

Public Document Pack

Mid Devon District Council

Homes Policy Development Group

Tuesday, 21 July 2020 at 2.15 pm
Remote meeting

Next ordinary meeting
Tuesday, 15 September 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 the Zoom Meeting please use the following link:

<https://zoom.us/j/97257175681?pwd=NWQvb1U2MlJoa3l2MUt2OHJRVHlJQT09>

Meeting ID: 972 5717 5681
Password: 323785

One tap mobile
08003582817,,97257175681#,,,0#,,323785# United Kingdom Toll-free
08000315717,,97257175681#,,,0#,,323785# United Kingdom Toll-free

Dial by your location
0 800 358 2817 United Kingdom Toll-free
0 800 031 5717 United Kingdom Toll-free
0 800 260 5801 United Kingdom Toll-free

Meeting ID: 972 5717 5681
Password: 323785

Membership

Cllr Mrs E M Andrews
Cllr R J Dolley
Cllr J Cairney
Cllr D R Coren
Cllr L J Cruwys
Cllr C J Eginton
Cllr F W Letch
Cllr S J Penny
Cllr Mrs C P Daw

AGENDA

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

- 1 **Election of Chairman**
To elect the Chairman of the Homes Policy Development Group for the municipal year 2020 / 2021.
- 2 **Election of Vice Chairman**
To elect the Vice Chairman of the Homes Policy Development Group for the municipal year 2020 / 2021.
- 3 **Apologies and Substitute Members**
To receive any apologies for absence and notice of appointment of substitutes.
- 4 **Remote Meetings Protocol (Pages 5 - 10)**
To note the remote meetings protocol.
- 5 **Public Question Time**
To receive any questions relating to items on the Agenda from members of the public and replies thereto.
- 6 **Declaration of Interests 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.
- 7 **Minutes (Pages 11 - 14)**
Members to consider whether to approve the minutes as a correct record of the meeting held on 17 March 2020.
- 8 **Chairman's Announcements**
To receive any announcements that the Chairman may wish to make.
- 9 **Performance and Risk (Pages 15 - 22)**
To receive a report from the Group Manager for Performance, Governance and Data Security providing Members with an update on performance against the Corporate Plan and local service targets for 2020/21 as well as providing an update on the key business risks.
- 10 **Capital and Revenue Outturn figures for 2019 / 2020 (Pages 23 - 60)**
To receive a report from the Deputy Chief Executive (S151) presenting the revenue and capital outturn figures for the financial year 2019 / 2020.

11 **Building and Housing Service delivery during the pandemic** (Pages 61 - 72)

To receive a report from the Group Manager for Housing providing an update on the work of the Building and Housing services during the national emergency arising from the Covid 19 pandemic.

12 **Start time of Meetings**

To agree the start time of meetings for the remainder of the municipal year.

13 **Identification of items for the next meeting**

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

- Performance and Risk
- Financial monitoring

(Additional items to be confirmed nearer the time dependent upon officer resource available in response to the pandemic).

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

Stephen Walford
Chief Executive
Monday, 13 July 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 Sarah Lees on:
slees@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 - the Chair can choose to do this either by calling (i) each member in turn and continuing in this way until no member has anything more to add, or (ii) only those members who indicate a wish to speak using the 'raise hand' function within Zoom. This choice will be left entirely to the Chair's discretion depending on how they wish to manage the meeting and how comfortable they are using the one or the other approach.

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

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

11. Voting

On a recommendation or motion being put to the vote, the Chair (or the Member Services Officer) 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.

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MID DEVON DISTRICT COUNCIL

MINUTES of a **MEETING** of the **HOMES POLICY DEVELOPMENT GROUP** held on 17 March 2020 at 2.15 pm

Present

Councillors

R J Dolley (Chairman)
D R Coren, L J Cruwys, Mrs C P Daw and F W Letch

Apologies

Councillors

Mrs E M Andrews, J Cairney, C J Eginton and S J Penny

Present

Officers

Jill May (Director of Corporate Affairs and Business Transformation), Helen Carty (Neighbourhood Team Leader), J P McLachlan (Principal Accountant), Catherine Yandle (Group Manager for Performance, Governance and Data Security) and Sarah Lees (Member Services Officer)

75 **ELECTION OF VICE CHAIRMAN**

RESOLVED that Cllr D R Coren be elected Vice Chairman of the Group for the remainder of the municipal year 2019/20.

76 **APOLOGIES AND SUBSTITUTE MEMBERS**

Apologies were received from the following Members:

- Cllr Mrs E M Andrews
- Cllr J Cairney
- Cllr C J Eginton
- Cllr S J Penny

77 **DECLARATION OF INTERESTS UNDER THE CODE OF CONDUCT**

There were no interests declared under this item.

78 **PUBLIC QUESTION TIME**

There were no members of the public present.

79 **MINUTES**

The minutes of the meeting held on 21 January 2020 were confirmed as a correct record and **SIGNED** by the Chairman.

80 **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman had no announcements to make.

81 **PERFORMANCE AND RISK (00:03:13)**

The Group had before it, and **NOTED**, a report * from the Group Manager for Governance, Performance and Data Security providing 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.

The contents of the report were outlined with reference to:

- Whether the Group had any suggestions to make regarding additional measures in relation to KPI targets.
- The 6 week public consultation on the Local Plan main modifications had finished on 17 February 2020. 75 representations were received, these were sent to the Inspector for his consideration on 28 February 2020.
- The risk scores in relation to Homelessness and the fact that they were likely to increase given the current and ongoing situation regarding Coronavirus. The Housing Service Business Continuity Plan had been amended to take the current crisis into consideration and mitigating actions had been put in place, for example, the possibility of using some of the Council's void properties to house those classed as homeless.

Note: * Report previously circulated; copy attached to the signed minutes.

82 FINANCIAL MONITORING (00:08:37)

The Group had before it, and **NOTED**, a report * from the Deputy Chief Executive (S151) presenting a financial update in respect of the income and expenditure so far in the year.

The following was brought to the attention of the Group and discussion took place with regard to:

- The report and appendices before the Group only provided data up to the end of quarter three. The forecasted deficit figure in relation to the year-end position had previously been identified as £252k, this had now risen to £292k. This had mainly been due to an under recovery in the Revenues and Benefits area and Planning income being down on budget.
- The HRA was showing a healthy forecasted under spend of £668k. This was ring fenced however and would be returned to the housing maintenance fund at the end of the financial year.
- The 3 Rivers Development Company impairment of loans being a provision at this stage.
- The shortfall in relation to the Premier Inn car parking income. A detailed breakdown was requested and it was **AGREED** that the officer would provide this additional information.
- Concerns regarding those people on low incomes who may not be able to pay their rent or Council Tax.
- Concerns regarding the budgeted income per car parking space in each of the car parks not meeting its target, especially in relation to the Multi-Storey Car Park when so much had been spent on improvements and security.
- Agency fees being high in the Waste Services area. Such fees were reactive and it was difficult to budget for them.

Note: * Report previously circulated; copy attached to the signed minutes.

83 **CAR PARKING MANAGEMENT POLICY (00:25:40)**

The Group had before it a report * from the Group Manager for Housing Services outlining a review of the Car Park Management Policy.

It was explained that the policy had last been updated in January 2016 and it had therefore been due for review. The review had identified a number of minor changes which included:

- A clause in relation to vehicle maintenance and a requirement for tenants not to block dropped curbs.
- A move to virtual car parking permits rather than paper permits.
- Where vehicles have been abandoned contact would be made with the DVLA.
- The need for the policy to be clear on tenants not parking on grass verges.

Consideration was given to:

- Concerns regarding abandoned vehicles and the difficulties involved in trying to get them removed. These vehicles were not only untidy but quite often attracted anti-social behaviour. The officer explained that removal of these vehicles depended on whether they were on Devon Highways land or on MDDC housing land. If a vehicle was on housing land a notice could be served and enquiries made to find out who the registered keeper was. If the registered keeper did not respond to the notice then the Council had the ability to seize the vehicle and dispose of it. However, this was a lengthy process with officers having to prioritise workloads and other important housing matters. There were cross overs, in terms of how these matters were dealt with, with the Street Scene service who operated under different regulations.
- Abandoned vehicles were just as much of an issue in the rural areas as well as the urban ones.
- The officer requested that the details of specific cases be provided to her outside of the meeting so that further investigations could take place.

RECOMMENDED to the Cabinet that the revised Car Park Management Policy be approved.

(Proposed by the Chairman)

Note: * Report previously circulated; copy attached to the signed minutes.

84 **GARAGE MANAGEMENT POLICY (00:45:01)**

The Group had before it a report * from the Group Manager for Housing Services outlining a review of the Garage Management Policy.

It was explained that the policy had last been updated in January 2016 and it had therefore been due for review. The review had identified a number of minor changes which included:

- An amendment to facilitate future changes with regard to rental charges.
- Maintenance issues.
- Any reference to 'rent free weeks' had been removed.

- Amendments in relation to garage ground rent plots.

It was further explained that there was an intention to move all housing policies to a ten yearly review unless there were changes to housing legislation or good practice guidance.

RECOMMENDED to the Cabinet that the revised Garage Management Policy be approved.

(Proposed by Cllr F Letch and seconded by Cllr L Cruwys)

Note: * Report previously circulated; copy attached to the signed minutes.

85 **CHAIRMAN'S ANNUAL REPORT FOR 2019/20 (00:48:32)**

The Group had before it, and **NOTED**, a draft report * by the Chairman of the Group, a final copy of this report would be submitted to Council on 29 April 2020.

86 **IDENTIFICATION OF ITEMS FOR THE NEXT MEETING (00:52:07)**

The following was requested to be on the agenda for the next meeting (in addition to the items already identified in the work programme):

- A review of empty properties within the district.

(The meeting ended at 3.10 pm)

CHAIRMAN

HOMES PDG
21 JULY 2020

PERFORMANCE AND RISK REPORT

Cabinet Member Cllr Simon Clist, Cabinet Member for Housing
Responsible Officer Catherine Yandle, Group Manager for Performance, Governance and Data Security

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

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

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

Financial Implications: None identified

Legal Implications: None

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

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

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

1.0 Introduction

- 1.1** Appendix 1 provides Members with details of performance against the Corporate Plan and local service targets for the 2020-21 financial year. **The PDG is invited to suggest measures they would like to see included in the future for consideration.**
- 1.2** Appendix 2 shows the section of the Corporate Risk Register which relates to the Economy Portfolio. See 3.0 below.
- 1.3** Appendix 3 shows the profile of all risks for Homes at present.
- 1.4** All appendices are produced from the corporate Service Performance And Risk management system (SPAR).

2.0 Performance

- 2.1 Regarding the Corporate Plan Aim: **Deliver Housing:** these measures are all quarterly. The target for annual housing completions has been updated to reflect the Local Plan target although this hasn't yet been adopted by Full Council.
- 2.2 Regarding the Corporate Plan Aim: **Private Sector Housing: Bringing Empty homes into use** is a little below target as at the end of May. Due to funding changes this is the last year that this measure will be reported.
- 2.3 Regarding the Corporate Plan Aim: **Council Housing:** all measures are either at or just below target. In terms of gas servicing compliance this has been affected by Covid 29 and we currently have 25 properties with expired LGSRs. We still have an extremely high compliance % compared to our peers.
- 2.4 The Council has received a report from the Planning Inspectorate, confirming that the Mid Devon Local Plan Review 2013 – 2033 provides an appropriate base for the planning of the District and with a number of main modifications, is sound and capable of adoption.
- 2.5 Housing performance remains in the top quartile compared with HouseMark.

3.0 Risk

- 3.1 Risk reports to committees include strategic risks with a current score of 10 or more in accordance with the Risk and Opportunity Management Strategy. (See Appendix 2)
- 3.2 Operational risk assessments are job specific and flow through to safe systems of work. These risks go to the Health and Safety Committee biannually with escalation to committees where serious concerns are raised.
- 3.3 The Corporate risk register is regularly reviewed by Group Managers and Leadership Team (LT) and updated as required.

4.0 Conclusion and Recommendation

- 4.1 That the PDG reviews the performance indicators and risks for 2020-21 that are outlined in this report and feeds back any areas of concern to the Cabinet.

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 Homes

Monthly report for 2020-2021
 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: Deliver 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>Net additional homes provided</u>	n/a	n/a	393	n/a	n/a		n/a	n/a		n/a	n/a		n/a	n/a		Jenny Clifford	
<u>Number of affordable homes delivered (gross)</u>	(1/4)	85		n/a	n/a		n/a	n/a		n/a	n/a		n/a	n/a		Angela Haigh	
<u>Build Council Houses</u>	(3/12)	26		n/a	n/a		n/a	n/a		n/a	n/a		n/a	n/a		Angela Haigh	

Aims: Private Sector 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>Deliver homes by bringing Empty Houses into use</u>	33 (2/12)	138	72	1	9											Simon Newcombe	

Aims: Council 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>% Properties With a Valid Gas Safety Certificate</u>	99.91% (3/12)	99.82%	100.0%	99.6%	99.4%	98.9%										Angela Haigh	
<u>% Complaints Responded to On Time</u>	100.0% (3/12)	100.0%	99.0%	100.0%	100.0%	100.0%										Angela Haigh	
<u>% Emergency Repairs Completed on Time</u>	100.0% (2/12)	100.0%	100.0%	100.0%	100.0%											Angela Haigh	
<u>% Urgent Repairs Completed on Time</u>	100.0% (2/12)	99.9%	100.0%	100.0%	100.0%											Angela Haigh	
<u>% Routine</u>	99.3% (2/12)	99.8%	100.0%	100.0%	100.0%											Angela	

Corporate Plan PI Report Homes																	
Priorities: Homes																	
Aims: Council 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>Repairs Completed on Time</u>																Haigh	
<u>% Repair Jobs Where an Appointment Was Kept</u>	100.0% (2/12)	99.8%	100.0%	100.0%	100.0%											Angela Haigh	

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SPAR.net

Print Date: 06 July 2020 13:03

Homes PDG Risk Management Report - Appendix 2

Report for 2020-2021

For Homes - Cllr Simon Clist Portfolio

Filtered by Flag: Include: * Corporate Risk Register

For MDDC - Services

Not Including Risk Child Projects records, Including Mitigating Action records

Key to Performance Status:

Mitigating
Action:

Milestone
Missed

Behind
schedule

In progress

Completed
and
evaluated

No Data
available

Risks: No Data (0+)

High (15+)

Medium (6+)

Low (1+)

Homes PDG Risk Management Report - Appendix 2

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

Homes PDG Risk Management Report - Appendix 2

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						

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Print Date: 06 July 2020 13:06

Risk Matrix Homes Appendix 3

Report For Homes - Cllr Simon Clist Portfolio Current settings

Risk Likelihood	5 - Very High	No Risks	No Risks	No Risks	No Risks	No Risks
	4 - High	No Risks	No Risks	No Risks	2 Risks	1 Risk
	3 - Medium	No Risks	1 Risk	No Risks	3 Risks	No Risks
	2 - Low	No Risks	No Risks	2 Risks	1 Risk	3 Risks
	1 - Very Low	No Risks	No Risks	No Risks	1 Risk	1 Risk
		1 - Very Low	2 - Low	3 - Medium	4 - High	5 - Very High
		Risk Severity				

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Print Date: 06 July 2020
13:05

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CABINET
09 July 2020

AGENDA ITEM

REVENUE AND CAPITAL OUTTURN 2019/20

Cabinet Member Cllr Alex White
Responsible Officer Deputy Chief Executive (S151): Andrew Jarrett

Reason for Report: To present the revenue and capital outturn figures for the financial year 2019/20.

RECOMMENDATION(S): That Cabinet -

1 - Note the General Fund outturn achieved in 2019/20 which shows an overall overspend of £232k. This deficit is proposed to be taken from General Fund reserve which will still leave the balance above our minimum recommended level.

2 - Approve the net transfers to earmarked reserves of £686k detailed in the General Fund service budget variance reports shown in Appendix 1 and summarised in Appendix 3.

3 - Note the positive position achieved on the Housing Revenue Account which shows a saving of £608k and approve the “earmarking” of the extra £608k shown in paragraph 4.2, as well as the utilisation of reserves totalling £859k identified in Appendices 2 and 3.

4 - Approve the carry forward of £9.741m from the 2019/20 capital programme (see paragraph 6.3) as all of the schemes will be delivered in 2020/21 or later years. Also approve the transfer to Earmarked reserves of the un-spent £208k identified in Appendix 4.

