

Public Document Pack

Mid Devon District Council

Scrutiny Committee

Monday, 1 June 2020 at 2.15 pm
This meeting is to be held virtually

Next ordinary meeting
Monday, 22 June 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:

<https://zoom.us/j/91744617188?pwd=MVN6Y0RnQTVScEdoR1VEVW5xQnlvdz09>

Meeting ID: 917 4461 7188

Password: 276110

One tap mobile

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0 800 260 5801 United Kingdom Toll-free

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Password: 276110

Membership

Cllr F W Letch

Cllr W Burke

Cllr R J Chesterton

Cllr Mrs C P Daw

Cllr J M Downes

Cllr R Evans

Cllr Mrs I Hill

Cllr B Holdman

Cllr B A Moore

Cllr R L Stanley

Cllr B G J Warren

Cllr A Wilce

AGENDA

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

- 1 **Virtual Meeting Protocol** (*Pages 5 - 8*)
Committee to note the virtual meeting protocol
- 2 **Apologies and Substitute Members**
To receive any apologies for absence and notices of appointment of substitute Members (if any).
- 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 **Public Question Time**
To receive any questions relating to items on the Agenda from members of the public and replies thereto.

Note: A maximum of 30 minutes is allowed for this item.
- 5 **Member Forum**
An opportunity for non-Cabinet Members to raise issues.
- 6 **Minutes of the previous meeting** (*Pages 9 - 12*)
Members to consider whether to approve the minutes as a correct record of the meeting held on 18th May 2020.

The Committee is reminded that only those members of the Committee present at the previous meeting should vote and, in doing so, should be influenced only by seeking to ensure that the minutes are an accurate record.
- 7 **Chairmans Announcements**
To receive any announcements that the Chairman of Scrutiny Committee may wish to make.
- 8 **Cabinet Member for Environment** (*Pages 13 - 20*)
To receive a report from the Cabinet Member for Environment and Climate change on area's within his portfolio.
- 9 **Performance and Risk** (*Pages 21 - 64*)
To provide Members with an update on performance against the corporate plan and local service targets for 2019-20 as well as providing an update on the key business risks.

- 10 **Forward Plan** (*Pages 65 - 76*)
Members are asked to consider any items within the Forward Plan that they may wish to bring forward for discussion at the next meeting.
- 11 **Scrutiny Officer Update**
To receive a verbal update from the Scrutiny Officer outlining her work to date.
- 12 **Start Time of Meetings**
To agree the start time of meetings for the municipal year 2020-2021
- 13 **Identification of items for future meetings**
Members are asked to note that the following items are already identified in the work programme for the next meeting:

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

Stephen Walford
Chief Executive
Thursday, 21 May 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 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 :
E-Mail: 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. 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 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 in turn and will continue in this way until no member has anything more to add.

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

In the event that the Chair, the Hosting Officer or the Member Services Officer identifies a problem with the systems from the Council's side, the Chair should declare a recess while the fault is addressed. 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.

MID DEVON DISTRICT COUNCIL

MINUTES of a **MEETING** of the **SCRUTINY COMMITTEE** held on 18 May 2020 at 2.15 pm

Present

Councillors

F W Letch (Chairman)
W Burke, R J Chesterton, Mrs C P Daw, J M Downes,
R Evans, Mrs I Hill, B Holdman, B A Moore, R L Stanley,
B G J Warren and A Wilce

Also Present

Councillor(s)

G Barnell, L D Taylor and Mrs N Woollatt

Present

Officer(s):

Jill May (Director of Corporate Affairs and Business Transformation), Andrew Busby (Group Manager for Corporate Property and Commercial Assets), Lisa Lewis (Group Manager for Business Transformation and Customer Engagement), Matthew Page (Group Manager for Human Resources), Sally Gabriel (Member Services Manager), Maria De Leburne (Legal Services Team Leader), Clare Robathan (Scrutiny Officer) and Carole Oliphant (Member Services Officer)

1 ELECTION OF VICE CHAIRMAN (00.03)

Cllr B A Moore was duly elected Vice Chairman of Scrutiny Committee for the municipal year 2020-2021

(Proposed by Cllr B G J Warren and seconded by Cllr J Downes)

2 VIRTUAL MEETING PROTOCOL (00.04)

The Committee **NOTED** the Virtual Meeting Protocol

3 APOLOGIES AND SUBSTITUTE MEMBERS (00.05)

There were no apologies or substitute Members

4 DECLARATIONS OF INTEREST UNDER THE CODE OF CONDUCT (01.32)

There were no declarations made at this stage of the meeting

5 PUBLIC QUESTION TIME (01.44)

There were no members of the public present.

6 MINUTES OF THE PREVIOUS MEETING (01.48)

Subject to an amendment to minute 130 (Paragraph 4) to include 'The Head of Planning, Economy and Regeneration was unable to provide costs of employing consultants and offered to respond to the questioner in writing. The Chairman asked that the response be sent to all members of the committee'

The minutes of the meeting held on 24th February 2020 were approved as a true record and **SIGNED** by the Chairman.

7 DECISIONS OF THE CABINET (05.48)

The Committee **NOTED** that none of the decisions made by the Cabinet on 7th May 2020 had been called in.

8 CABINET MEMBER FOR WORKING ENVIRONMENT AND SUPPORT SERVICES (06.02)

The Committee **NOTED** the *report from the Cabinet Member for Working Environment and Support Services which provided an overview of area's within her portfolio.

She explained that this was her first report as Cabinet Member for Working Environment and Support Services.

In response to a question asked about staff wellbeing, mental issues and increased anxiety due to the current crisis the Cabinet Member informed Members that both Members and staff had access to confidential counselling services and the details had been widely circulated.

The Group Manager for Human Resources confirmed that managers had been talking frequently to staff and that there were a mixture of opinions with some staff coping well with working from home arrangements and others not so well. He stated that a staff survey was about to be launched about the current arrangements to gather information on how staff felt about the current situation and what was working for them and what was not. He envisaged that staff would be working from home for some time.

The Cabinet Member confirmed that the completion dates for the coaching and training plan to upskill managers had been moved to October because of the current crisis.

She also confirmed that there was no longer a requirement for staff to complete paper timesheets as the outward facing MyView had been extended which meant that all timesheets could be completed electronically.

In answer to a question about the capacity of the Legal Services team to support issues such as planning enforcement, the Legal Services Team Leader explained that the team prioritised their work on a daily, weekly and monthly basis and that more serious issues would take priority such as injunctions. She explained that if additional support was required then the team may look at additional support from

external suppliers but this would come at a cost to the department instructing Legal Services.

The Legal Services Team Leader further explained that not every breach of planning enforcement would require legal enforcement action as many of the issues could be solved by negotiation. Also, any prosecution would need to meet the public interest and evidential test before proceeding. Serious cases such as anti-social behaviour injunctions or other injunctions for example would take priority.

Asked to further explain the correlation between the new Sickness Policy and management intervention, the Group Manager for Human Resources explained that the policy outlined what was expected of employees and managers (e.g. that staff had to report their sickness promptly to their line manager) and that these measures needed to be applied to incidents of both short and long term sickness.

He explained that the feedback from employment engagement was logged through the impact group and the results were circulated to all staff.

There was a general discussion about the support front line staff working on the call centre were receiving and the Group Manager for Business Transformation and Customer Engagement confirmed that the reception opening times had been drastically reduced and staff were having regular 1-2-1 support from managers to establish if anyone required further support. They were actively looking at the working environment within Phoenix House to see if there were ways to minimise anxiety for staff.

She responded to a concern that special needs customers were not always offered the correct support by customer facing staff and stated that customers were always triaged but it was not always apparent what additional support was required. She confirmed that staff were encouraged to use private rooms and breakout area's if these would benefit customers.

The Cabinet Member confirmed that she would provide further generic information on the types of grievances being raised by staff.

The Group Manager for Property Services and Commercial Assets confirmed that the actions on the fire risk assessments had been actioned, further work was being done to improve fire resistance throughout the properties on the fire dampeners as identified on the capital medium term financial plan for 2020/2021. Satisfactory fire safety inspections by Devon and Somerset Fire Rescue Service had been completed during 2020.

The Group Manager for Human Resources confirmed the membership of the staff impact group as 15+ members of staff from across the workforce, himself as Chair and members of the Leadership Team.

Note: *Report previously circulated and attached to the minutes

9 CHAIRMANS ANNUAL REPORT (37.27)

The Committee **NOTED** the Chairman's Annual *Report which outlined the achievements of the Scrutiny Committee for the Municipal year 2019-2020.

Reference was made to the Customer Experience Working Group and that a final report was being worked on to be brought back to Committee with recommendations.

