

# Public Document Pack

Mid Devon District Council

## Community Policy Development Group

Tuesday, 17 November 2020 at 2.15 pm  
Virtual Meeting

Next ordinary meeting  
Tuesday, 8 December 2020 at 2.15 pm

**Important** - this meeting will be conducted and recorded by Zoom only. Please do not attend Phoenix House. The attached Protocol for Remote Meetings explains how this will work.

To join this meeting, please click the following link:

Join Zoom Meeting

<https://zoom.us/j/99642107285?pwd=Z0J0SDQxTUx2bUYvNU5rOWNVdkc5dz09>

Meeting ID: 996 4210 7285

Passcode: 440479

One tap mobile

08002605801,,99642107285#,,,,,0#,,440479# United Kingdom Toll-free

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Meeting ID: 996 4210 7285

Passcode: 440479

Those attending are advised that this meeting will be recorded

## Membership

Cllr Mrs C Collis

Cllr E J Berry

Cllr W Burke

Cllr L J Cruwys

Cllr Mrs C P Daw

Cllr J M Downes

Cllr B Holdman

Cllr Mrs M E Squires

Cllr Mrs E M Andrews

## **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      **Remote Meetings Protocol** *(Pages 5 - 10)*  
Members to note the Remote Meetings Protocol
- 3      **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.
- 4      **Minutes of the Previous Meeting** *(Pages 11 - 14)*  
Members to consider whether to approve the Minutes of the last meeting held on 22<sup>nd</sup> September as a correct record.
- 5      **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.
- 6      **Chairmans Announcements**  
To receive any announcements that the Chairman may wish to make.
- 7      **Draft Budget** *(Pages 15 - 62)*  
To consider the initial draft 2021/22 Budget and options available in order for the Council to set a balanced budget and agree a future strategy for further budget reductions for 2022/23 onwards.
- 8      **Financial Monitoring**  
To receive a verbal update on Financial Monitoring from the Group Manager for Finance.
- 9      **Use of CCTV Policy and Guidance** *(Pages 63 - 114)*  
To receive the Use of CCTV Policy and Guidance from the Group Manager for Property Services and Commercial Assets
- 10     **Working Group - Communication and Engagement Strategy (Including Action Plan)** *(Pages 115 - 116)*  
To consider a working group to review the Communication and Engagement Strategy (Including Action Plan) and make recommendations for improvement

11 **Performance and Risk** (*Pages 117 - 128*)  
To provide Members with an update on performance against the corporate plan and local service targets for 2020-2021 as well as providing an update on the key business risks.

12 **Identification of Items for the Next Meeting**  
Members are asked to note the following items are due at a special meeting to be held on 8<sup>th</sup> December 2020:

08.12..2020

- Single Equalities Policy and Equality Objectives
- Corporate Recovery Policy
- Update on the Leisure Centre Electronic Booking System

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

**Stephen Walford**  
Chief Executive  
Monday, 9 November 2020

### Covid-19 and meetings

The Council will be holding some meetings in the next few weeks, but these will not be in person at Phoenix House until the Covid-19 crisis eases. Instead, the meetings will be held remotely via Zoom and you will be able to join these meetings via the internet. Please see the instructions on each agenda and read the Protocol on Remote Meetings before you join.

If you want to ask a question or speak, email your full name to [Committee@middevon.gov.uk](mailto:Committee@middevon.gov.uk) by no later than 4pm on the day before the meeting. This will ensure that your name is on the list to speak and will help us ensure that you are not missed – as you can imagine, it is easier to see and manage public speaking when everyone is physically present in the same room. Notification in this way will ensure the meeting runs as smoothly as possible.

If you require any further information please contact Carole Oliphant on:  
E-Mail: [coliphant@middevon.gov.uk](mailto:coliphant@middevon.gov.uk)

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## **Mid Devon District Council - Remote Meetings Protocol**

### **1. Introduction**

The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations permit remote attendance in Local Authority meetings.

Remote attendance is permitted as long as certain conditions are satisfied. These include that the Member is able to hear and be heard by the other Members in attendance. Also, being able to hear and be heard by any members of the public entitled to attend the meeting (in line with the public participation scheme). A visual solution is preferred, but audio is sufficient.

This also relates to members of the public attending the meeting also being heard. The regulations are clear that a meeting is not limited to those present in the same place, but includes electronic, digital or virtual locations (internet locations, web addresses or conference call telephone numbers).

### **2. Zoom**

Zoom is the system the Council will be using for the time-being to host remote / virtual meetings. It has functionality for audio, video, and screen sharing and you do not need to be a member of the Council or have a Zoom account to join a Zoom meeting.

### **3. Access to documents**

Member Services will publish the agenda and reports for committee meetings on the Council's website in line with usual practice. Paper copies of agendas will only be made available to those who have previously requested this and also the Chair of a virtual meeting.

If any other Member wishes to have a paper copy, they must notify the Member Services before the agenda is published, so they can arrange to post directly – it may take longer to organise printing, so as much notice as possible is appreciated. Printed copies will not be available for inspection at the Council's offices and this requirement was removed by the Regulations.

### **4. Setting up the Meeting**

This will be done by Member Services. They will send a meeting request via Outlook which will appear in Members' Outlook calendar. Members will receive a URL link to click on to join the meeting.

### **5. Public Access**

Members of the public will be able to use a weblink and standard internet browser. This will be displayed on the front of the agenda.

## 6. Joining the Meeting

Councillors must join the meeting early (i.e. at least five minutes before the scheduled start time) in order to avoid disrupting or delaying the meeting. Councillors should remember that they may be visible and heard by others, including the public, during this time.

## 7. Starting the Meeting

At the start of the meeting, the Member Services Officer will check all required attendees are present (viewing the participant list) and that there is a quorum. If there is no quorum, the meeting will be adjourned. This applies if, during the meeting, it becomes inquorate for whatever reason.

The Chair will remind all Members, Officers and the Public that **all microphones will be automatically muted**, unless and until they are speaking. This prevents background noise, coughing etc. which is intrusive and disruptive during the meeting. The Hosting Officer will enforce this and will be able to turn off participant mics when they are not in use. Members would then need to turn their microphones back on when they wish to speak.

## 8. Public Participation

Participation by members of the public will continue in line with the Council's current arrangements as far as is practicable. However, to ensure that the meeting runs smoothly and that no member of the public is missed, all those who wish to speak must register **by 4pm on the day before the meeting**. They should email their full name to [Committee@middevon.gov.uk](mailto:Committee@middevon.gov.uk). If they wish to circulate their question in advance, that would be helpful.

At public question time, the Chair will invite the public by name to speak at the appropriate time. At that point, all public microphones will be enabled. This means that, to avoid private conversations being overheard, no member of the public should speak until it is their turn and they should then refrain from speaking until the end of public question time, when all microphones will be muted again. In the normal way, the public should state their full name, the agenda item they wish to speak to **before** they proceed with their question.

Unless they have registered, a member of the public will not be called to speak.

If a member of the public wishes to ask a question but cannot attend the meeting for whatever reason, there is nothing to prevent them from emailing members of the Committee with their question, views or concern in advance. However, if they do so, it would be helpful if a copy could be sent to [Committee@middevon.gov.uk](mailto:Committee@middevon.gov.uk) as well.

## 9. Declaration of Interests

Councillors should declare their interests in the usual way. A councillor with a disclosable pecuniary interest is required to leave the room. For remote meetings, this means that they will be moved to a break-out room for the duration

of this item and will only be invited back into the meeting when discussion on the relevant item has finished.

## **10. The Meeting and Debate**

The Council will not be using the Chat function.

The Chair will call each member of the Committee to speak - the Chair can choose to do this either by calling (i) each member in turn and continuing in this way until no member has anything more to add, or (ii) only those members who indicate a wish to speak using the 'raise hand' function within Zoom. This choice will be left entirely to the Chair's discretion depending on how they wish to manage the meeting and how comfortable they are using the one or the other approach.

Members are discouraged from physically raising their hand in the video to indicate a wish to speak – it can be distracting and easily missed/misinterpreted. No decision or outcome will be invalidated by a failure of the Chair to call a member to speak – the remote management of meetings is intensive and it is reasonable to expect that some requests will be inadvertently missed from time to time.

When referring to reports or making specific comments, Councillors should refer to the report and page number, so that all Members of the Committee have a clear understanding of what is being discussed at all times.

## **11. Voting**

On a recommendation or motion being put to the vote, the Chair will go round the virtual room and ask each member entitled to vote to say whether they are for or against or whether they abstain. The Member Services Officer will announce the numerical result of the vote.

## **12. Meeting Etiquette Reminder**

- Mute your microphone – you will still be able to hear what is being said.
- Only speak when invited to do so by the Chair.
- Speak clearly and please state your name each time you speak
- If you're referring to a specific page, mention the page number.

## **13. Part 2 Reports and Debate**

There are times when council meetings are not open to the public, when confidential, or "exempt" issues – as defined in Schedule 12A of the Local Government Act 1972 – are under consideration. It is important to ensure that there are no members of the public at remote locations able to hear or see the proceedings during such meetings.

Any Councillor in remote attendance must ensure that there is no other person present – a failure to do so could be in breach of the Council's Code of Conduct.

If there are members of the public and press listening to the open part of the meeting, then the Member Services Officer will, at the appropriate time, remove them to a break-out room for the duration of that item. They can then be invited back in when the business returns to Part 1.

Please turn off smart speakers such as Amazon Echo (Alexa), Google Home or smart music devices. These could inadvertently record phone or video conversations, which would not be appropriate during the consideration of confidential items.

#### **14. Interpretation of standing orders**

Where the Chair is required to interpret the Council's Constitution and procedural rules in light of the requirements of remote participation, they may take advice from the Member Services Officer or Monitoring Officer prior to making a ruling. However, the Chair's decision shall be final.

#### **15. Disorderly Conduct by Members**

If a Member behaves in the manner as outlined in the Constitution (persistently ignoring or disobeying the ruling of the Chair or behaving irregularly, improperly or offensively or deliberately obstructs the business of the meeting), any other Member may move 'That the member named be not further heard' which, if seconded, must be put to the vote without discussion.

If the same behaviour persists and a Motion is approved 'that the member named do leave the meeting', then they will be removed as a participant by the Member Services Officer.

#### **16. Disturbance from Members of the Public**

If any member of the public interrupts a meeting the Chair will warn them accordingly. If that person continues to interrupt or disrupt proceedings the Chair will ask the Member Services Officer to remove them as a participant from the meeting.

#### **17. After the meeting**

Please ensure you leave the meeting promptly by clicking on the red phone button to hang up.

#### **18. Technical issues – meeting management**

If the Chair, the Hosting Officer or the Member Services Officer identifies a problem with the systems from the Council's side, the Chair should either declare a recess while the fault is addressed or, if the fault is minor (e.g. unable to bring up a presentation), it may be appropriate to move onto the next item of business in order to progress through the agenda. If it is not possible to address the fault and the meeting becomes inquorate through this fault, the meeting will be adjourned until such time as it can be reconvened.



If the meeting was due to determine an urgent matter or one which is time-limited and it has not been possible to continue because of technical difficulties, the Chief Executive, Leader and relevant Cabinet Member, in consultation with the Monitoring Officer, shall explore such other means of taking the decision as may be permitted by the Council's constitution.

For members of the public and press who experience problems during the course of a meeting e.g. through internet connectivity or otherwise, the meeting will not be suspended or adjourned.

## **19. Technical issues – Individual Responsibility (Members and Officers)**

Many members and officers live in places where broadband speeds are poor, but technical issues can arise at any time for a number of reasons. The following guidelines, if followed, should help reduce disruption. Separate guidance will be issued on how to manage connectivity – this paragraph focusses on the procedural steps. Joining early will help identify problems – see paragraph 6.

- Join public Zoom meetings by telephone if there is a problem with the internet. Before all meetings, note down or take a photograph of the front page of the agenda which has the necessary telephone numbers. Annex 1 to this protocol contains a brief step-by-step guide to what to expect
- Consider an alternative location from which to join the meeting, but staying safe and keeping confidential information secure. For officers, this may mean considering whether to come into the office, subject to this being safe and practicable (childcare etc.)
- If hosting a meeting via Zoom (briefings etc.), consider creating an additional host when setting up the meeting. The additional host can step in if the main host has problems – remember that without a host, the meeting cannot close and any information on the screens will remain on view
- Have to hand the telephone number of another member or officer expected in the meeting – and contact them if necessary to explain the problem in connecting
- Officers should have an 'understudy' or deputy briefed and on standby to attend and present as needed (and their telephone numbers to hand)
- For informal meetings and as a last resort, members and officers may be able to call another member or officer in the meeting who can put the 'phone on loudspeaker for all to hear – not ideal, but it ensures some degree of participation and continuity
- Member Services will hold a list of contact details for all senior officers

## Phone only access to zoom meetings

(Before you start **make sure you know the Meeting ID and the Meeting Password**) – Both of these are available on the agenda for the meeting

**Call the toll free number** either on the meeting agenda or on the Outlook appointment (this will start with 0800 --- ----)

(Ensure your phone is on 'speaker' if you can)

A message will sound saying *"Welcome to Zoom, enter your meeting ID followed by the hash button"*

- **Enter Meeting ID followed by #**

Wait for next message which will say *"If you are a participant, please press hash to continue"*

- **Press #**

Wait for next message which will say *"Enter Meeting Password followed by hash"*

- **Enter 6 digit Meeting Password followed by #**

Wait for the following two messages:

*"You are currently being held in a waiting room, the Host will release you from 'hold' in a minute"*

**Wait.....**

*"You have now entered the meeting"*

### Important notes for participating in meetings

Press **\*6** to toggle between **'mute' and 'unmute'** (you should always ensure you are muted until you are called upon to speak)

If you wish to speak you can **'raise your hand'** by pressing **\*9**. Wait for the Chairman to call you to speak. The Host will lower your hand after you have spoken. Make sure you mute yourself afterwards.

## MID DEVON DISTRICT COUNCIL

**MINUTES** of a **MEETING** of the **COMMUNITY POLICY DEVELOPMENT GROUP**  
held on 22 September 2020 at 2.15 pm

### **Present**

#### **Councillors**

Mrs C P Daw (Chairman)  
Mrs C Collis, W Burke, L J Cruwys,  
J M Downes, B Holdman and  
Mrs M E Squires

### **Apologies**

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

E J Berry

### **Also Present**

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

R Evans, D J Knowles, C R Slade and B G J Warren

### **Also Present**

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

Jill May (Director of Corporate Affairs and Business Transformation), Andrew Busby (Group Manager for Corporate Property and Commercial Assets), Catherine Yandle (Group Manager for Performance, Governance and Data Security), John Bodley-Scott (Economic Development Team Leader), Rob Fish (Principal Accountant), Clare Robathan (Scrutiny Officer) and Carole Oliphant (Member Services Officer)

## 20 **ELECTION OF CHAIRMAN (CHAIRMAN OF THE COUNCIL IN THE CHAIR) (0.03.37)**

**RESOLVED** that Cllr Mrs C P Daw be elected Chairman for the remainder of the municipal year.

## 21 **APOLOGIES AND SUBSTITUTE MEMBERS (0.04.45)**

Cllr E J Berry gave apologies.

## 22 **DECLARATIONS OF INTEREST UNDER THE CODE OF CONDUCT (0.05.04)**

Members were reminded to make declarations of interest when appropriate.

## 23 **REMOTE MEETINGS PROTOCOL (0.05.23)**

The Group had before it, and **NOTED**, the \*Virtual Meeting Protocol.

Note: \*Virtual meeting protocol previously circulated and attached to the minutes.

## 24 **MINUTES OF THE PREVIOUS MEETING (0.06.11)**

The minutes of the last meeting held on 28th July 2020 were **AGREED** as a true record.

25 **PUBLIC QUESTION TIME (0.06.09)**

There were no members of the public present.

26 **CHAIRMANS ANNOUNCEMENTS (0.07.16)**

The Chairman had no announcements to make.

27 **CCTV ANNUAL UPDATE (0.07.30)**

The Group had before it, and **NOTED**, a \*report from the Group Manager for Corporate Property and Commercial Assets providing information on the performance of CCTV systems and an operational overview.

The Group Manager for Corporate Property and Commercial Assets provided an overview of the report and explained that the systems had been upgraded 5 years ago and that Tiverton Town Council was a significant contributor to the system in Tiverton. He explained that the Council was currently working with Crediton Town Council who wanted to rejuvenate their CCTV system.

He explained that the Use of CCTV Policy and Guidance was being developed and would be brought back to the PDG in November for approval and recommendation to Cabinet and that the Action Plan would also be agreed at this point.

He confirmed to Members that the CCTV system will be upgraded in the refurbished multi storey car park and that in the last 12 months the police had made more than 5 requests for CCTV footage in relation to incidents that had occurred in the Town Centre area in Tiverton.

The officer confirmed that the Council operated a total of 159 CCTV cameras across 9 sites including leisure centres and corporate.

In response to questions asked he provided the following information:

- A request to install CCTV camera's in the stairwells of the multi storey car park would be considered
- The Use of CCTV policy would include mobile surveillance
- Confirmation that the Use of CCTV policy would be presented at the November meeting of the PDG
- A request to increase the number of volunteers would be considered

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

28 **FINANCIAL MONITORING (0.35.10)**

The Principal Accountant provided Members with the current Financial Monitoring information by way of a verbal update.

He explained that the figures he would be providing were for month 4 to the end of July 2020 and that the update was relevant to the Covid 19 crisis.

He explained that the overall projected losses to the end of month 4 was circa £2.5m and the greatest burden was the interruption of income streams. The overall loss to the general fund was predicted at £1.2m after mitigation by £1.3m received from the Government.

The figures did not include receipts from the Governments Income Protection Scheme and the projected losses had been factored into the full financial year.

He explained that leisure income was down by £1.9m due to the leisure centres being closed but this had been offset by savings in utilities and staff salaries. He explained that the Planning fees were down by £282k and was linked to a reduction in developer applications.

In response to questions asked he responded with the following:

- 3 tranches of Government funding had been received totalling £994k and monies had also been received with regard to the Governments furlough scheme
- The Income Protection scheme had been announced by the Government but the final settlement was not yet known although it was thought that this would be 75p in the £1 of eligible income losses
- There had been a further announcement by Government to the extension of the grants scheme which would need to be administered by the Revenue and Benefits team.

## 29 **GRANT PAYMENT TO EXTERNAL ORGANISATIONS (THE STRATEGIC GRANTS PROCESS) (0.48.58)**

The Economic Development Team Leader provided Members with an update of the work of the Grants Working Group and explained that following the last Community PDG in July, the Grants Working Group had met twice to look at the process of setting grant levels for the Strategic Grants Programme 2021 onwards.

Throughout its discussions, members of the working group recognised the extraordinary nature of the times we had been living through, and the effect of the pandemic on the stability and finances of our strategic partners in the voluntary and community sector. The working group also recognised the important role that community organisations have had in responding to the Covid 19 pandemic, and in supporting the work of the Council particularly with the most vulnerable.

In recognition that this has been an extraordinary year, the working group recommended that the current funding settlement should:

- Run for a 12 month period from 2021-2022, after which a further review would commence
- That the scheme should be closed to new applicants for 2021-2022

Members of the working group had been asked to prioritise a number of outcomes for the grants programme, embracing the range of benefits that voluntary and community organisations provided for the District and its residents. It was noted that members found this a particularly difficult exercise, particularly in comparing and contrasting economic outcomes with social and wellbeing outcomes. It was also

difficult to make decisions on prioritisation until the total funding budget had been decided.

The Working Group therefore **AGREED** that no decisions on funding for individual organisations would be made until they had received a budget steer from the Cabinet. The Group would meet again after the 29th October Cabinet Meeting and present its recommendations to the Community PDG in January 2021.

### 30 **PERFORMANCE AND RISK (0.56.13)**

The Group had before it and **NOTED** a \*report of the Group Manager for Performance, Governance and Data Security providing updated information on the performance against the Corporate Plan and local service targets for 2020-21.

The officer outlined the contents of the report stating that this was the second round of reports. She explained that the Corporate Management Team had met to discuss what measures should be included in future reports against the current Corporate Plan.

Members requested that Leisure Centre performance and the number of fixed penalty notices for fly tipping should be included in future reports.

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

### 31 **IDENTIFICATION OF ITEMS FOR THE NEXT MEETING (1.04.05)**

Members confirmed that they would like to see the following brought to a future meeting:

- A report on the electronic systems used in the leisure centres.

(The meeting ended at 3.22 pm)

**CHAIRMAN**

COMMUNITY PDG  
17 NOVEMBER 2020

## DRAFT 2021/22 GENERAL FUND AND CAPITAL BUDGETS

**Cabinet Member** Cllr Andrew Moore  
**Responsible Officer** Andrew Jarrett, Deputy Chief Executive (S151)

**Reason for the report:** To consider the initial draft 2021/22 Budget and options available in order for the Council to set a balanced budget and agree a future strategy for further budget reductions for 2022/23 onwards.

**RECOMMENDATION:** To consider the draft budget proposals for 2021/22 and start to plan for additional savings.

**Reason for the recommendation:** The Local Government Finance Act 1992 places a legal requirement on the Council to approve a balanced budget. These draft budget proposals assist the Council in understanding the extent of the budgetary imbalance and offers options to how this may be addressed.

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

**Financial Implications:** The current budget for the General Fund shows a deficit of £3.012M. This highlights the need to take steps to plan for reductions to our expenditure levels, although any remedial measures will need to take account of the unprecedented situation that is currently being faced.

**Legal Implications:** None directly arising from this report. However, there is a legal obligation to balance the budget. There are legal implications arising from any future consequential decisions to change service provision, but these would be assessed at the time.

**Risk Assessment:** In order to comply with the requirement to set a balanced budget, management must ensure that the proposed savings are robust and achievable. We must also ensure that the assumptions we have used are realistic and prudent. Failure to set a robust deliverable budget puts the Council at risk of not being able to meet its commitments and casts doubt on its "going concern" and VFM status.

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

**Climate Change Assessment:** The allocation of resources will impact upon the Council's ability to implement/fund new activities linked to climate change.

### 1.0 Introduction

- 1.1 2019/20 was the fourth and final year of a four year fixed funding settlement. The Fair Funding Review together with the business rates baseline reset, originally set for publication in September 2019, were delayed a year due to Brexit pressures. That intention to publish in 2020/21 for implementation in 2021/22 is now further delayed due to the Covid 19 pandemic.

1.2 As a result, we are awaiting details of the funding that will be received for 2021/22. This also has a significant impact on our ability to forecast for future years. We expect the Review to alter our funding but we have little indication of what this might involve. The areas we are particularly concerned with are:

- Business Rates baseline reset – how much of our growth are we likely to lose?
- When, or even whether, will we move to 100% Business Rates growth retention? In the Budget 2016, this was to be in place “before the end of Parliament”.
- What will 100% Retention mean in terms of losing other funding streams such as RSDG and what additional responsibilities will we have?
- New Homes Bonus – the mechanics of this will change and we may lose additional years’ (we lost 2 years payments in 2018/19). We expect more of the Bonus to be redirected to the Better Care Fund to help Upper Tier authorities cope with the pressures of Social Care.
- Will we lose funding in relation to our rurality (RSDG)?
- Will we be tasked with administering additional reliefs/services?