Relationship to the Corporate Plan: The financial resources of the Council impact directly on its ability to deliver the corporate plan prioritising the use of available resources carried forward from 2019/20. All future spending will be closely linked to key council pledges from the updated corporate plan.

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

Legal Implications: None.

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

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

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

1 Executive Summary

- 1.1 This report contains information relating to the Council's performance for the 2019/20 financial year. The outturn figures included are provisional subject to external review; the findings of which are to be reported to Audit Committee in August this year.
- 1.2 Monitoring the budget is an important part of the Council's performance management framework.
- 1.3 The revenue outturn position for the financial year 2019/20 is as follows:
- The General Fund (GF) Revenue Outturn position for 2019/20 is a net overspend of £232k. The table below assumes this transfer.
 - The HRA is a "Self-Financing" account for the Council's Housing Landlord function, which is budgeted to "break even" (net of approved transfers to/from HRA Reserves). The HRA Outturn for 2019/20 is a net underspend of £608k.

	31 March 2019 £k	In year movement £k	31 March 2020 £k
General Fund Reserve	2,501	(250)	2,251
Housing Revenue Account Reserve	2,000	0	2,000

- 1.4 The Capital outturn position for 2019/20 is shown in Section 6.

2 Introduction

- 2.1 Members of the Cabinet should note that the outturn report is fundamentally a set of management reports that show the year end position on all service areas. The Finance Team then have to turn these management reports into the statutory financial statements which are subject to a wide number of complex accounting rules that often significantly change the final picture of a service's financial position for the year. However, it is important to note that the bottom-line profit or loss for the year remains constant.
- 2.2 Members will be aware from previous experience that the position can change between "in-year" projections and the final outturn position, mainly due to demand-led service costs and income levels. The budget monitoring process involves a regular review of budgets. Budgetholders, with support and advice from their accountants, review the position and update their forecasts based on currently available information and knowledge of service requirements for the remainder of the year. As with any forecast there is always a risk that assumptions and estimates will differ from the eventual outcome.
- 2.3 During the budget setting process we continue to ensure that revenue budgets are set on a robust basis and take a prudent view of the likely levels of income and expenditure.

- 2.4 On March 20 2020, the country was put into lockdown as a response to the Covid 19 pandemic. It has affected us all greatly, and the impacts on this Authority have been wide ranging: from the ways we make decisions; to new operations including assistance to those who are shielding, the distribution of grants to support local businesses and additional assistance for the homeless; the closure of leisure centres and wholesale changes to working practices, with most staff working from home or indeed on furlough. However, the timing of the crisis is such that the impacts on the financial year being reported are minimal. It will have truly significant effects on our income as leisure centres have closed, car parks are empty and a broad range of services are suspended. The effects of this and the Council's responses to them will be reported through the appropriate channels.

3 The General Fund Reserve

- 3.1 This is the major revenue reserve of the Council. It is increased or decreased by the surplus or deficit generated on the General Fund in the year. This reserve held a balance of £2.501m at the end of 2018/19 following the end of year transfers. In 2019/20 there were a number of transfers and contributions to general reserves resulting in the final transfer out of £250k being the £232k deficit generated in year plus £18k Brexit funding received in 2018/19 and transferred to an EMR this year. If this is approved, the General Fund Reserve will still remain slightly above the recommended minimum level of £2.0m as required by Cabinet agreement on 16 January 2020.
- 3.2 Detailed budget monitoring reports were provided to both senior managers and Members throughout 2019/20. This monitoring focused on significant budget variances (+/- £10k), included remedial action where necessary and estimated an overall outturn position. The final written monitoring report considered by the Cabinet gave a detailed position as at 31 December 2019 and predicted an end of year deficit of £252k for the General Fund. Therefore the final position improved by £20k.
- 3.3 The table below shows the overall budget, actual and variance, summarised for 2019/20.

	2019/20 Budget £	2019/20 Actual £	Variance £
Total Cost of Services	10,244,904	10,743,136	498,232
Other Income and Expenditure	(60,605)	(388,540)	(327,935)
TOTAL BUDGETED EXPENDITURE	10,184,299	10,354,596	170,297
TOTAL FUNDING	(10,184,299)	(10,122,290)	62,009
Net Income and Expenditure	0	232,306	232,306

- 3.4 A detailed explanation of all the key variances is shown in Appendix 1, service by service. Inevitably, within a service, there are often variances which compensate. Some areas may create savings which in turn can be partly or fully offset by overspends elsewhere. In this report we have tried to highlight the major movements to enable Members to appreciate the more significant trends within each service area.

NB – where any of the above variances were deemed to be recurring, the 2020/21 budget was adjusted accordingly.

3.5 The overall effect of the 2019/20 financial year would result in a General Fund Balance of £2.252m which is in line with the Council's own minimum requirement of £2.0m (agreed by Cabinet 16 January 2020).

3.6 In addition to the GF Balance, the Council holds a number of Earmarked Reserves (EMRs) which are used to help fund anticipated future expenditure commitments. The net movement of £0.683m from these reserves and the end of year balances held on them are shown in Appendix 3.

3.7 **Market Walk and Fore Street Shops, Tiverton**

Members will no doubt be keen to see this year's results following the acquisition of the shops in March 2015. At minus 1.2% the return on investment has dropped compared to 2018/19 (+1.3%). Net rental income has reduced due to negative rent reviews. Further, the number of vacant units has risen, which is partly due to relets being withheld in Fore Street pending the Tiverton Enhancement Project (now discontinued). These are challenging times "on the high street" and we are mindful that we must balance the return on our investment with the perception and vision for the town, hence we may accept a lower return in exchange for occupancy of the units.

The various elements are shown in different areas of the Income and Expenditure account, but the overall position is as follows:

	<u>£k</u>
Net rental income after expenses	
(Shown within property Services committee)	(128)
Interest payable on Public Works Loan Board loan	95
Statutory Capital Financing (over 50 years)	83

Net (surplus)/deficit for the year	50
	====

This income equates to an approximate return net of borrowing costs of -1.2% being $-50k \div 4,173k$ (£4.173m = Principal).

4.0 **Housing Revenue Account (HRA)**

4.1 This is a ring-fenced reserve in respect of the Council's housing landlord function. It is increased or decreased by the surplus or deficit generated on the HRA in the year. For 2019/20 the outturn is a net surplus of £608k and Members are requested to approve a transfer to HRA reserves to bring this to zero.

4.2 This surplus is explained in paragraph 4.4 and the effect of it on the HRA balance is shown below.

HRA Balance

	£m
HRA balance @ 31/03/19	(2.000)
Budget saving achieved in 2019/20	(0.608)
Additional transfer to 30yr modernisation programme	0.608
HRA balance @ 31/03/20	(2.000)

- 4.3 After the strong closing financial position delivered in 2019/20, it is recommended to transfer a sum of £608k into the Housing Maintenance Fund earmarked reserve. This is in addition to the £764k budgeted in-year contribution. The above position leaves an HRA balance of £2.0m as at 31 March 2020.
- 4.4 Main budget variances during 2019/20 giving rise to the figure of £608k include £252k salary savings (which include savings relating to retirements and vacant posts as well as standby payments to depot staff); £235k underspend on new projects and £61k saving where anticipated financing of capital spend was not utilised, whilst the increased number of affordable housing units being applied in year contributed to dwelling rents exceeding expectations by £122k. For further details, please see the HRA Outturn Summary for 2019/20, which is attached as Appendix 2 to this report.
- 4.5 In addition to the above, the HRA hold a number of earmarked reserves. The movements on these during 2019/20 and their closing balances are shown on Appendix 3. This money is effectively “ring fenced” and will be held to meet expenditure on projects during 2020/21 and beyond.

5.0 The Collection Fund

- 5.1 Mid Devon is a collection authority for council tax and national non-domestic rates, and as such, is required to produce a collection fund account for the Mid Devon area. The Council collects council tax on behalf of Devon County Council, Devon Fire and Rescue Service, Devon & Cornwall Police and the Town/Parish Councils.
- 5.2 The council tax collection rate for 2019/20 was 97.8% (97.8% in 2018/19). This demonstrates how our Revenues section has consistently been effective in collecting the annual charge in extremely challenging economic times. The Non Domestic Rates collection rate was 98.8% for 2019/20 (99.3% in 2018/19).

6.0 Capital Outturn

- 6.1 A capital outturn summary is attached as Appendix 4 to this report. The revised capital budget for 2019/20 amounted to £35.193m. At the year-end we had spent £12.197m leaving the capital programme underspent in total by £22.996m.

- 6.2 Capital receipts of £0.463m (this includes general useable capital receipts and ring-fenced replacement homes capital receipts) were applied to finance the programme with the balance of the expenditure met by a combination of borrowing, external grants and contributions from reserves.
- 6.3 As shown in Appendix 4 there are capital projects totalling £9.741m which have not been completed as at the 31 March 2020. This expenditure, therefore, needs to be rolled forward to be included in the 2020/21 capital programme. These schemes are still fully funded by either unspent capital grants or by provisions held within capital earmarked reserves. In addition there is £99k relating to Affordable Housing and £109k HRA Renewable Energy that will remain in a reserve for future prioritisation.
- 6.4 The Capital Receipts Reserve (note this includes general useable capital receipts and ring-fenced replacement homes capital receipts) is used to part fund the capital programme - the movement on this account for the year is given below:

	£m
Balance at 1 April 2019	(3.621)
• Sale of Council Houses (29)	(2.334)
• General Fund Sales	(0.075)
• Open Market Housing sales (2)	(0.485)
• Pooling of Housing Capital Receipts to Government.	0.895
• Capital Receipts applied in year	0.463
Balance at 31 March 2020	(5.157)

Note – the remaining balance of £5.157m is committed in order to fund any slippage, specific projects in ICT and Private Sector Housing and to balance the Capital Medium Term Financial Plan.

- 6.5 The Capital Earmarked Reserve has been set aside from Revenue to fund capital projects; the balance on this reserve now stands at £301k made up by the following transactions:

	£k
Balance at 1 April 2019	(415)
Contribution to EMR	(2)
Funding required to deliver the 2019/20 Programme	116
Balance at 31 March 2020	(301)

Note – the remaining balance of £301k is committed in order to fund any slippage and to balance the Capital Medium Term Financial Plan.

- 6.6 The Council also holds New Homes Bonus which can be used for either Revenue or to support future Capital Programmes, the balance held at 31 March 2020 is £3.499m; again much of this remaining balance is committed to funding any slippage and to balance the Capital Medium Term Financial Plan.

7.0 Treasury Management

- 7.1 A review of the 2019/20 investment performance, including the details of interest payable, are included within the separate 2019/20 Treasury Outturn Report.

- 7.2 As detailed in this report, the Authority holds a 100% interest in 3 Rivers Development Limited, a private limited company engaged in construction in the Mid Devon area. The Authority advances funds to the Company to facilitate operations with the intention that they are repaid from the proceeds of the sale of the developments.

During the year ended 31 March 2020, £6.446m was loaned to the Company and total loan value at this date was £9.061m. During the year £251k interest was paid to the Authority in respect of these loans.

These loans are subject to overarching management review on a regular basis. This is reflected in the impairments made in both periodic monitoring reports and in the year end financial statements. The year end review, carried out in compliance with IFRS 9 Financial Instruments, led to impairments totalling £790k in respect of one of the project loans and the working capital loan.

8.0 Conclusion

- 8.1 Members are asked to note the revenue and capital outturn figures for the financial year 2019/20 and agree the proposed earmarking of surplus funds generated by in year savings from both the GF and the HRA. In addition, Members are requested to approve the incomplete projects on the 2019/20 capital programme be rolled forward into the 2020/21 capital programme.

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Background Papers:

Circulation of the Report:

Cllr White
Leadership Team

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GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

	Budget 2019/20 £	Actual 2019/20 £	Variance £
Community Development	142,855	144,110	1,255
Corporate Management	1,681,157	2,533,656	852,500
Car Parks	(528,562)	(518,213)	10,349
Customer Services	768,871	698,169	(70,702)
Environmental Services	798,477	1,001,853	203,376
Finance & Performance	690,320	685,174	(5,146)
Grounds Maintenance	610,190	529,519	(80,671)
General Fund Housing	77,524	9,004	(68,520)
Human Resources	465,090	470,705	5,615
I.T.Services	987,535	970,193	(17,342)
Legal & Democratic Services	1,136,206	1,036,659	(99,547)
Planning & Regeneration	993,725	1,452,261	458,536
Property Services	589,780	494,460	(95,320)
Revenues & Benefits	431,290	540,485	109,195
Recreation and Sport	527,245	659,881	132,635
Waste Services	2,015,282	1,817,494	(197,788)
ALL GENERAL FUND SERVICES	11,386,985	12,525,409	1,138,425
Net recharge to HRA	(1,534,110)	(1,534,110)	0
Statutory Adjustments (Capital Charges)	392,029	418,832	26,803
Statutory Adjustments (Capital Loans & Investments Written Off)	0	(666,995)	(666,995)
NET COST OF SERVICES	10,244,904	10,743,136	498,233
Finance Lease Interest Payable	58,280	58,280	(0)
Interest Charged Between GF & HRA	(49,000)	(45,479)	3,521
Interest Receivable / Payable on Other Activities	167,580	100,469	(67,111)
Interest Receivable on Investments	(442,540)	(594,907)	(152,367)
CTS Funding parishes	0	0	0
Transfers into Earmarked Reserves	3,344,196	3,627,968	283,772
Transfers from Earmarked Reserves	(2,551,270)	(3,722,926)	(1,171,655)
Contribution from New Homes Bonus Reserve	(587,850)	(587,850)	0
Revenue contribution to fund 2019/20 Capital Programme	0	775,905	775,905
TOTAL EXPENDITURE	10,184,299	10,354,596	170,297
FUNDED BY:-			
Formula Grant (RSG & RSDG & NNDR)	(3,001,386)	(2,839,376)	162,010
Business Rates Benefit from Devon Pool	0	(100,000)	(100,000)
New Homes Bonus Grant	(1,243,503)	(1,243,503)	0
COVID 19 Grant	(38,976)	(38,976)	0
Collection Fund Surplus	(71,330)	(71,331)	(1)
Council Tax - (Band D at £203.84)	(5,829,104)	(5,829,104)	0
TOTAL FUNDING	(10,184,299)	(10,122,290)	62,009
NET INCOME AND EXPENDITURE	0	232,306	232,306

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Community Development

Code	Community and Development	2019/20 Budget £	2019/20 Actual £	Variance £	Variance %
1,000	Employees	51,330	62,849	11,519	22.4%
2,000	Premises	45,110	39,307	(5,803)	-12.9%
3,000	Transport	0	0	0	0.0%
4,000	Supplies and Services	134,765	127,242	(7,523)	-5.6%
Total Direct Expenditure		231,205	229,398	(1,807)	-0.8%
7,000	External Income	(88,350)	(85,288)	3,062	3.5%
Net Direct Expenditure		142,855	144,110	1,255	0.9% (a)
5,000	Support Services	54,280	54,280	0	0.0%
6,500	Depreciation	57,070	57,070	0	0.0%
Total Indirect Expenditure		111,350	111,350	0	0.0%
Total Community & Development Expenditure		254,205	255,460	1,255	0.5%
Community & Development - Service units					
CD200	Community Development	173,075	167,795	(5,280)	-3.1%
CD300	Tiverton Pannier Market	81,130	89,195	8,065	9.9%
CD305	Market - Electric Nights	0	(1,530)	(1,530)	0.0%
CD400	Crediton Market Square	0	0	0	0.0%
Total Community & Development Expenditure		254,205	255,460	1,255	0.5%
				£	£
Total Expenditure Variation					1,255 (a)
Major Cost Changes					
CD300	Salaries - job evaluation and additional cover over the busy Christmas period			13,000	13,000
Major Cost Savings					
CD200	Community Development grant funding			(5,280)	(5,280)
Major Changes in Income Levels					
Minor Variations					
Total Expenditure Variation					1,255 (a)
EARMARKED RESERVES					
Utilised 2019/20					
CD200	Release of reserve no longer required to General Fund Reserves			(4,597)	
CD300	Release of reserve no longer required to General Fund Reserves			(7,000)	
Proposed contribution c/fwd to 2019/20					
Net movement in earmarked reserves					
Total Expenditure variation after Earmarked Reserves					(10,342)