Note: *report previously circulated and attached to the minutes

(The meeting ended at 2.57 pm)

CHAIRMAN

BRIEFING PAPER

SCRUTINY REPORT – ENVIRONMENT PORTFOLIO

DATE: 1ST JUNE 2020

TO CONSIDER AN UPDATE PROVIDED BY CLLR LUKE TAYLOR – CABINET MEMBER FOR ENVIRONMENT AND DEPUTY LEADER

Responsible Officers: Andrew Busby- Group Manager Corporate Property and Commercial Assets and Stuart Noyce – Group Manager for Street Scene and Open Spaces

Reason for Report: To receive an update from Property Services and Commercial Assets and Street Scene and Open Spaces

Corporate Property and Commercial Assets

Play Areas

MDDC have 94 play areas (including skate parks and BMX track) in its direct control. The number of Play Area leased to Parish and Town Council is 12, there are a further 5 pending and the lease-in of land for 3 further sites are to be taken over by the local Parish Council. There are 2 closed sites with no equipment. This will reduce the total to 86 during 19/20, as the process to transfer to Town and Parishes (and other organisations) continues.

The provision and the maintenance of play areas is underfunded which has led to some play areas being placed in managed decline across the District; resulting in equipment at the end of its useful life being removed and not being replaced. S106 funds are used wherever possible to replace end of life equipment and if the criteria of the s106 agreement permits this (for example the replacement slide at People's Park).

Under sections 3 and 4 of the Health and safety at Work Act 1974 there is a clear duty on playground providers to ensure so far as reasonably practicable, the health and safety of those who use the facility. Failure to comply with the duties under these sections of this act may result in legal enforcement action being taken. An improvement or prohibition notice could be served and/ or the appropriate enforcing authority could bring a prosecution.

A consultation exercise was completed during 2015 and on the 16th September 2015. Annual contributions are essential to MDDC to maintain the current play area provision in Tiverton.

At the Cabinet meeting on the 17th December 2015 and arising from a report of the Head of Housing and Property Services, the Managing the Environment Policy Development Group had recommended that:

- a) *The recommendations within Annex 2 (this listed the play areas that were recommended for managed decline and included Hawthorn Road, Halsbury Road, Priory Road, Coles Mead, Tricky Close) of the report be approved;*
- b) *The contributions from Town and Parish Councils towards the running and maintenance cost be noted;*
- c) *Any sites identified for managed decline or closure could be leased to the Parish/Town Councils by negotiation.*

Town Councillors will be aware of the recent budget survey, the results of which included questions on discretionary services and 69% said parks, play areas and open spaces is a service they would like to see protected.

Play Areas Inspections

Inspections on all of MDDC play areas are carried out by two qualified members of staff within Property Services. The FTE is 0.7 at a cost of £34,235 (excludes costs of a vehicle) for inspection of equipment and supervision and around 3000 inspections are undertaken annually.

Daily Routine Inspections are reduced to three-times weekly and exclude Saturday. Routine Inspections of higher risk play areas for safety defects will continue to be carried out on a Friday in advance of the weekend. All play areas contain signs advising of how to report damage should that be necessary at any time, at no time have safety defects other than litter (broken glass) been found during a Saturday inspection.

Paddling Pools – West Exe Rec and Crediton

Due to Covid-19 restrictions it is unlikely the Council will reopen the paddling pools this season.

The annual contribution from Tiverton Town Council continues to be gratefully received and is essential to maintain the current play area provision within Tiverton.

The Playing Pitch Strategy (PPS)

Will provide a detailed assessment of playing pitch provision across the district, looking at a range of supply and demand issues. The assessment will inform a set of recommendations and an action plan that will help guide planning decisions (in particular strategic planning relating to Culm GV) and potentially broader management decisions relating to sports and pitch facilities.

We have set up a steering group which includes Sport England, the major national game boards (FA, RFU, ECB etc.) and others. We have appointed consultants who have begun collecting the data. This has included pitch audits and questionnaires to clubs, schools and parish councils. This work has been able to progress despite the impact of Covid19, although progress is a little slower than originally anticipated. Much of the 'winter' sports work has been done and it is hoped that the summer sports (cricket, tennis, bowls etc.) can be done this summer (ECB have indicated

they are happy for pitch inspections to take place). The consultant is aiming to be in a position to provide the assessment report this autumn.

Bereavement Services

Charges within the Bereavement service provision were necessary for the Council to reduce the estimated net subsidy. The focus remains on providing the best possible standards of service, which includes not only the maintenance of our two cemeteries but the ongoing aim of ensuring the long-term needs of burials are met.

Our two cemeteries provide places for quiet reflection where people are treated with dignity and respect at all stages of their lives and it is clear that these cemeteries have been very important to the public during the Covid-19 emergency.

In addition, the Council remains committed and continues to ensure that re-investment is made for various maintenance works across the Council's two Cemeteries. We are also about to finish planned extension works to the Tiverton cemetery to provide additional burial space for the years to come, this involved additional footpaths and roads, benches, water services. We also plan maintenance works to both chapels at Tiverton and Crediton.

Grounds Maintenance team maintain both locations to a good standard and there has been improvements carried out to the grounds including mound removal (with the grave owner's permission) to help maintain standards.

Flood Risk Management

The District continue to liaise and coordinate with Devon County Council – the Lead Local Flood Authority - and other Risk Management Authorities under the legislation. It should be remembered that the District has no direct responsibility for flood defence (other than for its own assets) and responsibility essentially lies with land and property owners. The liaison and coordination is to endeavour to consistently embed guidance, legislation and good practice and support those with responsibility in understanding that. The Lead Local Flood Authority reports on all significant flood events supported by the Risk Management Authorities. The data informs HCA and the promotion of flood defence projects which could be at property level (flood boards and similar low-cost household improvements via grant) to more significant infrastructure improvements. Also to ensure that opportunity is taken through new development to secure the implementation of improvements to reduce flood risk in areas of flooding.

Flood defence and land drainage

The District continue to maintain its own (and other in the absence of 'owner') flood defence assets and watercourses to minimise flood risk to others fulfilling its riparian responsibility under legislation. There is long standing project to deliver a flood defence scheme in Bampton in conjunction with the Environment Agency and Devon County Council but EA funding is diverted to other areas of the Country at greater risk. In the absence of EA support for the project likely to be available in the short term opportunity will be explored to deliver that in part without the EA. The District is also looking to support the promotion of a project in Hemyock and is liaising with EA in that regard.

Parks and Open Spaces In line with the Design Principles Project

Project team in place that includes Grounds Maintenance and Property Services.

The project will ensure tasks already started continue to their conclusion, including; 10 year plan for open spaces, land ownership within Mid Devon, accurate mapping of Grounds Maintenance verges/hedges for Housing, General Fund and 3rd parties. This project was started following the PDG report in November 2017 on Design Principles.

Project Objectives

(High level objectives, covering time, cost, quality, scope, risk and benefit performance goals)

- To clearly define ownership and responsibility for grass verges within the district
- To clearly define ownership and responsibility for hedges/shrub beds within the district
- To ensure the mapping is updated (ArcGIS/QGIS) to reflect the revised/reviewed ownership/responsibility of the above
- Maintain the bill of quantities for the Grounds Maintenance contract for the General Fund
- To understand the future requirements/demands for areas of open space and plan/implement any changes including the leisure centres, Old Park, CCA Fields, BMX track, Railway Walk and Amory Park
- Review the current landscape of parks within the district and implement a plan to reduce future maintenance whilst where practicable enhance the look of these spaces
- To undertake projects that may be linked to the 10 year plan including; Peoples Park and West Exe Park in Tiverton, Newcombes Park in Crediton and Linear Park/Cross Park Cullompton
- To source funding streams to facilitate projects – especially those related to the 10 year plan
- To undertake plans/projects linked to larger projects including EVLC tennis courts, EVLC front and bedding
- To calculate potential costs savings/efficiencies resulting from any change
- Establish status of Section 106 funding in order to plan for works and prepare a contingency plan if funding is not available

Project tasks completed

- Ownership and responsibility for grass verges has been established for General Fund, Housing and Highways
- Ownership and responsibility for hedges/shrub beds within the district has been established
- Future requirements/demands for areas of Open Space has been established for Old Park, Tiverton
- Bedding funding from Tiverton Town Council has been agreed. Tiverton Town Council will fund summer bedding with no reduction in beds (2K bedding and 6.6K for flower bed maintenance) – Has now been abandoned

for Summer 2020 due to Taunton being unable to provide bedding due to Covid-19 (Update 23.03.2020)

- Winter bedding will remain in place until it deteriorates

On Street Recycling Bin Project

- Following the successful trial of a twin-bin to allow waste to be separated for recycling 'on the go' it is proposed to roll this out on a larger scale across the major towns in the District.
- Where possible, s106 funds to provide and install the bins in our main Towns.
- Details of this project has been sent to Members who have replied positively and have supported this proposal to use s106 funds where possible, as soon as we have confirmation of the funds a project plan will be agreed with Stuart Noyce.

