

# Public Document Pack

**Mid Devon District Council**

## **Homes Policy Development Group**

**Tuesday, 20 July 2021 at 2.15 pm**  
**Exe Room, Phoenix House, Tiverton**

**Next meeting**  
**Tuesday, 14 September 2021 at a time to be confirmed**

**Important** - this meeting will take place at Phoenix House, but members of the Public and Press can and should attend via Zoom only. Please do not attend Phoenix House without prior agreement. The attached Protocol for Hybrid Meetings explains how this will work.

Join Zoom Meeting

<https://zoom.us/j/91253558511?pwd=RWg1MUUpVQUZ2ZXhyMEsya04yb1RBQT09>

Meeting ID: 912 5355 8511  
Passcode: 875724

One tap mobile

08000315717,,91253558511#,,, \*875724# United Kingdom Toll-free

08002605801,,91253558511#,,, \*875724# 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: 912 5355 8511  
Passcode: 875724

## **Membership**

Cllr Mrs E M Andrews  
Cllr J Bartlett  
Cllr J Cairney  
Cllr S J Clist  
Cllr D R Coren  
Cllr R J Dolley  
Cllr C J Eginton  
Cllr S Pugh  
Cllr R F Radford

# 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 a Chairman of the Homes Policy Development Group for the municipal year 2021/2022.
- 2      **Election of Vice Chairman**  
To elect a Vice Chairman of the Homes Policy Development Group for the municipal year 2021/2022.
- 3      **Apologies and Substitute Members**  
To receive any apologies for absence and notice of appointment of substitutes.
- 4      **Protocol for hybrid meetings** *(Pages 5 - 12)*  
To note the protocol for hybrid meetings.
- 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 13 - 18)*  
Members to consider whether to approve the minutes as a correct record of the meeting held on 16<sup>th</sup> March 2021.
- 8      **Chairman's Announcements**  
To receive any announcements that the Chairman may wish to make.
- 9      **Start time of meetings**  
To agree a start time for meetings for the remainder of the municipal year.
- 10     **Aids and Adaptations Policy** *(Pages 19 - 38)*  
To receive a report from the Corporate Manager for Public Health, Regulation and Housing providing Members of the Policy Development Group an opportunity to review the proposed update to the Aids & Adaptations Policy.
- 11     **Private Sector Housing Fees and Charges 2021/2022 / Revised Civil Penalty Policy and Delegated Powers** *(Pages 39 - 56)*  
To receive a report from the Corporate Manager for Public Health, Regulation and Housing providing members with the revised fees and

charges for statutory and discretionary Private Sector Housing functions within the Community Team, Public Health and Regulatory Services. To review the updated Civil Penalties Policy which relates to the revised fees and charges.

- 12 **Housing Strategy Consultation Draft** *(Pages 57 - 126)*  
To receive a report from the Corporate Manager for Public Health, Regulation and Housing providing members of the Policy Development Group with an opportunity to review the proposed consultation draft of the revised corporate Housing Strategy.
- 13 **Update on Teckal considerations** *(Pages 127 - 128)*  
To receive a report from the Deputy Chief Executive (S151) informing members of the intended timetable of activities/reports that will be produced to consider the applicability of a Teckal delivery model to assist in the delivery of our accelerated HRA housing programme.
- 14 **Performance and Risk Outturn for 2021/2021** *(Pages 129 - 188)*  
To receive a report from the Chief Executive providing Members with the outturn on performance against the corporate plan and local service targets for 2020/21.
- 15 **Revenue and Capital Outturn for 2020/2021** *(Pages 189 - 228)*  
To receive a report from the Deputy Chief Executive (S151) presenting the Revenue and Capital Outturn figures for the financial year 2020/21.
- 16 **Housing Service update** *(Pages 229 - 236)*  
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.
- 17 **Work programming** *(Pages 237 - 250)*  
To receive an overview of work programming practices from the Scrutiny Policy and Research Officer and to agree a work program for future meetings.

Members are encouraged to bring issues to the meeting for consideration.

- 18 **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:
  - Housing Strategy: Verbal update on progress
  - Housing Service update

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

**Stephen Walford**  
Chief Executive  
Monday, 12 July 2021

### Covid-19 and meetings

From 7 May 2021, the law requires all councils to hold formal meetings in person. However, the Council is also required to follow government guidance about safety during the pandemic. For a short period the Council will enable all people to continue to participate in meetings via Zoom.

You are strongly encouraged to participate via Zoom to keep everyone safe - there is limited capacity in meeting rooms if safety requirements are to be met. There are restrictions and conditions which apply to those in the building and the use of the building. You must not attend a meeting at Phoenix House without complying with the requirements in the new protocol for meetings. You must follow any directions you are given.

Please read the new meeting protocol which is available here:  
<https://democracy.middevon.gov.uk/documents/s21866/aaaaHybridMeetingProtocolMay2021.pdf>

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

If you would like a copy of the Agenda in another format (for example in large print) please contact Sarah Lees on:

E-Mail: [slees@middevon.gov.uk](mailto:slees@middevon.gov.uk)

Public Wi-Fi is available in all meeting rooms.



## Mid Devon District Council – Hybrid Meeting Protocol

### 1. Introduction

Remote meetings via Zoom have been used during the Covid-19 pandemic in accordance with the temporary legislation. That legislation ceases to apply from 7 May 2021. However, Covid-19 legislation and guidance continues in place and this places specific requirements for meetings in relation to health and safety, risk assessments and related matters.

The Council has therefore put in place temporary arrangements which will enable meetings to take place in compliance with legislation, whilst providing alternative participation opportunities to maintain a Covid-19 safe environment. All are asked to remember that the Council's offices at Phoenix House are not just meeting rooms – they are the place of employment for many and there are implications beyond just how the meetings are held.

The arrangements set out in this Protocol will apply to meetings from 7 May 2021 to (and including) 30 June 2021, unless the Council decides to change, curtail or extend them. At the date of this Protocol, it is expected that arrangements may change later this year – because the Government may change the law, the Covid-19 pandemic may have further receded and/or the Council makes alternative arrangements.

### 2. Hybrid arrangements – how will they work?

The primary objective is to ensure that meetings can continue as safely as possible and that the rights of Members and the Public are not diminished simply because the meeting is being held through a mix of online and face-to-face means. The Chairman will retain control and discretion over the conduct of the meeting and the Zoom host will provide administrative support to facilitate the meeting.

Please note that, exceptionally, meeting arrangements may change – in response to legislation, court decisions, or risk. This may include a meeting being postponed, or the hybrid arrangements changing or being withdrawn. We ask that you check the arrangements in advance of joining or attending the meeting.

#### (a) Members (councillors) entitled to vote

All Members entitled to vote in a meeting must be present in the same room – if they are to be classed as 'present' (count towards the quorum) and to cast a vote. If a Member entitled to vote is not in the room, they may still participate via Zoom (see below), but they will not be present (quorum) nor be able to vote.

#### (b) Other Members, Officers and the Public

The Council will use Zoom to enable all other Members, officers and the Public to attend and participate in meetings safely. Zoom will be enabled in all public meetings. Those attending the meeting physically will be able to see and hear Zoom participants via the existing large TV/monitor screens in the meeting rooms.

Those on Zoom will be able to hear Members in the room and see them – although this will be a whole room view and there will be no zooming in on individual members. It is essential therefore those Members present in the room use the microphones at all times and identify themselves before speaking.

There will be some Officers in the room – the Committee Administrator, the Zoom host and, at times, an additional support officer. There may also be a meeting room host to manage the safety of the meeting. All other Officers should use Zoom, unless they are specifically invited into the room by the Chairman of the meeting.

### **3. Zoom**

Zoom is the system the Council will be using for those attending Hybrid meetings remotely. 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.

### **4. 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 meeting.

If any other Member wishes to have a paper copy, they must notify 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.

The Public should continue to access agendas via the Council's website - and are encouraged to do so even after the offices at Phoenix House are open again.

### **5. Setting up the Meeting for Zoom attendance**

This will be done by Member Services. They will send a meeting request via Outlook which will appear in Members' Outlook calendar. Members and Officers will receive a URL link to click on to join the meeting. The Public will use the Zoom details on the front of the agenda. The telephone dial-in via Zoom will also be available.

### **6. Public Access and Participation**

#### **(a) Public Access:**

Members of the Public will be able to use a web link and standard internet browser. This will be displayed on the front of the agenda. Members of the Public should attend a meeting via Zoom, unless there are exceptional circumstances justifying attendance in person.

