

Mid Devon District Council

Homes Policy Development Group

Tuesday, 16 March 2021 at 2.15 pm
Remote meeting

Next meeting
Tuesday, 25 May 2021 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.**

<https://zoom.us/j/96932499453?pwd=dG1OQTRsZDFtMWQ1TVpnUHhOczBLQT09>

Meeting ID: 969 3249 9453
Passcode: 664648

One tap mobile
08000315717,,96932499453#,,, *664648# United Kingdom Toll-free
08002605801,,96932499453#,,, *664648# United Kingdom Toll-free

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

Meeting ID: 969 3249 9453
Passcode: 664648

Membership

Cllr R J Dolley (Chairman)
Cllr Mrs E M Andrews
Cllr J Cairney
Cllr S J Clist
Cllr D R Coren
Cllr L J Cruwys
Cllr C J Eginton
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 **Apologies and Substitute Members**
To receive any apologies for absence and notice of appointment of substitutes.
- 2 **Protocol for remote meetings** *(Pages 5 - 12)*
To note the protocol for remote meetings.
- 3 **Public Question Time**
To receive any questions relating to items on the Agenda from members of the public and replies thereto.
- 4 **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.
- 5 **Minutes** *(Pages 13 - 22)*
Members to consider whether to approve the minutes as a correct record of the meeting held on 19 January 2021.
- 6 **Chairman's Announcements**
To receive any announcements that the Chairman may wish to make.
- 7 **Performance and Risk** *(Pages 23 - 38)*
To receive a report from the Operations Manager for Performance, Governance and Health & Safety 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.
- 8 **Financial Monitoring** *(Pages 39 - 42)*
To receive the month ten financial monitoring report.
- 9 **Devon Home Choice Policy Review** *(Pages 43 - 66)*
To receive a report from Operations Manager for Housing Services and the Corporate Manager for Public Health, Regulation and Housing. The Management Board of the Devon Home Choice scheme has undertaken a consultation on proposed changes to associated policy and procedures and this report provides more information about this. Individual local authority members of the scheme have been asked to approve the adoption of these changes.
- 10 **Housing Ombudsman Service Complaint Handling Code - review of compliance** *(Pages 67 - 72)*
To receive a report from Corporate Manager for Public Health, Regulation and Housing. The Housing Service was required to

undertake an assessment against the Complaints Handling Code published by the Housing Ombudsman Service and to publish the outcome before 31 December 2020. This report contains information on this exercise and an update on the service improvements identified as a result of the findings.

11 **Housing Delivery Update Report** (*Pages 73 - 82*)

To receive a report from the Operations Manager for Housing Services and the Corporate Manager for Public Health, Regulation and Housing providing an update to Members on enforcement and other activity undertaken by Officers in the Housing Service.

12 **Chairman's Annual Report for 2020/2021** (*Pages 83 - 84*)

To receive the Chairman's Annual Report for 2020/2021.

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:

- Election of Chairman
- Election of Vice Chairman
- Performance and Risk
- Financial Monitoring
- Fees and Charges Report – Private Sector Housing (tbc)
- Briefing on the Social Housing White Paper 2020: The Charter for Social Housing Residents
- Housing Services Delivery Report
- Start time of meetings

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

Stephen Walford
Chief Executive
Monday, 8 March 2021

Covid-19 and meetings

Meetings will not be held 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