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Corporate Management

Code	Corporate	2019/20 Budget £	2019/20 Actual £	Variance £	Variance %
1,000	Employees	1,543,710	1,525,386	(18,324)	-1.2%
2,000	Premises	0	0	0	0.0%
3,000	Transport	3,110	1,907	(1,203)	-38.7%
4,000	Supplies and Services	156,700	997,726	841,026	536.7%
Total Direct Expenditure		1,703,520	2,525,019	821,499	48.2%
7,000	External Income	(22,363)	8,638	31,001	138.6%
Net Direct Expenditure		1,681,157	2,533,656	852,500	50.7% (a)
5,000	Support Services	(159,870)	(159,870)	0	0.0%
6,500	Depreciation	0	0	0	0.0%
Total Indirect Expenditure		(159,870)	(159,870)	0	0.0%
Total Corporate Expenditure		1,521,287	2,373,786	852,500	56.0%
Corporate Management Service Units					
CM100	Leadership Team	573,440	547,352	(26,088)	-4.5%
CM199	Leadership Team Recharge	(573,420)	(573,420)	0	0.0%
CM210	Performance, Governance & Data	105,470	95,428	(10,042)	-9.5%
CM220	Brexit	(15,363)	(15,363)	0	0.0%
CM300	Corporate Fees/charges	508,430	1,389,398	880,968	173.3%
CM340	Unison	11,540	11,433	(107)	-0.9%
CM310	Corporate Performance	1,750	1,750	0	0.0%
CM600	Pension Backfunding	909,440	917,053	7,613	0.8%
CM800	Tiverton Hub	0	156	156	0.0%
Total Corporate Expenditure		1,521,287	2,373,786	852,500	56.0%
				£	£
Total Expenditure Variation					852,500 (a)
Major Cost Changes					
CM300	3 Rivers - Working capital impairment - IFRS 9 the risk of non-repayment of the loan			173,000	
CM300	3 Rivers - Riverside impairment - Relates to the potential overspend on the project leading to non- repayment of loan			617,000	
CM300	Impairment of South West Mutual Investment			50,000	
CM300	Bank charges above budget			15,260	
CM220	Training and technology spend from Brexit budget			19,470	
					874,730
Major Cost Savings					
CM100	Salary savings including element from Director post not replaced			(26,000)	
CM300	Valuation fees for the year less than anticipated			(13,000)	
CM300	Charges on Apprenticeship levy less than budgeted			(19,510)	
					(58,510)
Major Changes in Income Levels					
CM210	Grant received for providing various services incl Transparency code			(8,100)	
CM300	Increase in Bad Debt Provision to reflect Covid uncertainty			64,190	
CM220	Grant Income above budget, netted of against training overspend			(19,470)	
					36,620
Minor Variances					
Various	Other minor variances			(340)	(340)
Total Expenditure Variation					852,500
EARMARKED RESERVES					
Utilised 2019/20					
Proposed contribution c/fwd to 2019/20					
Net movement in earmarked reserves					0
Total Expenditure variation after Earmarked Reserves					852,500

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Car Parks

Code	Car Parks	2019/20 Budget £	2019/20 Actual £	Variance £	Variance %
1,000	Employees	0	(0)	(0)	0.0%
2,000	Premises	185,578	183,048	(2,530)	-1.4%
3,000	Transport	0	0	0	0.0%
4,000	Supplies and Services	67,150	95,794	28,644	42.7%
	Total Direct Expenditure	252,728	278,842	26,114	10.3%
7,000	External Income	(781,290)	(797,055)	(15,765)	-2.0%
	Net Direct Expenditure	(528,562)	(518,213)	10,349	2.0% (a)
5,000	Support Services	229,850	229,850	0	0.0%
6,500	Depreciation	218,450	218,450	(0)	0.0%
	Total Indirect Expenditure	448,300	448,300	(0)	0.0%
	Total Car Park Expenditure	(80,262)	(69,913)	10,349	12.9%
	Car Park - Service units				
CP510	Market Car Park	8,430	8,430	0	0.0%
CP520	Multi-Storey Car Park (MSCP)	189,140	203,915	14,775	7.8%
CP530	Amenity Car Parks	32,948	36,317	3,369	10.2%
CP540	Paying Car Parks	(310,780)	(318,574)	(7,794)	2.5%
	Total Car Park Expenditure	(80,262)	(69,913)	10,349	12.9%
				£	£
	Total Expenditure Variation				10,349 (a)
	Major Cost Changes				
CP	Increase cash & electronic collection costs			16,000	
CP540	Implementing new pricing tariff's has resulted in a one-off overspend			8,000	
					24,000
	Major Cost Savings				0
	Major Changes in Income Levels				
CP520	P&D shortfall for MSCP due to Premier Inn works.			8,400	
CP540	Increased P&D income from new tariff charges			(8,000)	
CP540	Parking permits increase in income			(21,000)	
CP540	Reduced PCN income due to staff vacancy in Enforcement Team (see salary savings within Environmental Services)			6,660	
					(13,940)
	Minor Variations				289
	Total Expenditure Variation				10,349 (a)
	EARMARKED RESERVES				
	Utilised 2019/20				
	Proposed contribution c/fwd to 2019/20				
	Net movement in earmarked reserves				0
	Total Expenditure variation after Earmarked Reserves				10,349

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Customer Services

Code	Customer Services	2019/20 Budget £	2019/20 Actual £	Variance £	Variance %
1,000	Employees	681,900	620,148	(61,752)	-9.1%
2,000	Premises	0	0	0	0.0%
3,000	Transport	1,290	769	(521)	-40.4%
4,000	Supplies and Services	85,681	78,097	(7,585)	-8.9%
	Total Direct Expenditure	768,871	699,013	(69,858)	-9.1%
7,000	External Income	0	(844)	(844)	0.00%
	Net Direct Expenditure	768,871	698,169	(70,702)	-9.2% (a)
5,000	Support Services	(771,610)	(771,610)	(0)	0.0%
6,500	Depreciation	1,110	1,110	0	0.0%
	Total Indirect Expenditure	(770,500)	(770,500)	(0)	0.0%
	Total Customer Services Expenditure	(1,629)	(72,332)	(70,703)	-4340.3%
	Customer Services - Service units				
CS200	Communications	131,880	128,856	(3,024)	-2.3%
CS299	Communications Rech	(131,850)	(131,850)	0	0.0%
CS500	Messenger Services	66,490	51,854	(14,636)	-22.0%
CS599	Messenger Services Rech	(66,500)	(66,500)	0	0.0%
CS900	Central Photocopying	21,010	19,159	(1,851)	-8.8%
CS901	Central Photocopying Rech	(20,990)	(20,990)	0	0.0%
CS902	Central Postage	23,130	23,658	528	2.3%
CS903	Central Postage Rech	(23,110)	(23,110)	0	0.0%
CS910	Customer Services Admin	153,030	120,718	(32,312)	-21.1%
CS915	Customer Services Admin Rech	(163,010)	(163,010)	(0)	0.0%
CS930	Customer First Management	169,060	165,496	(3,564)	-2.1%
CS931	Customer First Management Rech	(169,070)	(169,070)	0	0.0%
CS932	Customer First	584,881	569,038	(15,843)	-2.7%
CS933	Customer First Rech	(576,580)	(576,580)	0	0.0%
CS938	Digital Strategy Staffing	0	0	0	0.0%
	Total Customer Services Expenditure	(1,629)	(72,332)	(70,703)	-4340.3%
	Total Expenditure Variation			£ (70,703) (a)	
	Major Cost Changes				
					0
	Major Cost Savings				
	Salary Savings due to various vacant posts during the year			(72,000)	(72,000)
	Major Changes in Income Levels				
	Minor Variations				1,297
	Total Expenditure Variation				(70,703) (a)
	EARMARKED RESERVES				
	Utilised 2019/20				
	Proposed contribution c/fwd to 2019/20				
	Net movement in earmarked reserves				0
	Total Expenditure variation after Earmarked Reserves				(70,703)

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Environmental Services

Code	Environmental Services	2019/20 Budget £	2019/20 Actual £	Variance £	Variance %
1,000	Employees	900,198	881,359	(18,839)	-2.1%
2,000	Premises	145,329	185,835	40,506	27.9%
3,000	Transport	43,800	44,449	649	1.5%
4,000	Supplies and Services	123,070	125,370	2,300	1.9%
	S106 Expenditure		158,728	158,728	
	Total Direct Expenditure	1,212,397	1,395,741	183,344	15.1%
7,000	External Income	(413,920)	(387,484)	26,436	6.4%
	S106 contributions		(6,404)	(6,404)	0.0%
	Net Direct Expenditure	798,477	1,001,853	203,376	25.5% (a)
5,000	Support Services	734,430	734,430	0	0.0%
6,500	Depreciation	89,760	89,760	0	0.0%
	Total Indirect Expenditure	824,190	824,190	0	0.0%
	Total Environmental Services Expenditure	1,622,667	1,826,043	203,376	12.5%
Environmental Services - Service units					
ES100	Cemeteries	134,365	170,724	36,359	27.1%
ES101	Cemetery Lodge	(8,400)	0	8,400	100.0%
ES110	Bereavement Services	31,810	31,482	(328)	-1.0%
ES112	Bereavement Services Rech	(31,810)	(31,810)	0	0.0%
ES200	CCTV Initiatives	12,820	14,051	1,231	9.6%
ES250	Community Safety	84,900	80,806	(4,094)	-4.8%
ES251	Community Safety recharge	0	0	0	0.0%
ES252	Building Safer Community Fund	0	0	0	0.0%
ES256	Community Safety Partnership	0	0	0	0.0%
ES260	Food Protection	102,870	100,630	(2,240)	-2.2%
ES270	Water Quality Monitoring	40,730	46,320	5,590	13.7%
ES349	Private Sector Housing team Rech	0	0	0	0.0%
ES354	Private Sector Housing	79,650	100,542	20,892	26.2%
ES360	Dog Warden	19,470	22,789	3,319	17.0%
ES361	Public Health	0	0	0	0.0%
ES450	Parks & Open Spaces	373,210	368,707	(4,503)	-1.2%
ES455	Amory Park	50,064	51,547	1,483	3.0%
ES460	Play Areas	221,040	260,689	39,649	17.9%
ES500	Emergency Planning	40,600	39,830	(770)	-1.9%
ES550	Licensing	78,920	81,726	2,806	3.6%
ES580	Pool Car Running Costs	7,480	5,160	(2,320)	-31.0%
ES600	Pest Control	30,130	26,798	(3,333)	-11.1%
ES650	Contaminated Land	0	0	0	0.0%
ES660	Control of Pollution	115,630	228,121	112,491	97.3%
ES670	Local Air Pollution	7,290	7,157	(133)	-1.8%
ES720	ES Management	0	0	0	0.0%
ES730	Environmental Enforcement	221,760	208,704	(13,056)	-5.9%
ES731	Environmental Enforcement Rech	(220,950)	(220,950)	0	0.0%
ES733	Environmental Health	756,218	751,952	(4,266)	-0.6%
ES734	Environmental Health Rech	(532,400)	(532,400)	0	0.0%
ES740	Licensing Unit	144,900	151,099	6,199	4.3%
ES741	Licensing Unit Rech	(144,900)	(144,900)	0	0.0%
ES760	Health & Safety Officer	0	0	0	0.0%
PS480	MDDC Footpaths & Railway Walks	7,270	7,270	0	0.0%
	Total Environmental Services Expenditure	1,622,667	1,826,043	203,376	12.5%

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Environmental Services

	£	£
Total Expenditure Variation		203,376 (a)
Major Cost Changes		
ES740 Licensing - salary overspend due to JE regrades. We will be able to adjust fees going forward.	7,000	
		7,000
Major Cost Savings		
ES354& Vacant posts during the year - mostly off-set by unachieved income	(22,000)	
ES733 Vacant post in Environmental Enforcement has resulted in a one-off salary saving	(10,000)	
		(32,000)
Major Changes in Income Levels		
ES550 Licensing income - unpredictability on licence numbers under the new animal licensing regulations.	4,700	
ES354 HMO income not achieved due to vacant post	16,900	
ES354 Income write-off due to loss of a major Housing prosecution case	18,000	
ES100 Cemetery Income down on Internments & Exclusive Burial Rights	34,000	
		73,600
Minor Variations		2,450
SERVICE MOVEMENT BEFORE STATUTORY ADJUSTMENTS		51,050
ES450 Net S106 receipts & grants (also see EMR below) Parks & Open Spaces		4,449
ES455 Net S106 receipts & grants (also see EMR below) Amory Pk		138
ES460 Net S106 receipts & grants (also see EMR below) Play Areas		32,632
ES660 Net S106 receipts & grants (also see EMR below) Control of Pollution		115,106
Total Expenditure Variation		203,376 (a)
EARMARKED RESERVES		
Utilised 2019/20		
S106 - Air Quality	(121,509)	
S106 - Public Open Space	(37,220)	
Proposed contribution c/fwd to 2019/20		
S106 - Air Quality	6,403	
Net movement in earmarked reserves before statutory adjustments		(152,326)
Total Expenditure variation after Earmarked Reserves		51,050

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Finance and Performance

		2019/20 Budget	2019/20 Actual	Variance	Variance
Code Finance and Performance		£	£	£	%
1,000	Employees	540,600	540,477	(123)	0.0%
2,000	Premises	0	0	0	0.0%
3,000	Transport	1,280	1,926	646	50.5%
4,000	Supplies and Services	148,440	150,526	2,086	1.4%
Total Direct Expenditure		690,320	692,928	2,608	0.4%
7,000	External Income	0	(7,754)	(7,754)	0.00%
Net Direct Expenditure		690,320	685,174	(5,146)	-0.7% (a)
5,000	Support Services	(707,200)	(707,200)	0	0.0%
6,500	Depreciation	0	0	0	0.0%
Total Indirect Expenditure		(707,200)	(707,200)	0	0.0%
Total Finance and Performance Expenditure		(16,880)	(22,026)	(5,146)	-30.5%
Finance and Performance - Service units					
FP100	Accountancy Services	514,100	519,325	5,225	1.0%
FP199	Accountancy Services Rech	(514,010)	(514,010)	0	0.0%
FP200	Internal Audit	105,070	101,961	(3,109)	-3.0%
FP299	Internal Audit Rech	(105,060)	(105,060)	0	0.0%
FP300	Procurement	126,250	125,755	(495)	-0.4%
FP399	Procurement Rech	(138,280)	(138,280)	0	0.0%
FP400	Purchase Ledger	99,220	97,447	(1,773)	-1.8%
FP499	Purchase Ledger Rech	(104,200)	(104,200)	0	0.0%
FP500	Sales Ledger	140,160	135,166	(4,994)	-3.6%
FP599	Sales Ledger Rech	(140,130)	(140,130)	0	0.0%
Total Finance and Performance		(16,880)	(22,026)	(5,146)	-30.5%
				£	£
Total Expenditure Variation					(5,146) (a)
Major Cost Changes					
					0
Major Cost Savings					
Salary Saving due to vacant posts				(5,000)	(5,000)
Major Changes in Income Levels					
					0
Minor Variations					
					(146)
Total Expenditure Variation					(5,146) (a)
EARMARKED RESERVES					
Utilised 2019/20					
Proposed contribution c/fwd to 2019/20					
Net movement in earmarked reserves					0
Total Expenditure variation after Earmarked Reserves					(5,146)

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Grounds Maintenance

Code	Grounds Maintenance	2019/20 Budget £	2019/20 Actual £	Variance £	Variance %
1,000	Employees	530,340	475,974	(54,366)	-10.3%
2,000	Premises	0	0	0	0.0%
3,000	Transport	90,940	95,172	4,232	4.7%
4,000	Supplies and Services	37,410	26,238	(11,172)	-29.9%
Total Direct Expenditure		658,690	597,384	(61,306)	-9.3%
7,000	External Income	(48,500)	(67,865)	(19,365)	-39.93%
Net Direct Expenditure		610,190	529,519	(80,671)	-13.2% (a)
5,000	Support Services	(585,560)	(585,560)	0	0.0%
6,500	Depreciation	3,260	3,260	0	0.0%
Total Indirect Expenditure		(582,300)	(582,300)	0	0.0%
Total Grounds Maintenance Expenditure		27,890	(52,781)	(80,671)	-289.2%
Grounds Maintenance - Service units					
GM960	Grounds Maintenance	808,200	727,529	(80,671)	-10.0%
GM961	Grounds Maintenance Rech	(780,310)	(780,310)	0	0.0%
Total Grounds Maintenance Expenditure		27,890	(52,781)	(80,671)	-289.2%
				£	£
Total Expenditure Variation					(80,671) (a)
Major Cost Changes					0
Major Cost Savings					
Salary savings - service restructure and vacant posts during the year.				(44,100)	
Underspend on training budget and equipment.				(10,470)	
Underspend on repairs of plant and equipment. This is due to some of the equipment being relatively new.				(6,000)	
					(60,570)
Major Changes in Income Levels					
Additional income for adhoc work.				(10,000)	
Sale of old mowers and vehicle.				(7,200)	
					(17,200)
Minor Variations					(2,901)
Total Expenditure Variation					(80,671) (a)
EARMARKED RESERVES					
Utilised 2019/20					
Proposed contribution c/fwd to 2019/20					
Net movement in earmarked reserves					0
Total Expenditure variation after Earmarked Reserves					(80,671)