If any member of the Public still wishes to attend in person, they must notify Member Services **at least 3 working days before the meeting**. Notifications must be sent by email to:

[Committee@middevon.gov.uk](mailto:Committee@middevon.gov.uk)

Day of meeting	Notice given by
Monday	Previous Wednesday
Tuesday	Previous Thursday
Wednesday	Previous Friday
Thursday	Monday
Friday	Tuesday

The meeting risk assessment may need to be updated. Member Services will liaise with the Chief Executive, Monitoring Officer and the Chairman of the meeting. A decision will be taken on whether attendance in person can be safely accommodated.

(b) Public Participation (speaking):

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

At public question time, the Chair will ask each registered person to speak at the appropriate time. 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 may not be called to speak, except at the discretion of the Chairman.

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

## 7. Arrangements for any person attending meetings at Phoenix House

Anyone attending a meeting in person must observe the following requirements:

- (a) For non-voting members, officers and the Public – are there exceptional circumstances to justify attending? If so, please notify in advance and in paragraph 6 above. It is essential that the Council knows who is attending and how many will be in the room, so that the meeting risk assessment can be updated.

- (b) Do not attend if you: have any symptoms of Covid-19; are self-isolating (with or without a positive Covid-19 test); or are in a period of post-travel quarantine.
- (c) Wear a mask at all times except when invited to speak by the Chairman of the meeting. If you have a medical exemption for wearing a mask, please attend via Zoom unless you are a Member who must attend to vote.
- (d) Use the hand sanitiser which is available in the building.
- (e) Follow the directions for entering, moving around and exiting the building. Follow the instructions of any Officer present to manage the safety of the meeting and/or the Chairman.
- (f) Sign into the meeting if requested to do so – you may be asked to leave contact details
- (g) Enter and leave the building promptly – do not gather inside after the meeting has finished, or during any break in the meeting
- (h) Bring your own water/refreshments, as these will not be available for the time being.
- (i) Maintain social distancing throughout – this is 2 metres apart, or 1 metre with additional safeguards (e.g. face masks).

## 8. Starting the Meeting

At the start of the meeting, the Member Services Officer will check all required attendees are present 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 attending via Zoom that **all microphones must be 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.

## 9. Declaration of Interests

Members should declare their interests in the usual way. A Member with a disclosable pecuniary interest is required to leave the room. If they are attending via Zoom, they will be moved to the waiting room for the duration of the item.

## 10. The Meeting and Debate

- (a) For Members and Officers physically present

Each member should raise their hand to indicate a request to speak. When called, they must identify themselves for the recording and for the benefit of those attending via Zoom. The microphone must be used when speaking – standing will make it difficult for those on Zoom to hear and is discouraged, including at meetings of Full Council.

(b) For any person attending via Zoom

The Council will not be using the Chat function. The Chairman will call speakers in accordance with the usual rules i.e. either at Public Question Time, or for Members and Officers, when they raise their Zoom hand to speak.

No decision or outcome will be invalidated by a failure of the Chair to call a member to speak – remote management of meetings is intensive and the Hybrid arrangements are likely to be more so. It is reasonable to expect that some requests will be inadvertently missed from time to time.

When referring to reports or making specific comments, Members and Officers should refer to the report and page number whenever possible. This will help all present or in attendance to have a clear understanding of what is being discussed.

## **11. Voting**

Voting for meetings in person is normally through a show of hands. The Member Services Officer will announce the numerical result of the vote for the benefit of those attending via Zoom.

## **12. Meeting Etiquette Reminder for Zoom attendees**

- 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.

If there are members of the public and press attending the meeting, then the Member Services Officer will, at the appropriate time, remove them to a waiting 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 Chairman is required to interpret the Council's Constitution and procedural rules and how they apply to remote attendance, 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 (if attending via Zoom) 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 Chairman will warn them accordingly. If that person continues to interrupt or disrupt proceedings the Chairman may ask the Member Services Officer to remove them as a participant from the meeting.

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

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

If the meeting was due to determine an urgent matter 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.

Where any Member, Officer or the Public experience their own technical problems during the course of a meeting e.g. through internet connectivity or otherwise, the meeting will not be automatically suspended or adjourned.

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

Many members, officers and the Public live in places where broadband speeds are poor, but technical issues can arise at any time for a number of reasons. The following guidelines, if followed, should help reduce disruption.

- Join public Zoom meetings by telephone if there is a problem with the internet. Before all meetings, note down or take a photograph of the front page of the agenda which has the necessary telephone numbers. Annex 1 to this protocol contains a brief step-by-step guide to what to expect
- Consider an alternative location from which to join the meeting, but staying safe and keeping confidential information secure. For officers, this may mean considering whether to come into the office, subject to this being safe and practicable (childcare etc.)
- Have to hand the telephone number of someone attending the meeting – and contact them if necessary to explain the problem in connecting
- Officers should have an ‘understudy’ or deputy briefed and on standby to attend and present as needed (and their telephone numbers to hand)

## Phone only access to zoom meetings

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

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

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

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

- **Enter Meeting ID followed by #**

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

- **Press #**

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

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

Wait for the following two messages:

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

**Wait.....**

*"You have now entered the meeting"*

### Important notes for participating in meetings

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

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



## MID DEVON DISTRICT COUNCIL

**MINUTES** of a **MEETING** of the **HOMES POLICY DEVELOPMENT GROUP** held on 16 March 2021 at 2.15 pm

### **Present**

#### **Councillors**

R J Dolley (Chairman)  
Mrs E M Andrews, J Cairney, S J Clist,  
D R Coren, L J Cruwys, C J Eginton,  
S J Penny and Mrs C P Daw

### **Also Present**

#### **Councillors**

R M Deed and R Evans

### **Also Present**

#### **Officers**

Jill May (Director of Business Improvement and Operations), Simon Newcombe (Corporate Manager for Public Health, Regulation and Housing), Paul Deal (Corporate Manager for Finance), Claire Fry (Housing Services Operations Manager), Mike Lowman (Building Services Operations Manager), Catherine Yandle (Operations Manager for Performance, Governance and Health & Safety), J P McLachlan (Principal Accountant), Jason Ball (Climate and Sustainability Specialist) and Sarah Lees (Member Services Officer)

## 57 **APOLOGIES AND SUBSTITUTE MEMBERS**

There were no apologies for absence.

## 58 **PROTOCOL FOR REMOTE MEETINGS**

The protocol for remote meetings was noted.

## 59 **PUBLIC QUESTION TIME**

There were no members of the public present.

## 60 **DECLARATION OF INTERESTS UNDER THE CODE OF CONDUCT**

Cllr Mrs E Andrews declared a personal interest in that she is a Council tenant.

## 61 **MINUTES**

The minutes of the meeting held on 19 January 2021 were approved as a correct and accurate record of the meeting.

## 62 **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman stated that 12 months ago the PDG had met in Phoenix House, he had not anticipated that the Group would still be meeting virtually a year on.

## 63 PERFORMANCE AND RISK (00:07:00)

The Group had before it a report \* from the Operations Manager for Performance, Governance and Health & Safety providing it 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.

The contents of the report were outlined with particular reference to the following:

- The Group were referred to the proposed targets for the next financial year against the Corporate Plan Performance Framework with a request that they be considered for recommendation to the Cabinet for approval.
- Regarding Council housing, all measures were either at or just below target.

Discussion took place regarding:

- The disappointing number of empty homes: It was explained however that this was common across the country at the moment and there were many reasons as to why this was potentially the case. These reasons included a possible state of disrepair, homes not being habitable, complex probate issues or the owners waiting to redevelop. The number being monitored currently by Private Sector Housing stood at 388. The Empty Homes plan focusses on those empty for more than six months with particular attention on those empty for more than 2 years.
- Whether the target of 20 new Council houses was achievable. It was stated that this was a realistic target but was dependent on many factors including the use of Right to Buy receipts which local authorities were awaiting a decision on from the Ministry of Housing, Communities & Local Government (MHCLG). Councils across the country were lobbying Government very hard for the right to be able to use these receipts to best effect for the housing provision within their own areas.
- More information being needed regarding the proposed target in relation to the provision of gypsy and traveller pitches. It was anticipated that the Housing Strategy which would be brought before the Group later in the year, would include consideration of this provision.

**RECOMMENDED** to the Cabinet that the targets suggested for 2021/22 against the Corporate Plan Performance Framework be approved.

(Proposed by the Chairman)

### Reason for the decision:

If performance is not monitored the Council may fail to meet its 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.

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

## 64 **FINANCIAL MONITORING (00:36:00)**

The Group had before it, and **NOTED**, a month 10 financial monitoring report \* which was presented by the Principal Accountant.