Clocks and monuments

- The only historic clock MDDC are now responsible for is the Pannier Market and that was worked on during the essential repairs to the clock tower a few years ago and is operational.
- Regarding Monuments we have the Boniface Statue and Well in Crediton.
- The Old fountain in Westex Rec Tiverton.
- Fountain in People's Park which Cllr Holdman has been raising funds for works on this asset to be done in stages. Allies Mid-Devon have raised £1.1k towards the £3,450 to go towards the rebalancing of the Statue and the cleaning.
- We are also responsible for the Burma Star monument on Phoenix Lane, Tiverton.

Street Scene and Open Spaces

I would like to start by thanking all the staff who have continued to deliver the excellent services within my portfolio during this unprecedented time. Staff have continued to work despite the risk and, even with a massive 25% increase in recycling tonnages during April compared to the previous year, all rounds were completed. Some staff have worked in different services to their normal role such as grounds maintenance and district officer staff working on refuse or leisure staff assisting with the cleaning of vehicle cabs to ensure the job gets done.

As with most Council services we are now trying to do more with less. The refuse service reached its savings target of a 25% reduction in the cost per household since 2015/16. This has been achieved through finding smarter more efficient ways of working and making difficult decisions. Not all the decisions will always be popular but without the over £0.5 million of savings and efficiencies found within my portfolio, the Council may have had to make even more difficult choices.

Waste and Recycling

2019/20 saw household recycling rates sustained at 53% and miss the 54% target partly due to the service disruption at the end of March. The target for the reduction in residual waste was met with a 19% reduction since 2015. Since the building of the transfer station at Carlu depot, in partnership with Devon County Council, all residual waste from Mid Devon now goes to the energy from waste plants. These improvements help protect our environment and work toward our ambitious carbon reduction targets.

The Council has increased the number of garden waste customers to over 10,000 for its collection service and kept missed collections below the 0.03% target. More businesses now use the Council's trade waste and recycling collection service with a £50,000 increase in its income. These figures show the public's support for the refuse service delivered by Mid Devon.

At this year's Recycle Devon Thank you Awards, seven Mid Devon residents were shortlisted. We are very lucky to have residents within Mid Devon who go that extra mile, from organising local drop-off points for Terra Cycle, to groups or individuals that organise litter picks across the district.

A successful bid will allow us to roll out over the summer the collection of small electronic equipment from the kerbside. This will mean items such as kettles and toasters can be recycled without the need for a trip to the recycling centres.

Street Scene

Following the move of the grounds maintenance service to Carlu depot a service review was undertaken during 2019/20. The aim was to merge the workings of the street cleansing services such as litter picking and mechanical sweeping with the grass cutting rounds to create a joined up way of working. This review was completed and will see this new way of working being rolled out during 2020 as well as generating savings.

The trial of split litter bins, which allows the public to recycle tins and plastic while out and about, has proved successful and will be expanded in the three large town centres. If other areas wish to replace existing bins with these we are happy to work with them to achieve this as Bampton will do by funding the replacement bins.

District Officers

The Environment PDG has spent time this year updating and reviewing our street scene enforcement policies. Most of these policies help our officers protect our local environment and give them the tools to deal with environmental crime. By setting the maximum fines for these offences it shows that the Council takes this kind of crime seriously. The aim of our compulsory recycling policy is to increase recycling rates, reduce service costs, reduce black sack waste (in particular waste in black sacks which can be recycled or composted) and minimise the impact on the environment. It is not aimed at those who are already putting their waste out correctly, but at those refusing to recycle or persistently failing to comply with our requirements.

In addition to the updated compulsory recycling policy, the PDG also agreed to adopt further new powers available to it and is updating its environmental policies surrounding littering from vehicles, fly tipping and dealing with abandoned vehicles which are on private land.

We are committed to protecting the Mid Devon environment and will use the powers we have to ensure our landscape is not blighted by a minority of people who act with disregard for their surroundings. Mid Devon District Council does not want to issue fines or take people to court, and we will always adopt an educational approach first, but we must ensure people act responsibly and dispose of their litter in the proper way. Failing to abide by the rules results in significant clear up costs to the Council, as well as impacting on those who live, work and visit the district.

Transport

In June, Mid Devon joined up with Exeter City Council and national provider Specialist Fleet Services Ltd (SFS) to secure a new contract for all its vehicles for the next seven years.

It is the first time the two authorities have worked together to provide the service with SFS and now means the Council no longer has to purchase its vehicles outright or face unpredictable maintenance costs.

Instead, the Council now has a seven year agreement which secures the provision and maintenance of around 210 vehicles and a better working partnership with a neighbouring authority.

The benefits to the Council include fixed maintenance costs, improved response times for vehicle breakdowns and an out-of-hours service which ensures more vehicles can stay on the road and be utilised by the crews. The contract with SFS is not only better value for money, but a better service. There are many additional advantages as a result of this increased harmonisation with Exeter City Council such as the ability to share equipment, carry out joint training and use each other's depots to park vehicles

Contact for more Information: Andrew Busby Group Manager Corporate Property and Commercial Assets – (01884 234948) or Stuart Noyce Group Manager for Street Scene and Open Spaces – (01884 244635)

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SCRUTINY COMMITTEE 1 JUNE 2020:

PERFORMANCE AND RISK REPORT

Cabinet Member Cllr Bob Deed
Responsible Officer Director of Corporate Affairs & Business Transformation,
Jill May

Reason for Report: To provide Members with an update on performance against the corporate plan and local service targets for 2019-20 as well as providing an update on the key business risks.

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

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

Financial Implications: None identified

Legal Implications: None

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

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

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

1.0 Introduction

- 1.1 Appendices 1-5 provide Members with details of performance against the Corporate Plan and local service targets for the 2019-20 financial year. The Committee is invited to suggest measures they would like to see included in the future for consideration.
- 1.2 Appendix 6 shows the higher impact risks from the Corporate Risk Register. See 3.0 below.
- 1.3 Appendix 7 shows the risk matrix for the Council.
- 1.4 All appendices are produced from the Corporate Service Performance And Risk Management system (SPAR).
- 1.5 When benchmarking information is available it is included.

2.0 Performance

Please note that for all areas of the Council the results for March will have been understandably impacted by the effects of the Covid 19 pandemic. There are specific comments on the attached appendices reflecting this.

Environment Portfolio - Appendix 1

- 2.1 Regarding the Corporate Plan Aim: **Increase recycling and reduce the amount of waste: % of household waste reused, recycled and composted**; the waste service has experienced significantly increased levels of recycling and residual waste during lockdown. The service was adversely affected by staff absences and constraints at the start of the pandemic but services are now mostly operating normally.
- 2.2 Regarding the Corporate Plan Aim: **Reduce our carbon footprint**: There has been some movement on the climate declaration agenda over the last couple of months and the pandemic has had a positive effect on carbon emissions and air quality improvement as has been reported nationally in the press. As part of the work towards recovery ways of capitalising on these positive effects is being considered.

Homes Portfolio - Appendix 2

- 2.3 Regarding the Corporate Plan Aim: **Facilitate the housing growth that Mid Devon needs, including affordable housing: Bringing Empty homes into use** has already well exceeded the annual target and the number of affordable homes delivered was well above target @ 31 December, the quarter 4 figure will not be available until the end of May .
- 2.4 Regarding the Corporate Plan Aim: **Planning and enhancing the built environment**: the Cullompton Masterplan and Delivery Plan and Tiverton Eastern Urban Extension consultations are now completed.
- 2.5 The Inspector's post examination report into the Local Plan Review is expected this month.
- 2.6 **Other**: most measures were either on or above target except for **Average days to re-let** which was just outside the target of 14 days however lettings have been suspended during lockdown. And **Properties with a valid gas safety certificate**, this has been even more difficult during the lockdown with some tenants refusing access or self-isolating. Our contractor has continued to work throughout the lockdown and is to be commended for their work and safe working practices.
- 2.7 Staff have continued to provide a high level of support to tenants working from home during the pandemic. They have also had to deal with increased numbers of homelessness approaches. Repairs staff have been redeployed to

maintain corporate assets while non-urgent work has been suspended during the lockdown.

Economy Portfolio - Appendix 3

- 2.8 Regarding the Corporate Plan Aims: **Attract new businesses to the District and Focus on business retention and growth of existing businesses**; we record **Businesses supported**, this includes new and existing businesses.
- 2.9 During the Covid 19 pandemic the Growth and Economic Development service have been heavily involved with processing the business support grants (with Revenues service) and co-ordinating community voluntary groups, they have also taken the lead in the Council's shielding response.

Community Portfolio - Appendix 4

- 2.10 The Council's Leisure centres have been closed since 20 March most staff have been furloughed but a number have been re-deployed to other services, including several to the community shielding project. Others include staff helping with back office, grant applications and cleaners to help with the extra hygiene requirements during the pandemic.