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

General Fund Housing

Code	General Fund Housing	2019/20 Budget £	2019/20 Actual £	Variance £	Variance %
1,000	Employees	273,180	252,342	(20,838)	-7.6%
2,000	Premises	7,750	5,032	(2,718)	-35.1%
3,000	Transport	14,950	13,942	(1,008)	-6.7%
4,000	Supplies and Services	379,998	447,703	67,706	17.8%
	Total Direct Expenditure	675,878	719,020	43,142	6.4%
7,000	External Income	(598,354)	(710,016)	(111,662)	-18.66%
	Net Direct Expenditure	77,524	9,004	(68,520)	-88.4% (a)
5,000	Support Services	43,230	43,230	0	0.0%
6,500	Depreciation	620	620	0	0.0%
	Total Indirect Expenditure	43,850	43,850	0	0.0%
	Total General Fund Housing Services Expendi	121,374	52,854	(68,520)	-56.5%
	General Fund Housing - Service units				
HG320	Housing & Homelessness Advice	230,590	233,506	2,916	1.3%
HG330	Refugee Housing Scheme	0	0	0	0.0%
HG340	Community Land Trusts	3,125	3,125	0	0.0%
HG345	Rough Sleeping Initiative	(25,335)	(25,335)	0	0.0%
HG347	Rough Sleeping Initiative MDDC/EDDC	(8,650)	(8,650)	0	0.0%
HG350	Community Alarms	(101,090)	(138,254)	(37,164)	-36.8%
HG373	Homelessness & Enabling Team	297,580	263,308	(34,272)	-11.5%
HG376	Ivor Macey House Project	22,733	22,733	0	0.0%
HG379	Homeless & Enabling Team Rech	(297,580)	(297,580)	0	0.0%
	Total General Fund Housing Services Expendi	121,374	52,854	(68,520)	-56.5%
				£	£
	Total Expenditure Variation				(68,520) (a)
	Major Cost Changes				
HG320	Impairment Allowance to reflect Covid			6,000	
HG320	Bad Debts Written Off			10,300	
					16,300
	Major Cost Savings				
HG320	Temp Accommodation net costs under budget			(36,000)	
HG350	Community Alarms: estimated surplus due to underspend on service overheads			(19,000)	
	Salary underspends within the GF Housing staff unit. Legislative changes implemented at the beginning of 2018/19 brought in a need to work differently. Provision had been made for an Officer to work with housing applicants when they first presented as homeless but as the new procedures became embedded, the need for this post could not be justified. Looking forward this post has not been retained for the next budget year. Minor other savings included				
HG373				(31,000)	
					(86,000)
	Major Changes in Income Levels				
HG320	Discretionary Allowance less than budgeted			21,270	
HG350	Community Alarms : Income above budget			(13,000)	
					8,270
	Minor Variations				
	Various Small variances			(7,090)	
					(7,090)
	Total Expenditure Variation				(68,520) (a)

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

General Fund Housing

EARMARKED RESERVES	
Utilised 2019/20	
Proposed contribution c/fwd to 2019/20	
Net movement in earmarked reserves	0
Total Expenditure variation after Earmarked Reserves	(68,520)

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Human Resources

Code	Human Resources	2019/20 Budget £	2019/20 Actual £	Variance £	Variance %
1,000	Employees	418,730	434,010	15,280	3.6%
2,000	Premises	0	0	0	0.0%
3,000	Transport	2,500	3,397	897	35.9%
4,000	Supplies and Services	43,860	40,432	(3,428)	-7.8%
Total Direct Expenditure		465,090	477,839	12,749	2.7%
7,000	External Income	0	(7,135)	(7,135)	0.00%
Net Direct Expenditure		465,090	470,705	5,615	1.2% (a)
5,000	Support Services	(427,800)	(427,800)	0	0.0%
6,500	Depreciation	0	0	0	0.0%
Total Indirect Expenditure		(427,800)	(427,800)	0	0.0%
Total Human Resources Expenditure		37,290	42,905	5,615	15.1%
HR - Service units					
HR100	Human Resources	372,770	391,839	19,069	5.1%
HR199	Human Resources Rech	(372,710)	(372,710)	0	0.0%
HR200	Staff Development Training	37,260	32,925	(4,335)	-11.6%
HR210	CPD Training	0	0	0	0.0%
HR220	Post Entry Training	0	0	0	0.0%
HR230	Health & Safety Training	0	0	0	0.0%
HR300	Payroll	73,150	66,588	(6,562)	-9.0%
HR399	Payroll Rech	(73,160)	(73,160)	0	0.0%
HR400	Learning & Development	54,990	53,097	(1,893)	-3.4%
HR499	Learning & Development Rech	(55,030)	(55,030)	0	0.0%
HR600	Health & Safety Officer	42,900	42,236	(664)	-1.5%
HR699	Health & Safety Officer Rech	(42,880)	(42,880)	0	0.0%
Total Human Resources Expenditure		37,290	42,905	5,615	15.1%
				£	£
Total Expenditure Variation					5,615 (a)
Major Cost Changes					
Salary overspend due to staff changes within HR				24,000	
					24,000
Major Cost Savings					
Vacant posts during the year				(12,000)	
					(12,000)
Major Changes in Income Levels					
					0
Minor Variations					
					(6,385)
Total Expenditure Variation					5,615 (a)
EARMARKED RESERVES					
Utilised 2019/20					
Proposed contribution c/fwd to 2019/20					
Net movement in earmarked reserves					0
Total Expenditure variation after Earmarked Reserves					5,615

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

ICT Services

Code	ICT Services	2019/20 Budget £	2019/20 Actual £	Variance £	Variance %
1,000	Employees	550,200	549,662	(538)	-0.1%
2,000	Premises	0	0	0	0.0%
3,000	Transport	1,020	1,856	836	82.0%
4,000	Supplies and Services	436,315	422,845	(13,470)	-3.1%
Total Direct Expenditure		987,535	974,364	(13,171)	-1.3%
7,000	External Income	0	(4,170)	(4,170)	0.00%
Net Direct Expenditure		987,535	970,193	(17,342)	-1.8% (a)
5,000	Support Services	(977,030)	(977,030)	0	0.0%
6,500	Depreciation	22,350	22,350	0	0.0%
Total Indirect Expenditure		(954,680)	(954,680)	0	0.0%
Total ICT Services Expenditure		32,855	15,513	(17,342)	-52.8%
ICT - Service units					
IT100	Gazetteer Management	84,790	81,395	(3,395)	-4.0%
IT199	Gazetteer Management Rech	(84,780)	(84,780)	0	0.0%
IT300	Central Telephones	62,060	77,708	15,648	25.2%
IT399	Central Telephones Rech	(66,990)	(66,990)	0	0.0%
IT400	ICT Network & Hardware	207,335	180,694	(26,641)	-12.8%
IT499	ICT Network & Hardware Rech	(192,420)	(192,420)	0	0.0%
IT500	ICT Software Support & Maint.	488,710	471,337	(17,373)	-3.6%
IT599	ICT Software Support & Maint. Rech	(501,920)	(501,920)	0	0.0%
IT600	ICT Staff Unit	380,950	378,010	(2,940)	-0.8%
IT699	ICT Staff Unit Rech	(380,940)	(380,940)	0	0.0%
IT700	Cyber Security	36,280	41,884	5,604	15.4%
IT800	Phoenix House Printing	20,700	16,890	(3,810)	-18.4%
IT899	Phoenix House Printing Rech	(20,690)	(20,690)	0	0.0%
IT900	Digital Services	249,770	265,336	15,566	6.2%
IT999	Digital Services Recharge	(250,000)	(250,000)	0	0.0%
Total ICT Services Expenditure		32,855	15,513	(17,342)	-52.8%
				£	£
Total Expenditure Variation					(17,342) (a)
Major Cost Changes					
IT700	Delay in Central Government utilising the internet for submission of statutory returns - meaning the Council has to pay for a private sector network connection.			7,090	
IT300	New contact centre support and maintenance not included in 19-20 budget.			8,200	
IT300	Phone switch support and maintenance. This will disappear in 20-21 when voice Sk			8,000	
IT500	Idox support fees more than budgeted. Migration work to new hardware required.			11,800	
IT900	Overspend on computing software licence fee			7,000	
					42,090
Major Cost Savings					
IT100/600	Salary savings due to vacant posts			(9,000)	
IT400	Underspend on computer hardware. This was to help offset overspend on IT300.			(10,000)	
IT400	The new contract for datalines came in less than budgeted.			(13,000)	
IT500	Client access licence. Indicative prices used for budget setting included a licence for per user and device. Only a user licence is required to deliver applications.			(27,800)	
					(59,800)
Major Changes in Income Levels					
Minor Variations					
					368
Total Expenditure Variation					(17,342) (a)
EARMARKED RESERVES					
Utilised 2019/20					
Proposed contribution c/fwd to 2019/20					
Net movement in earmarked reserves					0
Total Expenditure variation after Earmarked Reserves					(17,342)

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Legal and Democratic Services

Code	Legal and Democratic Services	2019/20 Budget £	2019/20 Actual £	Variance £	Variance %
1,000	Employees	568,696	751,172	182,476	32.1%
2,000	Premises	200	39,721	39,521	19760.3%
3,000	Transport	17,700	17,699	(1)	0.0%
4,000	Supplies and Services	593,810	632,207	38,397	6.5%
Total Direct Expenditure		1,180,406	1,440,798	260,392	22.1%
7,000	External Income	(44,200)	(404,139)	(359,939)	-814.34%
Net Direct Expenditure		1,136,206	1,036,659	(99,547)	22.1% (a)
5,000	Support Services	(42,050)	(42,050)	0	0.0%
6,500	Depreciation	0	0	0	0.0%
Total Indirect Expenditure		(42,050)	(42,050)	0	22.1%
Total Legal and Democratic Services		1,094,156	994,609	(99,547)	22.1%
Legal & Democratic Services - Service units					
LD100	Electoral Registration	272,080	230,282	(41,798)	-15.4%
LD199	Electoral Registration Rech	(820)	(820)	0	0.0%
LD200	Election costs	113,716	135,059	21,343	N/A
LD300	Democratic Rep & Management	709,170	697,075	(12,095)	-1.7%
LD400	Committee Services	163,000	158,154	(4,846)	-3.0%
LD499	Committee Services Rech	(163,000)	(163,000)	0	0.0%
LD600	Legal Services	420,850	358,700	(62,150)	-14.8%
LD699	Legal Services Rech	(420,840)	(420,840)	0	0.0%
Total Legal and Democratic Services		1,094,156	994,609	(99,547)	
Total Expenditure Variation				£	£
					(99,547) (a)
Major Cost Changes					
LD201	District election spend not fully covered by available EMR			19,000	
LD100	Net overspend on printing & postage costs			9,000	
					28,000
Major Cost Savings					
LD600	Software budget underspend net of subscription spend			(7,000)	
LD600	Underspend on consultancy budget			(48,000)	
LD100	Consultancy budget for boundary review not required			(30,000)	
LD100	Saving on staff costs due to carrying a vacancy for a number of months			(5,000)	
LD400	Saving on staff costs due to carrying a vacancy for a number of months			(5,000)	
LD100	Saving against budgeted software costs			(5,000)	
					(100,000)
Major Changes in Income Levels					
LD600	Under recovery of S106 income			9,400	
LD600	Fees and Charges income above budget			(11,000)	
LD100	Increase in IER funding above budget			(16,800)	
LD100	Sales of electoral register not budgeted for			(5,000)	
					(23,400)
Minor Variations					(4,147)
Total Expenditure Variation					(99,547) (a)
EARMARKED RESERVES					
Utilised 2019/20					
Proposed contribution c/fwd to 2019/20					
Net movement in earmarked reserves (other than budgeted)					0
Total Expenditure variation after Earmarked Reserves					(99,547)

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Planning and Regeneration

Code	Planning and Regeneration	2019/20 Budget £	2019/20 Actual £	Variance £	Variance %
1,000	Employees	1,844,252	1,798,797	(45,455)	-2.5%
2,000	Premises	0	1,380	1,380	0.0%
3,000	Transport	48,716	43,941	(4,775)	-9.8%
4,000	Supplies and Services	636,059	815,049	178,990	28.1%
	S106 Expenditure		207,945	207,945	0.0%
	Total Direct Expenditure	2,529,027	2,867,112	338,084	13.4%
7,000	External Income	(1,360,856)	(1,195,494)	165,362	12.2%
	S106 contributions		(29,091)	(29,091)	0.0%
	Grant funding	(174,446)	(190,266)	(15,820)	-9.1%
	Net Direct Expenditure	993,725	1,452,261	458,536	46.1% (a)
5,000	Support Services	488,170	488,170	0	0.0%
6,500	Depreciation	0	0	0	0.0%
	Total Indirect Expenditure	488,170	488,170	0	0.0%
	Total Planning and Regeneration Expenditure	1,481,895	1,940,431	458,536	30.9%
	Planning and Regeneration - Service units				
PR100	Building Regulations	29,900	12,108	(17,792)	-59.5%
PR110	Enforcement	160,400	157,236	(3,164)	-2.0%
PR200	Development Control	223,560	732,639	509,079	227.7%
PR210	Local Land Charges	(2,230)	(18,482)	(16,252)	-728.8%
PR220	Tiverton EUE	186,779	186,779	0	0.0%
PR225	Garden Village Project	2,804	3,004	200	7.1%
PR300	Environmental Enhancement	3,090	3,090	0	0.0%
PR400	Business Development	438,123	430,060	(8,063)	-1.8%
PR411	Business Development Recharge	(26,290)	(26,290)	0	0.0%
PR420	Tiverton Town Centre Regen Project	0	86,509	86,509	0.0%
PR500	Historic Buildings	8,010	8,010	0	0.0%
PR600	Forward Planning Unit	313,394	237,947	(75,447)	-24.1%
PR699	Forward Planning Unit Rech	(318,350)	(254,445)	63,905	20.1%
PR800	Planning Policy	0	0	0	0.0%
PR810	Statutory Development Plan	451,575	382,670	(68,905)	-15.3%
PR820	Assets of community value	4,520	4,560	40	0.9%
PR900	Dangerous Buildings And Trees	6,610	(4,965)	(11,575)	-175.1%
	Total Planning and Regeneration Expenditure	1,481,895	1,940,431	458,536	30.9%
	Total Expenditure Variation			£ 458,536	(a)
	Major Cost Changes				
PR200	Miscellaneous planning costs			100,000	
PR420	Tiverton Town Centre Regeneration - aborted capital project costs			86,500	
					186,500
	Major Cost Savings				
PR400	Specific maintenance project underspend (see EMR below)			(20,000)	
PR600	Salary savings			(23,000)	
PR600	Savings on consultancy, grants and stationery			(10,000)	
					(53,000)
	Major Changes in Income Levels				
PR200	Planning Fees under budget due to number and scale of applications received			170,500	
PR900	Income from Section 97 work			(10,650)	
					159,850
	Minor Variations				(13,669)
	SERVICE MOVEMENT BEFORE STATUTORY ADJUSTMENTS				279,681
PR200	Net S106 Receipts & Grants (also see EMR below)				178,855
	Total Expenditure Variation				458,536 (a)

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Planning and Regeneration

EARMARKED RESERVES	
Utilised 2019/20	
S106 - Public Open Space	(207,945)
Proposed contribution c/fwd to 2019/20	
S106 - Public Open Space	29,091
Net movement in earmarked reserves	(178,855)
Total Expenditure variation after Earmarked Reserves	279,681