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

- The funding received from Central Government.
- Devon County Council (DCC) and other public bodies’ budgets are being reduced centrally and hence this pressure is passed on to us in areas we work collaboratively.
- The increasing pressure on social care budgets has a “knock-on” effect to the level of funding that is available to lower-tier authorities.
- Government departments such as Ministry of Housing, Communities and Local Government, Department of Work and Pensions also have lower budgets and reduced grants.
- Changes in customer demand/expectations in the context of the local/national economy.

1.4 No financial report in these times, would be complete without reference to the implications of Covid 19. The pandemic and the effects of the measures to combat it, have structurally altered the services that we offer, the delivery channels that we employ and our funding mechanisms. In the context of budget setting for 2021/22 and beyond in respect of the MTFP, the question becomes an issue of what assumptions should our expectations be based upon:

- The country was placed into lock down largely for the first quarter of 2020/21. This significantly impacted service delivery and those income streams that depend on this activity. Since that time, services have been able to resume but often with new ways of working especially in our leisure centres.
- Further both the ongoing health and economic implications of the virus have impacted residents’ habits and expectations. This can be seen in planning for example where economic uncertainty has seen a slowdown in the larger development applications, whilst the smaller home improvement type of application have seen an increase in activity.



- A great deal of uncertainty remains regarding the reoccurrence of the virus in the coming months, if not years, and the measures that may be taken to contain it.
- Since the end of lockdown, we now have 3 months of data which give some indication as to how our income streams may behave going forward. This report is based on those trends continuing. It is quite possible, however, that another infection peak over the winter months, say, could result in measures which further limit service activity and significantly disrupt these trends. In this case our assumptions would prove to be over optimistic and income expectations would need to be downgraded accordingly.
- It is noted that the 2020/21 budget was set before Covid 19 was a consideration. Hence when we look at the major budget variances in section 2 below, we are comparing a pre Covid view of 2020/21 with a post Covid recovery scenario in 2021/22. Even without possible further disruption, income is not expected to recover to pre pandemic levels before the start of 2021/22, resulting in losses from budget year to budget year.
- The Collection Fund is another area of deep uncertainty. Collection rates have been impacted with some residents and businesses struggling to make payments on council tax and NNDR respectively. Whilst we have extrapolated the emerging trends, the robustness of this approach will be tested in the face of the risks mentioned above regarding rising infection rates; along with the ending of the original furlough scheme and a generally declining economy.
- In the face of these threats, Council funding has been supported by grants from government. So far £994k has been received in 3 tranches in Covid 19 emergency funding. A fourth tranche of £1 billion has just been announced and we are waiting to hear what the Mid Devon share of this will be. The Council has also benefited from the Job Protection Scheme and a first application of £608k has recently been made under the government's Income Compensation Scheme. There have also been hints at support in relation to collection fund losses although nothing more substantive as yet. There is however no indication from government that any of this support will continue into 2021/22. As stated above, significant income losses are expected to run into next year but there is no certainty as to how these will be funded.

1.5 Although the priority is to balance next year's budget, strategic decisions will need to be made to accommodate reduced or changes to funding going forward.

1.6 Based on years of public sector austerity many services can no longer continue to reduce cost and still be expected to deliver "business as usual". It is important to remember that some services are statutory and in some cases must breakeven, i.e. we cannot generate a profit. This restricts where savings/cuts can be imposed and section 8 below provides more details.

1.7 The proposed savings embodied in the draft budget will need to be agreed by Members, as every proposed saving that is rejected will need to be matched by a suggestion of where a similar saving could be made. Members will be aware that the budget is an evolving process. We have already made a range of

assumptions relating to: pay awards, inflation, fees/charges, demand for services, property increases, etc. More information may well change/alter our assumptions in the months leading up to February, when the budget has to be finalised. So the current budget gap of £3.012M will be revised over the next few months, but it is based on the most current information, in conjunction with professional guidance that is available.

- 1.8 The Council continues to look at opportunities to reduce operational costs without immediately reducing service levels. However it remains a real possibility moving forward that some difficult decisions will have to be made relating to what the Council can and can't afford to deliver/support in the future.

## 2.0 The Draft 2021/22 Budget

- 2.1 The initial aggregation of all service budgets (which also includes assumptions surrounding predictions of interest receipts, contributions to our capital programme, transfers from/to reserves and Council Tax levels) currently indicates a General Fund budget gap of £3.012m (Appendix 1).

- 2.2 At this point it is worth summarising how we have arrived at this deficit. The table shown below shows the main budget variances affecting the 2021/22 draft budget.

**Table 1 – Reconciliation of Major 2021/22 Budget Variances**

<b>Variances</b>	<b>Pressure £k</b>	<b>Saving £k</b>
<b><i>Covid 19 Losses</i></b>		
Income - Leisure	644	
Income – Waste	66	
Income - Parking	58	
Income – Environmental Services (Licencing)	40	
Income - Planning	201	
Income – Council Tax Collection	46	
Income - Other	28	
	<b>1,083</b>	
Collection Fund – Council Tax	138	
Collection Fund - NNDR	405	
	<b>543</b>	
<b><i>Subtotal</i></b>	<b>1,626</b>	
<b><i>Operational</i></b>		
Income – Waste - SSA		-30
Income - Waste - Garden		-25
Inflationary increases (excl HRA shown below)	46	
Pay award and pension increases	266	
Pension lump sum increase	26	
Pay – CMT increment	39	
Pay – remove DOO (50%)		-46
Pay – CS – Pay movements	25	

Pay – CS – Pay movements - EMR utilisation (vulnerability grant re Customer Welfare Officer)		-15
Pay - FP – revert GM role to full time	13	
Pay – HG - Rough Sleeper Navigator Post & Rough Sleeper Housing Options Accommodation Officer	72	
Pay – HG – Housing Options Officer	38	
Pay – HG – EMR utilisation		-110
Pay – HR – JE's & officer joining the pension scheme	21	
Pay – PS – Climate Change Co-ordinator	23	
Pay – R&B - Restructure		-29
Pay – RS – Covid pressures	42	
Pay - Other	11	
Premises - Blue Frog cleaning contract additional cost	25	
Property Maintenance - 30 year programme	323	
Transport costs		-61
Software upgrade - Efin	52	
Cullompton HAZ – Costs net of grants	169	
Cullompton HAZ – EMR utilisation		-169
Local plan costs	78	
Local plan costs – EMR utilisation		-78
Crediton Masterplan	60	
Crediton Masterplan – EMR utilisation		-60
Garden Village Project	283	
Garden Village Project – EMR utilisation		-283
Other planning projects	64	
Other planning projects – EMR utilisation		-94
Net recharge to HRA (after inflationary increases etc.)		-44
	1,676	-1,044
<b>Other</b>		
Interest Receivable (3RDL + CCLA + Temp investments)		-133
Interest Payable		-123
Finance Lease Interest	111	
3 Rivers Impairment		-131
Capital MRP		-185
NHB - decrease	641	
NHB – EMR transfer		-641
Other EMR utilisation	1,162	
Other small variances	53	
	1,967	-1,213
	5,269	2,257
Deficit	3,012	

2.3 In compiling the 2021/22 draft budget we have also examined budget performance during 2020/21 and then made any relevant budget corrections for staffing changes, levels of income, changes in legislation, increases in inflation, etc.

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

- Ongoing impact of Covid 19 on service activity and income streams
- Ongoing impact of Covid 19 and the economic consequences on collection fund receipts
- Further government announcements regarding financial support for the impacts of the pandemic.
- Provisional Finance Settlement in December
- Ongoing service reviews (including changes to fees/charges)

### **3.0 The Past**

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

- Net loss of £4.2m in Formula Grant
- Loss of funding for Housing Benefit admin and Regional Housing Pot removed circa £0.6m
- Council Tax freezes accepted for a number of years
- Costs associated with Local Plan
- Tax and pension related pressures including:
  - Pay award
  - Increased pension back-funding costs
  - Government mandated auto-enrolment to the Pension Scheme
  - National Insurance change
- Apprentice Levy introduced (currently c£49k)
- Covid 19 impacts across all budgets, significantly with regard to income and the collection fund.

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

- Significant efficiency agenda has led to service reductions amounting to over £2.5m
- Increased income has been generated by a number of services
  - Waste shared savings agreement with DCC
  - Garden Waste Scheme
  - Improved recycling scheme
- Increased commercialisation
  - £200k profit from Market Walk and Fore Street properties
- Business Rates Devon Pool participation

- Set up a Special Purpose Vehicle to return profits to the General Fund, along with a margin on interest received
- Increasing CCLA holding to £5m
- Colocation with Department for Work & Pensions (DWP)
- Revised Car Parking Strategy in 2019/20
- Rationalising MDDC property estate, including depots, parks, toilets and car parks (which has involved significant work with third parties – especially Town and Parish Councils)
- Significant renewable energy investment across the corporate estate to reduce utility expenditure
- Joint working with North Devon DC as part of the Building Control Partnership and providing recent waste management support
- DCC Transfer Station located at Carlu Close

#### **4.0 The Future**

4.1 Already a lot of work has been undertaken to understand the current position, which indicates a draft budget gap of £3.012m. The task now is to develop our spending plans together with an associated funding plan so that we may deliver a balanced General Fund budget by February 2021 in order to formally set the Council Tax. The work with town and parish councils will continue.

#### **5.0 Capital Programme**

5.1 In addition to this revenue funding pressure, is our ongoing commitment to future capital programmes, not helped by the current low levels of capital receipts and the assumed future phasing out of New Homes Bonus funding stream. Even greater pressure may be placed on future programmes if additional borrowing is made to fund new Council Houses, Depots, Sport Centre and Town Centre enhancement works, etc.

5.2 The draft Capital Programme for 2021/22 is attached at Appendix 3. Excluding the HIF infrastructure schemes and further housing development projects, the size of our current and future capital programmes remains very small, due to the reductions in funding and level of sale receipts and now only includes material projects that are essential maintenance, or asset replacement or income generating/cost reducing.

#### **6.0 The Autumn PDGs and Cabinet meetings**

6.1 The first round of draft budget meetings will allow discussions with Members, Senior Management, Group Managers and Finance Officers in order to review the proposed draft 2021/22 budget. This will include scrutinising and challenging the initial position (and confirming acceptance of all proposed savings put forward) and discussing any other budget areas that Members would like to see additional savings from.

6.2 Before the next round of PDGs and Cabinet in January the Council will receive formal confirmation regarding its Formula Grant, other emerging legislative changes, more information regarding the 2020/21 budget performance etc. At this point if any of the initial assumptions/estimates significantly worsen, then we will need to bring further savings options forward for consideration.

## 7.0 Public Consultation

7.1 Last year's consultation highlighted the most valued statutory services were:

1. Refuse Collection & Recycling - 93%
2. Street Cleaning - 59%
3. Planning & Building Control - 58%

And those least appreciated were:

1. Licencing - 11%
2. Electoral Services - 15%
3. Benefit Claim Processing - 20%

Similarly for discretionary services, the most valued were:

1. Parks, Playgrounds and Open Spaces - 69%
2. Town Centre Regeneration - 56%
3. Public Toilets - 48%

And least appreciated:

1. Tourism - 19%
2. CCTV - 28%
3. Outdoor Leisure eg tennis courts and football pitches - 34%

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

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

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

- Business development (although a corporate priority)
- Community development (includes community group grants)
- Leisure facilities
- Parks and open spaces (identified as important to the public at 7.1)
- Shops and industrial units

### What can we do to balance the budget?

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

- a) Changing the frequency of service provision, for example 3 weekly waste collection
- b) Changing the quality, instead of a "Platinum service" we may be forced to offer a "Silver service"
- c) Rescheduling activities to less difficult years. This could apply to some aspects of property maintenance. However, with so many funding challenges ahead, it is not clear when the "less difficult years" might be.

In the meantime, our capital assets would be declining and costs would likely escalate as a result.

- d) Reducing the overheads and maximising a lean approach to operations. Whilst this is already the case, we are always exploring new ways of working to improve service delivery and drive savings. One option would be to include a vacancy management policy although in many cases this already happens informally.
- e) Stopping the activity entirely
- f) Different models of service delivery (including partnership)

When considering options which contribute to balancing the budget, operational changes require careful planning, possible trials and implementation periods which add up to a lead time which, along with the costs of implementation, will likely reduce the benefit arising in 2021/22.

- 8.4 Over recent years, this Council has prudently built up its general fund reserve and associated ear marked reserves. These reserves have been built up to prudently provide for the maintenance of services to our residents. They also provide a financial buffer to weather any kind of temporary storm associated with changes to the FF review, business rate review and changes to NHB. Whilst nobody predicted the pandemic, its financial effects could justify utilising this contingency in order to maintain the delivery of critical services when our residents need them the most. If we do this, we must be mindful, that all the other challenges remain and must be met with reduced financial resilience.
- 8.5 Over the last five or six years the Authority has concentrated its efforts in maintaining frontline service levels across all sectors by reducing overheads and raising income. It is now clear that following those budgetary cuts some service areas are struggling to deliver their service plans, within their existing budgets. Indeed in a few cases external reviews have necessitated increasing the resources in a particular service area to meet our legal obligations.
- 8.6 **What options are available if something is *statutory*?** Although we cannot stop the function, we may be able to approach it differently in terms of frequency or quality.
- 8.7 Increasing fees (or start charging for a service). Some of our income streams are influenced by external market forces and in setting prices we have to be mindful of the going market rate. This option becomes further limited in the current environment of reduced demand and economic uncertainty. There is an opportunity to revisit legacy dual use agreements for leisure centres to ensure they represent good value for money. Aside from Council tax, the main income streams are:
- Building control fees
  - Burial fees
  - Car park charges
  - Industrial unit rent
  - Leisure centre fees
  - Licence fees
  - Market tolls
  - Shop rents

- Planning fees
- Trade waste fees
- Garden waste

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

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

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

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

8.11 In section 2 we see that even under the assumption of ongoing recovery from the Covid 19 measures, this draft budget predicts losses arising from the pandemic in the region of £1.6m. Government has shown a willingness to assist local authorities through the worst effects of these difficult times, not least in the form of emergency grants and the Income Compensation Scheme. No announcement has yet been made relating to schemes which would alleviate pressures in 2021/22. However, with many local authorities unable to rely on their reserve base to get through the crisis, it is conceivable that further support will be forthcoming.

## **9.0 Conclusion**

9.1 The feedback from all of the PDGs and Scrutiny will be reported to the January Cabinet for consideration in order to set a balanced 2021/22 budget. Faced with such a daunting budget gap this is likely to require difficult choices. The Medium Term Financial Plan is in process for presentation to Cabinet in December so that the savings programme for the next 4 years can be achieved based on the priorities identified in the Corporate Plan. Having identified possible savings, there will need to be careful consideration of their potential impact, probable lead times for delivery of that saving and any associated disengagement costs or possible ‘spend to save’ implications that would arise.

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**Circulation of the Report:**

Leadership Team  
Elected Members  
Group Managers

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## GENERAL FUND REVENUE ACCOUNT DRAFT BUDGET SUMMARY 2021/22

	Budget 2020/2021	Movement	Draft Budget 2021/2022
Notes	£	£	£
Cabinet	5,433,721	292,620	5,726,341
Community	2,890,445	1,546,959	4,437,404
Economy	(549,012)	261,002	(288,010)
Environment	3,736,850	318,215	4,055,065
Homes	303,880	69,180	373,060
<b>TOTAL NET DIRECT COST OF SERVICES</b>	<b>11,815,884</b>	<b>2,487,976</b>	<b>14,303,860</b>
Net recharge to HRA	(1,481,630)	(44,449)	(1,526,079)
Provision for the financing of capital spending	1,052,154	(184,144)	868,010
<b>NET COST OF SERVICES</b>	<b>11,386,408</b>	<b>2,259,383</b>	<b>13,645,791</b>
PWLB Bank Loan Interest Payable			
Finance Lease Interest Payable	48,340	111,070	159,410
Interest from Funding provided for HRA	(49,000)	2,600	(46,400)
Interest Receivable / Payable on Other Activities	439,878	(122,998)	316,880
Interest Received on Investments	(568,322)	(135,968)	(704,290)
Transfers into Earmarked Reserves	2,597,050	(639,978)	1,957,072
Transfers from Earmarked Reserves	(1,369,370)	(169,025)	(1,538,395)
Proposed Contribution from New Homes Bonus Reserve	(960,540)	522,040	(438,500)
<b>TOTAL BUDGETED EXPENDITURE</b>	<b>11,524,444</b>	<b>1,827,124</b>	<b>13,351,568</b>
<b>Funded by: -</b>			
Revenue Support Grant	-	-	-
Rural Services Delivery Grant	(466,700)	-	(466,700)
New Homes Bonus	(1,418,190)	641,440	(776,750)
Retained Business Rates	(3,312,727)	255,320	(3,057,407)
Business Rates Pooling Dividend	(150,000)	150,000	-
CTS Funding Parishes	-	-	-
Collection Fund Surplus	(112,000)	112,000	-
Council Tax (28,239.34 x £213.84)	(6,064,827)	26,127	(6,038,700)
<b>TOTAL FUNDING</b>	<b>(11,524,444)</b>	<b>1,184,887</b>	<b>(10,339,557)</b>
<b>REQUIREMENT TO BALANCE THE BUDGET</b>	<b>-</b>	<b>3,012,011</b>	<b>3,012,011</b>

**Current Assumptions: -**

- 2020/21 Salary budgets include an assumed increase of 2% across all spinal scale points.
- Income flows have been reviewed and adjusted for changes in demand and unit price and so reflect the estimated impacts of the pandemic assuming recovery continues according to current trends.
- Investment income has been based upon the existing lending criteria now in force.
- Support services have been calculated in accordance with the annual process.
- All earmarked reserves have been reviewed and adjustment made based upon existing need.
- New Homes Bonus receipts based on existing legislation changes.
- Retained Business Rates - s31 grant relating to 100% relief for Retail, hospitality and Leisure in 2020/21 will compensate for deficit brought forward and has been included in this line.
- Any business rates deficit brought forward from 2020/21 is expected to be funded from EMR and so is not included as a pressure above.
- It is assumed that in the shadow of Covid 19, there will be no dividend from the Devon Business Rates Pool in 2021/22.
- Council Tax has been increased by £5 (the higher of £5 or 2%) from £208.84 to £213.84.
- As with NNDR, any Council Tax deficit brought forward from 2020/21 is expected to be funded from EMR and so is not included as a pressure above.

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2021-22 BUDGETS

Transfers into Earmarked Reserves

SERVICE	EMR		TOTAL	MAINTENANCE BUDGET	PLANT BUDGET	EQUIPMENT BUDGET	VEHICLES BUDGET	OTHER BUDGET	NEW HOMES BONUS
IE435	EQ653	NEW HOMES BONUS GRANT	776,752						776,752
PS990	EQ685	FORE STREET MAINT S.FUND	5,000	5,000					
PS992	EQ685	MARKET WALK MAINT S.FUND	20,000	20,000					
CP540	EQ686	PAYING CAR PARKS (MACHINE REPLACEMENT SINKING FU	3,000			3,000			
LD201	EQ720	ELECTION COSTS - DISTRICT	25,000					25,000	
LD300	EQ721	DEMOCRATIC REP & MANAGEMENT	5,000					5,000	
PR810	EQ728	STATUTORY DEVELOPMENT PLAN	100,000					100,000	
EQ754	EQ754	PHOENIX PRINTERS EQUIP SFUND	2,200			2,200			
EQ755	EQ755	ICT EQUIPMENT SINKING FUND	189,500			189,500			
EQ756	EQ756	FLEET CONTRACT FUND	559,600				559,600		
GM960	EQ760	GROUNDS MAINTENANCE	15,820		15,820				
EQ761	EQ761	RECYCLING PLANT SFUND	20,000		20,000				
EQ763	EQ763	RECYCLING MAINTENANCE SINKING FUND	2,700	2,700					
PS880	EQ765	BUS STATION	5,000	5,000					
ES100	EQ766	CEMETERIES	25,000	25,000					
ES450	EQ767	PARKS & OPEN SPACES	25,000	25,000					
RS140	EQ837	LEISURE SINKING FUND	75,000			75,000			
PS980	EQ837	Property maintenance - new	100,000	100,000					
WS710	EQ839	WASTE PRESSURE WASHER	2,500			2,500			
<b>TOTAL</b>			<b>1,957,072</b>	<b>182,700</b>	<b>35,820</b>	<b>272,200</b>	<b>559,600</b>	<b>130,000</b>	<b>776,752</b>

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<b>2020/2021 Budget</b>	<b>2,597,050</b>	<b>182,700</b>	<b>34,360</b>	<b>272,200</b>	<b>559,600</b>	<b>130,000</b>	<b>1,418,190</b>
<b>Movement</b>	<b>(639,978)</b>	<b>-</b>	<b>1,460</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(641,438)</b>

## Transfers from Earmarked Reserves

SERVICE	EMR	Description	TOTAL	UTILISE NHB	OTHER
EQ638	EQ638	DEV CONT LINEAR PARK	(4,170)		(4,170)
EQ640	EQ640	W52 POPHAM CLOSE COMM FUND	(1,950)		(1,950)
EQ641	EQ641	W67 MOORHAYES COM DEV FUND	(1,630)		(1,630)
EQ642	EQ642	W69 FAYRECROFT WILLAND EX WEST	(4,620)		(4,620)
EQ643	EQ643	W70 DEVELOPERS CONTRIBUTION	(6,650)		(6,650)
EQ644	EQ644	DEV CONT WINSWOOD CREDITON	(3,080)		(3,080)
ES733	EQ652	PUBLIC HEALTH	(65,400)		(65,400)
PR402	EQ652	CULLOMPTON HAZ	(15,000)		(15,000)
CD200	EQ653	COMMUNITY DEVELOPMENT	(45,000)	(45,000)	
PR400	EQ653	BUSINESS DEVELOPMENT	(80,000)	(80,000)	
EQ755	EQ653	ICT EQUIPMENT SINKING FUND	(189,500)	(189,500)	
PR402	EQ653	CULLOMPTON HAZ	(124,000)	(124,000)	
CM300	EQ653	CORPORATE MANAGEMENT	(58,000)		(58,000)
PR402	EQ722	CULLOMPTON HAZ	(30,000)		(30,000)
PR810	EQ726	BROWNFIELD SHARED PLAN	(36,263)		(36,263)
PR400	EQ728	BUSINESS DEVELOPMENT	(60,000)		(60,000)
PR810	EQ728	STATUTORY DEVELOPMENT PLAN	(86,270)		(86,270)
PR810	EQ729	CUSTOM & SELF BUILD	(45,000)		(45,000)
HG320	EQ742	HOMELESSNESS EMR	(160,740)		(160,740)
FP100	EQ755	ICT EQUIPMENT SINKING FUND	(20,000)		(20,000)
EQ756	EQ756	FLEET CONTRACT FUND	(524,060)		(524,060)
CS932	EQ766	CUSTOMER FIRST	(19,362)		(19,362)
PR810	EQ821	NEIGHBOURHOOD PLANNING FUNDING	(13,200)		(13,200)
PR225	EQ824	GARDEN VILLAGE PROJECT	(338,000)		(338,000)
LD100	NEW	ELECTIONS	(45,000)		(45,000)
	EQ740	RELEASING OF RESERVES TO FUND THE 21/22 GF BUDGET	-		
<b>APPENDIX ONE SUB TOTAL</b>			<b>(1,976,895)</b>	<b>-438,500</b>	<b>(1,538,395)</b>
IE440	EQ659	NNDR Smoothing EMR	(2,976,607)		(2,976,607)
IE420	NEW	C/TAX SMOOTHING EMR	(180,653)		(180,653)
<b>TOTAL</b>			<b>(5,134,155)</b>	<b>(438,500)</b>	<b>(4,695,655)</b>

## 2020/2021 Budget

<b>(2,329,910)</b>	<b>(960,540)</b>	<b>(1,369,370)</b>
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## Movement

<b>(2,804,245)</b>	<b>522,040</b>	<b>(3,326,285)</b>
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## Note:

- EMR reserves will be created in 2020/21 for Collection Fund deficits arising from Covid 19. These reserves will then be released in 2021/22 from the NNDR Smoothing Fund and the Council Tax Smoothing Fund to offset the realisation of these deficits.
- The NNDR release of £2.98m includes £2.5m being that deficit arising from the Retail Hospitality and Leisure 100% Relief Scheme which has been funded by s31 grants.
- These deficits and their associated EMR releases offset and are not therefore included in Appendix 1. This leaves only budget year impacts and thus aids clarity.