Key highlights within the report were listed as follows:

- The month 10 reporting indicated a deficit of £46k which was an improvement of £43k.
- The Council was awaiting the outcome of the second Income Compensation Scheme.
- Regarding the HRA – the month 10 reporting showed a forecast reduction in the deficit by £193k to £37k which was a significant improvement.
- The Group were informed of the relevant salient points from the recent budget announced by the Chancellor, these included:
  - The extension of the Furlough scheme until September 2021
  - £20 increase in Universal Credit for another 6 months
  - Business Rate relief extended for another year
  - Funding confirmed for re-start grants
  - Test and Trace – the £500 given to individuals had been extended
  - Levelling up Fund for local authorities would be provided under the three themes of transport, regeneration and culture

Note: \* Monitoring report previously circulated; copy attached to the signed minutes.

## 65 **DEVON HOME CHOICE POLICY REVIEW (00:45:00)**

The Group had before it a report \* from the Operations Manager for Housing and the Corporate Manager for Public Health, Regulation and Housing. The Management Board of the Devon Home Choice scheme had 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 had been asked to approve the adoption of these changes.

The contents of the report were outlined with particular reference to the following:

- The Devon Home Choice Scheme, which Mid Devon District Council had signed up to, was the mechanism by which housing need was assessed and how homes were allocated.
- There had been some minor changes over the years but more significant changes had been proposed recently which required consultation.

At a recent Management Board meeting not all the proposed changes had been agreed. The Operations Manager for Housing Services referred to each of the proposals listed in the report and provided an update:

Proposal 1 – related to bidding for larger 1 bed properties where applicants are lacking two bedrooms. This was agreed by the Board but the landlord would have discretion to decide whether or not the property met the needs of the family. Adverts would specify the household numbers.

Proposal 2 – related to some of the new products on the market now such as ‘Rent to Buy’ or ‘Build to Rent’. A new question had been added to the application form to ensure that people were aware of the other options available to them.

Proposal 3 – related to maximum occupancy of larger properties. Sometimes larger properties had different occupancy levels due to the size of bedrooms and could be reconfigured with the members of the household deciding how best to make use of the space available to them.

Proposal 4 – related to occupancy of high-rise flats by younger children. This was agreed by the Management Board but was not really applicable to Mid Devon as there were no large blocks of flats taller than 4 stories in the district.

Proposal 5 – related to those household members who could not succeed to a tenancy following the death of a tenant. It was agreed that some priority be given members of a household left in use to tenants who cannot succeed the tenancy.

Proposal 6 – related to management of financial risk. It was agreed that wording in relation to rent arrears be revised.

Proposal 7 – related to the assessment of cases where there was overcrowding. The suggested revision of the wording from 2 children to 2 people was not agreed by the Management Board.

Proposal 8 – related to the award of priority for rehousing when hazards may be present in a home. The Board felt that greater clarification was needed before a decision could be made in relation to this.

Discussion took place with regard to:

- Clarity was sought regarding the rights of an older child should his or her parents pass away. It was confirmed that the new provisions suggested did not conflict with our own policy relating to tenancy changes. Someone left in a property could apply for a homeless assessment and they would be given priority for rehousing. However, in order to make best use of stock, if the property was too large, they may be offered more suitable alternative accommodation.
- The importance of a garden to families with children.
- Being part of the Devon Home Choice letting system provided a consistent approach across the whole county.
- The Government had been undertaking some consultation regarding how houses should be allocated and more information regarding this would be presented to the next meeting.

**RECOMMENDED** to the Cabinet that the following proposed changes to the Devon Home Choice Scheme be approved (as listed within the report):

Proposal 1  
Proposal 3  
Proposal 4  
Proposal 5  
Proposal 6

(Proposed by Cllr L Cruwys and seconded by Cllr Mrs C Daw)

Reason for the decision:

Failure to run a housing register that is transparent could result in complaints from people who feel that they have been unfairly disadvantaged and this could result in reputational damage.

Note: (i) \* Report previously circulated; copy attached to the signed minutes.  
(ii) It was not recommended that proposals 2, 7 or 8 be approved.

**66 HOUSING OMBUDSMAN SERVICE COMPLAINT HANDLING CODE - REVIEW OF COMPLIANCE (01:11:00)**

The Group had before it, and **NOTED**, a report \* from the 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.

The contents of the report were outlined with reference to:

- The results of the self assessment could be seen within the report.
- There were many areas that the Housing Services performed well in and there were some that needed improvement.
- The strict new code would require dedicated resources to handle any complaints.
- A formalised process would be needed to review findings.
- There was now an extra onus on the Housing Authority as a landlord as a result of the stricter code.

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

**67 HOUSING DELIVERY UPDATE REPORT (01:19:00)**

The Group had before it a report \* from the Operations Manager for Housing and the Corporate Manager for Public Health, Regulation and Housing providing an update on enforcement and other activity undertaken by officers in the Housing Service.

The following issues were referred to within the report:

- The Neighbourhood teams had been able to undertake a range of work between lockdowns.
- The Government had announced a further pause to evictions.

Discussion took place regarding:

- The level of debt in relation to rent was actually going down which was a credit to the officers working in this area. There had been much engagement with tenants, many conversations and a helpful approach had been employed by all involved.

- There had needed to be some enforcement activity regarding drug activity in Tiverton and the Police had been involved

The Cabinet Member for Housing and Property Services requested that his thanks and congratulations to the Housing team be formally noted. This was endorsed by the Group.

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

#### 68 **CHAIRMAN'S ANNUAL REPORT FOR 2020/2021**

The Group had before it, and **NOTED**, a draft report \* from the Chairman of the Group on its work during 2020/2021. A final copy of the report would be submitted to Council on 28 April 2021.

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

#### 69 **IDENTIFICATION OF ITEMS FOR THE NEXT MEETING**

No additional items were requested to be on the agenda for the next meeting other than those already listed in the work programme.

(The meeting ended at 3.48 pm)

**CHAIRMAN**

## HOMES POLICY DEVELOPMENT GROUP 20 JULY 2021

### AIDS & ADAPTATIONS POLICY

**Cabinet Member(s):** Councillor Bob Evans  
**Responsible Officer:** Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing

**Reason for Report and Recommendation:** To provide Members of the Policy Development Group and opportunity to review the proposed update to the Aids & Adaptations Policy.

The reason for the recommendation is to for allow for formal adoption of the updated policy.

**RECOMMENDATION(S):** That Members recommend to Cabinet that they approve the revised Aids & Adaptations Policy as attached in Annex 1.

**Relationship to Corporate Plan:** The Aids & Adaptations Policy is key to ensuring that tenants with disabilities are supported to have access to facilities as set out by medical and related professional opinion, in accordance with individual need and ability in order to continue living in their home. This links to the wider Homes priority within the Corporate Plan 2020-24 as well as the Community priority and specifically opportunities to address public health issues and disparities to improve the health and wellbeing of everyone in Mid Devon including our Council housing tenants.

**Financial Implications:** The financial implications will be contained within the Housing Revenue Account (HRA). More information on financial context is provided in Section 5.0 of the report.

**Budget and Policy Framework:** this is one of a suite of housing policies that ensure we are compliance with the regulatory framework set out below and is also consistent with the draft Housing Strategy 2021-25.

**Legal Implications:** It will be necessary to ensure that the Aids & Adaptations Policy addresses all the legal obligations the Council has as a Landlord under within the parameters of The Chronically Sick and Disabled Persons Act 1970, The Housing Act 1985, Housing Grants, Construction and Regeneration Act 1996, Equality Act 2010, The Care Act 2014 and The Housing Regulatory Framework, specifically the Home Standard 2015.

**Equality Impact Assessment:** There is a suite of housing and repairs 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.

**Risk Assessment:** The management of circa 3000 homes for some of our most vulnerable tenants contains many risks. These risks are managed at a service level.

## **1.0 Introduction**

- 1.1 The last approved version (v2.3) of the Aids & Adaptations Policy was published in September 2016 and is due for review.
- 1.2 This draft updated version (v3.2) has been reviewed and updated to reflect some clarification based on delivery experience, further reference to relevant legislation, updates on financial thresholds, timescales and also exceptions. The main purpose of this is to better manage our tenants' expectations, to make the best use of Council housing stock and to form the basis of our operational process.

## **2.0 Proposed Changes to the Policy**

- 2.1 If accepted, the proposal is for detailed changes to the previous policy to be published for officer use and tenant reference. For members benefit, the full policy is attached and a summary of the key changes is given below.
- Ramps, clarified to refer to as small ramps under Minor Adaptions as larger ramps are likely to be Major Adaptations (Section 4.1)
  - An eligible child must be under 18 and living at the property as their main permanent residence (Section 4.1)
  - Target completion dates added (Section 8.4)
  - Threshold requirement for contribution towards works changed for works costing over £1000 to £5000 (Section 9.2)
  - Right to buy information added (Section 20.0)
  - Appeals, disputes and complaints sections added (Sections 21.0 and 22.0)
- 2.2 This policy has also been aligned with the latest tenancy agreements.
- 2.3 We have taken into consideration tenant feedback, comments, and complaints received since this policy was last reviewed, and provided greater clarity to tenants requesting adaptations.
- 2.4 The term of the policy has been extended to 5 years and therefore will next be due review in 2026 or sooner if there are relevant legal or statutory guidance changes.