Corporate - Appendix 5

- 2.11 **Working days lost due to sickness** is below target but still better than last year. This is likely to deteriorate because of Covid 19. In addition the current pandemic has made challenging short term sickness and reoccurring patterns more difficult.
- 2.12 The **Response to FOI requests** have been 100% on time since April 2019.
- 2.13 The **% total Council Tax collected** and **% total NNDR collected** are both on target. This has deteriorated since due to the pandemic. Staff have suspended collections work and concentrated on processing small business grants and the council tax relief hardship fund.

3.0 Risk

Some risk scores have increased due to the Covid 19 pandemic especially as regards financing and homelessness.

- 3.1 The Corporate risk register is regularly reviewed by Group Managers and Leadership Team and updated as required.
- 3.2 Risk reports to committees include strategic risks with a current score of 10 or more in accordance with the Risk and Opportunity Management Strategy. (Appendix 6)
- 3.3 Appendix 7 shows the risk matrix for MDDC for this quarter. If risks are not scored they are included in the matrix at their inherent score which will be higher than their current score would be.

- 3.4 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.

4.0 Conclusion and Recommendation

- 4.1 That the Committee reviews the performance indicators and any risks that are outlined in this report and feeds back any areas of concern.

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

Circulation of the Report: Leadership Team and Cabinet Member

Corporate Plan PI Report Environment

Monthly report for 2019-2020
 Arranged by Aims
 Filtered by Aim: Priorities Environment
 For MDDC - Services

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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* indicates that an entity is linked to the Aim by its parent Service

Corporate Plan PI Report Environment

Priorities: Environment

Aims: Increase recycling and reduce the amount of waste

Performance Indicators

Title	Prev Year (Period)	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>Residual household waste per household (measured in Kilograms) (figures have to be verified by DCC)</u>	363.69	365.00	36.52	66.32	93.65	123.35	150.40	177.00	208.78	238.38	268.55	297.99	326.28	365.00	Stuart Noyce	(April - March) On target for the year. An even better result would have been achieved however the effect of families being at home for a sustained period has

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Corporate Plan PI Report Environment

Priorities: Environment

Aims: Increase recycling and reduce the amount of waste

Performance Indicators

Title	Prev Year (Period)	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
																resulted in an increase in residual waste of 107 tonnes compared to March 19. (LD)
% of Household Waste Reused, Recycled and Composted (figures have to be verified by DCC)	53.43%	54.00%	48.80%	52.90%	54.03%	54.14%	54.31%	54.71%	54.45%	54.11%	54.12%	53.91%	53.29%	53.02%	Stuart Noyce	(March) Due to lockdown conditions imposed as a result of the Covid 19 pandemic garden waste collections were cancelled for a period of two weeks resulting in 104 tonnes less collected compared to March 19. An effect of families being at home for a sustained

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Corporate Plan PI Report Environment

Priorities: Environment

Aims: Increase recycling and reduce the amount of waste

Performance Indicators

Title	Prev Year (Period)	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
																period has resulted in an increase in residual waste of 107 tonnes compared to March 19. If March 19 tonnage were applied to this years figures (Apr 19 to Feb 20) the recycling rate would have been 53.7% despite a reduction in voluntary composting group contributions. (LD)
<u>Net annual cost of waste service per household</u>	£45.55	£45.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	£43.80	Stuart Noyce	(2019 - 2020) Direct costs have decreased by 11% this year;

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Corporate Plan PI Report Environment

Priorities: Environment

Aims: Increase recycling and reduce the amount of waste

Performance Indicators

Title	Prev Year (Period)	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
																however there has been an increase in support charges of 23% (LD)
<u>Number of Households on Chargeable Garden Waste</u>	9,904	10,000	9,921	10,102	10,109	10,195	10,266	10,241	10,155	10,072	10,188	10,184	10,208	10,007	Stuart Noyce	(March) slightly better than target (LD)
<u>% of missed collections reported (refuse and organic waste)</u>	0.04%	0.03%	0.01%	0.01%	0.01%	0.01%	0.02%	0.02%	0.02%	0.02%	0.01%	0.02%	0.02%	0.02%	Stuart Noyce	(March) The steady rate of improvement seen at the latter end of the previous year has continued throughout this year; missed collections have improved by 50% (LD)
<u>% of</u>	0.02%	0.03%	0.02%	0.02%	0.02%	0.02%	0.03%	0.03%	0.02%	0.02%	0.02%	0.02%	0.02%	0.02%	Stuart	(March) The

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Corporate Plan PI Report Environment

Priorities: Environment

Aims: Increase recycling and reduce the amount of waste

Performance Indicators

Title	Prev Year (Period)	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>Missed Collections logged (recycling)</u>															Noyce	steady rate of improvement seen at the latter end of the previous year has continued throughout this year; missed collections have improved by 50% (LD)

Aims: Protect the natural environment

Performance Indicators

Title	Prev Year (Period)	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<u>Number of Fixed Penalty Notices (FPNs) Issued (Environment)</u>	17	No target	2	4	6	8	10	10	10	10	11	14	17	18	Stuart Noyce	(March) District Officer cover for the past three months has reduced from 3.8 FTE's to 2.8 FTE's. The post was due to be filled in January; this was delayed for several months. (LD)

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Corporate Plan PI Report Homes

Monthly report for 2019-2020

Arranged by Aims

Filtered by Aim: Priorities Homes

For MDDC - Services

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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* Indicates that an entity is linked to the Aim by its parent Service

Corporate Plan PI Report Homes

Priorities: Homes

Aims: Build more council houses

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<u>Build Council Houses</u>	6	6	26	0	0	0	0	0	26	26	26	26	26	26	26	Angela Haigh	(March) In addition to building 26 properties we also repurchased 3 former Council Houses sold under the RTB scheme (AH)

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

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<u>Number of affordable homes delivered (gross)</u>	37 (3/4)	87	100	n/a	n/a	22	n/a	n/a	68	n/a	n/a	85	n/a	n/a		Angela Haigh	(Quarter 1 - 2) Info. from Planning (CY)
<u>Deliver homes by bringing Empty Houses into use</u>	150	150	72	17	33	42	55	72	84	95	97	106	120	120	138	Simon Newcombe	(March) February and March figures are combined as data was not provided for Feb (TW)

Aims: Other

Corporate Plan PI Report Homes

Priorities: Homes

Aims: Other

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<u>% Decent Council Homes</u>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	Angela Haigh	
<u>% Properties With a Valid Gas Safety Certificate</u>	100.00%	100.00%	100.00%	99.78%	99.82%	99.91%	99.91%	99.96%	100.00%	99.96%	99.87%	99.78%	99.78%	99.73%	99.82%	Angela Haigh	
<u>Rent Collected as a Proportion of Rent Owed</u>	100.18%	100.18%	97.00%	91.58%	99.90%	98.35%	100.93%	99.30%	98.50%	100.26%	98.37%	98.90%	99.03%	98.97%	99.54%	Angela Haigh	
<u>Current Tenant Arrears as a Proportion of Annual Rent Debit</u>	0.79%	0.79%	2.50%	1.10%	0.87%	1.11%	1.09%	0.91%	1.17%	1.14%	1.29%	1.12%	1.15%	1.24%	0.97%	Angela Haigh	
<u>Dwelling rent lost due to voids</u>	0.50%	0.50%	0.70%	0.50%	0.50%	0.48%	0.48%	0.52%	0.53%	0.55%	0.56%	0.57%	0.56%	0.56%	0.56%	Angela Haigh	
<u>Average Days to Re-Let Local Authority Housing</u>	14.3days	14.3days	14.0days	14.0days	14.5days	14.0days	13.2days	14.1days	14.0days	14.0days	14.2days	14.2days	14.6days	14.7days	14.8days	Angela Haigh	

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Corporate Plan PI Report Economy

Monthly report for 2019-2020
 Arranged by Aims
 Filtered by Aim: Priorities Economy
 For MDDC - Services

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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* indicates that an entity is linked to the Aim by its parent Service

Corporate Plan PI Report Economy

Priorities: Economy

Aims: Attract new businesses to the District

Performance Indicators

Title	Prev Year (Period)	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<u>Number of business rate accounts</u>	3,094	3,150	3,104	3,112	3,123	3,137	3,149	3,155	3,180	3,186	3,205	3,218	3,231	3,241	Dean Emery	

Aims: Focus on business retention and growth of existing businesses

Performance Indicators

Title	Prev Year (Period)	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<u>Businesses supported</u>	243 (11/12)	250	21	57	84	107	124	141	157	176	192	207	216		Adrian Welsh	(February) FEB 17: 8 businesses Assisted and 1 new enquiry (MF), Number of businesses assisted