**MDDC Budget - Draft 1  
Capital Program**

**Appendix 3**

**Estimated  
2021/22  
£k**

**Exe Valley Leisure Centre**

Evlc - Boilers and CHP	122
Evlc - Fitness Studio renewal of equipment	153

**Culm Valley sports centre**

Cvsc - remodelling dance studio *	153
Cvsc - Squash court conversion to fitness *	204

*\*Subject to the ongoing discussions with the school/DCC regarding dual use.*

**MDDC Shops/industrial Units**

Market Walk Unit 17 - remodelling options	510
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**Other Projects**

Hydromills Electricity generation Project - Tiverton Weir	800
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**HIF Schemes**

Cullompton Town Centre Relief Road (HIF bid)	4,141
Tiverton EUE A361 Junction Phase 2 (HIF bid)	4,700

**ICT Projects**

Additional Unified Communications budget	30
Hardware replacement of Network Core Switch	80

**Private Sector Housing Grants**

Disabled Facilities Grants-P/Sector	577
-------------------------------------	-----

**Other General Fund Development Projects**

Other projected 3 Rivers Borrowing*	651
3 Rivers Scheme - Riverside Development (rear of Town Hall) Tiverton*	358

3 Rivers scheme - Knowle Lane, Cullompton (note slippage from 20/21 will fund planned spend in 21/22)*	0
Waddeton Park, Post Hill, Tiverton (note slippage from 20/21 will fund planned spend in 21/22)	0

**TOTAL GF OTHER DEVELOPMENT PROJECTS 1,009**

*\*To be updated after the Cabinet meeting 29/10 considering the company's interim trading request.*

**HRA Projects**

**Existing Housing Stock**

Major repairs to Housing Stock	2,275
Renewable Energy Fund	250
Home Adaptations - Disabled Facilities	300

**\* Housing Development Schemes**

HRA Building Schemes - to be identified (note slippage from 20/21 will fund schemes in 21/22)	0
Garages Block - Redevelopment	408
Affordable Housing/ Purchase of ex RTB	500

*\* Proposed Council House Building / Other schemes subject to full appraisal - update to Homes PDG & next Cabinet meeting.*

**HRA ICT Projects**

**Total HRA Projects 3,733**

**Total HRA ICT Projects 0**

**GRAND TOTAL HRA PROJECTS 3,733**

**GRAND TOTAL GF + HRA Projects 16,212**

**MDDC Funding Summary**

**General Fund**

	2021/22 £k
<b>EXISTING FUNDS</b>	
Capital Grants Unapplied Reserve	577
Capital Receipts Reserve	70
NHB Funding	1,030
Other Earmarked Reserves	152
HIF Funding	8,358
Other Funding	0
<b>Subtotal</b>	<b>10,187</b>
<b>NEW FUNDS</b>	
PWLB Borrowing	2,292
Revenue Contributions	0
<b>Subtotal</b>	<b>2,292</b>
<b>Total General Fund Funding</b>	<b>12,479</b>

**Housing Revenue Account**

	2021/22 £k
<b>EXISTING FUNDS</b>	
Capital Grants Unapplied Reserve	0
Capital Receipts Reserve	1,115
NHB Funding	21
HRA Housing Maintenance Fund	0
Other Housing Earmarked Reserves	2,597
<b>Subtotal</b>	<b>3,733</b>
<b>NEW FUNDS</b>	
PWLB Borrowing	0
Revenue Contributions	0
<b>Subtotal</b>	<b>0</b>
<b>Total Housing Revenue Account Funding</b>	<b>3,733</b>
<b>TOTAL FUNDING</b>	<b>16,212</b>



**PDG SERVICE UNIT MOVEMENTS**

**APPENDIX 4**

GENERAL FUND SUMMARY		Budget Net Direct Cost	Current Budgeted Net Direct Cost	Movement	+/- %
		2020/21	2021/22		
<b>Cabinet</b>					
SCM01	Leadership Team	442,690	414,540	(28,150)	-6.4%
SCM02	Corporate Functions	86,790	89,770	2,980	3.4%
SCM03	Corporate Fees/Charges	365,110	302,060	(63,050)	-17.3%
SCM06	Pension Backfunding	753,571	779,690	26,119	3.5%
SES01	Emergency Planning	7,500	8,150	650	
SFP01	Accountancy Services	436,790	543,590	106,800	24.5%
SFP02	Internal Audit	92,100	94,410	2,310	2.5%
SFP03	Procurement	121,580	112,660	(8,920)	-7.3%
SFP04	Purchase Ledger	47,320	46,500	(820)	-1.7%
SFP05	Sales Ledger	46,210	45,360	(850)	-1.8%
SHR01	Human Resources	377,680	378,570	890	0.2%
SHR02	Mddc Staff Training	33,750	29,870	(3,880)	-11.5%
SHR03	Payroll	48,870	50,880	2,010	4.1%
SHR04	Learning And Development	53,190	48,530	(4,660)	-8.8%
SIT01	It Gazetteer Management	74,880	71,800	(3,080)	-4.1%
SIT03	It Information Technology	919,770	977,590	57,820	6.3%
SLD01	Electoral Registration	203,830	224,019	20,189	9.9%
SLD02	Democratic Rep And Management	490,630	506,910	16,280	3.3%
SLD04	Legal Services	357,890	375,672	17,782	5.0%
SPR01	Building Regulations	(6,430)	47,580	54,010	-840.0%
SPR04	Local Land Charges	(19,200)	(16,050)	3,150	-16.4%
SRB01	Collection Of Council Tax	397,010	430,870	33,860	8.5%
SRB02	Collection Of Business Rates	(103,370)	(105,360)	(1,990)	1.9%
SRB03	Housing Benefit Admin & Fraud	132,520	131,300	(1,220)	-0.9%
SRB04	Housing Benefit Subsidy	5,000	65,000	60,000	1200.0%
SRB06	Debt Recovery	68,040	72,430	4,390	6.5%
		<b>5,433,721</b>	<b>5,726,341</b>	<b>292,620</b>	<b>363.4%</b>
<b>Community PDG</b>					
SCD01	Community Development	77,650	154,150	76,500	98.5%
SCS20	Customer Services Admin	23,350	23,350	-	0.0%
SCS22	Customer First	716,935	755,120	38,185	5.3%
SES03	Community Safety - C.C.T.V.	6,010	43,590	37,580	625.3%
SES04	Public Health	3,990	3,990	-	0.0%
SES11	Pool Cara	1,280	280	(1,000)	N/A
SES16	Es Staff Units/Recharges	788,210	805,600	17,390	2.2%
SES17	Community Safety	6,220	6,220	-	0.0%
SES18	Food Safety	(25,070)	(24,200)	870	-3.5%
SES21	Licensing	14,400	50,840	36,440	253.1%
SES22	Pest Control	5,000	5,000	0	0.0%
SES23	Pollution Reduction	(650)	(580)	70	-10.8%
SPR02	Enforcement	110,370	93,420	(16,950)	-15.4%
SPR03	Development Control	357,990	856,440	498,450	139.2%
SPR09	Forward Planning	270,620	270,570	(50)	0.0%
SPR11	Regional Planning	99,390	248,273	148,883	149.8%
SRS01	Recreation And Sport	434,750	1,145,341	710,591	163.4%
		<b>2,890,445</b>	<b>4,437,404</b>	<b>1,546,959</b>	<b>53.5%</b>
<b>Economy PDG</b>					
SCD02	Economic Development - Markets	60,640	81,020	20,380	33.6%
SCP01	Parking Services	(632,962)	(529,250)	103,712	-16.4%
SPR06	Economic Development	427,810	561,280	133,470	31.2%
SPS12	GF Properties Shops / Flats	(404,500)	(401,060)	3,440	-0.9%
		<b>(549,012)</b>	<b>(288,010)</b>	<b>261,002</b>	<b>-47.5%</b>

GENERAL FUND SUMMARY		Budget Net Direct Cost	Current Budgeted Net Direct Cost	Movement	+/- %
		2020/21	2021/22		
<b>Environment PDG</b>					
SES02	Cemeteries	(85,300)	(62,110)	23,190	-27.2%
SES05	Open Spaces	126,120	236,220	110,100	87.3%
SGM01	Grounds Maintenance	567,810	560,176	(7,634)	-1.3%
SPS01	Asset Management	40,000	40,000	0	0.0%
SPS03	Flood Defence And Land Drain	26,430	26,430	0	0.0%
SPS04	Street Naming & Numbering	7,830	7,940	110	1.4%
SPS05	Administration Buildings	241,380	324,420	83,040	34.4%
SPS06	Mddc Depots	38,190	74,990	36,800	96.4%
SPS07	Public Transport	(15,690)	(15,280)	410	-2.6%
SPS08	Office Building Cleaning	62,250	0	(62,250)	-100.0%
SPS09	Property Services Staff Unit	687,640	729,530	41,890	6.1%
SPS11	Public Conveniences	50,710	63,980	13,270	26.2%
SWS01	Street Cleansing	449,720	424,150	(25,570)	-5.7%
SWS02	Waste Collection	290,450	302,399	11,949	4.1%
SWS03	Recycling	879,630	967,470	87,840	10.0%
SWS04	Waste Management	369,680	374,750	5,070	1.4%
		<b>3,736,850</b>	<b>4,055,065</b>	<b>318,215</b>	<b>8.5%</b>
<b>Homes PDG</b>					
SES15	Private Sector Housing Grants	(11,640)	(3,890)	7,750	-66.6%
SHG03	Homelessness Accommodation	315,520	376,950	61,430	19.5%
		<b>303,880</b>	<b>373,060</b>	<b>69,180</b>	<b>22.8%</b>
	<b>GRAND TOTAL</b>	<b>11,815,884</b>	<b>14,303,860</b>	<b>2,487,976</b>	<b>21.06%</b>

**SCM01 Leadership Team**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	506,234	440,670	406,520	(34,150)
3000	Transport	1,611	3,010	2,010	(1,000)
4000	Cost Of Goods And Services	7,567	6,010	6,010	0
7000	Income	(7,182)	(7,000)	0	7,000
	<b>Sum:</b>	<b>508,229</b>	<b>442,690</b>	<b>414,540</b>	<b>(28,150)</b>

Cost Centre	Cost Centre Name	2021/22 Budget
CM100	Leadership Team	414,540
	<b>Sum:</b>	<b>414,540</b>

**Major cost increases**

0.50 FTE salary saving in part offset by salary inflation.

**Major cost decreases and changes in income**

No significant variance to report

**SCM02 Corporate Functions**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	106,752	86,090	89,070	2,980
3000	Transport	297	200	200	0
4000	Cost Of Goods And Services	2,782	500	500	0
7000	Income	(43,071)	0	0	0
	<b>Sum:</b>	<b>66,759</b>	<b>86,790</b>	<b>89,770</b>	<b>2,980</b>

Cost Centre	Cost Centre Name	2021/22 Budget
CM210	Performance, Governance & Data	89,770
CM220	Brexit	0
CM800	Tiverton Hub	0
	<b>Sum:</b>	<b>89,770</b>

**Major cost increases**

No significant variance to report

**Major cost decreases and changes in income**

No significant variance to report

### **SCM03 Corporate Fees**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	53,427	56,960	58,090	1,130
4000	Cost Of Goods And Services	987,377	176,900	243,970	67,070
7000	Income	58,890	131,250	0	(131,250)
	<b>Sum:</b>	<b>1,099,695</b>	<b>365,110</b>	<b>302,060</b>	<b>(63,050)</b>

Cost Centre	Cost Centre Name	2021/22 Budget
CM300	Corporate Fees	293,060
CM340	Unison	9,000
	<b>Sum:</b>	<b>302,060</b>

#### **Major cost increases**

£58k in respect of digital platform for CRM

#### **Major cost decreases and changes in income**

Removal of 3 Rivers impairment £131k in respect of the Working Capital loan.

### **SCM06 Pension Backfunding**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	1,691,667	752,171	778,290	26,119
4000	Cost Of Goods And Services	0	1,400	1,400	0
	<b>Sum:</b>	<b>1,691,667</b>	<b>753,571</b>	<b>779,690</b>	<b>26,119</b>

Cost Centre	Cost Centre Name	2021/22 Budget
CM600	Pension Backfunding	779,690
	<b>Sum:</b>	<b>779,690</b>

#### **Major cost increases**

Additional Pension back funding contributions (year 2 of 3 year agreed cost)

#### **Major cost decreases and changes in income**

No significant variance to report

### **SES01 Emergency Planning**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
4000	Cost Of Goods And Services	7,510	7,500	8,150	650
	<b>Sum:</b>	<b>7,510</b>	<b>7,500</b>	<b>8,150</b>	<b>650</b>

Cost Centre	Cost Centre Name	2021/22 Budget
ES500	Emergency Planning	8,150
	<b>Sum:</b>	<b>8,150</b>

#### **Major cost increases**

None.

#### **Major cost decreases and changes in income**

None.

### **SFP01 Accountancy Services**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	399,170	368,980	424,260	55,280
3000	Transport	1,293	700	700	0
4000	Cost Of Goods And Services	53,048	67,710	119,630	51,920
7000	Income	(7,754)	(600)	(1,000)	(400)
	<b>Sum:</b>	<b>445,757</b>	<b>436,790</b>	<b>543,590</b>	<b>106,800</b>

Cost Centre	Cost Centre Name	2021/22 Budget
FP100	Accountancy Services	543,590
	<b>Sum:</b>	<b>543,590</b>

#### **Major cost increases**

Salary increase due to Apprentice post moved from Procurement into this budget, CMT uplift, increased hours for vacant GM post & increased overtime budget.

Increased cost of goods and services budget is due to the upgrade of E-Financials.

#### **Major cost decreases and changes in income**

### **SFP02 Internal Audit**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
4000	Cost Of Goods And Services	88,991	92,100	94,410	2,310
	<b>Sum:</b>	<b>88,991</b>	<b>92,100</b>	<b>94,410</b>	<b>2,310</b>

Cost Centre	Cost Centre Name	2021/22 Budget
FP200	Internal Audit	94,410
	<b>Sum:</b>	<b>94,410</b>

#### **Major cost increases**

None.

#### **Major cost decreases and changes in income**

None.

### **SFP03 Procurement**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	105,355	116,690	107,700	(8,990)
3000	Transport	531	400	400	0
4000	Cost Of Goods And Services	3,954	4,490	4,560	70
	<b>Sum:</b>	<b>109,840</b>	<b>121,580</b>	<b>112,660</b>	<b>(8,920)</b>

Cost Centre	Cost Centre Name	2021/22 Budget
FP300	Procurement	112,660
	<b>Sum:</b>	<b>112,660</b>

#### **Major cost increases**

#### **Major cost decreases and changes in income**

Apprentice post has been moved into Accountancy Services budget.

### **SFP04 Purchase Ledger**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	40,693	44,610	43,760	(850)
3000	Transport	51	40	40	0
4000	Cost Of Goods And Services	2,744	2,670	2,700	30
	<b>Sum:</b>	<b>43,488</b>	<b>47,320</b>	<b>46,500</b>	<b>(820)</b>

Cost Centre	Cost Centre Name	2021/22 Budget
FP400	Purchase Ledger	46,500
	<b>Sum:</b>	<b>46,500</b>

#### **Major cost increases**

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#### **Major cost decreases and changes in income**

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### **SFP05 Sales Ledger**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	41,987	44,610	43,760	(850)
3000	Transport	51	30	30	0
4000	Cost Of Goods And Services	1,788	1,570	1,570	0
	<b>Sum:</b>	<b>43,827</b>	<b>46,210</b>	<b>45,360</b>	<b>(850)</b>

Cost Centre	Cost Centre Name	2021/22 Budget
FP500	Sales Ledger	45,360
	<b>Sum:</b>	<b>45,360</b>

#### **Major cost increases**

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#### **Major cost decreases and changes in income**

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## **SHR01 Human Resources**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	340,275	320,220	349,060	28,840
3000	Transport	3,006	2,970	2,820	(150)
4000	Cost Of Goods And Services	30,241	54,490	26,690	(27,800)
7000	Income	(3,260)	0	0	0
	<b>Sum:</b>	<b>370,263</b>	<b>377,680</b>	<b>378,570</b>	<b>890</b>

Cost Centre	Cost Centre Name	2021/22 Budget
HR100	Human Resources	338,980
HR500	Health & Wellbeing	0
HR600	Health & Safety Officer	39,590
	<b>Sum:</b>	<b>378,570</b>

### **Major cost increases**

Increased Employee costs are a result of a restructure within HR and CMT uplift.

### **Major cost decreases and changes in income**

Reduction in the software budget due to no planned system upgrade during 21-22.

## **SHR02 Mddc Staff Training**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	32,580	33,750	29,870	(3,880)
7000	Income	(3,875)	0	0	0
	<b>Sum:</b>	<b>28,705</b>	<b>33,750</b>	<b>29,870</b>	<b>(3,880)</b>

Cost Centre	Cost Centre Name	2021/22 Budget
HR200	Staff Development Training	29,870
	<b>Sum:</b>	<b>29,870</b>

### **Major cost increases**

### **Major cost decreases and changes in income**



### **SHR03 Payroll**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	48,920	48,670	50,680	2,010
4000	Cost Of Goods And Services	20	200	200	0
	<b>Sum:</b>	<b>48,940</b>	<b>48,870</b>	<b>50,880</b>	<b>2,010</b>

Cost Centre	Cost Centre Name	2021/22 Budget
HR300	Payroll	50,880
	<b>Sum:</b>	<b>50,880</b>

#### **Major cost increases**

#### **Major cost decreases and changes in income**

### **SHR04 Learning And Development**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	36,825	41,620	38,030	(3,590)
3000	Transport	391	380	380	0
4000	Cost Of Goods And Services	10,171	11,190	10,120	(1,070)
	<b>Sum:</b>	<b>47,387</b>	<b>53,190</b>	<b>48,530</b>	<b>(4,660)</b>

Cost Centre	Cost Centre Name	2021/22 Budget
HR400	Learning & Development	48,530
	<b>Sum:</b>	<b>48,530</b>

#### **Major cost increases**

#### **Major cost decreases and changes in income**

### **SIT01 It Gazetteer Management**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	67,995	70,670	67,470	(3,200)
3000	Transport	64	50	50	0
4000	Cost Of Goods And Services	4,377	4,160	4,280	120
	<b>Sum:</b>	<b>72,436</b>	<b>74,880</b>	<b>71,800</b>	<b>(3,080)</b>

Cost Centre	Cost Centre Name	2021/22 Budget
IT100	Gazetteer Management	71,800
	<b>Sum:</b>	<b>71,800</b>

#### **Major cost increases**

None.

#### **Major cost decreases and changes in income**

None.

### **SIT03 It Information Technology**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	535,368	520,200	531,760	11,560
3000	Transport	1,792	970	970	0
4000	Cost Of Goods And Services	418,468	399,200	445,460	46,260
7000	Income	(4,170)	(600)	(600)	0
	<b>Sum:</b>	<b>951,458</b>	<b>919,770</b>	<b>977,590</b>	<b>57,820</b>

Cost Centre	Cost Centre Name	2021/22 Budget
IT300	Central Telephones	41,500
IT400	I.T. Network & Hardware	98,140
IT500	I.T. Software Support & Maint.	237,860
IT600	I.T. Staff Unit	332,750
IT700	Cyber Security	43,690
IT800	Phoenix House Printing	11,300
IT900	Digital Services	212,350
	<b>Sum:</b>	<b>977,590</b>

#### **Major cost increases**

Increased cost due to a one off installation fee of 20k for computer hardware, increased broadband width provision and additional line rental due to delays in the transfer to the new system.

#### **Major cost decreases and changes in income**

None.

### SLD01 Electoral Registration

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	112,937	112,570	115,599	3,029
3000	Transport	384	300	300	0
4000	Cost Of Goods And Services	90,254	115,960	115,960	0
7000	Income	(38,119)	(25,000)	(7,840)	17,160
	<b>Sum:</b>	<b>165,457</b>	<b>203,830</b>	<b>224,019</b>	<b>20,189</b>

Cost Centre	Cost Centre Name	2021/22 Budget
LD100	Electoral Registration	224,019
	<b>Sum:</b>	<b>224,019</b>

#### Major cost increases

#### Major cost decreases and changes in income

### SLD02 Democratic Rep And Management

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	129,954	125,610	133,230	7,620
3000	Transport	16,981	17,100	17,100	0
4000	Cost Of Goods And Services	328,776	348,420	357,080	8,660
7000	Income	(2,661)	(500)	(500)	0
	<b>Sum:</b>	<b>473,050</b>	<b>490,630</b>	<b>506,910</b>	<b>16,280</b>

Cost Centre	Cost Centre Name	2021/22 Budget
LD300	Democratic Rep & Management	375,440
LD400	Committee Services	131,470
	<b>Sum:</b>	<b>506,910</b>

#### Major cost increases

Only increases are down to pay award for staff & members.