## **3.0 Tenant Consultation**

- 3.1 The Housing 'Tenants Together' group have not been consulted on this policy and their comments taken into consideration. The group has not been functioning in its normal format during the COVID-19 pandemic.

## **4.0 Implementation**

- 4.1 This policy will be published on the Council website, as well as Intranet shared policies. We also plan to publish via our social media pages to reach those who use these methods of information sharing. The points of clarification are intended to benefit tenants as much as it is the council.



4.2 Implementation of this policy will be supported by action from both the Building Services and Housing teams as a combined Mid Devon Housing service.

## **5.0 Financial Context**

5.1 Maintaining the Councils housing stock is the largest ongoing element of the Councils capital programme.

5.2 Clarification of this policy and strict adherence to it should ensure that tenants with disabilities have access to homes suitable for their needs. If properly implemented,

5.3 There are no additional resource implications as a direct result of this policy.

## **6.0 Recommendation**

6.1 In accordance with the above, it is recommended that Members recommend to Cabinet that they approve the revised Aids & Adaptations Policy as attached in Annex 1.

### **Contact for more Information:**

Michael Lowman, Operations Manager Building Services  
[mlowman@middevon.gov.uk](mailto:mlowman@middevon.gov.uk) or Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing [snewcombe@middevon.gov.uk](mailto:snewcombe@middevon.gov.uk)

### **Circulation of the Report:**

Members of the Housing PDG  
Cllr Bob Evans, Cabinet Member for Housing and Property Services  
Leadership Team  
Corporate Management Team  
Service/Operations Managers  
Legal Services

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

Current MDDC Housing Aids & Adaptations Policy  
<https://www.middevon.gov.uk/residents/housing/council-housing/strategies-and-policies/>

## **Annex 1 – Proposed updated Aids & Adaptions Policy May 2021 v3.2**

(attached separately)

**Mid Devon District Council**

**Aids & Adaptations Policy**

Policy Number: OBS v3.0

**May 2021**

## Version Control Sheet

**Title:** Aids & Adaptations Policy

**Purpose:** To review the Aids & Adaptations Policy in accordance with good practice and any changes in legislation.

**Owner:** Operations Manager for Building Services  
[mlowman@middevon.gov.uk](mailto:mlowman@middevon.gov.uk)  
01884 233038

**Date:** May 2021

**Version Number:** v3.0

**Status:** Review of Policy

**Review Frequency:** Every 5 years or sooner if required and in accordance with changes in good practice and legislation

**Next review date:** April 2026

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

Staff – w/c 7<sup>th</sup> June 2021

Corporate Manager – w/c 7<sup>th</sup> June 2021-06-29

Homes PDG – TBC

Portfolio Holder – TBC

**Document History:** This document obtained the following approvals.

Title	Date	Version Approved
Cabinet Member for Housing		
Corporate Manager		
Homes Policy Development Group		
Cabinet		

## Index

Reference	Item	Page
1.0	Introduction	4
2.0	Scope	4
3.0	Related Documents	4
4.0	Definitions	5
5.0	Who Is Considered Under This Policy?	5
6.0	Who Qualifies For Assistance?	6
7.0	Minor Adaptations	7
8.0	Major Adaptations	7
9.0	Cost of Adaptations	8
10.0	Adapted Properties	8
11.0	Servicing, Repairs and Maintenance	9
12.0	Installing Your Own Adaptations	9
13.0	Removing Adaptations	10
14.0	Recycling Adaptations	10
15.0	Letting Adapted Properties	10
16.0	Moving, Transfers and Mutual Exchanges	10
17.0	Change Of Circumstances	11
18.0	Applications Falling Outside of This Policy	11
19.0	Service Standards and Timescales	11
20.0	Right to Buy	11
21.0	Appeals / Disputes	11
22.0	Complaints	12
23.0	References	12
24.0	Equality & Diversity	12
25.0	Review	13
	Appendix 1 – summary of additions and revisions	

## **1.0. Introduction**

- 1.1. This policy statement outlines Mid Devon District Council's (MDDC) approach to providing aids and adaptations for tenants or their household members who have a disability or suffering from long term ill health, to help them remain and live independently in the home. It is recognised that in some instances the accommodation they live in may no longer be suitable to support their needs.
- 1.2. We are committed to helping people with disabilities to live independently in our housing stock, by providing effective aids and adaptations or alternative suitable accommodation. In addressing the identified and assessed needs of our tenants or eligible household members, we aim to ensure that we comply with the requirements of the Disability Discrimination Act 1995 and Housing Act 1985.
- 1.3. The Housing Service has an obligation, as set out in clause 2.2.2 of the Home Standard 2013 to provide an adaptations service that meets tenants' needs.

## **2.0. Scope**

- 2.1. This policy sets out the Council's provision of providing aids and adaptations within their housing stock and how they will be delivered. It covers the following points and should be read in conjunction with the related documents as stated below:-
  - Who is considered under this policy
  - Who qualifies for assistance
  - Minor and major adaptations
  - Cost of aids and adaptations
  - Servicing, repairs and maintenance
  - Installing your own adaptations
  - Removing adaptations
  - Recycling adaptations
  - Letting adapted properties
  - Moving, transfers and mutual exchanges
  - Change of circumstances
  - Applications falling outside of this policy

## **3.0 Related Documents**

- Tenancy Agreement

- Recharge Policy
- Improvements to Council Properties Policy
- Allocations Policy
- Devon Home Choice Scheme
- Decant Policy

#### **4.0 Definitions**

4.1 For the purposes of this policy, the following definitions apply:

- Aids and adaptations: Is the provision of fixed equipment and/or modification to the property or associated land where there has been an identified need to enable the tenant or household members to live independently and safely in their home.
- Minor adaptations: Involves non-structural alterations or additions to a property. These include aids or adaptations costing less than £1,000, examples include grab-rails, special taps, shower seats, small ramps or handrails to external paths and steps.
- Major adaptations: Involves extensive structural adaptations to a property costing more than £1,000, examples include installation of stair lifts, level access showers, new over-bath showers or building an extension.
- Disabled: A person is defined as “disabled” under the Housing Grants, Construction and Regeneration Act 1996 if:
  - a) Their sight, hearing or speech is substantially impaired;
  - b) They have a mental disorder or impairment of any kind; or
  - c) They are physically substantially disabled by illness, injury or impairments that have been present since birth or otherwise.

Generally the impairment of the applicant must have lasted or is likely to last for at least twelve months.

- Tenant: This means anyone who holds a Council tenancy with MDDC.
- Household member: This means relatives, partners, lodgers or subtenants who reside at the property.
- Family member: This means relatives such as spouse, civil partner, children including partners who reside at the property. For the purpose of this policy, a child must be under 18 and living at the property as their main permanent residence.

#### **5.0 Who is considered under this policy?**

- 5.1 This policy applies to Council tenants and members of their household including lodgers and subtenants (where eligible, in line with the terms and conditions of the tenancy agreement). Leaseholders, owner occupiers, private and Registered Provider tenants are not included within the scope of this policy. However, they will be signposted to the relevant agencies.

## **6.0 Who qualifies for assistance?**

- 6.1 Where a tenant or household member has a disability or a long term illness, the Council will consider providing equipment or adaptations to their home to enable them to remain living in that property. The Council will take into account any advice or recommendations provided by health professionals in agreeing works with the tenant and/or family/household member.

- 6.2 Before adaptations are carried out, the Council will consider whether they are reasonable and practicable, taking into account the type of works required, the age and condition of the property. Alternatively, where it may be more appropriate for the tenant or household member to move to another property, including accommodation with a different housing provider, the Council will discuss the options available to them. The Council will ensure that it makes the best use of its housing stock.

- 6.3 Examples of cases where it will generally be considered not reasonable or practicable for major adaptations works to be undertaken include:

- In a family dwelling where under or over occupation exists
- Where there is a requirement to provide an additional bedroom or living room space and suitable alternative accommodation exists within the near locality
- Where a level access shower is required in properties at first floor or above, where there is no lift, or in bathrooms of family sized accommodation, which is under occupied
- Where parking bays and access ramps would adversely affect the amenity of the area
- Where the works would significantly affect the Council's ability to let the property in the future and there is suitable alternative accommodation available
- Where the Council are seeking possession of a property because of a breach of tenancy conditions.