Corporate Plan PI Report Economy

Priorities: Economy

Aims: Focus on business retention and growth of existing businesses

Aims: Improve and regenerate our town centres

Performance Indicators

Title	Prev Year (Period)	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
Increase in Car Parking Vends	45,893 (10/12)		51,120	51,775	48,697	50,894	51,261	50,325	53,392	52,568	52,388	48,961			Andrew Jarrett	
<u>The Number of Empty Shops (TIVERTON)</u>	18	18	n/a	n/a	17	n/a	n/a	21	n/a	n/a	21	n/a	n/a	21	Adrian Welsh	Number of vacant retail units, (Quarter 4) Jan 17: 21 vacant units out of 242 units representing 8.7% of the total units. (MF)
<u>The Number of Empty Shops (CREDITON)</u>	7	8	n/a	n/a	6	n/a	n/a	10	n/a	n/a	10	n/a	n/a	9	Adrian Welsh	Number of vacant retail units, (Quarter 4) JAN 31: 9 vacant units out of 118 units representing 7.6% of total units in Crediton (MF)

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Corporate Plan PI Report Economy

Priorities: Economy

Aims: Improve and regenerate our town centres

Performance Indicators

Title	Prev Year (Period)	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>The Number of Empty Shops (CULLOMPTON)</u>	11	8	n/a	n/a	12	n/a	n/a	7	n/a	n/a	7	n/a	n/a	7	Adrian Welsh	The number of vacant retail units, (Quarter 4) JAN 31: 7 vacant units out of 89 units, representing 7.9% of the total units. (MF)

Aims: Other

Performance Indicators

Title	Prev Year (Period)	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<u>Funding awarded to support economic projects</u>	£160,395 (3/4)	£100,000	n/a	n/a	£10,000	n/a	n/a	£10,000	n/a	n/a	£29,637	n/a	n/a		Adrian Welsh	(Quarter 3) £12,637 (euros 15,000) awarded from WiFi4EU Programme £7,000 LGA Advisors Programme (JB), Funding actively sought for corporate priorities

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Corporate Plan PI Report Community

Monthly report for 2019-2020

Arranged by Aims

Filtered by Aim: Priorities Community

Filtered by Flag: Exclude: Corporate Plan Aims 2016 to 2020

For MDDC - Services

Key to Performance Status:

Performance Indicators:

No Data

Well below
target

Below target

On target

Above target

Well above
target

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

Corporate Plan PI Report Community

Priorities: Community

Aims: Other

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<u>Compliance with food safety law</u>	88%	88%	90%	93%	93%	92%	93%	93%	92%	92%	92%	91%	92%	92%	92%	Simon Newcombe	

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Corporate Plan PI Report Corporate

Monthly report for 2019-2020

Arranged by Aims

Filtered by Aim: Priorities Delivering a Well-Managed Council

For MDDC - Services

Key to Performance Status:

Performance Indicators:

No Data

Well below
target

Below target

On target

Above target

Well above
target

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

Corporate Plan PI Report Corporate

Priorities: Delivering a Well-Managed Council

Aims: Put customers first

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
% of <u>complaints resolved w/in timescales (10 days - 12 weeks)</u>	94%	94%	90%	96%	98%	95%	95%	96%	96%	95%	95%	94%	95%	95%	94%	Lisa Lewis	(March) 4 complaints still open at 4 weeks - will check again at 8 & 12 weeks 3 complaints still open at 8 weeks - will check again at 12 weeks (RT)
<u>Number of Complaints</u>	29	29		26	31	33	34	33	31	30	29	28	28	27	26	Lisa Lewis	(March) reduction in complaints possibly due to Covid-19 (RT)
<u>New Performance Planning Guarantee</u>	99%	99%	100%	n/a	n/a	99%	n/a	n/a	99%	n/a	n/a	99%	n/a	n/a	100%	Jenny Clifford, Eileen Paterson	(Quarter 1) Down by 1 FTE (RP)

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Corporate Plan PI Report Corporate

Priorities: Delivering a Well-Managed Council

Aims: Put customers first

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<u>determine within 26 weeks</u>																	
<u>Major applications determined within 13 weeks (over last 2 years)</u>	85%	85%	60%	n/a	n/a	72%	n/a	n/a	72%	n/a	n/a	73%	n/a	n/a	71%	Jenny Clifford, Eileen Paterson	(Quarter 1) 1 FTE down (RP)
<u>Minor applications determined within 8 weeks (over last 2 years)</u>	78%	78%	65%	n/a	n/a	77%	n/a	n/a	78%	n/a	n/a	78%	n/a	n/a	79%	Jenny Clifford, Eileen Paterson	
<u>Major applications overturned at appeal (over last 2 years)</u>	3%	3%	10%	n/a	n/a	0%	n/a	n/a	2%	n/a	n/a	2%	n/a	n/a	2%	Jenny Clifford, Eileen Paterson	(Quarter 1) down by 1 FTE (RP)
<u>Major applications overturned at appeal % of appeals</u>	n/a	n/a	% Appeals overturned in Q / No of appeals decided in quarter / 2 Appeal Decisions in Q3/ 0 Overturne	n/a	n/a		n/a	n/a	40.00%	n/a	n/a	20.00%	n/a	n/a	13.33%	Jenny Clifford	(Quarter 3) % Appeals overturned appeals vs No of appeals decided in quarter 2 Appeal Decisions in Q3 0 Overturned in Quarter 3 (RP)
<u>Minor applications overturned</u>	0%	0%	10%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a	0%	Jenny Clifford, Eileen	

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Corporate Plan PI Report Corporate

Priorities: Delivering a Well-Managed Council

Aims: Put customers first

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<u>at appeal (over last 2 years)</u>																Paterson	
<u>Minor applications overturned at appeal % of appeals</u>	n/a	n/a		n/a	n/a		n/a	n/a	42%	n/a	n/a	26%	n/a	n/a	18%	Jenny Clifford	(Quarter 3) % Appeals overturned in Q/% Overturned in Quarter 1 Appeal Overturned 10 Appeals Decided in Quarter (RP)
<u>Response to FOI Requests (within 20 working days)</u>	95%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Catherine Yandle	(March) 41 replies all on time (CY)
<u>FOI/EIR Requests where the information was granted in full</u>	n/a	n/a	2018 -19 Q 3 & 4 190 i.e. 59.4%	35	21	28	41	37	26	36	36	29	38	45	28	Catherine Yandle	
<u>ICO Decision Notices</u>	n/a	n/a	There were 4 complaints in 2018-19 2 Withdrawn 1 Upheld 1 Not Upheld	0	0	1	2	3	3	3	3	3	3	3	3	Catherine Yandle	(August) 1 partially upheld, 1 not upheld, 1 withdrawn (CY)
<u>Working Days Lost Due to</u>	8.24days	8.24days	7.00days	0.46days	0.96days	1.55days	2.17days	2.88days	3.51days	4.18days	4.79days	5.59days	6.62days	7.33days	8.12days	Matthew Page	

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Corporate Plan PI Report Corporate																	
Priorities: Delivering a Well-Managed Council																	
Aims: Put customers first																	
Performance Indicators																	
Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
Sickness Absence																	
% total Council tax collected - monthly	97.79%	97.79%		11.16%	20.41%	29.29%	38.20%	47.15%	56.18%	65.93%	74.94%	83.97%	92.93%	95.48%	98.50%	Dean Emery	(January) 0.16% down on last years target looks wrong (DE)
% total NNDR collected - monthly	99.29%	99.29%	99.20%	12.02%	24.00%	33.07%	40.40%	48.98%	57.25%	65.21%	72.43%	80.12%	89.39%	93.51%	99.20%	Dean Emery	(January) 1.12% UP ON LAST YEARS - Targets may need to be revisited to take into account growth and 12 monthly payers FW and DE will take some time to look. (DE)
Number of visitors per month	1,923	1,923	2,500	1,361	1,355	1,257	1,212	1,189	1,200	1,234	1,234	1,194	1,200	1,187	1,157	Lisa Lewis	(March) dealing with Covid-19, opening hours reduced (RT)

Corporate Risk Management Report - Appendix 6

Report for 2020-2021

Filtered by Prefix: Exclude Risk Prefix: OP, PR, EV

Filtered by Flag: Include: * Corporate Risk Register

For MDDC - Services

Filtered by Performance Status: Exclude Risk Status: Low

Not Including Risk Child Projects records, Including Mitigating Action records

Key to Performance Status:

Mitigating Action:	Milestone Missed	Behind schedule	In progress	Completed and evaluated	No Data available
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Risks:	No Data (0+)	High (15+)	Medium (6+)	Low (1+)
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Corporate Risk Management Report - Appendix 6

Risk: Affordable and Council Housing Demand Housing supply does not meet local demand or reflect demographic shifts like increased demand for single occupancy

Service: Housing Services

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
Completed and evaluated	Detailed Analysis of Housing Need	Provision of 'heat map' to show where housing need is gathered by geographical area	Claire Fry	28/05/2013	12/05/2020	Fully effective (1)
In progress	Review of Housing Register	The register is regularly reviewed to minimise the incidence of fraud and to ensure that it represents a true picture of housing need. We also participate in the NFI waiting list matches.	Claire Fry	31/12/2019	12/05/2020	Positive(2)
Current Status: High (16)		Current Risk Severity: 4 - High		Current Risk Likelihood: 4 - High		
Service Manager: Claire Fry						

Corporate Risk Management Report - Appendix 6

Risk: Climate Change Declaration The implications to the Council's strategic, budget and medium term financial plans are not yet fully explored and understood. This introduces an increased level of uncertainty. Impact of climate change on the financial viability of the Council.