#### Major cost decreases and changes in income

None

### **SLD04 Legal Services**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	281,549	329,020	351,802	22,782
3000	Transport	334	300	300	0
4000	Cost Of Goods And Services	54,574	47,770	42,770	(5,000)
7000	Income	(28,815)	(19,200)	(19,200)	0
	<b>Sum:</b>	<b>307,642</b>	<b>357,890</b>	<b>375,672</b>	<b>17,782</b>

Cost Centre	Cost Centre Name	2021/22 Budget
LD600	Legal Services	375,672
	<b>Sum:</b>	<b>375,672</b>

#### **Major cost increases**

Post of Legal Services Team Leader created, uplift of salary for LT and pay award increases.

#### **Major cost decreases and changes in income**

Reduction in software costs

### **SPR01 Building Regulations**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	216,527	208,700	216,410	7,710
3000	Transport	14,075	14,390	14,390	0
4000	Cost Of Goods And Services	15,496	10,480	17,780	7,300
7000	Income	(274,204)	(240,000)	(201,000)	39,000
	<b>Sum:</b>	<b>(28,106)</b>	<b>(6,430)</b>	<b>47,580</b>	<b>54,010</b>

Cost Centre	Cost Centre Name	2021/22 Budget
PR100	Building Regulations	45,840
PR900	Dangerous Buildings And Trees	1,740
	<b>Sum:</b>	<b>47,580</b>

#### **Major cost increases**

None

#### **Major cost decreases and changes in income**

PR100 - Income £39k, reduction based on Covid19 recovery and increase of 2% on fees.

### **SPR04 Local Land Charges**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	59,782	56,200	57,730	1,530
3000	Transport	128	100	100	0
4000	Cost Of Goods And Services	27,491	44,500	44,620	120
7000	Income	(118,376)	(120,000)	(118,500)	1,500
	<b>Sum:</b>	<b>(30,975)</b>	<b>(19,200)</b>	<b>(16,050)</b>	<b>3,150</b>

Cost Centre	Cost Centre Name	2021/22 Budget
PR210	Local Land Charges	(16,050)
	<b>Sum:</b>	<b>(16,050)</b>

#### **Major cost increases**

Only increases are down to pay award for staff.

#### **Major cost decreases and changes in income**

### **SRB01 Collection Of Council Tax**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	338,753	367,610	359,420	(8,190)
2000	Premises	975	0	0	0
3000	Transport	4,258	4,070	4,200	130
4000	Cost Of Goods And Services	138,170	134,130	130,250	(3,880)
7000	Income	(113,648)	(108,800)	(63,000)	45,800
	<b>Sum:</b>	<b>368,509</b>	<b>397,010</b>	<b>430,870</b>	<b>33,860</b>

Cost Centre	Cost Centre Name	2021/22 Budget
RB100	Collection Of Council Tax	430,870
RB800	Ctax Hardship Fund	0
	<b>Sum:</b>	<b>430,870</b>

#### **Major cost increases**

0.78 FTE salary saving in part offset by salary inflation.

#### **Major cost decreases and changes in income**

Forecast reduction of £40k in Court Costs income and £10k in Single Occupancy Discount Penalty income - linked to COVID19 Pandemic and resulting sensitivity on recovery and effect on number of Courts and the volumes they can cope with.

### **SRB02 Collection Of Business Rates**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	88	90	90	0
4000	Cost Of Goods And Services	6,555	6,760	6,660	(100)
7000	Income	(120,957)	(110,220)	(112,110)	(1,890)
	<b>Sum:</b>	<b>(114,314)</b>	<b>(103,370)</b>	<b>(105,360)</b>	<b>(1,990)</b>

Cost Centre	Cost Centre Name	2021/22 Budget
RB200	Collection Of Business Rates	(105,360)
RB700	Nndr - Business Support Grant	0
	<b>Sum:</b>	<b>(105,360)</b>

#### **Major cost increases**

No significant variance to report

#### **Major cost decreases and changes in income**

No significant variance to report

### **SRB03 Housing Benefit Admin & Frau**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	319,731	266,260	262,050	(4,210)
3000	Transport	160	600	230	(370)
4000	Cost Of Goods And Services	82,906	80,410	89,070	8,660
7000	Income	(308,094)	(214,750)	(220,050)	(5,300)
	<b>Sum:</b>	<b>94,702</b>	<b>132,520</b>	<b>131,300</b>	<b>(1,220)</b>

Cost Centre	Cost Centre Name	2021/22 Budget
RB300	Housing Benefit Admin	116,300
RB340	Local Welfare Assist Scheme	15,000
RB900	Economic Vuln&Financial H/Ship	0
	<b>Sum:</b>	<b>131,300</b>

#### **Major cost increases**

0.30 FTE salary saving in part offset by salary inflation.

#### **Major cost decreases and changes in income**

No significant variance to report

### **SRB04 Housing Benefit Subsidy**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
4000	Cost Of Goods And Services	13,547,856	11,651,970	12,975,160	1,323,190
7000	Income	(13,417,592)	(11,646,970)	(12,910,160)	(1,263,190)
	<b>Sum:</b>	<b>130,264</b>	<b>5,000</b>	<b>65,000</b>	<b>60,000</b>

Cost Centre	Cost Centre Name	2021/22 Budget
RB400	Housing Rent Allowances	65,000
	<b>Sum:</b>	<b>65,000</b>

#### **Major cost increases**

Forecast Housing Benefit payments have been realigned to reflect current and projected spend; although it remains difficult to predict how many claims will move to Universal Credit and what the increase in claims will be as a result of the COVID19 Pandemic.

#### **Major cost decreases and changes in income**

Forecast Housing Benefit Subsidy income has been realigned to reflect current and projected spend in this area & also to factor in uncertainty with further claims moving to Universal Credit and additional claims as a result of the COVID 19 Pandemic

### **SRB06 Debt Recovery**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	125,128	65,720	69,770	4,050
3000	Transport	226	0	240	240
4000	Cost Of Goods And Services	2,452	2,320	2,420	100
	<b>Sum:</b>	<b>127,806</b>	<b>68,040</b>	<b>72,430</b>	<b>4,390</b>

Cost Centre	Cost Centre Name	2021/22 Budget
RB600	Revenues Misc Income Team	72,430
	<b>Sum:</b>	<b>72,430</b>

#### **Major cost increases**

No significant variance to report

#### **Major cost decreases and changes in income**

No significant variance to report

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## COMMUNITY PDG 2021/22 Service Unit Budgets

### Summary of PDG

Service Unit	2019/20 Actual	2020/21 Budget	2021/22 Budget	Movement
SCD01 Community Development	107,395	77,650	154,150	76,500
SCS20 Customer Services Admin	69,732	23,350	23,350	0
SCS22 Customer First	688,063	716,935	755,120	38,185
SES03 Community Safety - C.C.T.V.	7,041	6,010	43,590	37,580
SES04 Public Health	7,409	3,990	3,990	0
SES11 Pool Cars	0	1,280	280	(1,000)
SES16 Es Staff Units/Recharges	825,937	788,210	805,600	17,390
SES17 Community Safety	2,256	6,220	6,220	0
SES18 Food Safety	(17,790)	(25,070)	(24,200)	870
SES21 Licensing	12,888	14,400	50,840	36,440
SES22 Pest Control	1,668	5,000	5,000	0
SES23 Pollution Reduction	111,638	(650)	(580)	70
SPR02 Enforcement	111,126	110,370	93,420	(16,950)
SPR03 Development Control	614,393	357,990	856,440	498,450
SPR09 Forward Planning	188,625	270,620	270,570	(50)
SPR11 Regional Planning	139,864	99,390	248,273	148,883
SRS01 Recreation And Sport	835,901	434,750	1,145,341	710,591
<b>TOTAL</b>	<b>3,706,145</b>	<b>2,890,445</b>	<b>4,437,404</b>	<b>1,546,959</b>

## **COMMUNITY PDG 2021/22 Service Unit Budgets**

### **SCD01 Community Development**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
4000	Cost Of Goods And Services	107,395	77,650	154,150	76,500
	<b>Sum:</b>	<b>107,395</b>	<b>77,650</b>	<b>154,150</b>	<b>76,500</b>

Cost Centre	Cost Centre Name	2021/22 Budget
CD200	Community Development	154,150
	<b>Sum:</b>	<b>154,150</b>

#### **Major cost increases**

The only movement represents the transfer of grants for Tiverton Canal, Museum and TIC from PR400 to CD200 so that all the Community Grants are on one cost centre as recommended by PDG.

#### **Major cost decreases and changes in income**

None

## SCS20 Customer Services Admin

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
4000	Cost Of Goods And Services	23,022	23,350	23,350	0
	<b>Sum:</b>	<b>69,732</b>	<b>23,350</b>	<b>23,350</b>	<b>0</b>

Cost Centre	Cost Centre Name	2021/22 Budget
CS900	Central Photocopying	4,530
CS902	Central Postage	18,820
	<b>Sum:</b>	<b>23,350</b>

### Major cost increases

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### Major cost decreases and changes in income

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## SCS22 Customer First

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	632,730	670,700	708,820	38,120
3000	Transport	769	1,290	1,290	0
4000	Cost Of Goods And Services	55,074	44,945	45,010	65
7000	Income	(510)	0	0	0
	<b>Sum:</b>	<b>688,063</b>	<b>716,935</b>	<b>755,120</b>	<b>38,185</b>

Cost Centre	Cost Centre Name	2021/22 Budget
CS200	Communications	97,960
CS930	Customer First Management	168,580
CS932	Customer First	488,580
CS938	Digital Strategy Staffing	0
	<b>Sum:</b>	<b>755,120</b>

**Major cost increases**

CS932 - Salary movements due to Apprentice post for 1 year £14k  
 Externally funded backfill for Customer Welfare Officer (EQ776) £16k  
 Other increases in service area due to SCP increments, pay award increases and CMT uplift

**Major cost decreases and changes in income**

No major cost changes

**SES03 Community Safety - C.C.T.V.**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	10,167	7,950	5,530	(2,420)
2000	Premises	380	0	40,000	40,000
4000	Cost Of Goods And Services	2,651	4,060	4,060	0
7000	Income	(6,157)	(6,000)	(6,000)	0
	<b>Sum:</b>	<b>7,041</b>	<b>6,010</b>	<b>43,590</b>	<b>37,580</b>

Cost Centre	Cost Centre Name	2021/22 Budget
ES200	Cctv Initiatives	43,590
	<b>Sum:</b>	<b>43,590</b>

**Major cost increases**

Premises costs have increase due to Planned project work across the district on CCTV.

**Major cost decreases and changes in income**

## **SES04 Public Health**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
2000	Premises	219	0	0	0
4000	Cost Of Goods And Services	7,876	6,240	6,240	0
7000	Income	(685)	(2,250)	(2,250)	0
	<b>Sum:</b>	<b>7,409</b>	<b>3,990</b>	<b>3,990</b>	<b>0</b>

Cost Centre	Cost Centre Name	2021/22 Budget
ES360	Dog Warden	3,990
ES361	Public Health	0
	<b>Sum:</b>	<b>3,990</b>

### **Major cost increases**

No major costs changes

### **Major cost decreases and changes in income**

No major cost changes

## **SES11 Pool Cars**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
3000	Transport	8,892	7,390	7,790	400
7000	Income	(8,892)	(6,110)	(7,510)	(1,400)
	<b>Sum:</b>	<b>0</b>	<b>1,280</b>	<b>280</b>	<b>(1,000)</b>

Cost Centre	Cost Centre Name	2021/22 Budget
ES580	Pool Car Running Costs	280
	<b>Sum:</b>	<b>280</b>

### **Major cost increases**

No major cost changes

### **Major cost decreases and changes in income**

No major cost changes

### **SES16 Es Staff Units/Recharges**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	793,591	751,070	768,970	17,900
3000	Transport	33,767	29,930	24,680	(5,250)
4000	Cost Of Goods And Services	17,590	13,210	17,950	4,740
7000	Income	(19,011)	(6,000)	(6,000)	0
	<b>Sum:</b>	<b>825,937</b>	<b>788,210</b>	<b>805,600</b>	<b>17,390</b>

Cost Centre	Cost Centre Name	2021/22 Budget
ES730	Environmental Enforcement	134,540
ES733	Public Health Staff Unit	671,060
	<b>Sum:</b>	<b>805,600</b>

### **Major cost increases**

Salary increase due to CMT uplift, scp changes within the section and pay inflation.

### **Major cost decreases and changes in income**

Cost saving on transport is the removal of Essential Car user allowance.

### **SES17 Community Safety**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	127	0	0	0
4000	Cost Of Goods And Services	14,714	6,220	6,220	0
7000	Income	(12,586)	0	0	0
	<b>Sum:</b>	<b>2,256</b>	<b>6,220</b>	<b>6,220</b>	<b>0</b>

Cost Centre	Cost Centre Name	2021/22 Budget
ES250	Community Safety Partnership	6,220
	<b>Sum:</b>	<b>6,220</b>

**Major cost increases**

No major cost changes

**Major cost decreases and changes in**

No major cost changes

**SES18 Food Safety**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
2000	Premises	33,698	0	0	0
4000	Cost Of Goods And Services	13,334	15,500	15,070	(430)
7000	Income	(64,821)	(40,570)	(39,270)	1,300
	<b>Sum:</b>	<b>(17,790)</b>	<b>(25,070)</b>	<b>(24,200)</b>	<b>870</b>

Cost Centre	Cost Centre Name	2021/22 Budget
ES260	Food Protection	(200)
ES270	Asbestos / Water Quality	(24,000)
	<b>Sum:</b>	<b>(24,200)</b>

**Major cost increases**

No major cost changes

**Major cost decreases and changes in income**

No major cost changes

## **SES21 Licensing**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	130,892	127,900	133,970	6,070
3000	Transport	1,431	1,300	1,300	0
4000	Cost Of Goods And Services	27,292	23,130	23,160	30
7000	Income	(146,727)	(137,930)	(107,590)	30,340
	<b>Sum:</b>	<b>12,888</b>	<b>14,400</b>	<b>50,840</b>	<b>36,440</b>

Cost Centre	Cost Centre Name	2021/22 Budget
ES550	Licensing	(86,090)
ES740	Licensing Unit	136,930
	<b>Sum:</b>	<b>50,840</b>

### **Major cost increases**

None.

### **Major cost decreases and changes in income**

Income reduced to 78% due to ongoing impact of Covid on the sector.

## **SES22 Pest Control**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
4000	Cost Of Goods And Services	1,668	5,000	5,000	0
	<b>Sum:</b>	<b>1,668</b>	<b>5,000</b>	<b>5,000</b>	<b>0</b>

Cost Centre	Cost Centre Name	2021/22 Budget
ES600	Pest Control	5,000
	<b>Sum:</b>	<b>5,000</b>

### **Major cost increases**

No major cost changes



**Major cost decreases and changes in income**

No major cost changes

**SES23 Pollution Reduction**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
2000	Premises	300	0	0	0
4000	Cost Of Goods And Services	127,949	9,400	9,470	70
7000	Income	(16,611)	(10,050)	(10,050)	0
	<b>Sum:</b>	<b>111,638</b>	<b>(650)</b>	<b>(580)</b>	<b>70</b>

Cost Centre	Cost Centre Name	2021/22 Budget
ES660	Control Of Pollution	9,470
ES670	Local Air Pollution	(10,050)
	<b>Sum:</b>	<b>(580)</b>

**Major cost increases**

None.

**Major cost decreases and changes in income**

None.

**SPR02 Enforcement**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	101,259	97,180	81,200	(15,980)
3000	Transport	4,685	4,480	3,510	(970)
4000	Cost Of Goods And Services	6,673	8,710	8,710	0
7000	Income	(1,491)	0	0	0
	<b>Sum:</b>	<b>111,126</b>	<b>110,370</b>	<b>93,420</b>	<b>(16,950)</b>

Cost Centre	Cost Centre Name	2021/22 Budget
PR110	Enforcement	93,420
	<b>Sum:</b>	<b>93,420</b>

### **Major cost increases**

None

### **Major cost decreases and changes in income**

Salaries, £18k from moving the cost of admin support on this cost centre to the central Development Control admin team.

### **SPR03 Development Control**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	1,120,945	1,027,170	1,089,310	62,140
3000	Transport	23,065	22,700	12,470	(10,230)
4000	Cost Of Goods And Services	575,007	104,620	391,860	287,240
7000	Income	(1,104,624)	(796,500)	(637,200)	159,300
	<b>Sum:</b>	<b>614,393</b>	<b>357,990</b>	<b>856,440</b>	<b>498,450</b>

Cost Centre	Cost Centre Name	2021/22 Budget
PR200	Development Management	452,120
PR220	Tiverton Eue	56,320
PR225	Garden Village Project	338,000
	<b>Sum:</b>	<b>846,440</b>

### **Major cost increases**

PR200 - Salaries, £28k, moving the admin support from PR100 to this cost centre and from increasing an Area Team Leader to a FTE. The remainder is normal salary increments.

PR225 - Cost of Goods and Services £281k, planned consultancy expenditure to move the Garden Village project forward.

### Major cost decreases and changes in income

PR200 - Income, £159k reduction due to Covid19 recovery.  
£8k from removal of essential car user allowances.

### SPR09 Forward Planning

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	167,767	241,490	241,230	(260)
3000	Transport	538	600	600	0
4000	Cost Of Goods And Services	32,204	28,530	28,740	210
7000	Income	(11,883)	0	0	0
	<b>Sum:</b>	<b>188,625</b>	<b>270,620</b>	<b>270,570</b>	<b>(50)</b>

Cost Centre	Cost Centre Name	2021/22 Budget
PR600	Forward Planning Unit	270,570
	<b>Sum:</b>	<b>270,570</b>

### Major cost increases

None

### Major cost decreases and changes in income

None

### SPR11 Regional Planning

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	12,542	1,890	8,810	6,920
4000	Cost Of Goods And Services	142,378	97,500	239,463	141,963
7000	Income	(15,056)	0	0	0
	<b>Sum:</b>	<b>139,864</b>	<b>99,390</b>	<b>248,273</b>	<b>148,883</b>

Cost Centre	Cost Centre Name	2021/22 Budget
PR810	Statutory Development Plan	248,273
	<b>Sum:</b>	<b>248,273</b>

### **Major cost increases**

£77.5k spend on local plan.  
£20k NW Cullompton Masterplan  
£10k Junction 27 Masterplan  
£36k Developing Brownfield Sites  
£45k Custom & Self Build Projects  
£13k Cullompton Neighbourhood Plan Referendum

### **Major cost decreases and changes in income**

£60k for Crediton Masterplan moved to PR400

### **SRS01 Recreation And Sport**

Group	Description	2019/20 Actuals	2020/21 Budget	2021/22 Budget	Movement
1000	Employees	2,143,935	2,003,700	2,093,351	89,651
2000	Premises	1,136,722	1,244,050	1,259,020	14,970
3000	Transport	4,715	8,530	6,400	(2,130)
4000	Cost Of Goods And Services	304,110	291,010	255,600	(35,410)
7000	Income	(2,753,580)	(3,112,540)	(2,469,030)	643,510
	<b>Sum:</b>	<b>835,901</b>	<b>434,750</b>	<b>1,145,341</b>	<b>710,591</b>

Cost Centre	Cost Centre Name	2021/22 Budget
RS100	Leis Facilities Maint & Equip	538,420
RS110	Leisure Management & Admin	40,630
RS140	Exe Valley Leisure Centre	249,699
RS150	Lords Meadow Leisure Centre	198,952
RS160	Culm Valley Sports Centre	117,641
	<b>Sum:</b>	<b>1,145,341</b>

### **Major cost increases**

Premises budget increase is a result of specific revenue maintenance projects identified for 21-22.  
Employee costs have increased due to pay award, additional staff in the pension and additional staffing expected in first few months due to Covid.

**Major cost decreases and changes in income**

Income is down as a direct result of Covid-19 and not expected to fully recover until January 2022 provided there are no restrictions still in place during Autumn & Winter 2021/22.

Savings on goods and services are mainly down to the planned removal of vending machines, going cashless and savings on materials and chemicals due to a new procurement contract.

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**COMMUNITY PDG  
17 NOVEMBER 2020**

## **CCTV CODE OF PRACTICE AND POLICY**

**Cabinet Member(s):** Cllr Dennis Knowles, Cabinet Member for Community

**Responsible Officer:** Andrew Busby, Group Manager for Corporate Property and Commercial Assets

**Reason for Report:** To present the updated CCTV Code of Practice and Policy to Members for Approval.

**Recommendation:** For Members to note the report and recommend to Cabinet the approval of the CCTV Code of Practice (Annex A), the CCTV policy (Annex B) and the action plan (Annex C).

**Financial Implications:** Contributions are received on an annual basis from Tiverton Town Council towards the maintenance and management of the system. All other Council CCTV systems are funded by operational revenue maintenance budgets.

A draft bid for submission to the Police Commissioner to seek capital funding for addressing any shortfalls with the Tiverton Town CCTV system has been prepared and is on target to be delivered by 31<sup>st</sup> December 2020.

**Budget and Policy Framework:** The CCTV code of practice and policy have been reviewed and updated for approval by Cabinet, the supporting action plan is shown at Annex C.

**Legal Implications:** There are various pieces of legislation that must be adhered to when considering the continued use of CCTV cameras, including the Data Protection Act 2018, the Regulation of Investigatory Powers Act 2000 and the Surveillance Camera Code of Practice.

**Risk Assessment:** If Council CCTV systems are not fit for purpose their use cannot be justified in accordance with the Surveillance Code of Conduct and provisions of the Data Protection Act 2018. To do nothing will expose the Council to the risk of operating non-compliant CCTV systems.

**Equality Impact Assessment:** None identified

**Relationship to Corporate Plan:** None directly but there are implications for community safety.

**Impact on Climate Change:** None identified

### **1.0 Background**

1.1. Property services instructed a suitably qualified consultant to review the Council's CCTV systems and recommend actions required ensuring ongoing compliance, there are will be a number of actions required and that will require funding.

- 1.2. The Council has limited maintenance budgets for ensuring on going compliance for our CCTV systems. There is currently no additional budget for capital budget for any CCTV system.
- 1.3. Property Services are aware of requests to consider the use of additional CCTV including mobile cameras and bodycams. Our revised code of practice captures the consideration of these and what protocols would need to be adopted prior to use. This also applies to CCTV within our fleet.
- 1.4. The Council must ensure the compliance of its existing CCTV systems before considering their expansion particularly in the light of the limited funding available.
- 1.5. The outline specification for CCTV system for the Multi Storey Car Park (MSCP) including the required Data Protection Impact Assessment (DPIA) has been completed prior to selecting an equipment installer in line with the relevant financial regulations. There is allocated budget from the refurbishment programme for installing new cameras that may need to be spread over a few financial years should there be a shortfall.

## **2.0 Stakeholders**

- 2.1 Property Services continues to liaise with other agencies that have an interest in the Tiverton town CCTV system. This includes the police, town council and local traders.
- 2.2 As part as the funding agreement with Tiverton Town Council a meeting will be arranged when safe to do so to review the recommendations of the condition audit of the Town Council CCTV and to seek feedback on the Multi Storey Car Park installation.