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Property Services

		2019/20 Budget £	2019/20 Actual £	Variance £	Variance %
Code	Property Services				
1,000	Employees	643,540	566,733	(76,807)	-11.9%
2,000	Premises	450,440	402,934	(47,506)	-10.5%
3,000	Transport	33,040	41,401	8,361	25.3%
4,000	Supplies and Services	121,470	170,896	49,426	40.7%
Total Direct Expenditure		1,248,490	1,181,964	(66,526)	-5.3%
7,000	External Income	(658,710)	(687,504)	(28,794)	-4.4%
Net Direct Expenditure		589,780	494,460	(95,320)	-16.2% (a)
5,000	Support Services	(764,010)	(764,010)	0	0.0%
6,500	Depreciation	305,690	305,690	(0)	0.0%
Total Indirect Expenditure		(458,320)	(458,320)	(0)	0.0%
Total Property Services Expenditure		131,460	36,140	(95,320)	-72.5%
Property Services - Service units					
PS140	3 RIVERS DEVELOPMENT	0	(0)	(0)	0.0%
PS141	3 RIVERS - THREWSTONE CLOSE	0	0	0	0.0%
PS142	3 RIVERS - BURLESCOMBE	0	0	0	0.0%
PS150	Surplus Sites for Disposal	2,010	2,010	0	0.0%
PS160	Asset Management	136,840	132,702	(4,138)	-3.0%
PS350	Public Conveniences	125,160	85,157	(40,003)	-32.0%
PS400	Flood Defences and Land Drainage	48,370	47,623	(747)	-1.5%
PS600	Street Naming & Numbering	15,380	19,352	3,972	25.8%
PS700	Contract Services - P-Health	9,350	9,795	445	4.8%
PS810	Phoenix House	440,210	398,822	(41,388)	-9.4%
PS815	Phoenix House Rech	(481,200)	(481,200)	0	0.0%
PS820	DCC Library	1,460	3,360	1,900	130.1%
PS830	Town Hall	5,310	5,310	0	0.0%
PS840	Crediton Office Building	0	(315)	(315)	0.0%
PS850	Old Road Depot	69,590	79,025	9,435	13.6%
PS855	Old Road Depot Rech	(69,610)	(69,610)	0	0.0%
PS860	Station Yard Depot	0	0	0	0.0%
PS870	Lords Meadow Depot	0	0	0	0.0%
PS880	Bus Station Maintenance	(7,860)	(11,429)	(3,569)	-45.4%
PS890	10 Phoenix Lane	(5,860)	(7,496)	(1,636)	-27.9%
PS970	Office Building Cleaning	91,850	85,695	(6,155)	-6.7%
PS971	Office Building Cleaning Rech	(91,840)	(91,840)	0	0.0%
PS980	Property Services	779,820	727,453	(52,368)	-6.7%
PS981	Property Services Rech	(774,030)	(774,030)	0	0.0%
PS990	30/38 Fore Street	(22,410)	1,959	24,369	108.7%
PS991	Industrial Units	(61,750)	(64,186)	(2,436)	-3.9%
PS992	Market Walk	(75,360)	(50,923)	24,437	32.4%
PS993	Lowman Green Unit	(5,550)	(5,550)	0	0.0%
PS994	Moorhayes Community Centre	370	(6,296)	(6,666)	-1801.6%
PS995	COGGANS WELL	1,210	754	(457)	-37.7%
PT100	People's Park Trust	0	0	0	0.0%
Total Property Services		131,460	36,140	(95,320)	-72.5%

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Property Services

		£	£
	Total Expenditure Variation		(95,320) (a)
	Major Cost Changes		
PS810	Phoenix House utilities overspend	7,600	
PS990	Rates and services charges for vacant Fore St shop	11,000	
PS991	Rates and services charges for vacant Market Walk shops	29,000	
			47,600
	Major Cost Savings		
PS350	Utilities underspend due to fewer Public Conveniences & backdated credits on overpayments	(40,000)	
PS810	Rate reduction on premises has resulted in a one off underspend	(44,000)	
PS980	Salary savings due to vacant posts during the year & Underspent training budget	(61,000)	
			(145,000)
	Major Changes in Income Levels		
PS990	Loss of income from Fore Street Flats and rates from vacant shop unit	18,290	
PS980 & PS994	Increased income from Solar feed-in tariff's	(14,000)	
PS980	Increased income from recharges to DCC & DWP services charges	(6,000)	
			(1,710)
	Minor Variations		3,790
	Total Expenditure Variation		(95,320) (a)
	EARMARKED RESERVES		
	Utilised 2019/20		
	Funding of aborted capital project - Phoenix Lane toilet conversion	(1,626)	
	Proposed contribution c/fwd to 2019/20		
	Net movement in earmarked reserves		(1,626)
	Total Expenditure variation after Earmarked Reserves		(96,946)

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Revenues and Benefits

Code	Revenues and Benefits	2019/20 Budget £	2019/20 Actual £	Variance £	Variance %
1,000	Employees	735,310	719,362	(15,948)	-2.2%
2,000	Premises	0	975	975	0.0%
3,000	Transport	4,920	4,644	(276)	-5.6%
4,000	Supplies and Services	184,730	230,083	45,353	24.6%
	Housing Benefit Payments	16,911,200	13,547,856	(3,363,344)	-19.9%
	Total Direct Expenditure	17,836,160	14,502,920	(3,333,240)	-18.7%
	Income from Housing Benefit Subsidy	(16,956,200)	(13,417,592)	3,538,608	-20.9%
	All other Income	(448,670)	(544,844)	(96,174)	21.4%
7,000	External Income	(17,404,870)	(13,962,435)	3,442,435	19.8%
	Net Direct Expenditure	431,290	540,485	109,195	25.3% (a)
5,000	Support Services	467,160	467,160	0	0.0%
6,500	Depreciation	0	0	0	0.0%
	Total Indirect Expenditure	467,160	467,160	0	0.0%
	Total Revenues and Benefits Expenditure	898,450	1,007,645	109,195	12.2%
	Revenues and Benefits - Service units				
RB100	Collection Of Council Tax	656,020	706,940	50,920	7.8%
RB199	Collection Of Council Tax Recharge	(203,080)	(203,080)	0	0.0%
RB200	Collection Of Business Rates	104,050	91,986	(12,064)	-11.6%
RB300	Housing Benefit Admin	398,920	285,469	(113,451)	-28.4%
RB340	Local welfare assistance scheme	15,000	15,223	223	1.5%
RB350	Universal Credit Partnership	0	0	0	0.0%
RB399	Housing Benefit Admin Recharge	(28,320)	(28,320)	0	0.0%
RB400	Housing Rent Allowances	(45,000)	130,264	175,264	389.5%
RB410	Council Tax Benefit	0	(2,144)	(2,144)	0.0%
RB600	Revenues Recovery Team	143,140	153,586	10,446	7.3%
RB699	Revenues Recovery Team Recharge	(142,280)	(142,280)	0	0.0%
	Total Revenues and Benefits Expenditure	898,450	1,007,645	109,195	12.2%

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Revenues and Benefits

	£	£
Total Expenditure Variation		109,195 (a)
Major Cost Changes		
Software costs associated with Citizens Access	33,950	
Software costs associated with new CTR scheme	11,000	
		44,950
Major Cost Savings		
The demand for Housing Benefit in 19/20 was lower than budgeted this is mainly due to the transition to Universal Credit (see decreased subsidy income detailed below)	(3,363,340)	
* Revenues and Benefits salary savings; in the main due to vacant posts in HB in part offset by additional overtime & temporary increases for supervisors acting up	(16,140)	
		(3,379,480)
Major Changes in Income Levels		
* Decreased 19/20 Housing Benefit Subsidy related to decreased costs detailed above	3,366,460	
Overpayment recovery which includes HB Sundry Debtors, recovery from ongoing HB & PDP being recovered at DWP, these have been reviewed in conjunction with claims migrating to Universal Credit.	126,200	
Increase of 10% in Bad Debt provision in respect of future HB Overpayment recovery due to the uncertainty of Covid19	45,950	
Various New Burdens grants from DWP in respect of Housing Benefits - initiatives delivered either within existing resource or to offset additional software costs detailed above	(69,480)	
Single Occupancy Discount Penalties not budgeted	(7,070)	
Income received on Court Costs lower than budgeted	5,560	
Additional C/Tax Annexe Grant	(7,740)	
Additional CTB admin Grant than budgeted & CTB entitlement (pre 01/04/13) not repayable to MHCLG	(5,610)	
Additional New Burdens NNDR Grant for the administration of Retail Rate Relief delivered within existing resource	(9,225)	
		3,445,045
Minor Variations		(1,320)
Total Expenditure Variation		109,195 (a)
EARMARKED RESERVES		
Utilised 2019/20		
Proposed contribution c/fwd to 2019/20		
Net movement in earmarked reserves		0
Total Expenditure variation after Earmarked Reserves		109,195

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Leisure Services

Code	Leisure Services	2019/20 Budget £	2019/20 Actual £	Variance £	Variance %
1,000	Employees	2,044,878	1,967,915	(76,963)	-3.8%
2,000	Premises	1,053,084	1,136,722	83,638	7.9%
3,000	Transport	8,530	4,715	(3,816)	-44.7%
4,000	Supplies and Services	338,203	304,110	(34,093)	-10.1%
Total Direct Expenditure		3,444,695	3,413,461	(31,235)	-0.9%
7,000	External Income	(2,917,450)	(2,753,580)	163,870	5.6%
Net Direct Expenditure		527,245	659,881	132,635	25.2% (a)
5,000	Support Services	489,840	489,840	0	0.0%
6,500	Depreciation	567,320	567,320	0	0.0%
Total Indirect Expenditure		1,057,160	1,057,160	0	0.0%
Total Leisure Services Expenditure		1,584,405	1,717,041	132,635	8.4%
Leisure Services - Service units					
RS100	Leisure Facilities Maintenance & Equipment	615,374	611,126	(4,248)	-0.7%
RS110	Leisure Management & Administration	69,590	47,072	(22,518)	-32.4%
RS140	Exe Valley Leisure Centre	290,800	411,394	120,594	41.5%
RS145	Market Walk Gym	0	0	0	0.0%
RS150	Lords Meadow Leisure Centre	327,665	334,214	6,549	2.0%
RS151	Feasibility	49,023	49,023	0	0.0%
RS160	Culm Valley Sports Centre	231,953	264,213	32,260	13.9%
Total Leisure Services Expenditure		1,584,405	1,717,041	132,635	8.4%
				£	£
Total Expenditure Variation					132,635 (a)
Major Cost Changes					
RS	Overspend on Utilities across all Leisure sites due to previously under estimated usage.			87,860	
					87,860
Major Cost Savings					
RS	Underspend on staffing costs due to carrying a number of vacancies through the year			(104,000)	
RS	Underspend on expenditure - software, advertising & vending supplies			(39,000)	
					(143,000)
Major Changes in Income Levels					
RS	Reduction in wetside income from casual swim in line with national trend			23,000	
RS	Reduction in dryside income due to loss of regular bookings to alternative venues & difficulty in recruiting qualified coaches			55,000	
RS	Over achieved on membership targets for fitness			(32,000)	
RS	Loss of income in March 2020 due to Covid 19			90,000	
RS	Memberships suspended following closure of centres on 20/03/2020 - income carried into 2020/21 on a pro rata basis			44,100	
RS	FOH - Reduction in vending and equipment sales & vouchers cashed in against fitness and wetside income			12,000	
					192,100
Minor Variations					(4,325)
Total Expenditure Variation					132,635 (a)
EARMARKED RESERVES					
Utilised 2019/20					
Proposed contribution c/fwd to 2019/20					
Net movement in earmarked reserves					0
Total Expenditure variation after Earmarked Reserves					132,635

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Waste Services

Code	Waste Services	2019/20 Budget £	2019/20 Actual £	Variance £	Variance %
1,000	Employees	2,659,620	2,601,864	(57,756)	-2.2%
2,000	Premises	305,872	358,640	52,768	17.3%
3,000	Transport	849,580	857,562	7,982	0.9%
4,000	Supplies and Services	629,530	659,333	29,803	4.7%
	S106 Expenditure		1,445	1,445	
	Total Direct Expenditure	4,444,602	4,478,843	34,241	0.8%
7,000	External Income	(2,429,320)	(2,660,732)	(231,412)	-9.5%
	S106 contributions		(618)	(618)	0.0%
	Net Direct Expenditure	2,015,282	1,817,494	(197,788)	-9.8% (a)
5,000	Support Services	394,060	394,060	0	0.0%
6,500	Depreciation	366,189	366,189	0	0.0%
	Total Indirect Expenditure	760,249	760,249	0	0.0%
	Total Waste Services Expenditure	2,775,531	2,577,743	(197,788)	-7.1%
	Waste Services - Cost Centres				
FM100	Fleet Management	83,760	85,375	1,615	1.9%
FM199	Fleet Management Recharge	(83,750)	(83,750)	0	0.0%
WS650	Street Cleansing	629,129	561,040	(68,089)	-10.8%
WS699	Street Cleansing Recharge	(17,560)	(17,560)	0	0.0%
WS700	Refuse Collection	1,051,674	902,691	(148,983)	-14.2%
WS710	Trade Waste Collection	(32,880)	(105,522)	(72,642)	-220.9%
WS725	Kerbside Recycling	1,111,296	1,148,632	37,336	3.4%
WS750	Waste Management Staff Unit	349,380	353,765	4,385	1.3%
WS760	Waste Management Staff Unit Rech	(328,380)	(328,380)	0	0.0%
WS770	Unit 3 Carlu Close	347,622	396,212	48,590	14.0%
WS780	UNIT 3 CARLU CLOSE RECHARGE	(334,760)	(334,760)	0	0.0%
	Total Waste Services Expenditure	2,775,531	2,577,743	(197,788)	-7.1%

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Waste Services

		£	£
	Total Expenditure Variation		(197,788) (a)
	Major Cost Changes		
WS710	Disposal costs up due to an increase in customer base	14,000	
WS710	Purchase of additional bins	23,000	
WS725	Recycling containers	6,000	
WS725	Salary savings offset by agency spend - see Major Cost Savings	37,000	
WS770	Overspend on Rates due to a revaluation	69,460	
			149,460
	Major Cost Savings		
WS650	Salary savings due to vacant posts	(66,000)	
WS700	Salary savings offset by agency spend - see Major Cost Changes	(39,000)	
WS725	Recycling materials - haulage costs	(10,000)	
			(115,000)
	Major Changes in Income Levels		
WS700	Shared saving scheme increase from budget. 2018-19 additional £79k estimating an additional £50k for 2019-20	(129,000)	
WS700	Garden waste, sales down in March will pick up in April.	9,600	
WS700	Sale of wheelie bins	(7,000)	
WS710	Trade Waste - Increase in customer base and reduced discounts	(92,000)	
WS725	Recycling materials	(15,000)	
			(233,400)
	Minor Variations		325
	SERVICE MOVEMENT BEFORE STATUTORY ADJUSTMENTS		(198,615)
WS725	Net S106 receipts & grants (also see EMR below)		827
	Total Expenditure Variation		(197,788) (a)
	EARMARKED RESERVES		
	Utilised 2019/20		
	S106 - Waste & Recycling funds	(1,445)	
	Proposed contribution c/fwd to 2019/20		
	S106 - Waste & Recycling funds	618	
	Net movement in earmarked reserves		(827)
	Total Expenditure variation after Earmarked Reserves		(198,615)

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HOUSING REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Housing Revenue Account