- 6.4 The above list under point 6.3 is not exhaustive and individual circumstances will be taken into account. Factors affecting the decision on whether it is reasonable or practicable include:

- The extent to which the property is capable of being adapted
- The cost of the works
- The availability of suitable alternative accommodation



- The degree of occupation in the premises
- The extent to which the tenant is complying with the terms and conditions of their tenancy agreement.

6.5 Adaptations for lodgers or subtenants, will only be carried out in exceptional circumstances. This will be determined by the Housing Services Manager and Building Services Manager.

6.6 For household members who are not a named tenant on the tenancy agreement, they must be registered as living at the property for council tax purposes and if aged over eighteen years, they should be registered on the electoral role for that address.

6.7 Adaptations for a child will only be carried out at the main residence of a child who has a disability whose parents are separated. This is normally the residence of the parent who is in receipt of child benefit, if applicable, for that child.

## **7.0 Minor Adaptations**

7.1 The Council will provide minor adaptations for works under £250 where the tenant feels that they may help them or their household member to live more independently. This can be achieved by the tenant contacting their Neighbourhood Officer or directly to the Repairs Service.

7.2 Examples of aids and adaptations under £250 include: lever taps, special handles, grab rails, handrails, flashing doorbells, lowering of light switches or raising floor level sockets.

7.3 The Council will require a referral from the Occupational Therapist for adaptations costing between £250- £1,000. Examples of adaptations include: ramps, safety glass or minor internal alterations to the kitchen or bathroom.

7.4 The Council aims to offer an appointment for minor adaptations within 28days of receipt of the request.

## **8.0 Major Adaptations**

8.1 The Council will provide major adaptations to help eligible tenants and household members to live independently. A referral from an Occupational Therapist will be required before carrying out any works. Major adaptations can involve extensive structural alterations and will normally cost more than £1,000.

8.2 Examples of major adaptations include: property access (ramps, drop kerbs) widening doorways, level access showers, change of heating or lighting controls, stair lifts or changes to the configuration of the bathroom or kitchen and extensions to the property.

8.3 Approval of works that exceed £1,000 will be made on the condition that:

- An Occupational Therapist completes an Assessment of Need which outlines clear recommendations that the work is necessary to sustain independent living;

- An assessment is carried out with the tenant and household member to check whether a move to a more suitable property may resolve the need for adaptations and present a better long-term solution to their circumstances; and
  - The proposed works comply with all regulatory requirements and permissions.
- 8.4 The Council aims to complete major adaptations classed as high priority (danger) within 6 months of receipt of an Occupational Therapy statement of need.
- 8.5 The Council aims to complete major adaptations classed as medium priority (deterioration) within 12 months of receipt of an Occupational Therapy statement of need.
- 8.6 The Council aims to complete major adaptations classed as low priority (difficulty) within 18 months of receipt of an Occupational Therapy statement of need.

## **9.0 Cost of adaptations**

- 9.1 The Council will set a budget for the provision of aids and adaptations which will be reviewed annually.
- 9.2 Adaptations that are carried out by the Council within the scope of this policy will normally be funded up to £30,000. Tenants or household members may need to contribute (children are exempt) towards the cost of works over £5,000 and under £30,000. An assessment will be based on an individual's financial circumstances.
- 9.3 Where top up funding is required for major adaptations to a property, the Council will work with other agencies to make recommendations to support additional funding and to evidence that other long term options and other funding sources have been explored.
- 9.4 Where another organisation has agreed to part fund the cost of works, this must be done in agreement with the Council and the Occupational Therapist.
- 9.5 Any adaptations funded or part funded by the Council must remain in the property and should not be removed or altered by the tenant, household member or anyone acting on their behalf without the agreement of the Council. Even if the tenant or household member contributes towards the cost of works, the adaptations must remain in the property unless agreed otherwise.

## **10.0 Adapted properties**

- 10.1 All aids and adaptations work completed at a property will be recorded as part of the property details held on the housing management system. Wherever practical, this information will be used to ensure any future allocations are made to applicants requiring such adaptations.
- 10.2 If major adaptations are required to a property which requires the tenant or family member to move, the Council will only decant the tenant as a last resort and where all

other possible solutions have been investigated. All decants will be dealt with in accordance with the Council's Decant Policy. Bullet 1

### **11.0 Servicing, repairs and maintenance**

- 11.1 An annual programme to undertake servicing and maintenance of equipment such as stair lifts and lifting equipment will be put in place by the Council.
- 11.2 The Council will meet the cost of all routine repairs and maintenance to any adaptations provided or adopted by them. This will be funded through the Internal Major Adaptations budget.
- 11.3 Where adaptations have aged and there are persistent repairs, the Council will liaise with the Occupational Therapist to check that the adaptation is still required.
- 11.4 If any aids or adaptations have been wilfully damaged by the tenant, a household member or visitor to the property, the tenant will be recharged for any costs incurred for putting the property right.
- 11.5 If a tenant moves, any adaptations fitted by the Council are to remain at the property. Any adaptations fitted by the tenant are to be removed unless agreed otherwise by the Council.

### **12.0 Installing your own adaptations**

- 12.1 For all adaptations installed by the tenant or household member at their own expense, the tenant is required to obtain written permission from the Council before carrying out any works. The Council will only refuse permission with good reason, such as if the work:
  - Would interfere with any maintenance to the property;
  - May cause a potential health and safety risk; or
  - Would breach any regulatory requirements.
- 12.2 The written request will need to state what works and adaptations the tenant requests to carry out and include a plan of the required works. Completed works may be inspected to ensure they have been carried out to a satisfactory standard.
- 12.3 The tenant will be responsible for obtaining the necessary planning permissions and/or building regulations and any costs incurred by doing so.
- 12.4 The Council will not be responsible for maintaining, servicing or repairing any aids or adaptations installed by the tenant or household member. At the end of the tenancy, the tenant may be required to remove any approved aid or adaptation they or their household member have fitted and make good any damage to the property. Alternatively, if the Council agrees to take responsibility for the alterations, the tenant or household member will be required to sign over ownership free of charge.
- 12.5 The Council will not fund any alterations or adaptations that may be required to the interior or exterior of the property following the purchase of a mobility vehicle. If the

tenant needs to make changes to the property such as vehicle access, hard standings, pathways or shelters or electric charging points, these will need to be funded by the tenant or household member. The tenant will be required to obtain written consent from the Council for carrying out such works.

12.6 If adaptations have been carried out at the tenant's or household member's expense without written permission, then the Council may:

- Agree to take over the ownership of the adaptations;
- Ask the tenant to seek retrospective consent;
- Ask the tenant to remove the adaptation and make good any damage to the property; or
- Recharge the tenant for the removal of adaptations or repair any damage after a tenancy has ended and the former tenant will be liable for any costs incurred for such works.

### **13.0 Removing adaptations**

13.1 Where adaptations have been carried out to a property designated for elderly or a person with a disability, these will normally not be removed, for example where a bath has been replaced with a level access shower.

13.2 The Council advertises adapted properties through the Devon Home Choice Scheme, and every effort will be made to re-let an adapted property to a person who has a need for that type of property. Where this is not possible, and a non-disabled tenant accepts an offer of an adapted property, adaptations such as level access showers will not usually be removed. However, the Council reserves the right to remove the adaptation if they consider it to be unsuitable for the property.

### **14.0 Recycling adaptations**

14.1 Where the Council has reserved their discretion to remove adaptations from the property, they will recycle adaptations where possible, for example stair lifts, hoists or through floor lifts. However they will not remove structural adaptations that have been carried out to a property, such as door ramps, level access showers and widened doors. Subsection 14.2

### **15.0 Letting adapted properties**

15.1 Properties available for allocation will be placed on Devon Home Choice Scheme, this will include adapted properties to ensure the process is open and transparent. There may be individual cases where significant adaptations have been carried out where a direct let may be made to match the property to the applicant most in need of the property

### **16.0 Moving, transfers and mutual exchanges**

16.1 Following a major adaptation the Council would normally expect the tenant to remain at the property for a reasonable period before moving again. Where applicants are on the transfer list then each request will be considered on an individual's basis. The Council may not approve further adaptations where the tenant moves from an adapted property to an unsuitable or un-adapted property.

16.2 However, the Council understands that there may be exceptions where the tenant or household member's needs have changed, for example, there is a need to move to more suitable accommodation. Where the Occupational Therapist and Council agree a move is necessary, if the new home requires adaptations, it will be assessed and adapted in accordance with this policy.

16.3 Secure and flexible tenants who have adaptations in their home have the right to mutual exchange with other eligible tenants. However, the Council can refuse a mutual exchange on grounds outlined in legislation.