## **3.0 Code of Practice and Policy**

- 3.1 The Code of Practice draws on the Government guidance for the appointment of a Single Point of Contact (SPOC – the government guidance is in a link in the footer). The establishment of the role of a SPOC within a local authority is the first step in demonstrating to the public that the local authority is committed to operating all surveillance camera equipment in compliance with the SC Code and key legislation such as RIPA, the GDPR and DPA, and Human Rights considerations, thereby building transparency, trust and confidence in its use. The Council has appointed a SPOC, the Facilities Manager for Corporate Property and Commercial Assets, who will have responsibility for the installation and operation of the Council's CCTV systems.
- 3.2 The CCTV Policy is an operational document for the operation of the Council's CCTV systems to ensure the tasks and documentation required by the Code of Practice are applied across all the Council's sites with CCTV on a consistent basis, with identified roles and responsibilities.



#### **4.0 Action Plan**

4.1 The MDDC CCTV action plan can be found at Annex C.

#### **5.0 Conclusion and Recommendations**

5.1 Given the on-going financial pressures, without a successful bid on improving the Town Centre(s) CCTV systems, the Council will have to reconsider the risks for their continued operation. The annual contribution of £6k made by Tiverton Town Council continues to be vital for the on-going operation of the Town Centre CCTV system. The budget for the indirect costs are circa £12k.

5.2 Members to note the report and recommend to Cabinet the approval of the CCTV Code of Practice, the CCTV policy and the action plan.

**Contact for more Information: Andy Busby Group Manager for Corporate Property and Commercial Assets: 01884 234948, [abusby@middevon.gov.uk](mailto:abusby@middevon.gov.uk)**

**Circulation of the Report:** Cabinet Member Cllr Dennis Knowles, Leadership Team

#### **List of Background Papers:**

Community PDG 22 September 2020– CCTV Annual update

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# Code of Practice

for Surveillance Camera Systems operated by

**Mid Devon District Council**

October 2020

REVISION / REVIEW HISTORY				
Date	Summary of changes	Revision Number	Authored / Revised by	Approved by
09/09/20	Compilation of new Code	V 1.1	Derek Maltby – Global MSC Security	Keith Ashton (SPOC)
14/09/20	Accept changes to document	V 1.2	Derek Maltby – Global MSC Security	Keith Ashton (SPOC)
29/09/20	Changes to document	V 1.3	Derek Maltby – Global MSC Security	Keith Ashton (SPOC)
02/10/20	Changes to document	V 1.4	Derek Maltby – Global MSC Security	Keith Ashton (SPOC)
07/10/20	Changes to document	V 1.5	Derek Maltby – Global MSC Security	Keith Ashton (SPOC)

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## Certificate of Agreement

The content of this Code is approved in respect of CCTV and surveillance systems owned and operated by Mid Devon District Council (MDDC) and as far as possible, will be complied with at all times by all who are involved in the management, operation and use of any MDDC CCTV systems.

Signed for and on behalf of Mid Devon District Council

Signature \_\_\_\_\_ Name \_\_\_\_\_

Position \_\_\_\_\_ Dated \_\_\_\_ day of \_\_\_\_\_ 2020

Signed for and on behalf of Devon and Cornwall Police

Signature \_\_\_\_\_ Name \_\_\_\_\_

Position \_\_\_\_\_ Dated \_\_\_\_ day of \_\_\_\_\_ 2020

Signed for and on behalf of \_\_\_\_\_

Signature \_\_\_\_\_ Name \_\_\_\_\_

Position \_\_\_\_\_ Dated \_\_\_\_ day of \_\_\_\_\_ 2020

## Definitions and Abbreviations

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### Systems Owner

Mid Devon District Council (MDDC) owns public space CCTV and a wide range of other smaller surveillance systems (PSS) operated across council business areas. The MDDC Group Manager for Property and Commercial Assets undertakes the responsibilities of ownership on behalf of MDDC.

### Senior Responsible Officer (SRO)

The SRO is the Solicitor, Legal Services and has strategic responsibility for compliance with the Protection of Freedoms Act 2012 (PoFA) in support of the Chief Executive in respect of all relevant surveillance camera systems operated by MDDC. The SRO will ensure that the interests of the council are upheld in accordance with this Code of Practice.

### Data Protection Officer (DPO)

The MDDC Data Protection Officer ensures compliance with the EU General Data Protection Regulations (GDPR) and UK Data Protection Act 2018 (DPA18) and manages all rights of access to information on behalf of the Systems Owner.

### Single Point of Contact (SPOC)

MDDC has appointed a CCTV SPOC: Facilities Manager for Corporate Property and Commercial Assets. The role is operational in support of the SRO and DPO for all matters relating to surveillance systems. The SPOC will act as the main contact point for anything related to a surveillance camera system and apply consistent policies and procedures to all systems at an operational level.

### Responsible Officer (RO)

A Responsible Officer (RO) is appointed at all sites or business areas using surveillance systems. They are responsible for the day-to-day management of the CCTV system. The RO should support the SPOC in understanding any changes to their system, whether the system remains fit for purpose and whether a maintenance contract is still in place for the system.

### Surveillance Camera Systems (SCS)

'SCS' has the meaning given by Section 29(6) of Protection of Freedoms Act 2012 and includes:

1. closed circuit television (CCTV) or automatic number plate recognition (ANPR) systems
2. any other systems for recording or viewing visual images for surveillance purposes
3. any systems for storing, receiving, transmitting, processing or checking the images or information obtained by 1 or 2
4. any other systems associated with, or otherwise connected with 1, 2 or 3

This excludes any camera system used for the enforcement of speeding offences.

CCTV Control Room (CR). A secure facility located within Tiverton where connected CCTV and surveillance systems are managed and operated in the day to day management of public areas.

CCTV Operator. The person responsible for watching, controlling equipment and recording the images produced by MDDC CCTV SCS linked to the CR and performing all CR duties.

## 1. Introduction

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### 1.1 Explaining this Code of Practice (Referred to as 'the LA Code')

Mid Devon District Council (MDDC) is required to establish a Code of Practice which sets out the governance arrangements that all surveillance schemes operated by MDDC must comply with. This ensures the principles, purposes, operation, and management adopted by the main public-space CCTV system are mirrored across the whole local authority service delivery operational areas. This MDDC Code of Practice (LA Code) must set out the regulatory framework that each scheme must comply with, the internal assessment process that each scheme must undertake and the processes required to establish a new surveillance camera scheme or upgrade an existing scheme.

The LA Code explains the surveillance systems used by the Council. It seeks to provide accountability and reassurance to everyone affected using surveillance across Tiverton. It demonstrates that MDDC will comply with the law and ensure peoples' rights are respected. The LA Code will also outline how the public may access recorded information, make enquiries or complaints.

The SPOC will be responsible for maintaining the LA Code, and providing regular guidance and updates to Responsible Officers to ensure that all surveillance cameras schemes continue to be operated in full compliance with the regulatory framework governing its use.

### 1.2 MDDC use of Surveillance Camera Systems (SCS)

MDDC believes the use of SCS can be a necessary and proportionate way of helping with a wide range of issues that affect people in public places, buildings and vehicles for which MDDC has a responsibility. MDDC also values the use of CCTV to protect its staff where appropriate. We will consider the nature of the problems to be addressed and whether CCTV is a justified and effective solution, prior to any coverage being expanded. We will regularly evaluate whether it is necessary and proportionate to continue using it.

### 1.3 Regulatory Framework

All our surveillance camera systems will be operated on a lawful basis and fully compliant with the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act (DPA) 2018; known as the 'data protection laws'. It will also fully regard all laws that impact on surveillance operations:

- The Human Rights Act (HRA) 1998
- The Crime and Disorder Act (CDA) 1998
- Freedom of Information Act (FoIA) 2000
- Regulation of Investigatory Powers Act 2000
- Protection of Freedoms Act (PoFA) 2012
- Town and Country Planning Act 1990
- Other relevant legislation according to specific use of CCTV in special circumstances (i.e. Covert use)



Any use of surveillance camera systems (SCS) by MDDC will comply with the Surveillance Camera Code of Practice issued by the Home Office (Section 29 PoFA) and other relevant legislation listed above. If local authorities don't have a good understanding of the surveillance camera systems they operate, they can face financial, legal and reputational risk.

MDDC recognises surveillance technologies have significant capabilities to intrude upon the right to privacy. If not lawfully, responsibly, and ethically operated, this technology may adversely impact upon the public confidence which MDDC seeks to provide by using it in the first place. People must be satisfied there is robust and accountable management of surveillance in all MDDC operational areas of service delivery.

#### **1.4 The Tiverton Public Space CCTV System (PSS CCTV)**

The Tiverton Public Space Surveillance CCTV System comprises of 29 cameras (this number will change) installed at various strategic locations throughout the town centre, including streets, parks, public places and car parks. Additional cameras are intended to be installed in the Tiverton Multi-Storey Car Park (MSCP). The cameras offer full colour, pan, tilt and zoom (PTZ) capability, some of which may be automatically switched to compensate for low light conditions.

Images from these cameras are sent to the Control Room (CR) in Tiverton where they are monitored and recorded. The CR is staffed by an operator employed by the council.

All material controlled and managed at the CR remains the property of Mid Devon District Council.

#### **1.5 Other Surveillance Camera Systems operated by the Council**

Mid Devon District Council is also responsible for SCS installed and operated at other locations or by staff engaged in operational duties throughout the Borough; these include:

- a) Tiverton Town Centre CCTV System
- b) Tiverton Multi-Storey Car Park, Phoenix Lane
- c) Phoenix House
- d) Old Road Housing Depot
- e) Unit 3 Carlu Waste Depot
- f) Exe Valley Leisure Centre
- g) Lords Meadow Leisure Centre
- h) Culm Valley Sports Centre
- i) Pannier Market

#### **1.6 Stakeholders**

MDDC works closely with stakeholders to deliver CCTV services. Typically, but not limited to:

- Devon and Cornwall Police
- The Safer Tiverton Partnership

From time-to-time other local stakeholders may be involved in the use of CCTV. Details of roles and responsibilities for key personnel responsible for MDDC CCTV are shown in **Appendix A** to this Code.

### **1.7 Applying the LA Code of Practice**

The LA Code will underpin oversight and day-to-day practice by all those managing and operating SCS. It will be supported by specific procedures in each operational area. Everyone connected with CCTV and surveillance camera systems operated by the Council will ensure that the principles and purposes outlined in this LA Code are always upheld. A copy of this Code will be available in Council offices, the CR, MDDC operational areas using SCS and on our website. If you would like a copy, please contact the SPOC.

## 2. Purposes of MDDC Surveillance Camera Systems

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The main specific and explicit purposes of MDDC surveillance camera systems across all operational areas are one or more of the following:

- To provide a deterrent to crime, vandalism, nuisance and anti-social behaviour
- To assist the prevention and detection of crime and apprehending criminals and the prosecution of offenders
- To improve public safety by reducing the perceived fear of crime
- Protecting Property
- To provide public reassurance and help improve quality of life in Tiverton
- To help secure safer areas and environments for those who live, visit, work, trade in or enjoy leisure pursuits in Tiverton
- To provide building security and a safe working environment for council staff and visitors
- To provide MDDC vehicle fleet management information including the safety of staff and users of council vehicles and assist in managing reported incidents and complaints
- To assist the police, other emergency services and Mid Devon District Council with efficient management of resources
- To monitor traffic flow and assist in traffic management
- To assist with the Councils regulatory and statutory responsibilities, including revenues and benefits enforcement, civil parking enforcement
- To assist with the gathering and provision of evidence to support criminal and civil proceedings
- Support the management of public and commercial areas which are essential to commercial wellbeing of the community, including identifying bylaw contraventions
- To assist in civil emergencies and countering terrorism
- Providing assistance with issues relating to public safety and health
- Monitoring areas where the public could be vulnerable around swimming pools or other exercise equipment
- Providing assistance with civil claims
- Providing assistance and reassurance to the public in emergency situations
- In appropriate circumstances, assisting the investigation of damage only accidents in MDDC owned car parks

The Council's SRO and SPOC, after consultation with the DPO, may draw up other explicit purposes for specific deployments based on local concerns. These will be documented in operational and data protection impact assessments to justify deployment, made available as necessary and reviewed periodically.

The use of other surveillance technologies not currently used by MDDC such as Automatic Number Plate Recognition (ANPR) and Body Worn Video (BWV), or covert deployments of any surveillance may also have specific purposes applied to each. Where appropriate, these will be highlighted in the respective content in Section 5; page 12 of this code.

The use of audio recording with surveillance technologies such as Body Worn Video (BWV), vehicle management CCTV and cameras inside the CR requires greater justification with clear and explicit purpose. Where appropriate, the purposes will be highlighted in the respective content in this Code.

### 3. Principles for implementing and operating MDDC SCS

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Throughout this Code it is intended, as far as possible; to balance the need for surveillance as a safety and security measure with the need to safeguard the individual's right to privacy. MDDC expects this to be a paramount consideration for all persons involved with any of its surveillance camera systems.

3.1 All MDDC surveillance operations will always comply with the data protection laws and follow the Information Commissioner's 2014 Code of Practice for surveillance systems and subsequent updates. Systems will be operated fairly, transparently, within the law, and only for the stated purposes in this Code. The ICO Surveillance Systems' Code is published on the Commissioner's website [www.ico.gov.uk](http://www.ico.gov.uk).

3.2 Local Authorities and Police in England and Wales are 'relevant authorities' who must pay due regard to the 12 Principles of the Surveillance Camera Code of Practice (SC Code) when operating surveillance camera systems, overtly, in public places and can be held accountable for failing to do so. In addition to the Tiverton PSS CCTV scheme, MDDC operates smaller schemes which are defined as public space schemes and listed at 1.5; page 7 of this Code. MDDC will apply the SC Code to all its use of surveillance systems. [www.gov.uk/government/publications/surveillance-camera-code-of-practice](http://www.gov.uk/government/publications/surveillance-camera-code-of-practice)

3.3 A Surveillance Camera Commissioner is appointed to oversee and promote compliance with the SC Code. A 'toolkit' of documents has been produced to assist authorities meet compliance requirements. In general, the SCC Code covers the role of surveillance from the beginning to the end; 'cradle to judgement' (courts or disposal). MDDC will apply the use of these documents in all operational areas. Every use of SCS will always be reasonable, necessary, and proportionate.

3.4 The decision to install new or updated surveillance camera systems (SCS) will be supported by operational needs-assessment documentation and a surveillance-specific Data Protection Impact Assessment (using templates issued by the regulators) to risk assess surveillance data processing and privacy issues. These documents will be completed before deciding to install. All installations must be justified to meet a 'pressing need' where it is being considered. Installation and use of SCS should be undertaken in consultation with the public, community organisations, council staff and the Police where appropriate.

3.5 Operating procedures relevant to individual operational areas will complement this Code and ensure responsible and accountable supervision of all types of MDDC surveillance operations. Evidence will be kept securely and made available to ensure everyone's right to a fair trial in the event of any court proceedings or tribunal.

3.6 Occasionally SCS may be required to assist with 'covert' directed operations (e.g. by police, councils, HMRC etc). Proper authority will be obtained and comply with the Regulation of Investigatory Powers Act 2000 (RIPA). The Office of Surveillance Commissioners (OSC) and subsequently the Investigatory Powers Commissioner (IPC) regulate and oversee how public authorities use their investigatory powers. When

undertaken solely by the Council, any covert directed surveillance authorised will meet the required 'crime threshold' and be further authorised by a Magistrates' Court (JP).

3.7 All processes related to use of SCS will be regularly reviewed, at least annually, to ensure continued use of surveillance remains justified. Managers in operational areas will be required to maintain documentation in a Code Assessment Pack (CAP) which will demonstrate that each scheme continues to operate in compliance with the LA Code, and present this to the SPOC at the annual desktop assessment.

3.8 Any major changes to the LA Code will only take place after consultation with key stakeholders in the operation of any specific CCTV system. Minor changes may be agreed between the persons nominated in Appendix A.

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## 4. Data Protection Information

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The EU General Data Protection Regulations (GDPR) were introduced in May 2018. The new Data Protection Act 2018 (DPA 2018) implements GDPR standards across all general data processing and provides clarity on the definitions used in the UK context. The UK will still have to look to the GDPR for most legal obligations. It is important the GDPR and the DPA 2018 are read in conjunction with each other. They are known collectively as the 'data protection laws'.

For processing to be lawful under Article 6 GDPR, organisations need to identify a lawful basis before processing personal data. MDDC consider their lawful basis to be 6(1)(e) 'Public task': the processing is necessary to perform a task in the public interest or for official functions, and either has a clear basis in law and when used away from official public tasks:

The Data Controller is the Council and the 'Senior Responsible Officer' for MDDC surveillance systems is the Group Manager for Property and Commercial Assets. Data Control has been further delegated to a Data Protection Officer (DPO) The Data Controller and DPO are responsible for:

- All copyright and ownership of all material recorded by virtue of the systems
- Full compliance with the GDPR and DPA 2018
- Ensuring the rights of access to personal data by individuals (Subject Access) is managed
- Ensuring all other requests for disclosure of data held on the systems is managed
- Ensuring auditable accountability through a range of policy and procedures
- Receive and deal with all complaints from the public relating to the systems

Please read Section 7 of this Code for more information on requests to view and disclosure of surveillance data. The Single Point of Contact (SPOC) is responsible for the day to day oversight of operational management of the surveillance systems.

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## 5. Management and Operation of Surveillance Camera Systems

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### 5.1 General

All equipment associated with either the MDDC public-space CCTV system (PSS) or the SCS operated in other service delivery operational areas, (regardless of whether it is connected to the CR), will only be operated by personnel who have been properly trained in its use and relevant operating procedures.

All staff responsible for any MDDC SCS will be careful about exercising personal prejudices which may lead to complaints about CCTV being used for purposes for which it is not intended. Staff may be required to justify their monitoring, recording, or disclosing of images of any persons, activity, or property at any time.

### 5.2 Deciding to use SCS and Camera Locations

Having considered Section 3; page 9 of this LA Code, if using surveillance is the most appropriate means of addressing a pressing need, cameras will be sited in positions to meet that need after preparing documents in 3.4. CCTV must be justified, meet the purpose for which it was installed, and recordings must be of an appropriate quality.

Cameras will be prominently placed in positions within public view. As far as possible cameras will not be hidden or obscured and be sited in positions that minimise risk to tampering, damage or destruction.

As far as is reasonable, all surveillance cameras must meet the purposes agreed for their use and recordings must be of an appropriate quality.

Cameras will be restricted to ensure they do not view areas that are not of interest and are not intended to be seen, e.g. an individuals' private property. Electronic 'privacy zones' may be used to ensure that the interior of any private property cannot be viewed. Individuals who have concerns over any potential intrusion of their privacy may request a review of camera locations by writing to the SPOC at the details given in **Appendix A** of this Code. The council will not use any 'dummy' cameras.

### 5.3 Signs

Signs will be placed in the areas covered by cameras to make people aware of CCTV surveillance.

Appropriate signs will be deployed on the main access routes into Tiverton in suitable positions to inform both vehicle drivers and pedestrians that CCTV operates in the area. Signs will be used at strategic locations around the town centre areas covered by cameras as reminders of CCTV in operation. Signs will also be positioned on and in buildings and vehicles owned and managed by MDDC where surveillance systems are used. The signs will indicate:

- The presence of CCTV monitoring (typically using a graphic of a CCTV camera)

- The 'ownership' of the System (unless its plainly obvious)
- The intended purpose of the system (i.e. crime prevention; public safety and security)
- An up-to-date contact telephone number for further information and access to recordings

#### **5.4 Transmission, Recording and Storing CCTV Images**

CCTV cameras send images to the CR or direct to a local on-site recording device using a variety of methods. These include cables, wireless signals, and computer networks. Security of transmission remains paramount. Transmission will either be owned by the Council or provided under contract by an industry supplier.

MDDC uses Digital/Network Video Recorders (D/NVR's) to record the images from all cameras throughout every 24-hour period. The D/NVR's are either housed securely in the CR or in secure locations at specific MDDC sites. Recorded images are retained on the D/NVR's for no longer than 31 days. Retention periods may vary dependant on site specific issues, but it will not exceed this limit at any site. Future storage requirements may include cloud-based solutions. If so, data security measures will be employed to ensure the Council is compliant with the data protection laws.

All recordings stored at CR can be replayed on the dedicated computer workstations in this secure area. Only authorised staff can download copies of recorded images when required for approved purposes. These images will then be kept for longer in accordance with the rules of evidence.

After retention, the recorded images are erased using an automatic digital process called 'overwriting'. This meets the requirements of not keeping data for longer than necessary, a principle of data processing.

At any other MDDC site, any recording, viewing, and exporting of images will only be undertaken by trained and authorised staff. All MDDC staff acknowledge the public must have total confidence that information recorded about them will be treated with integrity and confidentiality.

#### **5.5 Monitoring CCTV images**

MDDC has a Control Room (CR) for the main public-space and MSCP CCTV system. The CR will only be staffed by trained operators in accordance with MDDC policy and operational procedures. (See Section 6; page 17 for details re CR).

At some MDDC sites where CCTV is installed and not linked to the CR, monitors are installed to provide authorised staff with the opportunity to watch 'live' or review recordings when necessary; for example some council sites and sports/leisure centres, etc.. Monitoring is not a prime function at these sites.

Staff at all sites (via the SPOC) will be fully conversant with this Code and their specific operational procedures which they will be expected to comply with as far as reasonably practicable at all times.



## 5.6 ANPR

MDDC does not use ANPR cameras at this time.

## 5.7 Body Worn Video (BWV)

MDDC does not use BWV cameras at this time.

BWV systems are more intrusive than the more 'normal' CCTV surveillance systems because of its mobility and use in 'close-up' situations with people. This technology is used regularly by law enforcement agencies.

## 5.8 Audio Recording

MDDC considers the use of audio recording, particularly where it is continuous, to be more privacy intrusive than purely video recording. Its use will therefore require much greater justification.

MDDC will not use sound recording facilities with their main public-space CCTV system. Audio recording may be used in other circumstances, where appropriate, for safeguarding or complaints. MDDC will only use audio recording where:

- A pressing operational need is identified, and other less intrusive methods have been explored
- The need cannot be appropriately addressed, and the only way is the use of audio recording
- Appropriate 'data protection by design' methods have been incorporated into the system

Where MDDC decides to use audio recordings in specific circumstances they will ensure:

- A thorough camera-specific data protection impact assessment will be carried out
- The system provides a high enough quality of recording to achieve the stated aim
- The most privacy friendly approach is used; where video and audio recording can be controlled and turned on and off independently of each other. These two types of data processing should be considered as separate data streams and should be controlled separately to ensure irrelevant or excessive data is not obtained and held
- It must be proportionate
- Consultation with staff in advance; where recording conversations between staff and particular individuals is needed for a reliable record of what was said and might be used as evidence in an investigation or audio recording is triggered due to a specific threat
- It is made clear to data subjects that audio recording is taking place, over and above any visual recording which is already occurring

Recording of two-way audio feeds from 'help points' covered by CCTV cameras is deemed acceptable where it meets an operational need and are activated by the person requiring assistance.