Service: Governance

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
Completed and evaluated	Cabinet Member for Climate Change	Was appointed in January 2020 with specific responsibility for the climate change agenda.	Catherine Yandle	17/02/2020	18/05/2020	Fully effective (1)
In progress	Consideration by the Environment PDG	This PDG has been tasked with considering the Council's own policy response (s) to the Climate Change Declaration made at Full Council on 26 June 2019.	Catherine Yandle	19/07/2019	18/05/2020	Positive(2)
In progress	Devon Climate Emergency – Tactical Group	MDDC are part of the tactical group for the climate emergency that has strategic links to our own plans. The group met most recently on 6 May 2020.	Catherine Yandle	18/05/2020	18/05/2020	Positive(2)
In progress	Net Zero Advisory Group	This was approved by Cabinet on 23 April terms of reference to be progressed for the group, membership confirmed and a date of the first meeting to be scheduled.	Catherine Yandle	18/05/2020	18/05/2020	Positive(2)
Current Status: High (20)		Current Risk Severity: 5 - Very High		Current Risk Likelihood: 4 - High		
Service Manager: Catherine Yandle						

Corporate Risk Management Report - Appendix 6

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

Service: Public Health

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Business Continuity Planning (BCP)	BCPs have been reviewed. Regular updates are being obtained from Public Health England and the Local Resilience Forum. Weekly meetings of managers and Leadership Team via Skype.	Catherine Yandle	06/03/2020	13/03/2020	Positive(2)
In progress	Financial and Economic effects monitoring	To ensure that local authorities including MDDC are reimbursed in full for the Covid 19 response by Central government. At present we have been given approx. 20% of the costs to date in extra funding	Catherine Yandle	13/05/2020		Poor - action required (3)
Current Status: High (25)		Current Risk Severity: 5 - Very High		Current Risk Likelihood: 5 - Very High		
Service Manager: Simon Newcombe						

Corporate Risk Management Report - Appendix 6

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

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

Service: I C T

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
Completed and evaluated	Email and Protective DNS	ICT have applied the all levels of the government secure email policy, which ensures secure email exchange with government agencies operating at OFFICIAL. PSN DNS has been configured at the Internet gateway, which ensures the validity of websites and blocks known sites.	Alan Keates	06/06/2019	15/05/2020	Fully effective (1)
Completed and evaluated	Information Security Policy in place, with update training	Information Security Policy reviewed. LMS (online policy system) included in induction.	Catherine Yandle	22/10/2015	15/05/2020	Fully effective (1)
In progress	Regular user awareness training	Staff and Member updates help to reduce the risk	Alan Keates	03/01/2019	15/05/2020	Positive(2)
Completed and evaluated	Technical controls in place	Required to maintain Public Sector Network certification	Alan Keates	03/01/2019	15/05/2020	Fully effective (1)
Current Status: High (20)		Current Risk Severity: 5 - Very High		Current Risk Likelihood: 4 - High		
Service Manager: Alan Keates						

Corporate Risk Management Report - Appendix 6

Risk: Economic Strategy Failure to deliver projects/outcomes in Economic Strategy

Service: Growth, Economy and Development

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Continue to seek out existing and new funding opportunities	To assist in ensuring adequate funding for delivery.	Adrian Welsh	10/06/2019	12/05/2020	Positive(2)
In progress	partnership working	Continue to work closely with delivery partners to gain advance warning of difficulties so as to seek to mitigate	Adrian Welsh	10/06/2019	12/05/2020	Positive(2)
In progress	Project Management	Continue rigorous project management, monitoring and reporting	Adrian Welsh	10/06/2019	12/05/2020	Positive(2)
In progress	Recovery Plans	Recovery Plans will be put in place to aid recovery.	Adrian Welsh	12/05/2020	12/05/2020	Positive (2)
In progress	Review and reprotisation	Part of review of projects for Year 2 actions. This will consider maximising investment and prioritising officer time.	Adrian Welsh	31/01/2020	12/05/2020	Positive(2)
Current Status: High (20)		Current Risk Severity: 4 - High		Current Risk Likelihood: 5 - Very High		
Service Manager: Jenny Clifford						

Corporate Risk Management Report - Appendix 6

Risk: Funding Insufficient resources (including funding) to deliver growth aspirations of Corporate Plan.

Service: Growth, Economy and Development

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Lobbying	Officers will continue to review funding opportunities and seek opportunities to work closely with local partners and the HotSWLEP to seek additional funding support for key infrastructure.	Adrian Welsh	12/05/2020	12/05/2020	Positive (2)
In progress	Officers have reprioritised work programmes to explore new funding opportunities	End of European funding sources	Adrian Welsh	10/06/2019	12/05/2020	Positive(2)
Current Status: High (16)		Current Risk Severity: 4 - High		Current Risk Likelihood: 4 - High		
Service Manager: Adrian Welsh						

Corporate Risk Management Report - Appendix 6

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

Service: Governance

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	IDOX Records Handling Plan	To utilize IDOX bulk data handling tool across the Council services using Uniform	Catherine Yandle	01/03/2019	08/03/2020	Positive(2)
In progress	Records Management Action Plan	To improve identified issues with records management	Catherine Yandle	15/06/2018	08/03/2020	Positive(2)
Current Status: Medium (10)		Current Risk Severity: 5 - Very High			Current Risk Likelihood: 2 - Low	
Service Manager: Catherine Yandle						

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

Service: Governance

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Risk assessments	Group Managers contacted with request to update the outstanding risk reviews	Catherine Yandle	20/09/2019	20/11/2019	Positive(2)
Completed and evaluated	Risk Assessments	Review risk assessments and procedures to ensure that we have robust arrangements in place. In progress ready for September reports.	Catherine Yandle	28/05/2013	20/11/2019	Fully effective (1)
Current Status: Medium (10)		Current Risk Severity: 5 - Very High		Current Risk Likelihood: 2 - Low		
Service Manager: Catherine Yandle						

Corporate Risk Management Report - Appendix 6

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

Service: Housing Services

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
Completed and evaluated	Computer System	New ICT system for recording homelessness data procured and fully functional including reporting facility.	Claire Fry	05/09/2017	12/05/2020	Fully effective (1)
Completed and evaluated	Staff Support	Officers are trained and knowledgeable and the structure of Housing Options team to be reviewed to build resilience. Homelessness strategy was reviewed Autumn 2019.	Claire Fry	22/06/2017	12/05/2020	Fully effective (1)
Current Status: High (16)		Current Risk Severity: 4 - High		Current Risk Likelihood: 4 - High		
Service Manager: Claire Fry						

Corporate Risk Management Report - Appendix 6

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

Service: Governance

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Awareness and Training	Attend team meetings and other meetings such as Tenants Together to provide training and answer questions on request. Articles in the Link on an ad hoc basis.	Catherine Yandle	09/08/2019	08/03/2020	Positive(2)
Completed and evaluated	Breach notification	Security breaches are logged via the helpdesk and monitored for developing trends. Training and advice is offered in response to items logged.	Catherine Yandle	09/08/2019	08/03/2020	Fully effective (1)
Current Status: High (15)		Current Risk Severity: 5 - Very High		Current Risk Likelihood: 3 - Medium		
Service Manager: Catherine Yandle						

Corporate Risk Management Report - Appendix 6

Risk: Infrastructure delivery Inability to deliver, or delay in delivering, key transport infrastructure to unlock planned growth

Service: Growth, Economy and Development

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Partnership working	Close working with delivery partners to attempt to mitigate risks.	Adrian Welsh	12/05/2020	12/05/2020	Positive (2)
In progress	Partnership working with infrastructure providers and statutory bodies	Reduce risk of delays and communication.	Adrian Welsh	10/06/2019	12/05/2020	Positive(2)
In progress	target funding opportunities	To seek to bring forward delivery	Adrian Welsh	10/06/2019	12/05/2020	Positive(2)
Current Status: High (16)		Current Risk Severity: 4 - High		Current Risk Likelihood: 4 - High		
Service Manager: Jenny Clifford						