## **17.0 Change of Circumstances**

17.1 If a tenant or household member needs have changed after adaptations have been installed, for example, they can no longer do something that they could manage before, then the applicant will be advised to make contact with their Occupational Therapist or the relevant organisation such as Care Direct.

## **18.0 Applications falling outside of this policy**

18.1 The Council accepts that there may be circumstances that warrant exceptions to this policy. Applications for assistance that fall outside of this policy will be considered by the Housing Services Manager and, where appropriate, and reasonable to do so, they may agree exceptions to this policy

## **19.0 Service Standards**

19.1 The Council are committed to the principle of openness and transparency and for this reason we will ensure that this policy is well-publicised. If there are any operational matters which impact upon our ability to operate this policy, we will ensure that information about this is given to tenants and other stakeholders

## **20.0 Right to Buy**

20.1 Adaptations works may not be completed whilst there is an active right to buy application.

20.2 In accordance with section 5 paragraph 11 of the Housing Act 1985, the right to buy may be affected in cases where adaptations make the property particularly suitable for elderly persons.

## **21.0 Appeals / Disputes**

21.1 Tenants have a right to dispute or appeal if they feel that this policy has not been adhered to, or if there is evidence that an adaptation request outcome should be reconsidered.

21.2 Disputes can be dealt with informally by phone, email or letter, should a Tenant wish to discuss this with a Repairs Officer.

21.3 Disputes can be formally dealt with as a service request.

21.4 First time disputes or appeals cannot be dealt with as formal complaints in the first instance.

## **22.0 Complaints**

22.1 Were a Tenant is dissatisfied with the outcome of their response to their formal service request then the formal complaints process can be initiated.

22.2 We will deal with any complaints about our service in accordance with our Complaints Procedure. Details are available on the Council's website at [www.middevon.gov.uk](http://www.middevon.gov.uk) or available by telephone on 01884 255255.

## **23.0 References**

- Chronically Sick and Disabled Persons Act 1970
- The Housing Act 1985
- Housing Grants, Construction and Regeneration Act 1996
- Equality Act 2010
- The Care Act 2014
- The Housing Regulatory Framework, specifically Home Standard 2015.

## **24.0 Equality and Diversity**

24.1 The Housing Service will tailor its services to meet the diverse needs of individuals. We foster good relations with people when providing services to eliminate discrimination, to promote equality of opportunity and to maximise their independence.

24.2 We will ensure that no individual is discriminated against on grounds of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation or marital/partnership status.

24.3 We will promote equality of opportunity by publishing information in different formats on request, where possible.

24.4 Covered by the Equality Act 2010, the Housing Service will consider the public sector equality duty. As part of this duty, the Housing Service aims to tackle prejudice and promote understanding between people from different groups. In some cases, compliance with this duty may involve treating some people more favourably than others.

24.5 Other areas the Housing Service will have regard to in order to comply with the public sector equality duty may involve:

- Removing or minimising disadvantages suffered by people due to their protected characteristics
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people
- Encouraging and enabling people from protected groups to participate in public life or in activities where their participation is disproportionately low.

## **25.0 Review**

25.1 This Policy has been written in line with good practice and current relevant legislation. The policy will be reviewed and revised to reflect any legislation requirements and/or other guidance or good practice. The next review of this Policy is due October 2025 and every five years thereafter.

DRAFT

## Appendix 1 – Summary of additions and revisions

Policy Ref	Description	Date
N/A	Policy reference change (HSG to OBS Operations – Building Services)	27/09/2020
N/A	Review frequency changed from 4 – 5 years	27/09/2020
4	Ramps – clarified to small ramps, as larger ramps are likely to be major adaptation	27/09/2020
4	Hard standing removed	27/09/2020
4	Handrails added as example of minor adaptations	27/09/2020
4	An eligible child must be under 18 and living at the property as their main permanent residence.	27/09/2020
7.3	Hard standing removed	27/09/2020
9.2	Contribution requirement changed from £1000 - £5000	27/09/2020
16.1	Moving from adapted to un-adapted property.	27/09/2020
21 and 22	Appeals and disputes, complaints sections added	27/09/2020
24.1	Review information updated	27/09/2020
N/A	Index added	27/09/2020
22.3	Additional reference added – homes Standard	23/02/2021
23.	Equality and diversity clause amended and addition of 23.2-23.5 to clarify actions to ensure equality and diversity.	23/02/2021
1.2, 1.3	Additions to introduction	23/02/2021
4.1	<i>Definitions. New over-bath shower moved from minor to major adaptation due to increased material costs. Some may still be minor if tiling is already in place.</i>	23/02/2021
12.5	<i>Removal of occupational therapy recommendation section for mobility scooter adaptations.</i>	23/02/2021



7 +8	<i>Target completion dates added</i>	23/04/2021
20	<i>Right to buy</i>	23/04/2021

DRAFT

This page is intentionally left blank

## HOMES POLICY DEVELOPMENT GROUP 20 JULY 2021

### PRIVATE SECTOR HOUSING FEES AND CHARGES 2021/22 / REVISED CIVIL PENALTY POLICY AND DELEGATED POWERS

**Cabinet Member:** Cllr Bob Evans, Cabinet Member for Housing and Property Services  
**Responsible Officer:** Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing

**Reason for Report and Recommendation:** To provide members with the revised fees and charges for statutory and discretionary Private Sector Housing functions within the Community Team, Public Health and Regulatory Services. To review the updated Civil Penalties Policy which relates to the revised fees and charges.

#### RECOMMENDATIONS:

1. That Cabinet approve the revised fees as set out in Annex 1.
2. That Cabinet approve the updated Policy on the Use of Financial Penalties for Housing Act Offences as set out in Annex 2.
3. That Cabinet approve the Corporate Manager for Public Health and Regulation and Housing having delegated authority to authorise relevant officers to enforce The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020.
4. That changes to the way Works in Default charges are constructed are agreed.

**Relationship to the Corporate Plan:** This report relates to the economy, homes and community elements for the corporate plan priorities. Recharging for officer time in relation to enforcement activities, Houses in Multiple Occupation (HMO) licensing and recovering costs associated with non-statutory services means that we are encouraging compliance within the private rented sector, providing suitable for homes for our residents and ensuring HMOs do not have an adverse impact on communities.

**Financial Implications:** The revised fees and charges are set out in Annex 1 of the report. The fees have been updated to reflect current service delivery costs. Any income generated from this activity is unpredictable based on the nature of enforcement action. It is therefore not possible to forecast any income levels for the year.

**Budget and Policy Framework:** The fees and charges are established within the scope of the current Enforcement Policy PH/EP/09/20 updated and readopted in 2020. Fees and charges received by the authority as a result of enforcement action can be kept by the authority and recycled into further private sector housing enforcement work. The income must be ring fenced for this activity.

**Legal Implications:** Where there are specific provisions under legislation, statutory functions or discretionary services for fees to be charged then these are indicated in the body of the report. There may be legal implications where the fee or charge is not paid and a process of recovery is required.

**Equality Impact Assessment:** An assessment is not necessary for this report. The charges are set and applicable to the service being provided and do not disadvantage any protected characteristics or specific groups.

**Risk Assessment:** There are no major risks. A failure to update the relevant fees and charges could mean we are not able to adequately recover costs where we are able to do so.

**Impact on Climate Change:** The impact on climate change is minimal and in some cases positive; particularly where improvements have been made to private sector homes in respect of energy efficiency and performance.

## **1.0 Introduction**

- 1.1 The Community Team within the Public Health and Regulatory service has a duty to ensure that private accommodation meets minimum standards. In particular there are regulations for the licensing, management and use of houses in multiple occupation (HMO), carbon monoxide detectors and smoke alarms, electrical safety and defined hazards within the home.
- 1.2 All enforcement activities and relevant fees and charges within this report are set out in compliance with the legislation and the adopted Enforcement Policy PH/EP/09/20.

## **2.0 Changes to the fees and charges and delegated powers**

- 2.1 Each activity where a fee or charge is applicable has been reviewed. A detailed breakdown of the various areas of enforcement and activity has been assessed and officer time allocated to the various tasks. This assessment has resulted in the fees and charges proposed in Annex 1. Where officer time is included within a fee or charge then it is done so purely on a cost-recovery basis. The previous fees are also set out in this Annex for comparison. The detailed calculations may be available on request but are not provided here as they contain details of officer salaries.
- 2.2 These fees and charges were last updated in 2019/20 and due to the Covid pandemic were carried forward unchanged for 2020/21. It is therefore over 2-years since any existing fees and charges were reviewed. Subject to the recommendations, it is proposed that the updated fees and charges set out herein come into effect immediately after formal adoption and therefore will apply going forward.