Signs will be prominently displayed indicating audio recording is used.

## **5.9 Redeployable CCTV**

Although not yet used by the Council, redeployable CCTV (mobile) cameras can be moved from one location to another and fully operational within a short time. They are used to follow incident or crime hot spots whenever and wherever they appear. MDDC may use this technology when necessary; for example, environmental enforcement for fly-tipping.

Deciding to use and deploy this technology will require the same standards as set out in Section 3; page 9 and 5.2; page 12 of this LA Code, albeit in a suitable format to provide for speedy deployment when necessary. Use of redeployable (mobile) cameras will always be in accordance with the law, national and local guidance and accountable through specific operating procedures.

### **5.10 Access to Recordings and Audit Trail (Record keeping)**

Access to any monitoring or recording equipment in any MDDC service delivery operational area is restricted to ensure security and confidentiality of the information processed. Only nominated key staff will be allowed to access equipment and recordings for proper reasons and must only be for the stated purposes of CCTV.

Access control measures will be used to ensure security and confidentiality where necessary. There will not be any public access to equipment or recordings at these sites. Individual subject access to 'personal data' is not affected by this clause.

There will be records kept, either paper-based or electronically on a computer, of all relevant activity associated with the operation and management of any such MDDC surveillance camera system. This will typically include but not limited to:

- Actions taken by operational staff and incidents reported to or seen by them
- Request, Review, Download and Release of any recorded images
- Fault reporting and rectification and the regular maintenance programme

Every recording or operational audit record has the potential of being required as evidence at some point.

All record keeping will be carried out in accordance with user-specific operating procedures overseen by individual Responsible Officers in each operational area.

### **5.11 Maintenance of SCS**

MDDC will ensure all their surveillance camera systems are properly maintained in accordance with operational procedures and maintenance agreements. Maintenance agreements will make provision for regular/periodic service checks on the equipment which will include cleaning of all-weather domes or housings, checks on the functioning of the equipment and any minor adjustments that need to be made to

the equipment settings to maintain picture quality. Agreements will also include regular periodic overhaul of all the equipment and replacement of equipment, which is reaching the end of its serviceable life.

Maintenance agreements should also provide for 'emergency' attendance by a specialist CCTV engineer to rectify any loss or severe degradation of image or camera control. Appropriate records will be kept by MDDC Responsible Officers and the maintenance contractor.

## **5.12 Discipline**

Every individual with any responsibility for SCS under the terms of this LA Code or related user-specific procedures will be subject to agreed disciplinary procedures. Any breach of this Code or of any aspect of confidentiality may be dealt with in accordance with those disciplinary rules. A breach of the Code may result in criminal proceedings.

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## **6. MDDC Control Room (CR)**

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### **6.1 General principles**

The CR is a central facility for monitoring Tiverton public-space CCTV for recording and monitoring purposes. The Council 'contracts out' its CCTV monitoring and maintenance services to a specialist contractor. The Control Room (CR) is irregularly staffed by trained and accredited staff to provide fully specified MDDC services in accordance with MDDC CCTV/SCS policy and specific operational procedures.

All staff will be fully conversant with this Code and their operational procedures which they will be expected to comply with as far as reasonably practicable at all times.

The CR operator's main role is to continuously monitor, identify and respond to incidents. Operators using any MDDC cameras will always act with utmost integrity. The cameras and recordings will only be used for the purposes listed at Section 2.0 of this Code. All staff responsible for CCTV, will be careful about exercising prejudices which may lead to complaints about CCTV being used for purposes for which it is not intended.

Cameras will not be used to look into private residential property. Operators can be required to justify their interest in, or recording of, any individual, group of individuals or property at any time.

### **6.2 Private Security Industry Act 2001 and the Security Industry Authority (SIA)**

Under the provisions of the Private Security Industry Act 2001 it is a criminal offence for staff to be 'contracted' as public space surveillance (CCTV) operators in England, Wales, and Scotland without a Security Industry Authority (SIA) licence. The SIA is responsible for regulating the private security industry. For more information visit: [www.sia.homeoffice.gov.uk](http://www.sia.homeoffice.gov.uk)

Staff carrying out monitoring tasks for MDDC will not monitor SCS for third parties or other local authorities, otherwise an individual 'front-line' SIA CCTV Licence in compliance with this legislation will be required.

### **6.3 Staff Vetting**

It will be a condition of employment that all staff being selected for a role in the CR are successful through locally agreed vetting procedures and those defined by the SIA for a CCTV Licence. As an 'Airwave' Police Digital Radio is installed, staff will be vetted to Non-Police Personnel standard as required by the National Police Chiefs Council (NPCC; previously ACPO) and Devon and Cornwall Police.

### **6.4 Staff Training**

Every member of staff directly connected to the operation of CCTV or with responsibility for the CR will be trained appropriately for their role. As a minimum the SIA CCTV Licence demands a structured training programme that results in a recognised qualification. The Information Commissioners Surveillance Code requires all staff to be trained in their responsibilities for data management.

## **6.5 Access to and Security of CR**

Access is restricted to ensure security and confidentiality of the information inside the CR. Robust access control measures will be used to restrict access to authorised CR or MDDC staff ensuring security, integrity, and confidentiality. If the CR is left unattended for any reason it will be secured. In the event of evacuation for safety or security reasons, standard operating procedures will be complied with.

General entry will not be allowed without sufficient reason and must only be for the stated purposes of CCTV. Any formal requests that are received from members of the public requesting entry to the control room will be dealt with by the MDDC Responsible Officer.

Except where used for training or demonstration purposes there shall be no public viewing of the monitors. Images of areas in which individuals would have an expectation of privacy will not be made available for these purposes nor will they be viewed by non-authorised persons.

Regardless of anyone's status, all access to the CR will be recorded in a Visitors Log. All visitors will be reminded of the need for confidentiality by displayed notices and a clause in the Visitors Log. Operational staff will ensure only authorised access and an accurate visitors log is maintained and enforced.

Operational staff, who frequently go into the CR as part of their daily duties are exempt from signing the Visitor Log providing, they have signed a Declaration of Confidentiality.

## **6.6 Use by Law Enforcement Agencies**

From time to time arrangements may be made for law enforcement staff to be in the CR to support their operations with CCTV. If this involves 'covert' operations by specific law enforcement agencies, then on every occasion the SPOC must be satisfied that proper authority has been obtained under the Regulation of Investigatory Powers Act 2000 (RIPA). Only trained and authorised staff with responsibility for using the CCTV equipment will have access to the controls and operate the equipment. The presence of law enforcement agencies will always be supervised by an authorised user from within the CR and in accordance with this Code and agreed operational procedures. CR operations will always have primacy. Security, safety, and protection of the public will remain paramount.

## **6.7 Declaration of Confidentiality**

Every individual with responsibilities connected to the CR or any surveillance system linked to it under this Code or related procedures will sign a declaration of confidentiality. The signed copy will be held by the MDDC Responsible Officer for the PSS SCS.

## **7. Viewing and Disclosure of CCTV Recordings**

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### **7.1 General Principles**

Requests for access to, viewing and disclosure of recorded images from any MDDC CCTV or other surveillance camera system will be controlled in accordance with defined procedures and consistent with one or more of the purposes listed in Section 2 of this Code.

Safeguarding an individual's rights to privacy will always remain a priority.

CCTV and surveillance information will not be copied, sold, disclosed, or used for commercial or entertainment purposes. Occasionally recordings may be used by MDDC for:

- Training and demonstration purposes but the material will be selected by the MDDC Responsible Officer and its use will be strictly controlled
- to assist in the general planning and management of the areas of CCTV coverage
- to assist in identification and compiling of information relating to public safety
- to assist in the efficient management of service delivery in the areas of CCTV coverage

Written authorisation from the relevant MDDC Responsible Officer will be required before access for research purposes. The copying of material or its removal from any MDDC surveillance system for research purposes will only be permitted under exceptional circumstances and shall be fully documented.

Where necessary, final judgements about content of any third-party disclosure will be made by the Data Controller in consultation with the Data Protection Officer.

Author's Note: 'Detailed MDDC Guidance on Viewing and Disclosure to Third-Parties' should be prepared and read in conjunction with this LA Code. Only key aspects are covered in this section.

Copyright and ownership of all information relating to recordings from MDDC surveillance systems will remain with the Data Controller. Once CCTV images have been disclosed to another body (such as the police), then they become the Data Controller for their copy of the images. It is their responsibility to comply with the data protection laws in relation to any further disclosures.

### **7.2 Requests for Viewing of CCTV Recordings**

Under Article 30 of the GDPR, larger organisations are required to maintain a record of their processing activities. Any request for viewing or access to any MDDC 'CCTV' data must be documented for accountability; a key principle of data processing and compliance with the DPA 2018. It allows MDDC to request information or details from individuals requesting information relating to recordings from surveillance systems.

All requests for viewing (and disclosure) of any MDDC 'CCTV' data will be in accordance with service delivery operational procedures. For PSS CCTV recordings held at the CR, the management of requests will be the responsibility of the Group Manager for Property and Commercial Assets . In other service delivery operational areas, requests for viewing (and disclosure) of CCTV images will be the responsibility of the Responsible Officer or nominated individual based and if necessary, in consultation with the MDDC SPOC.

All requesters will be encouraged to submit or complete documented requests. Requests from the police service will be 'in writing' but may be a specific document used by police forces and emailed to MDDC. A Council form is to be used for this purpose.

### **7.3 Disclosure to Members of the Public - Subject Access Requests**

The Data Protection Act 2018 gives individuals rights of access to their personal information held by Mid Devon District Council. Subject access is a fundamental right for individuals but it is also an opportunity for the Council to provide excellent customer service by responding to Subject Access Requests (SAR's) efficiently, transparently and by maximising the quality of the personal information held. Requests by members of the public for CCTV images are limited to 'personal information' as required by DPA 2018. Third-party information (e.g. another's' identity or vehicle registration number) will not be disclosed through SARs. If other third-party information is shown with the images of the applicant, images will be suitably obscured.

A valid SAR must always be made in writing. This can be by letter, online form or via email to the Information Management Team: [foi@middevon.gov.uk](mailto:foi@middevon.gov.uk) The applicant will be asked to complete a form with sufficient information to validate their identity and enable the data to be located. The council has a maximum of a month starting from the day the request and identification (if required) is received. This is a statutory requirement which must be adhered to. In exceptional circumstances an extension can be agreed with the Information Management Team.

Generally, information will be provided free of charge. There are exceptions.

SAR's will not be granted in circumstances that may prejudice the prevention or detection of crime and the apprehension or prosecution of offenders. Other disclosure rules may apply.

Further advice on SARs is given in the ICO CCTV Code of Practice and a Your Right of Access which are published on the Commissioner's website [www.ico.gov.uk](http://www.ico.gov.uk).

### **7.4 Disclosure to Members of the Public – Freedom of Information Act 2000**

The Freedom of Information Act (FOIA) gives the public a general right of access to official information held by most public authorities (police or councils, etc.). It also applies to companies which are wholly owned by public authorities. Typically, it applies to information around decisions, statistics, spending money and effectiveness. Requests may be by letter or email. The public authority must state whether it holds the information and normally supply it within 20 working days in the format requested.

When responding to requests, there are procedural requirements set out in the Act which an authority must follow. There are also valid reasons for withholding information, which are known as exemptions. FOIA exemptions apply to disclosure of CCTV images.

If the images are those of the FOIA applicant - the information will be treated as a Subject Access Request as explained at 7.3 above. If the images are of other people/vehicles etc., these can only be provided if disclosing the information does not breach the data protection principles.

In practical terms, if individuals are capable of being identified from the relevant CCTV images, then it is personal information about the individual concerned. It is unlikely that this information can be disclosed in response to an FOIA request. The applicant could potentially use the images for any purpose and the individual concerned is unlikely to expect this and so it likely to be unfair processing breaching the Data Protection Act (DPA).

NOTE: No matter how a request is received there is no requirement for the requester to mention either the Data Protection Act or Subject Access for it to be a valid request. In some cases, the requester may even state the wrong legislation e.g. Freedom of Information Act, but the request will still be valid.

It is the responsibility of the officer dealing with it to appropriately recognise a request as one for personal data and refer it to the Information Management Team if they are not sure they should check before disclosing any information.

This guidance is not exhaustive. Full details on FOIA issues are found at the ICO website: [www.ico.gov.uk](http://www.ico.gov.uk).

## **7.5 Disclosure to Other Third Parties**

Requests to view and disclosure of recorded images from any MDDC CCTV or other surveillance camera system will normally be granted to organisations or specific individuals (other Third Parties) that show they are a bona-fide applicants with a legitimate interest in the CCTV recordings and show valid reasons which must meet the purposes listed in Section 2 of this LA Code.

Where this is not an SAR or FOI, a charge may be applied on a case by case basis.

These are mainly (but not limited to) the following organisations:

- All UK police staff, (including Ministry of Defence and Military Police)
- Statutory authorities with powers to prosecute, (e.g. H.M. Revenue and Customs, councils, Trading Standards, Environmental Health, etc.)
- Solicitors or their legal representatives in criminal or civil proceedings



- Individuals representing themselves in judicial proceedings. Please be advised data will only be released in accordance with DPA guidelines
- Other agencies (e.g. Insurance companies) according to purpose and legal status. A fee may be charged to cover costs of searching, copying and disclosure. Some requests may be treated as a DPA Subject Access Request if an individual has authorised an SAR submission on their behalf

A third-party request (TPR) applicant should provide sufficient information to enable an assessment of type of request; [i.e.: is it a data subject access request for 'personal data' or a general access request from a bona-fide entity?] and the relevant data to be located. Information that is too broad or covers extensive time periods making it difficult to locate the data will need to be revised and more specific. All requests for information will be scrutinised in detail. Viewing and disclosure of information will not be unduly obstructed, but MDDC may refuse requests due to insufficient information or invalid reasons.

The correct disclosure form should be completed in every case.

If validated, the request will proceed. Access to and disclosure of CCTV data held on MDDC surveillance systems (data export) will come from a range of users.

## **7.6 Disclosure to the Media**

Requests for CCTV images from the media will always be considered if it meets the stated purposes or is in the public interest to be disclosed. Judgements about disclosure to the media will be made by the MDDC CCTV SPOC in consultation with MDDC communications staff and Information Management where necessary. The disclosure will include a signed release document that clearly sets out what the data will be used for, the limits on its use and retention of editorial control by Mid Devon District Council.

Devon and Cornwall Police or other police force will be permitted to release recorded material to the media in connection with an investigation or detection of a crime without prior approval of MDDC. CCTV recordings subject to approved release should relate to specific incidents and only be released in accordance with the NPCC media guidance and Devon and Cornwall Police procedures. Strict copyright conditions that do not allow it to be used for entertainment or any other purposes will apply.

The MDDC CCTV SPOC and communications staff should be advised of the release of the recorded material to the media. Every effort should be made to give the notification prior to its release.

## **8. Reviews and Audits of MDDC Surveillance Camera Systems**

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### **8.1 General principles**

- i. To ensure compliance with Data Protection and Protection of Freedoms laws and their Codes of Practice, the continued use of CCTV cameras requires periodic reviews. The Surveillance Camera Code of Practice requires effective review and audit mechanisms to ensure legal requirements, policies and standards are complied with in practice, and regular reports should be published. This will be coordinated by the SPOC who will set minimum expectations on who and how a CCTV system will be reviewed to assess system effectiveness and justify its continued use. This is recommended to be at least an annual desktop assessment.
- ii. In advance of the annual desktop assessment the SPOC will send a questionnaire to each site's RO for completion as part of the review process.
- iii. Regular checks and audits should be conducted more frequently by the RO in each service delivery operational area to ensure that policy and site procedures are always being complied with.
- iv. The process of using documented surveillance operational assessments and DPIA's will make the annual review more straightforward. Where evidence shows a CCTV camera location continues to be justified the camera will remain. Where evidence, gathered over a 12-month period, cannot be found to show that a CCTV camera location continues to be justified the camera use should be reconsidered by the Council in consultation with CCTV operational stakeholders.

### **8.2 Maintaining a Code Assessment Pack (CAP)**

RO's in each operational area are required to maintain documentation in a Code Assessment Pack (CAP) which will demonstrate that their systems continue to be operated in compliance with this LA Code, and present their evidence to the SPOC at the annual desktop assessment. Typical CAP contents will be (but not limited to):

- Evidence of compliance with the principles of the SC Code and other relevant legislation such as GDPR, DPA, and Human Rights considerations including completing the Self-Assessment Tool
- Data Protection Impact Assessment (DPIA). This should be reviewed when changes are made to the system
- A list of all the documents that the RO must maintain
- An asset list
- Declaration of compliance
- Records of the people authorised to access recordings
- Training records;
- Records of access requests received
- Signage review

- Any cyber considerations

Full details of the CAP can be found at: <https://www.gov.uk/government/publications/introducing-a-single-point-of-contact-guidance-for-local-authorities/introducing-a-single-point-of-contact>

### **8.3 Annual Report**

Using the above review information, the SPOC will prepare and publish an annual report of MDDC surveillance camera systems. Within the main annual report there should be a subheading for the SPOC to set out the number of operational areas under their remit and to give a brief overview of any inspections, contracts associated with the schemes, number of compliments and complaints in relation to the schemes and details of the scheme's performance and priorities. This approach includes the wider issues for justifying continued of CCTV.

From time-to-time one or more systems will be independently audited to assess its overall performance.

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## 9. Making Enquiries or Complaints about CCTV

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A member of the public wishing to make enquires, compliments or a complaint about any aspect of an MDDC surveillance camera system may do so by contacting the SPOC. See **Appendix A**; page 24 of this Code.

All complaints will be treated seriously. They will be dealt with in the same way as the discipline and complaints procedures which apply to all staff employed by MDDC.

The SPOC will ensure that every complaint is acknowledged and include advice about the procedure to be undertaken. Details of all complaints and the outcome will be included in the CCTV annual report.

If the outcome from a complaint about how the CCTV system operates or how images (data) were handled is thought to be unsatisfactory this should be reported to the DPO as soon as possible, the Office of the Information Commissioner may investigate independently. Individuals have additional rights under DPA to prevent processing likely to cause substantial and unwarranted damage or distress and to prevent automated decision-taking in relation to the individual.

Visit [www.ico.gov.uk](http://www.ico.gov.uk) ; telephone 01625 545745 or write to:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

## Appendix A

## Key Roles and Responsibilities

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### 1. Ownership

The Owner of all MDDC surveillance camera systems is:

Mid Devon District Council  
Phoenix House  
Phoenix Lane  
Tiverton  
EX16 6PP

Tel. 01884 255255

<https://www.middevon.gov.uk>

Through the office of the Chief Executive, the Council will:

Determine the purposes, and the way, any surveillance camera system is established and be the data controller of any personal data is processed by them. The Council is the data controller of all personal data used and held within each individual department.

Appoint key roles to support the management of surveillance camera systems across its area of responsibility to ensure that all such equipment, it's siting, deployment, and management is compliant with a complex framework of legislation, regulation, and guidance

### 2. Management

#### 2.1 Data Protection Officer (DPO)

The Council's Data Protection Officer will:

- i. Ensure compliance with the EU General Data Protection Regulations (GDPR) and UK Data Protection Act 2018 (DPA18) and is responsible for upholding data subject's rights in relation to various aspects of the Act on behalf of the Owner
- ii. Review completed surveillance camera specific data protection impact assessments (DPIA as set out in Article 35 of the GDPR and Section 64 DPA 2018) from each MDDC operational area and should advise on compliance and whether processing can proceed
- iii. Ensure that each Service Delivery Privacy Notice includes references to data processed by surveillance cameras to meet the principles of transparency and accountability

#### 2.2 'Senior Responsible Officer' (SRO)

The SRO is the MDDC Solicitor, Legal Services and will:

- i. Take strategic responsibility for compliance with the Protection of Freedoms Act 2012 (PoFA) in support of the Chief Executive in respect of all relevant MDDC surveillance camera systems
- ii. Ensure that the interests of the Council are upheld in accordance with the 12 principles of the Surveillance Camera Code of Practice under Section 33(5) of the Protection of Freedoms Act 2012. MDDC is an organisation in England and Wales that must have regard to the Surveillance Camera Code of Practice
- iii. Be supported by a Single Point of Contact (SPOC) to ensure day-to-day compliance with the SC Code and all related matters
- iv. If you have any concerns or questions about how we look after your personal information or compliance with the SC Code, please contact us at [cfp@MDDC](mailto:cfp@MDDC) MOSS.mddc.ads or call 01884 255255.

### **2.3 Single Point of Contact (SPOC)**

The SPOC is the MDDC Facilities Manager for Corporate Property and Commercial Assets and will:

- i. Be the day-to-day management and operational support to the SRO and DPO for all matters relating to any MDDC surveillance systems
- ii. Act as the main contact point for anything related to a surveillance camera system and apply consistent policies and procedures to all systems at an operational level
- iii. Establish and maintain an MDDC Code of Practice (this LA Code) which sets out the governance arrangements that all schemes must comply with and provide regular guidance and updates to RO's (2.4)
- iv. Carry out an audit of MDDC surveillance camera systems to find out exactly what type of systems are being used by the council across all operational areas; where all its cameras are located and who has responsibility for them
- v. Ensure that any MDDC staff operating surveillance cameras are properly trained, keep them up to date on changes to legislation and help them to develop
- vi. Standardise signage, set out clear roles and responsibilities, improve competence across the council and set up a governance board to scrutinise the use of CCTV across MDDC
- vii. Appoint Responsible Officers (2.4) for service delivery operational areas and advise on changes to schemes including adding or removing cameras, and where they are best located

The SPOC should read and understand their role as set out in 'Guidance: Introducing a Single Point of Contact (SPOC) <https://www.gov.uk/government/publications/introducing-a-single-point-of-contact-guidance-for-local-authorities/introducing-a-single-point-of-contact> This document is primarily aimed at local authorities but can be utilised by any organisation operating video surveillance systems

If you have any concerns or questions about day-to-day MDDC CCTV operations or compliance with the SC Code, please contact us at [cfp@MDDC MOSS.mddc.ads](mailto:cfp@MDDC MOSS.mddc.ads) or call 01884 255255.

## 2.4 Responsible Officers (RO)

A Responsible Officer (RO) will be appointed at all MDDC service delivery operational areas using surveillance systems. They will:

- i. Fully comply with relevant laws, regulations, and the contents of this LA Code of Practice
- ii. Be responsible for the day-to-day management of their operational area use of CCTV
- iii. Support the SPOC understanding any changes to their system, whether the system remains fit for purpose and whether a maintenance contract is still in place for the system
- iv. Ensure audit trail documentation is maintained for image management activity
- v. Undertake regular reviews of operational procedures to ensure compliance
- vi. Maintain a Code Assessment Pack (CAP; at 9.2 of this Code), complete an annual questionnaire supplied by the SPOC and present their evidence to the SPOC at the annual desktop assessment

Full details of the CAP can be found at: <https://www.gov.uk/government/publications/introducing-a-single-point-of-contact-guidance-for-local-authorities/introducing-a-single-point-of-contact>

## **Appendix B** **Mid Devon District Council Surveillance Camera Systems**

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### **1.0 MDDC SCS**

The Council owns and operates a number of Surveillance Camera Systems in its towns, buildings and offices as part of its function to provide safe environments for all.