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

Service: Financial Services

Mitigating Action records

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

Corporate Risk Management Report - Appendix 6

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

Service: Financial Services

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Engaging in commercial activities		Jo Nacey	28/09/2017	15/05/2020	Positive(2)
In progress	Medium term planning		Jo Nacey	28/09/2017	15/05/2020	Positive(2)
Current Status: High (15)		Current Risk Severity: 5 - Very High			Current Risk Likelihood: 3 - Medium	
Service Manager: Ian Chilver						

Corporate Risk Management Report - Appendix 6

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

Service: Financial Services

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Business Plans	Service Business Plans are reviewed each financial year with suggestions for revised performance targets based on budget to be agreed by Cabinet Member and PDG.	Jo Nacey	28/05/2013	15/05/2020	Positive(2)
In progress	Identify Efficiencies	Taking proactive steps to increase income and reduce expenditure through efficiencies, vacancies that arise and delivering services in a different way.	Andrew Jarrett	28/05/2013	15/05/2020	Positive(2)
In progress	Reserves	Cabinet have taken the decision to recommend a minimum general reserve balance of 25% of Net annual budget.	Andrew Jarrett	28/05/2013	15/05/2020	Positive(2)
In progress	Set Budget	Each year as part of the budget setting process, members are consulted via PDGs in time to evaluate savings proposals, ahead of the November draft budget.	Andrew Jarrett	28/05/2013	15/05/2020	Positive(2)
Current Status: High (16)		Current Risk Severity: 4 - High		Current Risk Likelihood: 4 - High		
Service Manager: Ian Chilver						

Corporate Risk Management Report - Appendix 6

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

Service: Communications

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
No Data available	Monitoring social media	Two members of the communications team monitor the main corporate social media accounts on a rota basis. Alerts are also set up so the team receives notification of comments and can respond as appropriate. This is monitored in office hours only and the team does not provide 24 hour monitoring or a call out function. The Comms Team also works with other local authorities and takes part in social media training with other local authorities as the opportunities arise budgets permitting.	Jane Lewis	05/06/2019	18/05/2020	No Score(0)
Current Status: Medium (10)		Current Risk Severity: 5 - Very High		Current Risk Likelihood: 2 - Low		
Service Manager: Jane Lewis						

Corporate Risk Management Report - Appendix 6

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

Service: Planning

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	S106 improvement project	A S106 improvement project is taking place to build a new system that will be able to effectively manage the process and provide better visibility over the information on S106 agreements and monies held/spent/expected.	Jenny Clifford	04/10/2019	15/05/2020	Positive(2)
Current Status: Medium (10)		Current Risk Severity: 5 - Very High		Current Risk Likelihood: 2 - Low		
Service Manager: Jenny Clifford						

Corporate Risk Management Report - Appendix 6

Risk: SPV - 3 Rivers - Failure of the Company This will depend on Economic factors and the Company's success in the marketplace commercially.

For MDDC the impacts will be:

3 Rivers are unable to service and repay the loan from MDDC

Not receiving the forecast additional income

Not supporting corporate objectives.

Service: Financial Services

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Quarterly Officer Programme Board	Will receive detailed project updates and will ensure performance correlates with existing metrics, budgets, timetable and considers any specific material project risks that have been identified. Anything materially o/s of project confines would then be reported to Cabinet	Catherine Yandle	13/06/2019	15/05/2020	Positive(2)
In progress	Regular monitoring	The Board of 3 Rivers deliver a half yearly report to the Cabinet which provides an update on their delivery against their business plan. We charge interest to them at a commercial rate in order to maintain an "arms-length" relationship and the interest provides some mitigation to the outstanding principal.	Jo Nacey	30/05/2019	15/05/2020	Positive(2)
Current Status: High (20)		Current Risk Severity: 5 - Very High		Current Risk Likelihood: 4 - High		
Service Manager: Ian Chilver						

Corporate Risk Management Report - Appendix 6

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

Service: Financial Services

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Employed services of Ichabod	We can refer technical matters regarding group accounts etc. to our retained technical advisor. This is a cost effective way of receiving technical updates.	Jo Nacey	02/01/2018	15/05/2020	Positive(2)
In progress	Liaison with External Auditors and 3 Rivers	We have regular discussions with our external auditors to ensure that we are providing the correct information for decision making purposes. We are mindful of the need to maintain commercial sensitivity but we are also aware that Members must be appraised to an appropriate level to be able to make informed decisions.	Jo Nacey	06/01/2020	15/05/2020	Positive(2)
Current Status: Medium (12)		Current Risk Severity: 4 - High		Current Risk Likelihood: 3 - Medium		
Service Manager: Ian Chilver						

Corporate Risk Management Report - Appendix 6

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

Service: Governance

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Included on AGS	This issue has been included on the Annual Governance Statement Action Plan so we do not lose sight of the issue throughout the year.	Catherine Yandle	15/07/2019	08/03/2020	Positive(2)
In progress	Openness and Transparency	Regular reports to Cabinet in open session where possible. Need to balance commercial interests with Nolan principles.	Catherine Yandle	20/05/2019	08/03/2020	Positive(2)
Current Status: Medium (10)		Current Risk Severity: 5 - Very High		Current Risk Likelihood: 2 - Low		
Service Manager: Catherine Yandle						

Corporate Risk Management Report - Appendix 6

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

Service: Street Scene Services

Mitigating Action records

Mitigating Action Progress						
Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
Completed and evaluated	Reminder to renew correspondence	To maintain the existing customer base	Lorraine Durrant	06/06/2019	05/07/2019	Fully effective (1)
Completed and evaluated	Social media campaigns & publicity	To ensure that information about the garden waste service reaches as many residents as possible	Lorraine Durrant	06/06/2019	05/07/2019	Fully effective (1)
Current Status: Medium (12)		Current Risk Severity: 4 - High		Current Risk Likelihood: 3 - Medium		
Service Manager: Stuart Noyce						

Corporate Risk Management Report - Appendix 6

Risk: Tiverton Pannier Market Failure to maximise the economic potential of Tiverton Pannier Market

Service: Growth, Economy and Development

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Continue to retain and prioritise market budget	To ensure most efficient use of resources	Adrian Welsh	10/06/2019	12/05/2020	Positive(2)
In progress	continue to work with traders on promotion	To increase footfall.	Adrian Welsh	10/06/2019	12/05/2020	Positive(2)
In progress	Implement and review market strategy	Implementation of strategy will increase market's financial success and help fulfill its function as a key driver for the town.	Adrian Welsh	10/06/2019	12/05/2020	Positive(2)
In progress	Masterplan Implementation	To realise benefits from the Masterplan to increase visibility of market and increase footfall.	Adrian Welsh	10/06/2019	12/05/2020	Poor - action required(3)
Current Status: High (16)		Current Risk Severity: 4 - High		Current Risk Likelihood: 4 - High		
Service Manager: Jenny Clifford						

Corporate Risk Management Report - Appendix 6

Risk: Tiverton Town Centre Masterplan Failure to adopt and implement the Tiverton Town Centre Masterplan

Service: Planning

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Community and political enagement	Through the masterplanning process engagement is taking place with key stakeholders over the emerging masterplan. A further period of public consultation is also yet to take place.	Adrian Welsh	07/10/2019	12/05/2020	No Score(0)
In progress	Review first draft of masterplan	A review of draft masterplan and interventions/actions is being undertaken in light of the likely impacts of the pandemic	Jenny Clifford	12/05/2020	12/05/2020	No Score(0)
Current Status: Medium (12)		Current Risk Severity: 4 - High		Current Risk Likelihood: 3 - Medium		
Service Manager: Jenny Clifford						

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Risk Matrix

Report

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

Risk Likelihood	5 - Very High	No Risks	No Risks	No Risks	1 Risk	4 Risks
	4 - High	No Risks	No Risks	No Risks	8 Risks	2 Risks
	3 - Medium	1 Risk	No Risks	9 Risks	7 Risks	3 Risks
	2 - Low	No Risks	2 Risks	11 Risks	13 Risks	6 Risks
	1 - Very Low	4 Risks	1 Risk	3 Risks	2 Risks	5 Risks
		1 - Very Low	2 - Low	3 - Medium	4 - High	5 - Very High
Risk Severity						

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Print Date: 15 May 2020
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MID DEVON DISTRICT COUNCIL – NOTIFICATION OF KEY DECISIONS