### **HMO Licensing**

- 2.3 Section 63(3) of the Housing Act 2004 gives the Council the power to recover all reasonable costs associated with the administration of the HMO licensing function.
- 2.4 The officer time and resources involved in processing a new application have been reviewed and a revised fee calculated. The fee has increased due to an uplift in salary and the time taken to process these applications.

- 2.5 The issuing of licence renewals has also been considered and the fee for these has been reduced. Once the initial application has been assessed the licence must be renewed every 5 years. The service has received a number of renewals in the last year so we have been able to more accurately assess the time taken to process these, resulting in the fee reduction.

### **Mandatory HMO Licensing Public Register**

- 2.6 Section 232 of the Housing Act 2004 allows the council to make a reasonable fee for supplying a person with a copy of the register if requested.
- 2.7 It is proposed to continue to charge a nominal administration fee for providing the register in electronic form or hardcopy. Details of the proposed charges can be found in Annex 1.
- 2.8 An extract from the register is provided on our website and the charges will apply for requests for the full register only.

### **Charging for enforcement action**

- 2.9 The Housing Act 2004 section 49 gives the local housing authority the power to charge for certain enforcement action. The provisions are clear that only the costs associated with determining whether enforcement action is necessary, identifying the type of action and the serving of the notice can be recovered.
- 2.10 The average officer time and resources for carrying out these functions have been recalculated and a revised standard fee has been proposed. The hourly rate is based on 20/21 financial year due to the absence of any agreed salary increase for 21/22 financial year onwards.
- 2.11 The charge can be applied to all enforcement action under part one of the Act; we currently apply the charge to Improvement Notices, Prohibition Orders, Emergency Remedial Action, Emergency Prohibition Orders and Demolition Orders.
- 2.12 It is not considered appropriate to charge for the service of hazard awareness notices as there is no penalty for non-compliance, it is a recommendation of the work to be carried out and it is not placed as a local land charge.
- 2.13 A demand for payment of the charge will be applied where prohibition orders, emergency remedial action notices and emergency prohibition orders are served. Demolition orders will also be charged as well as the survey cost that is required as part of the serving of the order.
- 2.14 Where an improvement notice is served the charge will be applied where there is non-compliance with the notice. This aim is to encourage compliance with notice requirements and improve housing standards generally.

### **Immigration housing request visits**

- 2.15 Historically applications to live and/or work in the UK have required the local housing authority to undertake an inspection of the proposed living accommodation to check its suitability and ensure there would not be overcrowding. These visits no longer need to be undertaken by the local housing authority as part of an application but occasionally the team will receive a request to carry out a visit and provide a report.
- 2.16 As this is not a statutory requirement it is acceptable for the Council to charge for the provision of this service. The proposed fee covers the average amount of officer time involved in dealing with a request, visiting and producing the relevant report.

### **Financial penalties for Housing Act offences and review of Civil Penalties Policy**

- 2.17 The Housing and Planning Act 2016 introduces an amendment to the Housing Act 2004 to allow local housing authorities to impose a financial penalty on an owner of a property where they have failed to comply with provisions under the 2004 Act as an alternative to prosecution. The maximum penalty is £30,000. This will be applied in accordance with the Enforcement Policy and the council's policy on applying the civil penalty.
- 2.18 The Council is required to have a policy on how it intends to use civil penalties. This is partially covered by the aforementioned Enforcement policy but the revised policy (attached Annex 2) provides more detail.

### **Penalty Charges for offences under the Smoke and Carbon Monoxide Alarm (England) Regulations 2015**

- 2.19 There is no suggested change to the penalty under these regulations. The maximum penalty is £5,000 with a 25% reduction if payment is made within 14 days of the demand for payment.

### **Financial penalties for offences under the Electrical Safety Standards**

- 2.20 Section 123 of the Housing and Planning Act 2016 makes provision for the local housing authority to impose a financial penalty on an owner of a property where they have failed to comply with the electrical safety standards.
- 2.21 The provision of a financial penalty has been made under 2016 Act within The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020. These Regulations came into force in July 2020 with a maximum fine of £30,000 for non-compliance.
- 2.22 Due to Covid, delegated authority to enforce these regulations and therefore to have provision to impose a financial penalty (which is a legal power rather than a duty) has not been sought until now. Nonetheless, this authority is now sought going forward as set out in the recommendations.

- 2.23 It is proposed to follow the civil penalty policy to determine the level of fine for non-compliance.

**Penalties for offences under The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 as amended 2016**

- 2.24 There has been no change recommended for the penalty charge associated with these regulations.

**Works in default**

- 2.25 There is a slight change to this charge. It is proposed that the full cost of the work carried out is recovered as well as officer time and expenses to arrange and oversee the works. The administrative charge of £100 will remain in addition to the officer costs. Interest is paid to be paid on the full costs incurred if the invoice is not paid in full within 3 months. Interest of 3% will be applied annually to any outstanding amounts and will be applied as a local charge against the property.

**3.0 Revised Use of Financial Penalties for Housing Act Policy 2021**

- 3.1 This policy was last reviewed and updated in 2017 (version 2). The policy has been reviewed against any organisational changes any updated to legislation or guidance. Relatively few relevant changes were identified and as a result version 3 presented in Annex 2 is a light-touch update incorporating the following changes:

- Updated cross-reference to the latest adopted Enforcement Policy PH/EP/09/20 (adopted 29 October 2020)
- Updated Policy owner job title reference (Corporate Manager for Public Health, Regulation and Housing)
- Updated version number (v3) and next review date (5 years/May 2026)
- Updated fine levels as per review of fees and charges against the maximum permitted by the legislation (see Policy page 8)

**4.0 Recommendations**

- 4.1 The following recommendations are therefore made:

1. That Cabinet approve the revised fees as set out in Annex 1.
2. That Cabinet approve the updated Policy on the Use of Financial Penalties for Housing Act Offences as set out in Annex 2.
3. That Cabinet approve the Corporate Manager for Public Health and Regulation and Housing having delegated authority to authorise relevant officers to enforce The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020.
4. That changes to the way Works in Default charges are constructed are agreed.

**Contact for more Information:** Tanya Wenham, Team Leader (Community Team) 01884 255255 or [twenham@middevon.gov.uk](mailto:twenham@middevon.gov.uk) or Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing, 01884 255255 or [snewcombe@middevon.gov.uk](mailto:snewcombe@middevon.gov.uk).

**Circulation of the Report:**

Cllr Bob Evans, Cabinet Member for Housing and Property Services  
Members of the Homes PDG  
Leadership Team  
Corporate Management Team  
Legal Services  
All Group and Operations Managers



## Annex 1

### Mid Devon District Council Public Health and Regulatory Services (Community Team) Review of Fees and Charges 2021/22

<b>HMO licensing</b>		
<b>New licence</b>	<b>Fee 2021/22</b>	<b>Previous fee 2019/20 and 2020/21</b>
3-5 Units	£902	£820
6-10 units	£974	£876
11+ units	£1046	£933
<b>Renewal</b>		
3-5 Units	£647	£673
6-10 units	£683	£701
11+ units	£719	£729

<b>HMO Licensing Public Register</b>	
	<b>Charge</b>
Request for full register electronically	£5
Request for full register hardcopy	£8

<b>Charging for enforcement action</b>		
	<b>Charge 2021/22</b>	<b>Previous charge 2019/20 and 2020/21</b>
Improvement notice	£553	£438
Prohibition Order	£553	£438
Emergency Remedial Action	£553	£438
Emergency prohibition order	£553	£438
Demolition Order	£553 plus survey fees	£438 plus survey fees

<b>Immigration housing request visits</b>		
	<b>Fee 2021/22</b>	<b>Previous fee 2019/20 and 2020/21</b>
All requests	£330	£261

<b>Financial penalties</b>	
	<b>Penalty</b>
Smoke and carbon monoxide alarms	£5000 reducing by 25% if paid within 14 days of demand
Electrical Safety Standards	Up to £30,000
Housing Act offences	Financial penalty as alternative to prosecution up to £30,000

Energy Efficiency Regulations		
	Penalty	
Renting out a non-compliant property	Less than three months in breach	£2000 and Publication penalty
	Three months or more in breach	£4000 and Publication penalty
Providing false or misleading information on the Exemption register	£1000 and Publication penalty	
Failing to comply with a compliance notice	£2000 and publication penalty	

- These penalties are applied to each property where there is a breach to a maximum of £5000 per property
- Publication penalty – some of the details of the financial penalties are published on the publicly accessible part of the PRS Exemptions Register

Note: The Private Rented Sector (PRS) Exemptions Register is for properties which:

- are legally required to have an EPC
- are let on a relevant tenancy type
- cannot be improved to meet the minimum standard of EPC band E for one of the reasons set out below

Works in default	
	Charge
Interest on works and associated costs	Cost of the work plus officer time (including travel) plus £100 admin fee. 3% interest per annum added where invoice is un-paid after 3 months.