1.1 The Council has the following camera numbers at the following sites:

a) Tiverton Town Centre CCTV System	29
b) Tiverton Multi-Storey Car Park, Phoenix Lane	23
c) Phoenix House	32
d) Old Road Housing Depot	8
e) Unit 3 Carlu Waste Depot	24
f) Exe Valley Leisure Centre	16
g) Lords Meadow Leisure Centre	16
h) Culm Valley Sports Centre	17
i) Pannier Market	4

The Council owns a total of 169 surveillance cameras across 9 sites.

A list of all cameras for each of the above locations is retained by MDDC Property Services.



**Mid Devon District Council**

**CCTV Policy**

Policy Number: HSG

**October 2020**

## Version Control Sheet

*Title:* **CCTV Policy**

*Purpose:* **To ensure the principles, purposes, operation and management adopted by the main public-space CCTV system are mirrored across the whole of MDDC's service delivery operational areas.**

*Owner:* **Group manager for Corporate Property and Commercial Assets**

**[abusby@middevon.gov.uk](mailto:abusby@middevon.gov.uk)**

**Telephone number 01884 234948**

*Date:* **October 2020**

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*Review Frequency:* **Every 3 years or sooner if required and in accordance with legislation**

*Next review date:* **October 2023**

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

Group Managers  
Cabinet Member  
Property Services  
Legal Services

..

### **Document History**

This document obtained the following approvals.

<b>Title</b>	<b>Date</b>	<b>Version Approved</b>
Group Managers		
Leadership Team		
Community PDG	<b>November 2020</b>	
Cabinet	<b>January 2021</b>	
Council		
External consultant		

## **Definitions and Abbreviations**

### **Systems Owner**

Mid Devon District Council (MDDC) owns public space CCTV and a wide range of other smaller surveillance systems (PSS) operated across council business areas. The MDDC Group Manager for Property and Commercial Assets undertakes the responsibilities of ownership on behalf of MDDC.

### **Senior Responsible Officer (SRO)**

The SRO is the Solicitor, Legal Services and has strategic responsibility for compliance with the Protection of Freedoms Act 2012 (PoFA) in support of the Chief Executive in respect of all relevant surveillance camera systems operated by MDDC. The SRO will ensure that the interests of the council are upheld in accordance with this Code of Practice.

### **Data Protection Officer (DPO)**

The MDDC Data Protection Officer ensures compliance with the EU General Data Protection Regulations (GDPR) and UK Data Protection Act 2018 (DPA18) and manages all rights of access to information on behalf of the Systems Owner.

### **Single Point of Contact (SPOC)**

The role is operational in support of the SRO and DPO for all matters relating to surveillance systems. The SPOC will act as the main contact point for anything related to a surveillance camera system and apply consistent policies and procedures to all systems at an operational level.

### **Responsible Officer (RO)**

A Responsible Officer (RO) is appointed at all sites or business areas using surveillance systems. They are responsible for the day-to-day management of the CCTV system. The RO should support the SPOC in understanding any changes to their system, whether the system remains fit for purpose and whether a maintenance contract is still in place for the system.

### **Surveillance Camera Systems (SCS)**

'SCS' has the meaning given by Section 29(6) of Protection of Freedoms Act 2012 and includes:

1. closed circuit television (CCTV) or automatic number plate recognition (ANPR) systems
2. any other systems for recording or viewing visual images for surveillance purposes
3. any systems for storing, receiving, transmitting, processing or checking the images or information obtained by 1 or 2

4. any other systems associated with, or otherwise connected with 1, 2 or 3

This excludes any camera system used for the enforcement of speeding offences.

**Surveillance Camera Code of Practice (SC Code)** Code of practice local authorities must pay due regard to when operating surveillance camera systems, overtly, in public places.

**CCTV Control Room (CR).**

A secure facility located within Tiverton where connected CCTV and surveillance systems are managed and operated in the day to day management of public areas.

## **1. Introduction**

- 1.1. The decision to install new or updated surveillance camera systems (SCS) will be supported by operational needs-assessment documentation and a Data Protection Impact Assessment to risk assess surveillance data processing and privacy issues. These documents will be completed before deciding to install.
- 1.2. All installations must be justified to meet a 'pressing need' where their use is being considered. Installation and use of SCS should be undertaken in consultation with the public, community organisations, council staff and the Police where appropriate.
- 1.3. The use of SCS must be a necessary and proportionate way of helping with a range of issues that affect people in public places, buildings and vehicles for which MDDC has a responsibility. MDDC also values the use of CCTV to protect its staff where appropriate. MDDC must consider the nature of the problems to be addressed and that CCTV is justified as an effective solution where it is used. MDDC will regularly evaluate whether it is necessary and proportionate to continue using CCTV.
- 1.4. All processes related to use of SCS will be regularly reviewed, at least annually, to ensure continued use of surveillance remains justified.

## **2. Scope**

- 2.1. This policy applies to all MDDC owned public space CCTV and a wide range of other smaller surveillance systems (PSS) operated across Council business areas.

## **3. Related Documents**

- a. CCTV Code of Practice
- b. Data Protection Policy
- c. Freedom of Information Policy

## **4. Single point of Contact (SPOC)**

- 4.1. MDDC has appointed a CCTV SPOC, the Facilities Manager for Corporate Property and Commercial Assets.
- 4.2. The SPOC will act as the main contact point for anything related to surveillance camera systems, and will ensure consistent, procedures and signage are applied to all sites at an operational level.
- 4.3. The SPOC will carry out an audit of the local authority schemes to find out exactly what type of systems are being used by the local authority across all schemes (e.g. CCTV, BWV, ANPR, UAVs and dash cams), where all its cameras are located and who has responsibility for them.
- 4.4. The SPOC will be responsible for maintaining a central register of all the public space surveillance cameras equipment that the local authority operates. The

register will include details of the location of each piece of equipment, its asset reference and the RO responsible for the equipment. This information will be collated from the individual asset lists provided through each site's CAP. The list should include cameras, monitors that display images and recording equipment. The SPOC will give each item of equipment an asset number so that it can be audited annually, and record if it is moved, removed etc. It is important to record whether or not the equipment is internal or external, and the purpose for each camera (e.g. crime reduction or public and staff safety)

- 4.5. The SPOC will maintain a register of the ROs appointed for each site. This is a record of the people authorised to access the system and the levels of access that have been approved. The SPOC is responsible for authorising individual's access levels and ensuring that regular reviews are undertaken to remove persons who no longer require the same or any level of access.
- 4.6. The SPOC will ensure that ROs are properly trained, keep them up to date on changes to legislation and help them to develop.
- 4.7. The SPOC must ensure all those who view images and/or operate cameras etc. have undertaken training on handling personal data and information security.
- 4.8. The SPOC must ensure that the Digital/Network Video Recorders (D/NVR's) used to record the images from all cameras are housed securely in the CR or in secure locations at the other MDDC sites.
- 4.9. The SPOC will carry out an annual desktop assessment of each site's Code Assessment Pack (CAP) to ensure it is complete and up to date.
- 4.10. The SPOC will complete an annual review to demonstrate that there is still a need to operate the scheme and all of the cameras connected to it, and that the scheme continues to be operated in compliance with relevant legislation and codes of practice. A questionnaire should be sent to each site's RO for completion on an annual basis.
- 4.11. Annual report – within the main CCTV annual report there should be a subheading for the SPOC to set out the number of sites under their remit and to give a brief overview of any inspections, contracts associated with the scheme, number of compliments and complaints in relation to the scheme and details of the scheme's performance and priorities, etc.

## **5. Responsible Officers (ROs)**

- 5.1. A Responsible Officer (RO) must be appointed at each site or business area using surveillance systems. All ROs must sign a confidentiality agreement. The RO is responsible for the day-to-day management of the CCTV system and completing the annual questionnaire which is sent to them by the SPOC. The RO should identify through the questionnaire any changes to the system, whether the system remains fit for purpose and whether a maintenance contract is still in place for the system.

5.2. The RO is responsible for keeping the CAP for their site up to date which will demonstrate that their system continues to be operated in compliance with the CCTV Code of Practice, and present their evidence to the SPOC at the annual desktop assessment.

5.3. Typical CAP contents will include (but not limited to):

- Evidence of compliance with the principles of the SC Code and other relevant legislation such as RIPA, GDPR, DPA, and Human Rights considerations including completing the Self-Assessment Tool (provided by SPOC)
- Data Protection Impact Assessment (DPIA) - This should be reviewed whenever changes are made to the system (provided by SPOC)
- Document overview - This is a list of all the documents that the RO must maintain. They should record the date that they undertook the annual review of documents and any relevant comments
- An asset list - A list of the surveillance camera equipment that is used across the site. All surveillance cameras must meet the purposes agreed for their use and recordings must be of an appropriate quality so any issues should be communicated to the SPOC
- Declaration of compliance - Each RO must complete a declaration of compliance. They must confirm that the asset list is a complete list of all of the surveillance camera equipment on their site. This declaration must be completed annually (and on occasions where the RO changes)
- Records of access requests received – A log of who has asked to access CCTV images for the site
- Training records - The training the ROs have undertaken relevant to operating public space CCTV, and any standards required.
- Signage review – Annual review that all the signs which should be are in place and are not damaged. Signage should include details of the type of surveillance camera in use (e.g. CCTV, ANPR, etc.), the purpose of its use (e.g. to prevent and detect crime), that MDDC controls the scheme and contact details for further information.

## **6. Requests to access footage**

6.1. The RO for each site must log all requests for access to information, this must include when the request was received, why and whether access was granted.

6.2. Access will be restricted; for example only allowing officers to view images on a monitor accompanied by the RO for the site, or an engineer might have access only under supervision.

6.3. Only ROs can download copies of recorded images when required for approved purposes, for example by the police or for a Freedom of Information (FOI) request. These images may then be kept (securely) for longer than the usual retention period in accordance with the relevant legislation.

6.4. Requests from the police should be referred to the CR and FOIs to Information Management who will both ensure that the correct disclosure request

documentation has been provided and completed properly before footage is released

- 6.5. If there are any issues with the footage this should be communicated to the SPOC as recordings must be of an appropriate quality to meet the requirements of the SC Code.

## **7. Disciplinary matters**

- 7.1. Every individual with any responsibility for SCS under the terms of this policy or the Code of Practice will be subject to the Council's disciplinary procedures. Any breach of confidentiality may also be dealt with in accordance with those disciplinary rules.

## **8. Legal Framework**

- 8.1. All our surveillance camera systems will be operated on a lawful basis and fully compliant with the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act (DPA) 2018; known as the 'data protection laws'. It will also fully regard all laws that impact on surveillance operations:

- The Human Rights Act (HRA) 1998
- The Crime and Disorder Act (CDA) 1998
- Freedom of Information Act (FOIA) 2000
- Regulation of Investigatory Powers Act 2000
- Other Protection of Freedoms Act (PoFA) 2012
- relevant legislation according to specific use of CCTV in special circumstances (i.e. Covert use)

- 8.1. MDDC SCS including CCTV, body worn video (BWV), automatic number plate recognition (ANPR) and cameras fitted to council vehicles, will all comply with the Surveillance Camera Code of Practice issued by the Home Office (Section 29 PoFA) and other relevant legislation listed above.



## Annex A – Technical Information

### Mid Devon District Council CCTV Policy - Technical Requirement

#### Establishing the Purpose for a CCTV Requirement

1. There are five categories for classifying the purpose for CCTV cameras: -
  - **Monitoring:** to enable viewing of the number, direction and speed of movement of people/traffic across a wide area, providing their presence is known to the operator
  - **Detecting:** to enable the operator to reliably and easily determine whether or not any target (e.g. a person or vehicle) is present
  - **Observe:** to enable characteristic details of an individual, such as distinctive clothing to be seen, whilst allowing a view of activity surrounding an incident
  - **Recognising:** to enable the operator to determine with a high degree of certainty whether or not an individual shown is the same as someone they have seen before
  - **Identifying:** to enable identification of an individual beyond reasonable doubt
2. The image quality required for each of these purposes varies; further information on this and assistance in selecting equipment is available from the British Security Association (BSIA).
3. It should also be noted that if the equipment uses records sound/audio, this must not be used to record conversations between other people, although there are some limited circumstances in which audio recording might be justified, subject to sufficient safeguards.
4. The purpose of the CCTV scheme must be identified and documented, and also the reasons why CCTV is the most appropriate means of meeting the scheme's objectives.
5. CCTV schemes for Mid Devon District Council can be employed for the following purposes:-
  - To provide a deterrent to crime and anti-social behaviour
  - To assist the prevention and detection of crime and apprehending criminals
  - To improve public safety by reducing the perceived fear of crime
  - To provide public reassurance and help improve quality of life in the District
  - To help secure safer areas and environments for those who live, visit, work, trade in or enjoy leisure pursuits in the District
  - To provide building security and a safe working environment for council staff and visitors
  - To provide MDDC vehicle fleet management information including the safety of staff and users of council vehicles and assist in managing reported incidents and complaints
  - To assist the police, other emergency services and MDDC with efficient management of resources

- To assist with the Council's regulatory and statutory responsibilities, including revenues and benefits enforcement, civil parking enforcement
  - To assist with the gathering and provision of evidence to support criminal and civil proceedings
  - Support the management of public and commercial areas which are essential to commercial wellbeing of the community, including identifying bylaw contraventions
  - To assist in civil emergencies and countering terrorism
  - In appropriate circumstances, assisting the investigation of damage only accidents in MDDC owned car parks
6. Vehicle mounted CCTV is used to ensure the security and safety of the vehicle, employees, public and third party's property in the pursuance of delivering Council services and provide the driver with vision around the vehicle at all times. Surveillance Camera Systems mounted on vehicles may be used to enforce road traffic offences in the future.
7. Whilst body worn video (BWV) cameras and headcams are not strictly CCTV systems, the same restrictions with regard to the GDPR apply. Any Council service that is contemplating using BWV or headcams must consider whether there is a pressing need to capture images of people in this way. Videoing everyday life via such a system would be unjustified if there was no justification. The Information Commissioner expects any Council using BWV cameras to give people appropriate information that such a system is in use.
8. If covert cameras are to be used, this would need authorisation under the Regulation of Investigatory Powers Act (RIPA) 2000.
9. Once the purpose of the scheme has been identified it is necessary to: -
- Ensure that everyone associated with the scheme is fully aware of its declared purpose, and the privacy implications of its use.
  - Ensure that the equipment is only used to achieve the declared purpose.
  - Decide whether constant real time recording is required or whether specific time periods may be more appropriate.
10. Cameras should only be used when necessary for the purpose(s) for which the system is being introduced. For example, if the cameras are used for enforcement purposes and to protect the safety of staff and the public, then officers would need to be provided with clear guidance on when to use the camera and how they should make the subjects of the surveillance aware that it is taking place.
11. If you are contemplating using such equipment, you must initially contact the MDDC SPOC [propertyservices@middevon.gov.uk](mailto:propertyservices@middevon.gov.uk)

### Location of the Cameras

12. The location and siting of the Surveillance Camera System cameras is very important and must be designed carefully. The physical spaces to be covered must be clearly identified and the way in which images are recorded must comply with Data Protection Principles as follows:-

- Cameras must only be installed in line with The Town and Country Planning Act 1990 - <https://www.legislation.gov.uk/ukxi/2015/596/schedule/2/part/2/crossheading/class-f-closed-circuit-television-cameras/made>
  - Cameras must only monitor those spaces intended to be covered.
  - Cameras must be situated to ensure that they will effectively capture images relevant to the scheme's purpose.
  - If there is a risk of neighbouring spaces being monitored unintentionally the owner of such spaces must be consulted
  - Adjustable cameras which can pan/tilt/zoom, must be restricted to prevent operators from being able to allow unintended spaces to be overlooked and/or recorded.
  - Cameras must be able to produce images of sufficient size, resolution and images-per-second (ips) adequate for the purposes and suitable to provide evidence
  - Physical conditions and environment must be borne in mind when siting cameras, for instance taking into account lighting (or artificial enhancements with infrared/white light attached to the cameras) and the size of the area to be viewed and whether other obstructions such as trees will create blind hindrances.
  - The transmission medium for the camera system must be fit for purpose and able to transmit images at the suitable resolution without the reduction in image quality.
  - All necessary steps must be taken to protect the cameras from vandalism and theft.
  - Consideration will also be made to protecting the column or other support or street furniture to vandalism, bill posting and spray painting
13. It should also be noted that some areas have heightened expectations of privacy, such as changing rooms and toilets, cameras must only be used in most exceptional circumstances to address very serious concerns.

## Signage

14. In order to comply with the GDPR, areas covered by CCTV schemes must display signs warning members of the public that a Surveillance Camera System is in use. Clear and prominent signs are particularly important if cameras themselves are discreetly located.
15. A good ratio of signs to cameras should be at least two for every PSS camera and one sign for every camera in premises/buildings/leisure/sports centres. Where possible, details of the location of the signs should also be recorded.
16. The wording and location of signage must take into account the following points: -
- Signs must clearly identify to the public when they are entering an area covered by CCTV. These signs should be supplemented with further signs inside the area of required.

- Signs must be clear, visible and legible both in terms of lettering and size, appropriate to the sign's location and who needs to see them (e.g car drivers or pedestrians)
  - Signs must identify: -
    - Who is responsible for the scheme
    - The scheme's purpose
    - Details of who to contact about the scheme
17. In exceptional circumstances it may be agreed that signage may compromise the purpose of the scheme especially where covert cameras are used. In such cases the owner of the scheme must consult with the Mid Devon District Council Data Protection Officer and Legal Services, and must identify and document: -
- A specific criminal activity
  - The need for CCTV to obtain evidence of that criminal activity
  - The reasons why signage would prejudice success in obtaining such evidence
  - How long the monitoring should take place to ensure it is not carried out for longer than necessary

### Equipment Quality/Technical Standards

18. Procedures and systems must be established to ensure that CCTV equipment is adequately maintained and that the quality of images recorded consistently meets the purpose of the scheme:
- Recorded pictures and prints as well as live screens must produce good quality images and the quality must be regularly monitored.
  - If the system records information such as date, time and camera location, this data must be accurate at all times.
  - Equipment must be capable of being set up in such a way as to avoid inadvertent corruption.
  - Selection of equipment must ensure that copies of a recording can be made easily if asked for by a law enforcement agency and their use of the images should be straightforward.
  - A maintenance log must be retained for all equipment associated with the scheme.
  - If a camera is damaged or fails to operate correctly, there must be clear procedures for:
    - Defining who is responsible for ensuring repair/replacement.
    - Ensuring the camera is repaired/replaced within a specific time period.
    - Ensuring the monitoring and documentation of maintenance work is provided.

### Data Storage and Access

19. Retention periods must be established for required and non-required images and secure and controlled storage and access arrangements for images in compliance with the principles of Data Protection. These must be discussed with the Data Protection Officer, and must take into account the following points: -

- Non-required images must be erased/overwritten within the prescribed time, being permanently deleted through secure methods
- Required images must be retained for a length of time appropriate to their purpose and the purpose of the scheme
- Systematic checks must be carried out to ensure compliance with the agreed retention period
- When the documented period of retention has been reached images must be removed/erased
- Any images that are to be retained as evidence must be kept in a secure location with controlled access
- When images are removed for use in legal proceedings the following information must be logged: -
  - Date on which images/data were removed
  - The reason why they were removed
  - Any relevant crime incident number
  - The location of the images/data
  - Person taking custody of the images/data
- Signature of the collecting police officer or other authorised person if appropriate
- Monitors displaying images from areas where people would expect privacy must only be capable of being viewed by authorised employees of the User
- Access to recorded images must be restricted to the designated member of staff responsible for the scheme who will decide whether to allow disclosure to third parties in accordance with the scheme's disclosures policy
- Viewing of recorded images must take place in a restricted area with controlled access

20. When images are removed for viewing purposes the following information must be logged:-

- Date and time of removal
- Name of person removing the images
- Name/s of the person/s viewing the images. If this includes third parties it must also include the third party's organisation
- The reason for the viewing
- The outcome, if any, of the viewing
- The date and time images were returned to the system or to a secure area
- All operators and others with access to images must be aware of the access procedures that are in place

## Retention of Images Specific to the Use of Particular CCTV Systems

Recorded data relating to public space surveillance (PSS) systems should be kept no longer than 31 days before being overwritten unless this is saved to an external Hard Disc Drive (HDD)/USB or equivalent or other remote storage medium for evidential purposes. CCTV

systems other than PSS should be kept for between 21 days before being overwritten, dependent upon the Operational Requirement (OR) and Data Protection Impact Assessment (DPIA).

The Council will adopt a consistent recording policy across all cameras used and recorded in their Council area; this should apply to cameras using both PSS within town centres and those in standalone corporate premises.

