oct 2019  17 Oct 2019	Adrian Welsh, Group Manager for Growth, Economy and Delivery Tel: 01884 234398	Cabinet Member for Community Well Being (Councillor Dennis Knowles))	Open
<b>Design Supplementary Planning Document - post consultation</b> To consider the Supplementary Planning Document post consultation	Cabinet	17 Oct 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Graeme Barnell)	Open
<b>Cleaning Contractors</b> To approve the outcome of the procurement exercise.	Cabinet	17 Oct 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet for the Working Environment and Support Services (Councillor Nikki Woollatt)	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
<b>Treasury Management Strategy and Mid Year Review</b> To consider a report with information regarding the treasury performance in the first 6 months of the municipal year.	Cabinet  Council	21 Nov 2019  8 Jan 2020	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Alex White)	Open
<b>Council Tax Empty Levy Charge</b> To receive the Council Tax Empty Levy Charge	Scrutiny Committee  Cabinet  Council	2 Dec 2019  13 Feb 2020  26 Feb 2020	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Alex White)	Open
<b>Business Rates - Discretionary Rate Relief</b> To receive the Business Rates - Discretionary Rate Relief	Scrutiny Committee  Cabinet  Council	2 Dec 2019  13 Feb 2020  26 Feb 2020	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Alex White)	Open
<b>Domestic Abuse Policy</b> To consider a revised policy.	Homes Policy Development Group  Cabinet	3 Dec 2019  19 Dec 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open

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<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
<b>Improvements to Council Property Policy</b> To consider a revised policy.	Homes Policy Development Group  Cabinet	3 Dec 2019  19 Dec 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
<b>ASB Policy and Procedures</b> To consider a revised policy	Homes Policy Development Group  Cabinet	3 Dec 2019  19 Dec 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
<b>Leasehold Management Policy</b> To consider a revised policy	Homes Policy Development Group  Cabinet	3 Dec 2019  19 Dec 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
<b>Council Tax Support/Extreme Hardship</b> To receive the Council Tax Support/Extreme Hardship Policy	Community Policy Development Group  Cabinet  Council	10 Dec 2019  13 Feb 2020  26 Feb 2020	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Alex White)	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
<b>Corporate Health &amp; Safety Policy</b> To receive the annual review of the Corporate Health & Safety Policy from the Director of Corporate Affairs and Business Transformation.	Community Policy Development Group  Cabinet	10 Dec 2019  16 Jan 2020	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet for the Working Environment and Support Services (Councillor Nikki Woollatt)	Open
<b>Beech Road, Tiverton - Design and Build Tender</b> To consider the award of the tender	Cabinet	19 Dec 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Part exempt