Code	Housing Revenue Account	2019/20 Budget £	2019/20 Actual £	Variance £	Variance %	
1000	Employees	2,621,550	2,810,915	189,365	7.2%	
2000	Premises	194,770	148,038	(46,732)	-24.0%	
3000	Transport	266,510	254,776	(11,734)		
4000	Supplies and Services	7,395,180	8,905,305	1,510,125	20.4%	
	Total Direct Expenditure	10,478,010	12,119,034	1,641,024	15.7%	
7000	External Income	(12,989,370)	(15,215,039)	(2,225,669)	-17.1%	
	Net Direct Expenditure	(2,511,360)	(3,096,005)	(584,645)	23.3%	
5000	Internal Recharges	1,534,110	1,534,110	0	0.0%	
6500	Capital Charges	977,250	954,215	(23,035)	-2.4%	
	Total Indirect Expenditure	2,511,360	2,488,325	(23,035)	0.9%	
	Total HRA Expenditure	0	(607,680)	(607,680)	N/A	(a)
	Income					
SHO01	Dwelling Rents Income	(11,977,170)	(12,100,184)	(123,014)	1.0%	
SHO04	Non Dwelling Rents Income	(564,870)	(569,283)	(4,413)	0.8%	
SHO07	Leaseholders' Service Charges	(21,640)	(25,310)	(3,670)	17.0%	
SHO08	Contributions Towards Expenditure	(27,720)	(106,520)	(78,800)	284.3%	
SHO09	Alarm Income - Non Tenants	0	0	0	0.0%	
SHO10	H.R.A. Investment Income	(83,000)	(110,480)	(27,480)	33.1%	
SHO11	Miscellaneous Income	(7,350)	(18,540)	(11,190)	152.2%	
SHO11	Capital Grants & Contributions relating to Palmerston Park	0	(733,519)	(733,519)		
	Services					
SHO13A	Repairs & Maintenance	3,605,110	3,478,198	(126,912)	-3.5%	
SHO17A	Housing & Tenancy Services	2,697,590	2,277,472	(420,118)	-15.6%	
SHO22	Alarms expenditure	0	0	0	0.0%	
	Accounting entries 'below the line'					
SHO27	Depreciation	2,504,390	6,683,909	4,179,519	166.9%	
SHO29	Bad Debt Provision Movement	53,000	134,644	81,644	154.0%	
SHO30	Share Of Corporate And Democratic	334,810	332,577	(2,233)	-0.7%	
SHO32	H.R.A. Interest Payable	1,178,580	1,117,741	(60,839)	-5.2%	
SHO34	H.R.A. Transfers to earmarked reserves	1,713,350	2,297,871	584,521	34.1%	
SHO34	Utilisation of earmarked reserves	0	(859,027)	(859,027)		
SHO35	Reversal of depreciation	(2,504,390)	(6,683,909)	(4,179,519)	166.9%	
SHO36	Financing of capital expenditure	977,250	954,215	(23,035)	-2.4%	
SHO36	Revenue contribution to capital operations (funded from earmarked reserves)	0	859,027	859,027		
SHO37	Capital Receipts Reserve Adjustment	(26,000)	(37,700)	(11,700)	45.0%	
SHO38	Major Repairs Allowance	2,285,000	2,532,147	247,147	10.8%	
SHO42	Accumulated absences adjustment	0	(10,577)	(10,577)		
SHO44	Capital Grants & Contributions relating to Palmerston Park reversal	0	733,519	733,519		
SHO45	Renewable Energy Transactions	(136,940)	(146,272)	(9,332)	6.8%	
	Total HRA Expenditure	0	(0)	(0)		

HOUSING REVENUE ACCOUNT OUTTURN SUMMARY 2019/20

Housing Revenue Account

				£	£	
	Total HRA Expenditure Variation				(607,680)	(a)
	Major Cost Changes					
	Salary savings inclusive of savings on Standby relating to Depot staff			(165,700)		
	Planned Maintenance savings including Legionella Testing, Asbestos Works and Solid Fuel testing			(86,100)		
	Expenditure on materials and contractors above budget across Disabled Adaptations, Voids Maintenance and Responsive Maintenance			112,000		
	Salary savings due to retirements and vacant posts not being filled immediately			(86,000)		
	Savings on staff development budget			(30,000)		
	Housing Mgt O/Heads savings: Consultancy and Printing			(24,400)		
	Budget for new projects has largely been underspent in year			(235,000)		
	ASB budget underspend in year			(15,740)		
	Maintenance savings on HRA Shops			(34,000)		
	Underspend on Estates Mgt including sewerage works			(47,000)		
	Borrowing for capital programme not required in year therefore saving on forecast interest payable			(60,840)		
	Reduced contribution to reserve for Loan Premium deficit			(79,000)		
	Bad Debt Provision increase to reflect Covid uncertainty			81,640		
	Contribution to the Major Repairs Allowance			247,150		
					(422,990)	
	Major Changes in Income Levels					
	Dwelling Rents income above budget principally due to increase numbers of Affordable Housing units being applied in year			(122,000)		
	Rechargeable works above budget			(78,600)		
	Investment Income above forecast			(27,500)		
	Renewable Energy transactions					
	DLO income relating to Disabled Facilities Grants less than forecast			79,100		
	Net revenue on Renewables improved on initial estimates			(9,300)		
	Sundry Income slightly above budget			(11,540)		
					(169,840)	
	Minor Variances totalling				(14,850)	
	Total HRA Expenditure Variation				(607,680)	(a)
	EARMARKED RESERVES (memorandum account)		£	£		
	Utilised 2019/20					
	Affordable Rent Surplus		(72,000)			
	Renewable Energy Fund		(40,695)			
	Housing Maintenance Fund		(746,332)			
				(859,027)		
	Proposed contribution c/fwd to 2020/21					
	Affordable Rent Surplus		120,800			
	Renewable Energy Fund		146,272			
	HRA loan premium deficit		659,120			
	Housing Maintenance Fund		764,000			
	Final balance transferred to Housing Maintenance Fund		607,680			
				2,297,872		
	Net movement in earmarked reserves (other than that shown as part of main HRA Summary)					
	Total Expenditure variation after Earmarked Reserves				(607,680)	

GENERAL FUND AND HOUSING REVENUE ACCOUNT EARMARKED RESERVES SUMMARY 2019/20

EARMARKED RESERVES AT 31 March 2020

Total Miscellaneous General Fund Reserves	Cost Centres	B/F 31/3/19	(Cont To Emr)	+ Utilisation of EMR	Transfers	C/F 31/3/20
Capital Earmarked Reserves	EQ650	(414,981)	(1,626)	115,441	0	(301,165)
NNDR Reserve	EQ659	(1,172,372)	(130,000)	981,613	(400,000)	(720,759)
New Homes Bonus Reserve	EQ653	(2,754,003)	(1,243,503)	801,768	(303,136)	(3,498,874)
Other GF Revenue Reserves	Cost Centres	B/F 31/3/19	(Cont To Emr)	+ Utilisation of EMR	Transfers	C/F 31/3/20
Capital EMR PSH Grants	EQ652	(1,060,366)	0	52,010	703,136	(305,220)
Economic Development EMR	EQ654	(101,000)	0	0	0	(101,000)
ICT Projects Reserve	EQ655	(56,000)	0	32,554	0	(23,446)
Cullompton Rail Station	EQ656	(40,000)	0	0	0	(40,000)
Flood Defence Ashleigh Park Bampton	EQ657	(67,000)	0	0	0	(67,000)
Phoenix Lane PC's Conversion	EQ658	(38,000)	0	0	0	(38,000)
High St Innovator Payment	EQ681	(1,934)	0	390	(315)	(1,859)
Car Park Machine replacement Sinking Fund	EQ686	(3,000)	(3,000)	0	0	(6,000)
Gypsies and Travellers	EQ698	0	(7,000)	0	0	(7,000)
Cred Market Square Resurfacing	EQ699		(20,000)	0	0	(20,000)
Community Dev Tap Fund Contr (CD200)	EQ701	(29,481)	0	25,175	0	(4,306)
Community Dev Seed Grant Fund (CD200)	EQ702	(3,330)	0	3,330	0	0
Community Dev Pct Money (CD210)	EQ703	(1,267)	0	1,267	0	0
Pannier Mkt Clock Tower Repair (CD300)	EQ704	(7,000)	0	7,000	0	0
Cemetery Grave Shoring Equip (ES100)	EQ705	(553)	0	0	0	(553)
Multi-Story Planned Works (CP520)	EQ706	(80,000)	0	0	0	(80,000)
Resurfacing Amenity Car Parks (CP530)	EQ707	(65,000)	0	6,648	0	(58,352)
Struct Surfacing P&D Car Parks (CP540)	EQ708	(2,600)	0	0	0	(2,600)
CCTV Initiatives Tiv TC Proj (ES200)	EQ709	(6,970)	0	0	0	(6,970)
Community Safety Partnership (ES256)	EQ710	(14,702)	0	0	0	(14,702)
P Sector Housing (ES354)	EQ711	(30,524)	0	6,000	0	(24,524)
PSH - Rogue Landlord Grant	EQ712	(51,925)	0	8,898	0	(43,027)
Parks & O Spaces Shelter Maint (ES450)	EQ713	(44,825)	0	2,444	0	(42,381)
Parks & O Spaces Tree Inspection (ES450)	EQ714	(25,426)	0	0	0	(25,426)
Air Quality Monitoring (ES660)	EQ716	(2,708)	0	0	0	(2,708)
Ground Maintenance Service (GM960)	EQ717	(12,663)	0	0	0	(12,663)
Corp Training 12/13 Under C/Fwd (HR200)	EQ718	(8,515)	0	0	0	(8,515)
ICT Staff Unit Training 17-18 (IT600)	EQ719	(2,550)	0	0	0	(2,550)
District Elections (LD201)	EQ720	(93,716)	(20,000)	113,716	0	0
Elected Members Training (LD300)	EQ721	(10,000)	(5,000)	0	0	(15,000)
PR400 Economic Development	EQ722	(37,000)	(60,000)	0	0	(97,000)
Land Charges Software Licence (PR210)	EQ723	(5,000)	0	0	0	(5,000)
New Burdens Grant Fund - LLC	EQ724	(19,263)	0	0	0	(19,263)
LABGI Local Auth Bus Grow Init (PR400)	EQ725	(12,366)	0	0	315	(12,051)
Brownfield Shared Plan DCLG (PR600)	EQ726	(33,817)	(2,446)	0	0	(36,263)
Forward Planning GESP Post 18M (PR600)	EQ727	(15,000)	0	15,000	0	0
Statutory Development Plan (PR810)	EQ728	(520,489)	(100,000)	143,785	0	(476,704)
Custom Build Grant 2017-18 (PR810)	EQ729	(63,850)	(15,000)	2,573	0	(76,277)
Community Housing Fund	EQ741	(114,610)	0	25,858	(22,733)	(111,485)
Homelessness Support	EQ742	(224,648)	(126,980)	21,398	22,733	(307,498)
Rough Sleeping Initiative	EQ743	0	0	(33,984)	0	(33,984)
Replacement Waste Containers	EQ744	(8,000)	(67,000)	0	0	(75,000)
Waste Options Report	EQ745	(40,000)	0	21,020	0	(18,980)
Food Protection	EQ746	(14,550)	0	0	0	(14,550)
Brexit Reserve	EQ747	0	(15,363)	0	(17,484)	(32,847)
Finance Additional Staff Costs	EQ748	0	(17,000)	0	0	(17,000)
Fleet Contract Fund	EQ756	0	0	268,164	(597,811)	(329,647)
Livery Wraps -Waste Vehicles	EQ757	0	(26,600)	0	0	(26,600)
Recycling Baler Repairs	EQ758		(10,000)	0	0	(10,000)
Mobile Phone Contract	EQ759	0	(5,000)	0	0	(5,000)
Leisure 2121 Slippage Fr 19-20	EQ764	0	(223,796)	0	0	(223,796)
Waste Infrastructure	EQ769	0	0	0	(1,250,000)	(1,250,000)
Cs Replacement Scanners	EQ770	0	(10,000)	0	0	(10,000)
Industrial Unit Specific Maint	EQ771	0	(20,000)	0	0	(20,000)
Coggans Well Roof Repairs	EQ772	0	(6,240)	0	0	(6,240)
Tree Works	EQ773	0	(10,000)	0	0	(10,000)
Planning Legal Expense Reserve	EQ774	0	(100,000)	0	0	(100,000)
Building Control Emr	EQ775	0	(17,000)	0	0	(17,000)
Pr400-Street Name Post Replace	EQ802	0	(20,000)	0	0	(20,000)
MHCLG Covid19 General Grant	EQ809	0	(38,976)	0	0	(38,976)
Capacity Funding- EUE	EQ820	(199,926)	(22,047)	199,926	0	(22,047)
Neighbourhood Planning Funding	EQ821	(25,000)	0	4,500	0	(20,500)
Culm Garden Village Project	EQ824	(671,499)	(150,000)	143,354	0	(678,145)
Flood Projects 2015-16 (PS400)	EQ826	(14,400)	(18,000)	0	0	(32,400)
Phoenix Hse Replace Fire Panel (PS810)	EQ827	(50,000)	(41,000)	0	0	(91,000)
Phoenix Hse Meeting Rm Aircon (PS810)	EQ828	(20,000)	0	0	0	(20,000)
Old Road Depot (PS850)	EQ829	(10,000)	0	0	0	(10,000)
Property Serv MS Op Vehicle (PS980)	EQ830	(12,000)	0	0	0	(12,000)
Recycling Vehicle Refurb (WS725)	EQ833	(1,600)	0	1,600	0	0
Waste Response Costs (WS)	EQ834	(5,000)	0	5,000	0	0
Insurance MMI (CM300)	EQ835	(86,278)	0	0	0	(86,278)
Members iPad (LD300)	EQ836	(8,275)	0	0	0	(8,275)
Property Maint Reserve	EQ837	(596,951)	(275,000)	98,575	0	(773,376)
GF Shops - Surplus 2015/16 (PS)	EQ838	(237,000)	0	0	0	(237,000)
Equipment Sinking Fund	EQ684 & EQ750-755 & EQ839	(324,540)	(194,200)	8,361	0	(510,379)
Maintenance Sinking Fund	EQ685 & EQ763-768	(215,167)	(82,700)	23,695	0	(274,172)
Plant Sinking Fund	EQ760-761	(197,600)	(34,360)	9,460	0	(222,500)
Vehicles Sinking Fund	EQ730-740	(1,923,211)	(409,600)	485,000	1,847,811	(0)
Total Other GF Revenue Reserves		(7,568,095)	(2,173,309)	1,702,716	685,652	(7,353,036)

GENERAL FUND AND HOUSING REVENUE ACCOUNT EARMARKED RESERVES SUMMARY 2019/20

EARMARKED RESERVES AT 31 March 2020

Section 106	Various	(2,247,425)	(52,146)	659,753	0	(1,639,818)
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Developers Contributions - Open Space Maintenance	Cost Centres	B/F 31/3/19	(Cont To Emr)	+ Utilisation of EMR	Transfers	C/F 31/3/20
Dev Cont Linear Park	EQ638	(46,808)	0	4,170	0	(42,638)
W52 Popham Close Comm Fund	EQ640	(16,040)	0	1,950	0	(14,090)
W67 Moorhayes Com Dev Fund	EQ641	(15,033)	0	1,630	0	(13,403)
W69 Fayrecroft Willand Ex West	EQ642	(37,980)	0	4,620	0	(33,360)
W70 Developers Contribution	EQ643	(46,408)	0	6,650	0	(39,758)
Dev Cont Winswood Crediton	EQ644	(34,558)	0	3,080	0	(31,478)
Total Developers Maintenance Reserves		(196,827)	0	22,100	0	(174,727)

Total Developers Contributions / s106 Funds		(2,444,252)	(52,146)	681,853	0	(1,814,545)
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		B/F 31/3/19	(Cont To Emr)	tilisation of EMR	Transfers	C/F 31/3/20
RESERVES		(14,353,703)	(3,600,584)	4,283,392	(17,484)	(13,688,379)

HRA Earmarked Reserves	Cost Centres	B/F 31/3/19	(Cont To Emr)	+ Utilisation of EMR	Transfers	C/F 31/3/20
HRA Sewage Treatment Plant works	EQ691	(30,000)	0	0	0	(30,000)
Renewable Energy Fund E.M.R.	EQ692	(568,666)	(146,272)	40,695	0	(674,243)
HRA Affordable Rent Surplus	EQ693	0	(120,800)	72,000	0	(48,800)
Housing Maintenance E.M.R.	EQ694	(13,572,938)	(1,371,679)	746,332	0	(14,198,285)
HRA Premium Deficit for PWLB loan	EQ696	(2,151,407)	(659,120)	0	0	(2,810,527)
Total HRA EARMARKED RESERVES		(16,323,011)	(2,297,871)	859,027	0	(17,761,855)