**Annex A - CCTV Action Plan 17<sup>th</sup> November 2020**

	Action	When by	Updates	RAG Status
1	Collate all relevant existing policies, procedures and corporate documents relevant to CCTV	17 January 2020	Completed	
2	Review of asset list detailing all CCTV assets – location, purpose, direction of surveillance and equipment description (if fixed or pan tilt zoom (PTZ))	31 <sup>st</sup> December 2020	On going	
3	Take photographs of the CCTV assets in situation with signage and give them a reference number and plot on a plan/map	31 <sup>st</sup> December 2020	<p>Create Data protection impact assessment for each camera</p> <p>3 is part of 2 – this could be available by late November the target date for December remains in place</p>	

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4	Confirm who currently has access to CCTV images, how they are stored/retained, viewed	30 <sup>th</sup> November 2020	On target	
5	Specifically consider mobile devices (e.g body cams, vehicle cams, in can and for reversing, portable CCTV) what is our stance/intention and what are the compliance issues – ICO, Commissioner, RIPA	30th November 2020	Consider data protection implications	
6	Complete Surveillance Camera Commissioner's self-assessment tool	31 <sup>st</sup> December 2020	Subject to points 1-5 being completed	
7	Draw up action plan for matters arising from self-assessment	1 <sup>st</sup> January 2021	On target	



8	Review current policies and decide what amendments are needed or whether a new or consolidated policy is required	30 <sup>th</sup> September 2020	Completed	
9	Draft policy(s) and/or procedure(s) – circulate for discussion	17 <sup>th</sup> November 2020	On target	
10	Reassess training needs	1 <sup>st</sup> January 2020	On target	
11	Complete annual update report to PDG/Cabinet/Council	17 <sup>th</sup> November PDG	On target	
	Implement any training/rollout of new policy/procedures once adopted by council	1 <sup>st</sup> January 2021	On target	

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## Mid Devon District Council Proposal Form

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

Proposer's name and title	Cllr Chris Daw	Date of referral	November 2020
Proposed topic title and brief description of the issue	Review of MDDC Communication and Engagement Strategy: to form a Working Group to review the Communication and Engagement Strategy before it comes to the Community PDG. To consider new and innovative ideas for engaging residents in the development of services and in informing customers and stakeholders on the work of the Council.		
Link to national, regional and local priorities(Corporate Plan) and targets	A key priority in the Corporate Plan is to 'promote community involvement in Council activity'. To ensure that our customers, staff, members and stakeholders are informed about Council services, news and changes through appropriate and varied channels.		
Background to the issue	<p>Following a Corporate Peer Review in 2017 the Council recognised the need to improve consultation with customers. In 2018 a Working Group was formed to review Community Engagement. It looked at methods of engagement with customers, ways of keeping the customer informed and also fed into the Communication and Engagement Strategy that was prepared by the Group Manager for Business Transformation and Customer Engagement.</p> <p>In November 2018 the Community PDG recommended that the Cabinet approve the proposed Communication and Engagement Strategy.</p>		
<p>Please address as many of the following shortlisting considerations as possible:</p> <p>Why is this issue of concern to merit review?</p> <p>What is the impact on the community/area/Council?</p> <p>Are there performance or risk concerns?</p> <p>What is the urgency?</p> <p>Is there any supporting evidence to justify the issue?</p>	<p>The Council has a duty to consult and engage effectively with residents, partners, employees and other stakeholders when deciding about future changes to services and new developments.</p> <p>The Communication and Engagement strategy includes:</p> <ul style="list-style-type: none"> <li>• Internal communication action plan</li> <li>• Community engagement action plan</li> <li>• Social media and media relations policy</li> <li>• Stakeholder and community groups mapping</li> </ul> <p>It is vital that the Council is providing an efficient communications and engagement service which enhances the Council's reputation. The Council must encourage two way communication which ensures our staff, customers, Members and stakeholders influence, support and are well informed about the work of the Council.</p>		

<p>What would be the outcome of this work?</p>	<p>A review would consider the effectiveness of the strategy and any further initiatives needed to increase community engagement.</p> <p>A review of the Strategy was planned by the PDG before the Coronavirus pandemic to ensure that the Council is considering new and innovative ways of engaging customers. Given the current situation, however, and the changing customer behaviour in a new Covid era, a review of the strategy with this in mind also seems pertinent.</p>
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**COMMUNITY PDG  
17 NOVEMBER 2020:**

## **PERFORMANCE AND RISK REPORT**

**Cabinet Member** Cllr Dennis Knowles  
**Responsible Officer** Group Manager for Performance, Governance and Data Security

**Reason for Report:** To provide Members with an update on performance against the Corporate Plan and local service targets for 2020/21 as well as providing an update on the key business risks.

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

The PDG is invited to review the measures suggested for inclusion in the Corporate Plan Performance framework and recommend their approval to Cabinet. (Appendix 4)

**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

**Budget and Policy Framework:** None

**Legal Implications:** None

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

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

**Impact on Climate Change:** No impacts identified for this report.

### **1.0 Introduction**

- 1.1 Appendix 1 provides Members with details of performance against the Corporate Plan and local service targets for the 2020/21 financial year.
- 1.2 Appendix 2 shows the section of the Corporate Risk Register which relates to the Community Portfolio. See 3.0 below.
- 1.3 Appendix 3 shows the profile of all risks for the Community Portfolio.
- 1.4 All appendices are produced from the corporate Service Performance And Risk Management system (SPAR).

## **2.0 Performance Appendix 1**

2.1 We now have some KPIs identified for this PDG as shown at appendix 1 and on the Corporate Plan spreadsheet at appendix 4. These are mostly new PIs and progress on most has been affected by Covid 19. It is to be hoped that more progress will be seen over the next few months.

2.2 Several of the corporate plan aims will require partnership working with Devon County Council, the NHS and Town and Parish Councils and lobbying activity. Targets for these remain to be developed.

## **3.0 Risk**

3.1 Risk reports to committees include strategic risks with a current score of 10 or more in accordance. (See Appendix 2)

3.2 Operational risk assessments are job specific and flow through to safe systems of work. These risks go to the Health and Safety Committee biannually with escalation to committees where serious concerns are raised.

3.3 The Corporate risk register is regularly reviewed by Group Managers' Team (GMT) and Leadership Team (LT) and updated as required.

## **4.0 Conclusion and Recommendation**

4.1 That the PDG reviews the performance indicators and risks for 2020/21 that are outlined in this report and feedback any areas of concern to the Cabinet. In addition that the PDG considers PIs and targets to set for 2020/21.

4.2 The PDG is invited to review the measures suggested for inclusion in the Corporate Plan Performance framework and recommend their approval to Cabinet. (Appendix 4)

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

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

### Corporate Plan PI Report Community

Monthly report for 2020-2021  
 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
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\* Indicates that an entity is linked to the Aim by its parent Service

#### Corporate Plan PI Report Community

##### Priorities: Community

##### Aims: 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>Annual Community Safety Partnership (CSP) Action Plan</u>	n/a	n/a	Actions identified in plan delivery affected by Covid													Simon Newcombe	
<u>Safeguarding standards for drivers</u>	n/a	n/a	100%						100%							Simon Newcombe	
<u>Mental Health First Aiders</u>	n/a	n/a		n/a	n/a		n/a	n/a		n/a	n/a		n/a	n/a		Matthew Page	
<u>National and regional promotions</u>	n/a	n/a	5						1							Simon Newcombe	(September) x1 national event promoted. A number of regular events we engage with including Clear Air Day, Noise Action etc have been rescheduled due to Covid into Q3 and Q4 this year so we expect this to improve. It may however be 2021/22 before we fully meet target. (SN)

##### Aims: Community Involvement

##### 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>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	96% (6/12)	94%	90%	100%	100%	96%	91%	88%	83%							Lisa Lewis	(September) 16 closed at 1st check (021020) will check again at 8 wks (RT)

Corporate Plan PI Report Community																	
Priorities: Community																	
Aims: Community Involvement																	
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
<b>Number of Complaints</b>	188 (6/12)	313		5	21	45	64	97	122							Lisa Lewis	(July) figure amended from 23 to 19 as 4 are either SRs or not MDDC (RT)

Aims: Leisure 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
<b>Health Referral Initiative starters</b>	n/a	n/a	15													Corinne Parnall	(October) Schemes were suspended due to Covid restart November (CY)
<b>Health Referral Initiative completers</b>	n/a	n/a	15													Corinne Parnall	
<b>Health Referral Initiative conversions</b>	n/a	n/a	5													Corinne Parnall	



## Community PDG Risk Management Report - Appendix 2

Report for 2020-2021  
For Community - Cllr Dennis Knowles Portfolio  
Filtered by Flag: Include: \* Corporate Risk Register  
For MDDC - Services

Not Including Risk Child Projects records, Including Mitigating Action records

### Key to Performance Status:

Mitigating Action:	<b>Milestone Missed</b>	<b>Behind schedule</b>	<b>In progress</b>	<b>Completed and evaluated</b>	<b>No Data available</b>
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Risks:	<b>No Data (0+)</b>	<b>High (15+)</b>	<b>Medium (6+)</b>	<b>Low (1+)</b>
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## Community PDG Risk Management Report - Appendix 2

**Risk: Coronavirus Pandemic** There is now a significant risk to MDDC's ability to conduct business as usual

Service: Governance

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
Completed and evaluated	Business Continuity Planning (BCP)	BCPs have been reviewed. Regular updates are being obtained from Public Health England and the Local Resilience Forum. Fortnightly meetings of managers and Leadership Team via Skype.	Catherine Yandle	06/03/2020	27/10/2020	Fully effective(1)
In progress	Financial and Economic effects monitoring	To ensure that local authorities including MDDC are reimbursed in	Catherine Yandle	13/05/2020	27/10/2020	Positive(2)

<b>Community PDG Risk Management Report - Appendix 2</b>						
<b>Mitigating Action records</b>						
<b>Mitigation Status</b>	<b>Mitigating Action</b>	<b>Info</b>	<b>Responsible Person</b>	<b>Date Identified</b>	<b>Last Review Date</b>	<b>Current Effectiveness of Actions</b>
		full for the Covid 19 response by Central government. At present we have been given approx. £1.2M to date in extra funding in 4 tranches.				
In progress	Local Escalation Planning	Planning has now started on the risks to service delivery in different scenarios Tier1/2/3/local lockdown etc.	Catherine Yandle	27/10/2020	27/10/2020	Positive(2)
<b>Current Status: High (15)</b>		<b>Current Risk Severity: 5 - Very High</b>		<b>Current Risk Likelihood: 3 - Medium</b>		
<b>Service Manager: Simon Newcombe</b>						

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

<b>Mitigating Action records</b>						
<b>Mitigation Status</b>	<b>Mitigating Action</b>	<b>Info</b>	<b>Responsible Person</b>	<b>Date Identified</b>	<b>Last Review Date</b>	<b>Current Effectiveness of Actions</b>
In progress	This is an opportunity - Communication with third parties needed		Ian Chilver	02/08/2019	06/09/2020	Positive(2)
<b>Current Status: Medium (12)</b>		<b>Current Risk Severity: 4 - High</b>		<b>Current Risk Likelihood: 3 - Medium</b>		
<b>Service Manager: Ian Chilver</b>						

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# Risk Matrix Community Appendix 3

## Report For Community - Cllr Dennis Knowles Portfolio 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>No Risks</b>	<b>No Risks</b>	<b>No Risks</b>	<b>No Risks</b>
	<b>3 - Medium</b>	<b>No Risks</b>	<b>No Risks</b>	<b>2 Risks</b>	<b>1 Risk</b>	<b>1 Risk</b>
	<b>2 - Low</b>	<b>No Risks</b>	<b>3 Risks</b>	<b>5 Risks</b>	<b>2 Risks</b>	<b>No Risks</b>
	<b>1 - Very Low</b>	<b>No Risks</b>	<b>No Risks</b>	<b>No Risks</b>	<b>4 Risks</b>	<b>1 Risk</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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Draft Key Performance Indicators 2020-24

Corporate References			KPI Details			Context / Narrative			Lead Officer	Approvals		
KPI ref	PDG or Corporate	Cabinet Member	Description of Indicator	Measurement	Proposed Target	Current / Historical Performance	Benchmarking	Any other Comments	Responsible Officer	Approved by LT	Approved by PDG	Approved by Cabinet
		<i>Name of relevant member</i>	<i>Written description</i>	<i>How it is measured? (RAG, %, weight, number, deadline?)</i>	<i>insert</i>	<i>Give last year's data, or previous trend, or explain new indicator?</i>	<i>Why have we proposed the target at this level? Comparison with Devon districts PLUS LG benchmarking family (not just Devon!)</i>	<i>Any other relevant comments from the service</i>	<i>Name of relevant Manager</i>	<i>Needs to go green before PDG/Cab</i>	<i>Needs to go green before Cab</i>	<i>Goes green once new performance framework is adopted</i>
01	ENV	Colin Slade	Residual Waste per Household	Weight	362 kg	365 (365) kg	Devon average 351.5KG we are third highest	Improvement unlikely without round changes: Work on education and enforcement	Darren Beer			
02	ENV	Colin Slade	% Waste Reused, Recycled & Composted	%	54.50%	53 (54) %	Devon average 51% we are third lowest. DCC Stretch target 70% by 2025		Darren Beer			
03	ENV	Colin Slade	Number of FPNS Issued	Number	None	18	Responsive	Target not appropriate	Darren Beer			
04	ENV	Colin Slade	Missed collections waste	%	0.03%	0.02 (0.03) %	L-T target	1st exceeded 19/20	Darren Beer			
05	ENV	Colin Slade	Missed collections recycle	%	0.03%	0.02 (0.03) %	L-T target	1st exceeded 18/19	Darren Beer			
06	ENV	Colin Slade	Garden Waste Customers	Number	11100	10007 (10000)	Internal 2016/20 CP target	5% new customers 19/20	Darren Beer			
07	Climate	Elizabeth Wainwright	Council Carbon Footprint	Number	19000 CO2t	20402 baseline	Initiatives identified for 20/21 from the action Plan	Refer to Adopted Climate Change Action Plan	Andrew Busby			
08	Climate	Elizabeth Wainwright	New Solar Initiatives	Number	250	211	Sign-ups to Solar Together	2500 Devon wide so far	Andrew Busby			
09	Climate	Elizabeth Wainwright	Corporate Renewable Energy Projects	Number	1	New	Carlu close 20/21		Andrew Busby			
10	Climate	Elizabeth Wainwright	Electric Car Charger usage	Number	2000	2000	Number of uses per year		Andrew Busby			
11	Climate	Elizabeth Wainwright	Electric Car Charger units	Number	8	New	2 per main town and 2 more		Andrew Busby			
12	Climate	Elizabeth Wainwright	Eco Flex sign ups	Number	600	New	Each LA sets its own grant criteria (Statement of Intent) based on their local circumstances	May cease after 21/22 target 300 next year	Simon Newcombe			
13	Climate	Elizabeth Wainwright	Home Improvement Loans Lendology CIC scheme	Number	5	New	Will be 10 in future. MDDC currently third highest in number of loans approved.	Subject to ongoing capital injections via surplus BCF funding	Simon Newcombe			
14	Climate	Elizabeth Wainwright	Housing Assistance Policy	Number	5	New	Major schemes ECO Flex top-ups. See ECO Flex for benchmarking challenges	Vulnerable persons only	Simon Newcombe			
15	Climate	Elizabeth Wainwright	Corporate Tree Planting Scheme	RAG	Yes/No	New	Develop scheme/Secure funding	Numbers to be reported in future target 500-1000	Andrew Busby			
16	Climate	Elizabeth Wainwright	Community Climate & Biodiversity Grants	RAG	Yes/No	New	Agreeing funding is the first stage	Numbers to be reported in future	Andrew Busby			
17	Climate	Elizabeth Wainwright	Community Schemes	Number	4	New	Work with TCs to improve public assets	Climate conversations	Andrew Busby			
18	ECON	Richard Chesterton	Tiverton Town Centre Masterplan	RAG	Yes/No	New	Suite of town centre health check indicators to be developed which will aid understanding of health in relation to others and impact of recovery/ regeneration efforts	Review of TC vision, reassess geographic areas for intervention, prioritiation and id of quick win projects, adoption of SPD and delivery plan	Jenny Clifford			
19	ECON	Richard Chesterton	Cullompton Town Centre Masterplan	RAG	Yes/No	New	Suite of town centre health check indicators to be developed which will aid understanding of health in relation to others and impact of recovery/ regeneration efforts	Adopt the masterplan following stage 2 consultation	Jenny Clifford			
20	ECON	Richard Chesterton	Incubator/Start-up Space planning applications	Number	see note	New	Sites already in operation in Cullompton and Tiverton	Target not yet set as initial work required with the business community to better understand the extent of need over and above sites already in operation	Jenny Clifford			

21	ECON	Bob Evans	Sites for Commercial Development	Number	2 acres	New	Acreage acquired		Andrew Busby		
22	ECON	Richard Chesterton	Business Rates Accounts	Number	3250	3241 (3150)	Proxy for business births and deaths	To monitor change	Dean Emery		
23	ECON	Richard Chesterton	Rateable Value NNDR	£	None	New	Financial measure	To monitor change	Dean Emery		
24	ECON	Richard Chesterton	Empty Properties (EPR)	Number	None	New	Instead of Empty shops	To monitor change	Dean Emery		
25	ECON	Richard Chesterton	Pannier Market Regular traders	%	None	New	Varies between markets on different days. 75% trader occupation Tues, 80% trader occupation	To monitor change	Adrian Welsh		
26	ECON	Richard Chesterton	Community Land Trusts assisted	Number	1	New	There are few CLTs operating in the District currently	Monitor CLT activity	Jenny Clifford		
27	ECON	Bob Evans	Corporate Retail Units Occupancy rates	Number	None	New	3 separate Pls for MDDC units	To monitor change	Andrew Busby		
28	HOMES	Bob Evans/Richard chesterton	Net Additional Homes	Number	393	New	National benchmarking via Housing Delivery Test and Local Plan Review annual delivery rate. HDT target exceeded last 2 years	Link to Housing Delivery Test and monitoring of Local Plan delivery	Jenny Clifford		
29	HOMES	Bob Evans	Affordable Homes	Number	94	94 (100)	Local Plan and Housing Strategy	Target derived from Local Plan	Jenny Clifford/ Simon Newcombe		
30	HOMES	Bob Evans	Build Council Houses	Number	None	26 (26)	Secure Planning permission	Numbers to be reported from 21/22	Andrew Busby/Simon Newcombe		
31	HOMES	Richard Chesterton	Self build plots	Number	5	New	Number of plots delivered	Local Plan	Jenny Clifford		
32	HOMES	Richard Chesterton	Gypsy & traveller pitches	Number	2	New	Number of pitches	Local Plan	Jenny Clifford		
33	HOMES	Bob Evans	Empty Homes brought back into use	Number	72	138 (72)	Comparison with national average benchmark of 0.85% of all registered properties	May cease after 21/22	Simon Newcombe		
34	HOMES	Bob Evans	HMOs investigations	Number	None	New	All potential HMOs reported investigated	Average period to date	Simon Newcombe		
35	HOMES	Bob Evans	Landlord Engagement	Number	9	New	Events/webinars		Simon Newcombe		
36	HOMES	Bob Evans	Homeless Approaches	Number	None	721	Benchmarking is done on prevention duty accomodation secured for 6+ months we are 74% v South West 61%	Monitor due to increased risk	Simon Newcombe		
37	HOMES	Bob Evans	Tenant Census Response Rate	%	34%	New	Census is based on a selection of agreed national Qs.	Carry out and analyse results	Simon Newcombe		
38	HOMES	Bob Evans	% Properties With a Valid Gas Safety Certificate	%	100%	99.9 (100)%	Statutory Target		Simon Newcombe		
39	HOMES	Bob Evans	Complaints responded to on time	%	100%	100 (100)%	Housing Ombudsman Service Complaints Handling Code		Simon Newcombe		
40	HOMES	Bob Evans	Emergency Repairs	%	95%	100 (100)%	Other Councils >95%		Simon Newcombe		
41	HOMES	Bob Evans	Urgent Repairs	%	95%	100 (100)%	Other Councils >95%		Simon Newcombe		
42	HOMES	Bob Evans	Routine repairs	%	95%	99.3 (100)%	Other Councils >95%		Simon Newcombe		
43	HOMES	Bob Evans	Repairs appointments kept	%	95%	98.9 (100)%	Other Councils >95%		Simon Newcombe		
44	COMM	Dennis Knowles	Community Safety Partnership Action Plan	Number	None	New	Actions identified in plan		Simon Newcombe		
45	COMM	Dennis Knowles	Safeguarding Standards for Drivers (Licensing)	%	100%	New	DBS checks/Safeguarding Training		Simon Newcombe		
46	COMM	Dennis Knowles	Mental Health 1st Aiders trained	Number	5	New	Estimate 15 (up from 10)		Matthew Page		
47	COMM	Dennis Knowles	National and Regional Promotions	Number	5	New	Monitor success in engagement with promotions through SM contacts and web hits	Re Health & Wellbeing	Simon Newcombe		
48	COMM	Dennis Knowles/Richard Chesterton	Digital Connectivity Super fast Coverage	%	>24 Mbps	New	Superfast broadband definition by Govnt >24 Mbps, CDS >30 Mbps	Superfast broadband coverage	Adrian Welsh		
49	COMM	Nikki Woollatt	Health Referral Initiatives Starters	Number	15	New	Suspended because of Covid	All Schemes: Cancer Rehab Escape Pain (not funded) Strength & Balance	Lee Chester		
50	COMM	Nikki Woollatt	Health Referral Initiatives Completers	Number	10	New	Suspended because of Covid	Cardiac Rehab & GP referrals	Lee Chester		

51	COMM	Nikki Woollatt	Health Referral Initiatives Conversions	Number	5	New	Suspended because of Covid		Lee Chester		
52	COMM	Nikki Woollatt	Complaints received	Number	None	313	A spike may indicate service delivery issues		Lisa Lewis		
53	COMM	Nikki Woollatt	Complaints resolved on time (stage 1)	%	90%	94 (90)%	Indications so far are other councils monitor satisfaction not time taken	Being reviewed may be more useful to monitor stage 2 complaints	Lisa Lewis		
54	CORP	Andrew Moore	South West Mutual Bank	RAG	None	New	Monitor Progress		Andrew Jarrett		
55	CORP	Bob Evans	Corporate Commercial Units Occupancy rates	Number	None	New	2 separate PIs MDDC units	To monitor change	Andrew Busby		
56	CORP	Nikki Woollatt	Working days Sick	Number	7 days	8 (7)	National Average public sector		Matthew Page		
57	CORP	Nikki Woollatt	Sickness Absence	%	2.78%	2.78 (3.27)%	SW Councils		Matthew Page		
58	CORP	Nikki Woollatt	Staff Turnover	%	14%	18%	SW Councils	Staff Retention strategy	Matthew Page		
59	CORP	Nikki Woollatt	Appraisals completed	%	100.00%	New	By 30 September annually	Collection starting	Matthew Page		
60	CORP	Andrew Moore	Council Tax Collection rate	%	98.50%	98.5 (98.5)%	Broadly the same across Devon/Somerset		Dean Emery		
61	CORP	Andrew Moore	NNDR Collection rate	%	99.20%	99.2 (99.2)%	Broadly the same across Devon/Somerset		Dean Emery		
62	CORP	Dennis Knowles	FOI on time	%	100%	100 (100)%	Statutory target		Catherine Yandle		
63	CORP	Richard Chesterton	Major applications overturned at Appeal	%	<10%	2 (10)%	National Target allowing benchmarking	Measured on a 2 year rolling basis	Eileen Patterson		
64	CORP	Richard Chesterton	Major Appeals	%	None	10%	% of appeals. Can be tracked, but as this is not a national indicator we are not able to benchmark against others	Locally requested	Eileen Patterson		
65	CORP	Richard Chesterton	Minor applications overturned at Appeal	%	<10%	0 (10)%	National Target allowing benchmarking	Measured on a 2 year rolling basis	Eileen Patterson		
66	CORP	Richard Chesterton	Minor Appeals	%	None	13%	% of appeals. Can be tracked, but as this is not a national indicator we are not able to benchmark against others	Locally requested	Eileen Patterson		
67	CORP	Richard Chesterton	Cost of Appeals	£	None	New	Cannot be benchmarked against other Councils. Data not readily available	Cost to MDDC arising from Planning Inspector decisions over appeal cost claims	Eileen Patterson		
68	CORP	Richard Chesterton	Performance Planning Guarantee	%	100%	99 (100)%	Statutory target. Widespread use of extensions of time across Councils to meet planning guarantee	Addressed through seeking extensions of time to reduce risk of planning fee return. Need to reduce reliance upon extensions of time and determine within target timescale of application	Eileen Patterson		

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