June 2020

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

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
3 Rivers Governance Report To consider a report of the Chief Executive with regard to 3 Rivers Developments Limited.	Cabinet	11 Jun 2020	Stephen Walford, Chief Executive Tel: 01884 234201	Leader of the Council (Councillor Bob Deed)	Fully exempt
Tiverton Town Centre Masterplan Stage II Consultation To request approval to go out to Stage II consultation on the masterplan documents	Cabinet	9 Jul 2020	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Graeme Barnell)	Open
Revenue and Capital Outturn 2019/20 Report presenting the revenue and capital outturn figures for the financial year 2019/20.	Cabinet	9 Jul 2020	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Alex White)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Annual Treasury Management Report Report providing Members with a review of activities and the actual prudential treasury indicators for 2019/20.	Cabinet Council	9 Jul 2020 26 Aug 2020	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Alex White)	Open
Climate Strategy and Action Plan To receive the 4 yearly review of the Climate Strategy and Action Plan from the Group Manager for Corporate Property and Commercial Assets.	Environment Policy Development Group Cabinet	14 Jul 2020 6 Aug 2020	Andrew Busby, Group Manager for Corporate Property and Commercial Assets Tel: 01884 234948	Cabinet Member for Climate Change (Councillor Elizabeth Wainwright)	Open
Report on DCC responsibility for HRA grass verges To receive a report on grass cutting currently carried out by the Housing Team which is the responsibility of DCC and to make a decision on whether this practice should continue.	Environment Policy Development Group Cabinet	14 Jul 2020 6 Aug 2020	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for the Environment (Councillor Luke Taylor)	Open

Page 6

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Hydro Mills Project - Tiverton Weir To receive a report outlining the Tiverton Weir Hydro Mills project seeking approval and funding.	Economy Policy Development Group Cabinet	16 Jul 2020 6 Aug 2020	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Graeme Barnell)	Open
EHOD Economic Development Strategy To consider a review strategy	Economy Policy Development Group Cabinet	16 Jul 2020 6 Aug 2020	Adrian Welsh, Group Manager for Growth, Economy and Delivery Tel: 01884 234398	Cabinet Member for Planning and Economic Regeneration (Councillor Graeme Barnell)	Open
S106 Governance To agree governance arrangements for S106 agreements	Scrutiny Committee Cabinet	20 Jul 2020 6 Aug 2020	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Graeme Barnell)	Open
Statement of Community Involvement Review 2020 Report to seek authority to consult on the draft revised text.	Scrutiny Committee Cabinet Council	20 Jul 2020 6 Aug 2020 26 Aug 2020	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Graeme Barnell)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Greater Exeter Strategic Plan To receive and note a report from the Head of Planning and Regeneration on the progress of the Greater Exeter Strategic Plan	Scrutiny Committee Cabinet	20 Jul 2020 6 Aug 2020	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Graeme Barnell)	Open
ASB Policy and Procedures To receive a report reviewing the Housing Services' Anti-Social Behaviour Policy and Procedures.	Homes Policy Development Group Cabinet	21 Jul 2020 6 Aug 2020	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
Leasehold Management Policy To receive a report reviewing the Leasehold Management Policy.	Homes Policy Development Group Cabinet	21 Jul 2020 6 Aug 2020	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
Tenancy Changes Policy To receive a report reviewing the Tenancy Changes Policy.	Homes Policy Development Group Cabinet	21 Jul 2020 6 Aug 2020	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Tenancy Inspection Policy To receive a report reviewing the Tenancy Inspection Policy	Homes Policy Development Group Cabinet	21 Jul 2020 6 Aug 2020	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
Allocations Policy To receive a report from the Group Manager for Housing Services reviewing the Allocations Policy.	Homes Policy Development Group Cabinet	21 Jul 2020 6 Aug 2020	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
Grant payments to external organisations (the Strategic grants review process) To receive the 4 yearly review of Grant Payments to external organisations from the Group Manager for Growth, Economy & Delivery	Community Policy Development Group Cabinet	28 Jul 2020 6 Aug 2020	John Bodley-Scott, Economic Development Team Leader	Cabinet Member for Community Well Being (Councillor Dennis Knowles)	Open
Community Safety Partnership To consider a report outlining the Council's Community Safety Action Plan, and to seek Members recommendation to acknowledge and accept the	Community Policy Development Group Cabinet	28 Jul 2020 6 Aug 2020	Simon Newcombe, Group Manager for Public Health and Regulatory Services Tel: 01884 244615	Cabinet Member for Community Well Being (Councillor Dennis Knowles)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
priorities action plan					
Contaminated Land Cost Recovery Policy To receive the 5 yearly review of the Contaminated Land Cost Recovery Policy from the Group Manager for Public Health and Regulatory Services	Community Policy Development Group Cabinet	28 Jul 2020 6 Aug 2020	Simon Newcombe, Group Manager for Public Health and Regulatory Services Tel: 01884 244615	Cabinet Member for Community Well Being (Councillor Dennis Knowles)	Open
Use of CCTV Policy and Guidance To receive and approve the Use of CCTV Policy and Guidance	Community Policy Development Group Cabinet Council	28 Jul 2020 6 Aug 2020 26 Aug 2020	Andrew Busby, Group Manager for Corporate Property and Commercial Assets Tel: 01884 234948	Cabinet Member for Community Well Being (Councillor Dennis Knowles)	Open
Local Plan Review - Inspector's Report on Adoption To consider the Inspector's report on the adoption of the Local Plan Review	Cabinet Council	6 Aug 2020 26 Aug 2020	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Graeme Barnell)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Options for Accelerating Affordable Housing Delivery in the District To consider additional governance arrangements for housing delivery	Scrutiny Committee Cabinet	17 Aug 2020 3 Sep 2020	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
Beech Road, Tiverton - Design and Build Tender To consider the award of the tender	Cabinet	3 Sep 2020	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Part exempt
Public Spaces Protection Order To consider the outcome of the public consultation and any recommendations.	Cabinet	3 Sep 2020	Stuart Noyce, Group Manager for Street Scene and Open Spaces Tel: 01884 244635	Cabinet Member for the Environment (Councillor Luke Taylor)	Open
Capital Programme Review To review the Capital Programme taking into account the emerging Corporate Plan and the delivery of projects in Cullompton and Tiverton (as agreed by Cabinet 13 February 2020).	Cabinet Council	3 Sep 2020 28 Oct 2020	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Alex White)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Capital Strategy To consider a revised Capital Strategy	Cabinet Council	3 Sep 2020 28 Oct 2020	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Alex White)	Open
Design Supplementary Planning Document - post consultation To consider the Supplementary Planning Document post consultation	Cabinet	3 Sep 2020	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Graeme Barnell)	Open
Private Sector Fees and Charges To consider a revised policy.	Homes Policy Development Group Cabinet	3 Sep 2020 1 Oct 2020	Simon Newcombe, Group Manager for Public Health and Regulatory Services Tel: 01884 244615	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
Joint Exeter and Heart of Devon (EHOD) Economic Development Strategy To consider a revised strategy	Economy Policy Development Group Cabinet	10 Sep 2020 1 Oct 2020	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Graeme Barnell)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Aids and Adaptations Policy To receive a report reviewing the Aids and Adaptations Policy.	Homes Policy Development Group Cabinet	15 Sep 2020 1 Oct 2020	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
Introductory Tenancies Policy To receive a report reviewing the Introductory Tenancies Policy	Homes Policy Development Group Cabinet	15 Sep 2020 1 Oct 2020	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
Service Standards Review To receive a report reviewing Service Standards in the Housing Service.	Homes Policy Development Group Cabinet	15 Sep 2020 1 Oct 2020	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
Severe Weather Emergency Protocol and Extended Winter Provision Protocol To receive a report reviewing the Severe Weather Emergency Protocol and Extended Winter Provision Protocol.	Homes Policy Development Group Cabinet	15 Sep 2020 1 Oct 2020	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Devon District Council's Joint Safeguarding Policy and MDDC Guidance and Procedures Annually or whenever there is a change in the legislation.	Community Policy Development Group Cabinet	22 Sep 2020 1 Oct 2020	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet for the Working Environment and Support Services (Councillor Nikki Woollatt)	Open
Housing Revenue Account Asset Management Strategy To receive a report providing review of the Housing Revenue Account Asset Management Strategy.	Homes Policy Development Group Cabinet	10 Nov 2020 3 Dec 2020	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
Tenancy Policy review and Tenancy Strategy To receive a report reviewing the Tenancy Policy and Tenancy Strategy.	Homes Policy Development Group Cabinet	10 Nov 2020 3 Dec 2020	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
Domestic Abuse Policy To receive a report reviewing the Domestic Abuse Policy	Homes Policy Development Group Cabinet	10 Nov 2020 3 Dec 2020	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet Member for Housing and Property Services (Councillor Simon Clist)	Open
Housing Enabling SPD (S106 - Housing Need Allocation - Exception)	Homes Policy Development Group	19 Jan 2021	Jill May, Director of Corporate Affairs and Business	Cabinet Member for Housing and Property Services	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Sites) To receive a report reviewing the Housing Enabling SPD document	Cabinet	4 Feb 2021	Transformation Tel: 01884 234381	(Councillor Simon Clist)	

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