RESERVES		(30,676,714)	(5,898,455)	5,142,419	(17,484)	(31,450,234)
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Code	Scheme	Adjusted Capital Programme 2019/20	Total Actual Spend to 31/03/20	Variance to 2019/20 budget	Slippage to be carried forward to 2020/21	To Earmarked Reserve	Notes
		£000's	£000's	£000's	£000's	£000's	
	General Fund Projects						
	Leisure						
CA633	Lords Meadow - Replace main pool filters	80,000	73,972	-6,028	0		Project complete
CA639	Spinning Room - New window - improve light	20,000	0	-20,000	0		Project Complete Q2 19/20. Under £20k Capital minimis therefore recharged to Revenue & funded through a contribution from NHB
CA640	Leisure Spinning Bike Replacement - all sites	60,000	60,000	0	0		Project complete
CA626	EVLC Gym Extension - adjustment from 18/19 closing	0	2,968	2,968	0		Project complete
	Culm Valley Leisure Centre						
CA641	Fitness Gym Kit Replacement	185,000	167,716	-17,284	0		Project complete
	MDDC Depot Sites						
CA829	Carlu Close - Air Conditioning units	25,000	0	-25,000	0		Project Complete but Under £20k Capital minimis therefore recharged to Revenue & funded through a contribution from NHB
CA830	Carlu Close - Interceptor upgrade	30,000	0	-30,000	10,000		Required budget slipped to 2020/21
CA831	Carlu Close - Solar PV options	20,000	1,716	-18,284	18,000		Remaining budget slipped to 2020/21
	Play Areas						
CA472	Open Space Infrastructure (incl Play Areas)	50,000	0	-50,000	50,000		Remaining budget slipped to 2020/21
CA632	Play area refurbishment District wide - Amory Park Tiverton	50,000	1,360	-48,640	49,000		Remaining budget slipped to 2020/21
CA628	Play area refurbishment - West Exe Recreation Ground Tiverton	50,000	0	-50,000	50,000		Remaining budget slipped to 2020/21
	Other Projects						
CA473	Land drainage flood defence schemes - St Marys Hemyock	25,000	0	-25,000	50,000		Remaining budget on CA473 & CA477 slipped to 2020/21
CA420	Land drainage flood defence schemes - Ashleigh Park Bampton	87,000	0	-87,000	87,000		Remaining budget slipped to 2020/21
CA574	Fore Street Flats refurbishment	47,000	150	-46,850	47,000		Remaining budget slipped to 2020/21
CA709	MSCP improvements (refer to Matrix condition report)	136,000	2,982	-133,018	133,000		Remaining budget slipped to 2020/21
CA718	MSCP-Top Deck surfacing	120,000	0	-120,000	120,000		Remaining budget slipped to 2020/21
CA476	Tiverton Cemetery - Infrastructure extension	80,000	32,374	-47,626	47,000		Remaining budget slipped to 2020/21
CA477	Land drainage flood defence schemes	25,000	0	-25,000	0		See comment on CA473 above
CA202	Flexible Temporary Accommodation	75,000	71,093	-3,907	0		Project complete
CA576	Tiverton Town Centre improvements	40,000	0	-40,000	140,000		Remaining budget on CA576 & CA579 slipped to 2020/21
CA579	Tiverton Town Centre - Street scene improvements	100,000	0	-100,000	0		See comment on CA576 above
CA832	Land acquisition for operational needs	600,000	0	-600,000	600,000		Remaining budget slipped to 2020/21
CA482	Contribution to South West Mutuals Bank	50,000	49,995	-5	0		Project complete
CA302	Air Quality Monitoring Equipment	0	25,600	25,600	0		Project complete - Project over £20k minimis therefore transferred from revenue & funded from S106 monies
	General Fund Development Schemes						
CA575	District Wide Redevelopment project - Asset acquisition	3,953,000	0	-3,953,000	0		Detailed schemes identified as part of forthcoming MTFP
CA462	Rear of Town Hall Development site (Riverside) - 3 Rivers Loan	3,679,000	2,283,557	-1,395,443	1,395,000		Remaining budget slipped to 2020/21
CA483	3 Rivers Loan - Threwstones, Tiverton	468,000	445,000	-23,000	23,000		Remaining budget slipped to 2020/21
CA484	3 Rivers Loan - Orchard House, Halberton	958,000	512,500	-445,500	446,000		Remaining budget slipped to 2020/21
CA486	3 Rivers Loan - Knowle Lane, Cullompton	3,714,000	2,904,500	-809,500	810,000		Remaining budget slipped to 2020/21
CA580	Tiverton redevelopment project	1,200,000	0	-1,200,000	0		Project aborted therefore costs re charged to Revenue
CA581	Waddeton Park	2,000,000	0	-2,000,000	0		This project is now detailed in its entirety in the MTFP that was presented to Cabinet on 17/10/19
CA719	Cullompton Town Centre Relief Road	650,000	471,452	-178,548	179,000		Remaining budget slipped to 2020/21
CA720	Tiverton EUE A361 Junction Phase 2	50,000	16,073	-33,927	34,000		Remaining budget slipped to 2020/21
CA485	GP Practice NHS Hub Building Crediton	2,100,000	0	-2,100,000	2,100,000		Remaining budget slipped to 2020/21
	Economic Development Schemes						
CA582	* Hydro Mills Electricity Project * All Economic Development schemes are subject to acceptable Business Case	680,000	0	-680,000	680,000		Remaining budget slipped to 2020/21
	ICT Projects						
CA421	Desktop states replacement/refresh	6,000	6,594	594	0		Project complete
CA456	CRM replacement	175,000	0	-175,000	175,000		Remaining budget slipped to 2020/21
CA474	Data centre hardware refresh servers/storage	120,000	99,354	-20,646	0		Project complete
CA433	Unified Communications/telephony	107,000	32,554	-74,446	74,000		Remaining budget slipped to 2020/21
CA464	Parking System Replacement (enforcement)	40,000	0	-40,000	0		Project no longer required as coded to Revenue
CA465	Replacement Queue System	30,000	0	-30,000	0		Project no longer required
CA423	Continued replacement of WAN/LAN	60,000	0	-60,000	0		Project no longer required
CA425	Server farm expansion/upgrades	84,000	0	-84,000	84,000		Remaining budget slipped to 2020/21
CA437	Digital Transformation	33,000	0	-33,000	33,000		Remaining budget slipped to 2020/21
CA478	UPS Power supplies refresh	25,000	0	-25,000	0		Project under £20k Capital minimis therefore recharged to Revenue
CA479	Continuous replacement/Upgrade of WAN/LAN (networking hardware s	100,000	0	-100,000	0		Project no longer required. Core switches project flagged in MTFP
CA480	Lalpac Licensing System replacement (SN)	80,000	0	-80,000	80,000		Remaining budget slipped to 2020/21
CA481	Replacement Access Database - Property Services	100,000	0	-100,000	0		This Project is timetabled for delivery in 21/22 & is flagged as part of the MTFP
	Replacement Vehicles						
CA717	Van Tipper (Grounds Maintenance)	25,000	25,330	330	0		Project complete
CA715	Van Tipper (Grounds Maintenance)	25,000	25,330	330	0		Project complete
CA712	Iveco Tipper (or equivalent) 3.5T Tipper	28,000	27,830	-170	0		Project complete
CA822	7.5T Tipper	45,000	44,773	-227	0		Project complete
CA825	3.5T Tipper	28,000	27,830	-170	0		Project complete
CA827	3.5T Tipper	28,000	27,830	-170	0		Project complete
		22,546,000	7,440,436	-15,105,564	7,514,000.00	0	
	Private Sector Housing Grants						
CG217	Empty homes and enforcement	108,000	0	-108,000	0		}
CG201	Disabled Facilities Grants-P/Sector	562,000	633,783	71,783	0		} Additional spend funded from DFG monies EMR in CGU
CG208	Wessex	0	100,000	100,000	0		}
		670,000	733,783	63,783	0.00	0	
	Affordable Housing Projects						
CA200	Grants to Housing Associations to provide units (funded by commuted s	117,000	17,514	-99,486	0	99,000	This underspend will remain in S106 Affordable Housing EMR in CGU
		117,000	17,514	-99,486	0.00	99,000	
	Total General Fund Projects	23,333,000	8,191,732	-15,141,268	7,514,000.00	99,000	
	HRA Projects - Existing Housing Stock						
CA100	Major repairs to Housing Stock	2,285,000	1,984,382	-300,618	301,000		Remaining budget slipped to 2020/21
CA111	Renewable Energy Fund	250,000	40,695	-209,305	100,000	109,000	£100k slipped to 2020/21. £109k will remain in EMR for future prioritisation
CG200	Home Adaptations - Disabled Facilities	300,000	286,479	-13,521	14,000		Remaining budget slipped to 2020/21
	Housing Development Schemes						
CA119	Palmerston Park - Additional budget required	634,000	1,219,902	585,902	0		Additional spend on this project is in part offset by additional Homes England Grant of £441k
CA112	Birchen Lane development - adjustment from 18/19 closing	0	55	55	0		Project complete
CA120	Burlescombe Development - adjustment from 18/19 closing	0	-4,341	-4,341	0		Project complete
CA135	Land acquisition for affordable housing	2,100,000	0	-2,100,000	0		Detailed schemes identified in MTFP
CA124	Queensway (Beech Road) Tiverton (3 units)	287,000	0	-287,000	287,000		Remaining budget slipped to 2020/21
CA126	Sewerage Treatment Works - Washfield	25,000	0	-25,000	25,000		Remaining budget slipped to 2020/21
CA139	Replace end of life HRA Assets	2,000,000	0	-2,000,000	0		Detailed schemes identified in MTFP
CA140	Council Housing building schemes to be identified	2,000,000	0	-2,000,000	0		Detailed schemes identified in MTFP
CA141	Round Hill Tiverton- Site	1,500,000	0	-1,500,000	1,500,000		Remaining budget slipped to 2020/21
CA142	RTB Buyback - 6 Cherry Gardens	153,000	152,438	-562	0		Project complete
CA143	RTB Buyback- 39 Cameron Close	129,000	128,940	-60	0		Project complete
CA144	RTB Buyback- 130 Butts Parks	197,000	197,098	98	0		Project complete
	Total Housing Revenue Account Projects	11,860,000	4,005,648	-7,854,352	2,227,000	109,000	
	2019/20 Capital Programme Grand Total	35,193,000	12,197,380	-22,995,620	9,741,000	208,000	

Code	Funding Stream	Adjusted Capital Programme Funding 2019/20 £000	Total Actual Funding to 31/03/20 £000
	General Fund Projects		
9801	S106 & Affordable Housing Contributions	272,000	293,114
9990	General Capital Reserve	245,000	115,441
9701	Govt Grant (DCLG pass ported from DCC)	562,000	733,783
9727	New Homes Bonus (GF)	1,340,000	193,993
9957	Private Sector Housing Grants EMR	34,000	0
9980	Contribution from existing Useable Capital Receipts	331,000	34,132
9942	Borrowing	18,712,000	6,251,075
9954/9723	Other Capital Grants Unapplied	292,000	247,316
9990	Economic Development EMR	80,000	0
9958	Heritage Enterprise Grant Bid	600,000	0
9990	Vehicles EMR	87,000	86,925
9990	Other EMR	223,000	103,947
9959	HIF Funding	555,000	132,007
	Total General Fund Projects	23,333,000	8,191,732
	HRA Projects		
9980	Useable Capital Receipts	693,000	286,479
9710	MRA Reserve	2,285,000	1,984,382
9727	New Homes Bonus (HRA)	42,000	0
9980	UCR 1:4:1 replacement homes	1,020,000	142,241
9990	Renewable energy EMR	250,000	40,695
9990	Housing Maintenance Fund	4,098,000	746,332
9990	Affordable rents surplus EMR	72,000	72,000
9990	HRA EMR	25,000	0
9704	Home England Grant	733,000	733,519
9942	PWLB Borrowing	2,642,000	0
	Total HRA Projects	11,860,000	4,005,648
2019/20 CAPITAL PROGRAMME GRAND TOTAL FUNDING		35,193,000	12,197,380

HOMES POLICY DEVELOPMENT GROUP 21 JULY 2020

BUILDING & HOUSING SERVICE DELIVERY DURING THE PANDEMIC

Cabinet Member(s): Councillor Simon Clist
Responsible Officer: Mrs Claire Fry, Group Manager for Housing Service

Reason for Report: To provide an update on the work of the Building and Housing services during the national emergency arising from the Covid 19 pandemic

RECOMMENDATION: That Members note the report

Financial Implications: The activity of the Housing Service spans both General Fund and the Housing Revenue Account (HRA). The HRA is ring fenced and subject to specific financial controls.

Budget and Policy Framework: Policies agreed by the Homes Policy Development Group govern the work of the Building and Housing Services. There are budgets set aside within the General Fund to finance work relating to homelessness and strategic rehousing. Additional funding to support work with rough sleepers has also been obtained in partnership with East Devon District Council for use this year. The provision of telecare is a General Fund function but is self-financing. The HRA is funded in large part by rental income and therefore maintaining the revenue stream must be a key priority for the Housing Service.

Legal Implications: Service delivery funded by the General Fund encompasses the prevention and management of homelessness; and the administration of the housing register. There are many statutory obligations associated with these activities arising from provisions of the Housing Act 1996, as amended by the Homelessness Act 2002 and the Homelessness Reduction Act 2017.

Repairs and maintenance of the Council's housing stock and tenancy management are funded through the Housing Revenue Account. The tenancy agreement defines the Council's relationship with tenants and sets out the rights and responsibilities of both parties. This takes account of legal and regulatory requirements. The Housing Act 1985, the Localism Act 2011 and the Anti-social Behaviour, Crime and Policing Act 2014 contain many provisions which must be taken into account by the Housing Service

Risk Assessment: Failure to meet statutory obligations relating to homelessness could result in judicial review which could prove costly. Such an outcome also has the potential to impact the reputation of the Council in a negative way.

The landlord service has approximately 3000 homes in management which represents a huge investment. Failure to provide effective maintenance services and a tenancy management service has the potential to result in failure to meet legal and statutory obligations including those relating to health and safety issues, tenancy fraud, and potential negative publicity in the event of, for example, a serious fire or anti-social behaviour leading to residents on an estate feeling stigmatised. Failure to collect rental income could impact the ability to fund necessary management and maintenance activities

Equality Impact Assessment: As stated, the Council has a number of statutory obligations arising from the Homelessness Reduction Act 2017 and therefore all those presenting as homeless to the Council must be assessed regardless of the section of society from which they come to see whether or not the duties apply. Failure to treat homelessness clients who are eligible fairly could result in judicial review.

The Council uses the Devon Home Choice scheme to manage the Housing Register. The use of the needs assessment framework in all cases helps to ensure that the scheme is consistent, open and transparent, and monitoring reports are available which demonstrate this.

The Housing Service uses the Devon Home Choice scheme to allocate and let homes in the retained housing stock and in this way no one case is given any more or less favourable treatment than any other.

There is a suite of housing related policies. The use of these helps to ensure that service delivery is consistent and fair. There is a regulatory requirement for registered providers of social housing to tailor their service to meet the needs of the tenants and the Housing Service requests diversity data from tenants to enable compliance to be monitored.

Relationship to Corporate Plan: Homes and the environment are a priority for the Council and this includes increasing the supply of affordable homes in the District and also supporting and growing active tenant engagement.

Impact on Climate Change: We recognise that the provision of sustainable communities is important. As part of our commitment to meeting the provisions of the Tenant Involvement and Empowerment Standard within the Regulatory Framework for Social Housing, the Council offers a menu of involvement which provides opportunities for tenants to get involved in service delivery. We use social media to promote sustainability and publish information relating to a variety of topics including fuel efficiency, recycling and healthy living.

With regard to the homes in our management, our repairs and improvements strategies are informed by the need to reduce carbon emissions; and the need to reduce fuel poverty is also a key consideration.

Officers sometimes have to respond to emergencies such as those associated with the prevention and management of homelessness and also those arising from serious incidents of anti-social behaviour. In such cases, safeguarding concerns will take priority in order to minimise risk and it is accepted that the ability to manage such issues effectively may have an environmental impact which would not occur if work can be planned in advance and managed in a more co-ordinated way.

1. Introduction/Background

- 1.1 The Government implemented restrictions on movement with effect from 23 March 2020 and advised that those who could work from home, should do so. In recent weeks, restrictions have eased and the Building and Housing Services have been implementing their recovery plans.

2. Agile Working

- 2.1 Many Officers within both services were used to working from home from time to time on an ad hoc basis and were already using laptops. The transition to a different way of working was therefore relatively straightforward for many in each Service. There were some people, however, for whom working from home was more challenging because they were having to make use of their own machines; or due to connectivity issues arising from poor internet connections. One or two Officers did not have access to any hardware other than their mobile telephones but were still able to work effectively.
- 2.2 Due to the restrictions, many Officers have had to work in very challenging conditions in recent months. In the early weeks of the national emergency, many people had limited access to childcare and were working from home whilst trying to meet the needs of their children or other members of their families. This may have included the need to undertake home schooling activity.
- 2.3 A number of workmen were involved in the provision of emergency repairs services. Other repairs operatives were provided with training to enable them to support the Waste Service in times of need, in order to provide some resilience to a key service within the District. Others were deployed to redecorate buildings within the corporate estate. There was an ability to maintain adequate social distance due to the fact that so many staff were working from home. Priority was also given to making void homes ready to re-let. At the beginning of the pandemic, in line with relevant business continuity plans, Officers were keen to ensure that there were sufficient homes to accommodate those in urgent housing need who were homeless.

3 Communication

- 3.1 Immediately after lockdown, Officers agreed that there was a need to check in with vulnerable clients. Socially distanced ways of working and communication methods were utilised.
- 3.2 Those working with the homeless started undertaking assessments of housing need by telephone.
- 3.3 Housing applicants are required to join the Devon Home Choice scheme, which the Council uses to assess housing need and to allocate and let the homes in our management. This is a digital system with applicants being required to apply online, if possible. This means that there is an ability to communicate electronically with the majority of this client group.
- 3.4 With regard to tenants, records showed that there were approximately 1,500 email addresses on our electronic housing management system.
- 3.5 The Housing webpages of the Council's website were updated and the MDDC Housing Facebook page, MDDC Housing, was used to publicise matters of concern.

- 3.6 Letters were sent to all those residents (including leaseholders and private tenants) in blocks of flats to make them aware of fire safety considerations during lockdown; and then to all tenants about the need to continue paying rent during the national emergency. The MDDC Housing Facebook page was also promoted in these letters as a means of keeping updated. Currently, the page has 835 “likes” and a post about a property available to let on 24 June 2020 reached 1,100 Facebook users.
- 3.7 Officers have tried to ensure that those in need knew where to turn to for help and assistance, especially if they were experiencing financial issues as a result of impact of the pandemic. The help available in Mid Devon to support those experiencing financial distress has been actively promoted.
- 3.8 In recent years, more housing related correspondence has been sent out via a mailing house. Letters generated through our housing management system are sent electronically. This enables the Housing Service to realise savings due to the ability to benefit from an economy of scale. In order to increase resilience, standard letters are being reviewed with the intention to increase the number which are dispatched off site. This reduces the need for anyone to go into the office to print them.
- 3.9 The housing management system also enables the sending of texts and this option is also utilised as a means of making contact with tenants.
- 3.10 Where necessary, Officers from all teams have used a range of methods, as necessary, to engage with clients, tenants and other agencies. Those who have mobile phones provided for work may use WhatsApp and this can be useful especially if photos are required, or if there is a need for a video chat. Zoom, MS Teams and Skype, for internal communications, have also proved invaluable during the time when Officers have been working remote from the office and/ or from each other.
- 3.11 The Group Manager for Housing Services also set up a tenant focus group, emailing those tenants for whom we had an email address, and posting about it on the MDDC Housing Facebook page to generate interest. There are 35 tenants in the group and the Group Manager is in regular communication with these individuals discussing recovery plans, the work of the Building and Housing Services and responding to issues raised.
- 3.12 Officers publicised a document setting out the phases of the recovery so that our tenants know what to expect, and when.

4 Support for Vulnerable People

- 4.1 The Government initially said that those who were rough sleeping should be brought in and therefore our Navigator visited those individuals who were out on the streets in an effort to engage with them and to encourage them to work with the Council.
- 4.2 In the immediate period following lockdown, the Housing Options team was exceptionally busy managing approaches from those who were homeless or at risk of it. There was a shortage of temporary accommodation after the hotels

were told to close and several Officers were required to liaise with providers in the area in an effort to source more accommodation suitable for those in immediate housing need. This involved making several hundred telephone calls.

- 4.3 In the first few days following the implementation of the restrictions, a decision was made to contact vulnerable tenants. These included those aged 70 or over, those who subscribed to the Lifeline Service and those who lived in flats. The rationale was to discuss fire safety with those who were living in accommodation in blocks.
- 4.4 The Leisure Service made a number of staff available to support this initiative and with their support and also that of some staff from the Building Service, our team was able to contact over 2200 tenants, aged 45 and over. Over 400 of these people requested regular call backs and our Community Housing Support Officers undertook to make these telephone calls. As a result of these welfare checks, advice and information on community initiatives was given which, in some cases, enabled individuals to access food parcels and prescriptions.

5 Tenancy sustainment

- 5.1 Shortly after the restrictions were implemented, the Government published some guidance for tenants and landlords. One important point to note is that although tenants were reminded of the need to pay their rent during the pandemic, the ability to take tenancy enforcement action was removed and possession action and evictions were effectively “paused”. From 27 March 2020, there was a stay on these for 90 days. This was subsequently extended until 23 August 2020.
- 5.2 The Housing Service therefore moved to a different way of working with the emphasis being on a more collaborative approach. This is informed by an understanding of the economic impact of the national emergency. Tenants have been encouraged to work with our Officers to share information about their circumstances. Our Income Team has been signposting and referring these individuals on to other agencies which can help and trying to agree realistic arrangements, where appropriate.
- 5.3 Our Community Housing Support Officers are currently supporting new tenants and making early intervention calls for the Income Team to see if any tenants need support.
- 5.4 Officers in the Housing Service have used every contact as an opportunity to gather feedback, to find out what tenants need now and to get an up to date picture of their circumstances to include, their health needs, appropriate housing, employment situation and financial situation. This has resulted in the data on our housing management system being updated which will support work on profiling and customer intelligence going forward.
- 5.5 The caretaker is now back on the estates cleaning blocks of flats as a first priority. He continued to test fire alarms throughout the national emergency.

- 5.6 The Neighbourhood Officers in the Estates team are now undertaking estate inspections and checking blocks of flats to ensure that the communal areas are clean and clear.

6 Partnership working

- 6.1 Our Officers have been working closely with other agencies in order to support clients and tenants.
- 6.2 The Council works in partnership with other strategic housing authorities and other providers of social housing in connection with rehousing. Other registered providers have come forward to support work to rehouse homeless people by offering their vacant homes in Mid Devon for use by this client group.
- 6.3 Officers have been working closely with other partners in the East and Mid Devon Early Help Locality Partnership in order to safeguard children and families.
- 6.4 The Housing Options Manager has been involved in weekly county-wide discussions regarding the management of homelessness and has also had regular virtual meetings with the Liaison Officer with the Ministry of Housing, Communities and Local Government.
- 6.5 Liaison with the Department of Work and Pensions has been good, which is especially important given the increasing number of tenants making claims for Universal Credit.
- 6.6 The Group Manager for Housing Services has been involved in discussions regarding the Shielding Hub (now stood down) which was able to provide food to the extremely vulnerable with no other support across the District; and has also provided a resource to support the work of the Covid 19 Financial Hardship Fund in Mid Devon.
- 6.7 The Housing Service continues to work closely with CHAT (Churches Housing Action Team), based in Tiverton. CHAT offers a valuable resource to those in the District who may be experiencing homelessness and Officers see this as an important part of the offer from the voluntary sector to those in most need in Mid Devon. CHAT also accepts referrals from our Neighbourhood team to support tenants experiencing financial difficulties. During the pandemic, our Caretaker worked with CHAT to assist them to deliver food parcels to those in need.
- 6.8 Wiser£money provides a money advice service to those in need in Mid Devon and during the pandemic has been working closely with CHAT to deliver services associated with the Covid 19 Financial Hardship Fund.
- 6.9 Officers have also engaged with other agencies, as appropriate, including the Police, Social Services and Devon Mediation Service.

7 Income Collection

- 7.1 As stated, there has been a change in emphasis with regard to the way in which Officers try to collect the rent. Tenants have been informed in writing that recovery processes including letters will be reinstated in due course. Other standard letter templates have been amended to reflect the support available for tenants.
- 7.2 The current working arrangements have offered opportunities which have been utilised to enable Officers to engage with tenants in a different way. Those who have been looking after children or home schooling have had to maintain flexible working arrangements, making calls in the evening rather than during the day. This has brought about change to the way in which some business is transacted and allowed Officers to connect with those who may not have responded to contact during the day, in the past.
- 7.3 Reduced workloads in respect of the routine administration associated with possession action have provided an opportunity to streamline processes to ensure that there is more capacity going forward with regard to service delivery to vulnerable people in need of help and assistance. Indications are that the economic impact will negatively affect many tenants from late August onwards.
- 7.4 The level of rent debt is monitored weekly and data shared with Senior Officers, the Cabinet Member for Housing and the Chair of the Homes Policy Development Group.
- 7.5 The number of tenants in receipt of Universal Credit is rising. At the end of the week commencing 6 April 2020 (week 1) there were 533 tenants in receipt of Universal Credit, which is paid in arrears directly to the tenant (in most cases). By the end of week 12 (that commencing 22 June 2020), this had increased to 558.
- 7.6 Over the same period the level of current rent debt increased from £136,953.25 (1.06% of annual rent debit) at the end of week 1 to £206,205.68 (1.61% of annual rent debit) at the end of week 12.
- 7.7 Internal modelling, which is not an exact science, suggests that the debt relating to current tenants could be £217,749.30 or 1.68% of annual rent debit at the end of the financial year. The Council subscribes to a benchmarking service and in line with their prediction, the debt would rise to a maximum of 1.55% of the annual rent debit in quarter 2, falling to 1.16% of the annual rent debit in the final quarter of the year. However, these predictions must be treated with caution since they are a “best guess” and not a definitive commentary as to what may happen.
- 7.8 At the start of the pandemic, one Allocations Officer was redeployed to work on refunding credits to those who wanted or needed these monies. In total, she contacted 69 tenants regarding these credits and refunded £4,963.46. Of those who were current tenants, just over 50% asked that the credit be left on their rent account due to the uncertainty around their work, or their ability to make payments, at this time, which equated to around £14,000. £827.51 was transferred to tenants or former tenants with other current rent accounts and £1279.92 was transferred to Council Tax accounts.

8 Gas safety

- 8.1 In line with guidance issued by the Government, the Building Service was required to continue routine gas safety checks, which has been extremely challenging given issues relating to access, social distancing and service to those who are self-isolating or shielding due to vulnerabilities.
- 8.2 The contractor, Liberty Gas, continues to follow the same usual procedures which allow for three attempts at access for the non-isolating properties. Attempts are then made to co-ordinate a joint visit with any other operative visiting the property. Due to the pause on possession proceedings, options for further action under these circumstances are somewhat limited.
- 8.3 For properties choosing to self-isolate, for whatever reason, which may include because they are shielding (due to being extremely vulnerable), vulnerable or fearful of a visit, there are no reactive calls. Where a tenant requests that Liberty Gas attend site, an engineer will be assigned on the understanding that the safety inspection and service must take place at the same time.
- 8.4 Properties identified as self-isolating have been contacted intermittently to assess their willingness to agree access for the inspection/service to take place. This reflects the requirements of the Regulator for Social Housing; their Chief Executive on 22 June 2020 stated that landlords should continue to try to negotiate access arrangements if a gas safety check is due.
- 8.5 Our Officers monitor compliance, access and duration of self-isolation. As yet there have been no reported safety issues but a number of self-isolating properties have chosen to allow access to an engineer rather than be left without heating and hot water.

9 Repairs and maintenance

- 9.1 With regard to working in let properties, the risk assessment and review work has been completed and routine repairs visits recommenced successfully from the start of June. This included recommencement of our routine repairs. In the second week following this start, Officers managed to book in appointment slots of around 95% of capacity (up from 90% the previous week). There are some jobs where social distancing is not practicable so this small percentage of jobs remains on hold.
- 9.2 The Building Service has written to all tenants who are waiting for adaptations asking them if they would like requested works to commence. Around 75% responded positively and were therefore supplied with all relevant risk assessments and an explanation of how the works will be carried out safely. Since this work recommenced, tenants have been very helpful with regard to the cleaning of areas requested of them each day before the workmen start. Survey work undertaken on behalf of Public Health Service in relation to private sector Disabled Facilities Grant works has also been re-started.

- 9.3 The window replacement contract remains on hold. All the site workers employed to work on the Council's contract were furloughed but it is hoped that work will recommence soon.
- 9.4 The modernisation contract is currently on hold.
- 9.5 The roofing contractors are all on site and are working by the agreed restrictions.
- 9.6 The painting contract has recommenced after agreement was reached regarding a one year extension to the previous contract.
- 9.7 Most of the work associated with the asbestos contract have been put on hold, apart from urgent works or works required in void properties.
- 9.8 Servicing to emergency lighting and smoke alarms in communal areas in blocks of flats have commenced, as have domestic electrical installations.
- 9.9 Solid fuel servicing has commenced and the compliance rate is 99%.

10 Voids and lettings

- 10.1 Work to make empty properties ready to let continued during the lockdown period as social distancing could be maintained.
- 10.2 During the weeks after lockdown commenced, the Government guidance initially stated that all but essential lettings should be paused. This approach changed at the end of May.
- 10.3 Allocations have been made since then and some properties re-let. Procedures have been streamlined to deliver safe lettings and as part of this the team will be trialling a product which provides electronic signatures. This together with virtual viewings and the use of key safes will enhance existing procedures designed to maintain the health and safety of staff and prospective tenants.

11 Antisocial Behaviour

- 11.1 The Housing Service received reports relating to social distancing and general nuisance and annoyance during lockdown. Mental health issues appeared to become more pressing after the restrictions and the Neighbourhood Officers in the Estates team were required to work closely with the Police and other agencies especially in relation to safeguarding issues.
- 11.2 The Council obtained Court Orders to close a number of properties in Tiverton just prior to the restrictions being implemented in March. Due to the pandemic, the Council had to re-apply back to Court to extend the closure orders on the properties in June, and the request was heard at a virtual hearing. The action was successful. The pause on possession action meant that there could be no work started until after 23 August with regard to applying to regain possession of each property. The Court awarded the extension of the closure orders and

these properties will remain closed until September 2020. Offices appreciate that the properties look unsightly whilst they remain boarded up, however the properties have to remain secure in order to avoid any unauthorised access.

12 Telecare

- 12.1 The Lifeline Service is provided through the General Fund and the clients live in a range of housing tenures.
- 12.2 In order to trial the use of digital smart hubs, last year, the Housing Service purchased a number for use in a pilot project. The advantage with regard to these hubs is that they can be programmed remotely and that they can be installed with minimal interaction with clients. The older equipment requires plugging in and an attachment to a telephone line which requires a longer visit.
- 12.3 During lockdown, Officers have been reviewing policies and procedures with the aim of streamlining the application process for new clients. Clearly, there is an opportunity to increase the take up of the service in the current circumstances because the technology enables those using it to summon help by pushing a button to connect with the Call Centre.
- 12.4 Given the need to reduce risk to a mostly elderly and generally vulnerable clientele, the decision was taken not to take on any new clients during lockdown. However, more digital smart hubs were ordered to build capacity to replace any faulty units with the new technology thereby reducing the need for further visits. The Building Service has assisted with this at times during lockdown when our own caretaker was unavailable, for whatever reason.

13 Homelessness

- 13.1 Workloads are increasing. The Officers who are responsible for preventing and managing homelessness in line with the provisions of the Homelessness Reduction Act 2017 are now seeing more clients in private sector accommodation who have been served with section 21 notices by their landlords. These notices are a formality for a landlord who is planning to end an assured shorthold tenancy. The number of clients approaching is likely to increase as the contraction of the economy continues, due to the fact that many landlords with buy-to-let properties may find that they need to move back into their properties themselves; or to sell them.
- 13.2 As at 26 June 2020, there were 36 households which had been accommodated on a temporary basis by the Housing Options team.
- 13.3 There were 138 cases being managed by 6 Housing Options Officers, 5 of whom do not work on a full time basis. The case load managed ranged from 17 which were assigned to a 0.5 full time equivalent officer (FTE), and 32 where a 1 FTE was the Case Officer.

14 Strategic Rehousing

- 14.1 Initially, interest in rehousing diminished in the first few weeks of lockdown. The Officer responsible for administering the Devon Home Choice housing

needs assessment framework remained in the office throughout the time when the restrictions were in place and was engaged with other work besides this. He is currently seconded to work on the Covid 19 Financial Hardship Fund, when the need arises. One of the Allocations Officers was able to provide some support with the completion of outstanding assessments of housing need in line with the Devon Home Choice policy before the need to allocate and let our own stock became a priority again.

14.2 In recent weeks, interest in rehousing has increased and as at 26 June 2020, the following work was outstanding:

- New applications: 26 (No change from previous week)
- Change of Circumstances: 45 (Increased by 9 from the previous week)
- Workflow items: 41 (Up by 10 from the previous week)

15 Recommendation

15.1 That Members note the report.

Contact for more Information: Mrs Claire Fry, Group Manager for Housing Services, Tel: 01884 255255, email: cfry@middevon.gov.uk

Circulation of the Report: All Members of the Cabinet including Councillor Simon Clist, Cabinet Member for Housing, Leadership Team

List of Background Papers:

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