Other charges	
	Charge
Information on contaminated land (see EIR)	£40 per hour to produce the information
Environmental Information Request (EIR)	£40 per hour to produce the information
High hedge investigations	£392

## **Annex 2**

### **POLICY ON THE USE OF FINANCIAL PENALTIES FOR HOUSING ACT OFFENCES (revised, updated version 3 May 2021)**

This page is intentionally left blank



## **POLICY ON THE USE OF FINANCIAL PENALTIES FOR HOUSING ACT OFFENCES**

May 2021

## Version Control Sheet

*Title:* **POLICY ON THE USE OF FINANCIAL PENALTIES FOR HOUSING ACT OFFENCES**

*Purpose:* The purpose of this policy is to ensure compliance with Regulators' Code and the principles of good enforcement. It also serves to inform investigating officers and decision-makers of the framework under which the decision to issue a civil penalty is made and how that penalty is calculated.

*Owner:* **Corporate Manager for Public Health, Regulation and Housing, Corporate Management Team**

[snewcombe@middevon.gov.uk](mailto:snewcombe@middevon.gov.uk)

*Date:* **May 2021**

*Version Number:* **3.0 (draft)**

*Status:*

*Review Frequency:* **Every 5 years or sooner if required**

*Next review date:* **May 2026**

*Consultation* **This document was produced in consultation with the following:**

Public Health and Regulatory Services  
Legal Services

## Document History

This document obtained the following approvals.

<b>Title</b>	<b>Date</b>	<b>Version Approved</b>
Policy On The Use Of Financial Penalties For Housing Act Offences Adopted August 2017	August 2017	v2
Policy On The Use Of Financial Penalties For Housing Act Offences (reviewed V3)	May 2021	v3

## **1.0 Legal basis and scope**

1.1 Section 126 and schedule 9 of the Housing and Planning Act 2016 came into force on the 6<sup>th</sup> April 2017. These provisions give the Council as the local housing authority the power to issue a financial penalty for certain Housing Act 2004 offences after the 6<sup>th</sup> April 2017 as an alternative to prosecution.

1.2 The offences include:

- Failing to comply with an Improvement Notice (section 30)
- Offences in relation to licensing of Houses in Multiple Occupation (section 72)
- Offences in relation to licensing of houses under part 3 of the Act (selective Licensing) (section 95)
- Offences in relation to the contravention of an overcrowding notice (section 139)
- Failure to comply with management regulations in respect of House in Multiple Occupation (section 234)

1.3 A civil penalty can only be imposed as an alternative to prosecution. The legislation does not permit the Council to impose a civil penalty and prosecute for the same offence. If a person has been convicted or is currently being prosecuted the Council cannot impose a civil penalty in respect of the same offence. Similarly, if a civil penalty has been imposed, a person cannot then be convicted of an offence for the same conduct.

## **2.0 Policy approach and decision-making**

2.1 The Council is required to have a policy in place that details when to prosecute and when to consider a civil penalty. Although this is partially covered by the current Enforcement Policy PH/EP/09/20 and Appendix J (Supplementary Enforcement Policy Issues - Private Sector Housing) this policy provides more detail on how civil penalties should be applied.

2.2 In line with the Enforcement Policy and the formal guidance on civil penalties under the Housing and Planning Act (DCLG April 2017) then prosecution may be the most appropriate option where an offence is particularly serious or where the offender has committed similar offences in the past. However, that does not mean civil penalties should not be used in cases where serious offences have been committed. As set out below, a civil penalty of up to £30,000 can be imposed where a serious offence has been committed and the Council may decide that a significant financial penalty (or penalties if there

have been several breaches), rather than prosecution, is the most appropriate and effective sanction in a particular case.

- 2.3 The decision on whether to use civil penalty powers (and to what extent) or to seek a prosecution will be made the by service manager or director in conjunction with legal services.
- 2.4 Where the Council decides to prosecute, it should consider the scope for working together with other local housing authorities where a landlord has committed breaches in more than one local authority area.
- 2.5 Overall, each case will be considered on an individual basis, however the principles in determining the form of action will be:
- What outcome are we trying to achieve – e.g. set an example, get the works done or a deterrent to committing future offences (a civil penalty will not be in the public domain unlike a prosecution).
  - Severity of the offence – is prosecution a better option based on the significance of the offence and the impact it has had.
  - Type of property and its occupiers – are the occupiers particularly vulnerable.
- 2.6 Where the civil penalty is considered the most appropriate course of action the council must provide guidance on how the fine levels will be set. Section 6 of this policy provides a proposed fine setting methodology; **each case will need to be assessed on an individual basis using this framework as a guide.**
- 3.0 **Burden of proof**
- 3.1 The same criminal burden of proof is required for a civil penalty as for a prosecution. This means that before formal action is taken the Council must be satisfied that if there was a prosecution there would be a realistic prospect of conviction.
- 3.2 The Council must determine beyond reasonable doubt that the offence has been committed and this evidence would be required if an appeal is made against the civil penalty.
- 3.3 As also outlined in the Enforcement Policy, the local authority must also consult the Crown Prosecution Service code for Crown Prosecutors when determining whether to take action. There are two stages to this code:
- The evidential stage, and



- The public interest stage.

#### **4.0 Procedure and appeals**

- 4.1 The procedure for imposing a civil penalty is set out at Schedule 13A of the Housing Act 2004 and summarised in the DCLG guidance. There is no scope for the Council to deviate from this procedure and therefore it is not duplicated for the purposes of this policy.
- 4.2 At any time, if circumstances dictate, the Council may withdraw a notice or reduce the amount specified in a notice in relation to a civil penalty.
- 4.3 A landlord receiving the final notice of a civil penalty may appeal to the First-tier Tribunal against the decision to impose a penalty or the penalty amount. The appeal has the effect of suspending the notice and requirement to pay until determined.

#### **5.0 Enforcement and other consequences**

- 5.1 Where the landlord or property agent fails to pay a civil penalty, the Council should refer the case to the county court for an Order of that Court. If necessary, the Council should use county court bailiffs to enforce the order and recover the debt.
- 5.2 The Council's powers to carry out works in default under the Housing Act 2004 are unaffected by the civil penalty provisions.
- 5.3 If a landlord receives a civil penalty, that fact can be taken into account if considering whether the landlord is a fit and proper person to be the licence holder for a House in Multiple Occupation (HMO) or any other property subject to licensing.
- 5.4 Where a landlord receives two or more civil penalties over a 12 month period, the Council will include that person's details in the database of rogue landlords and property agents. While it is not a compulsory requirement, under the DCLG guidance Councils are strongly encouraged to do so. This will help ensure that other Councils are made aware that formal action has been taken against the landlord.
- 5.5 The establishment of a national rogue landlords and property agent's database is a new requirement on the Government brought in by the Housing and Planning Act 2016 and any entry must be maintained for at least 2-years. It is the responsibility of local authorities to manage the information on the database and ensure it is current.

## 6.0 Proposed Civil Penalties

6.1 In setting a civil penalty level the Council should consider the following factors:

- Severity of the offence
- Culpability and track record of the offender
- The harm caused to the tenant
- Proportionate punishment of the offender
- Deter the offender from repeating the offence
- Deter others from committing similar offences.
- Remove any financial benefit the offender may have obtained as a result of committing the offence.
- Assessment of assets and income

## 6.2 Determining the offence category – Culpability

- **Deliberate**– An intentional breach by a landlord or property agent or flagrant disregard for the law. For example, by failing to comply with a notice or regulations.
- **Reckless**– An actual foresight of, or wilful blindness to the risk of offending, but decides to take the risk nevertheless. For example, failing to comply with a strict liability in the HMO regulations.
- **Negligent**– The failure of the landlord or property agent to take reasonable care to put in place and enforce proper systems for avoiding the offence. For example, partial compliance with a schedule of work to an enforcement notice but failure to fully comply with all schedule items.
- **Low or no culpability**– The offence committed has some fault on the part of the landlord or property agent but there are other circumstances for example obstruction by the tenant to allow a contractor access for repairs, or damage caused by tenant negligence.

## 6.3 Determining the level of fine – Severity

- **Level one** – Major impact – Serious and substantial risk, including imminent risk, to the health and safety of the occupiers and/or community as a result of the offence, with potentially life threatening results or loss of major limbs. Housing defects that may present such a risk maybe

associated with electrical hazards, carbon monoxide exposure, fire safety risks, risk of explosion or structural collapse, exposure to asbestos or radiation. This is not an exhaustive list and also includes property management failings that could lead to a major risk to the occupiers/neighbours and/or community. Where the risk has been realised the fine is likely to be greater or there may be a decision to prosecute as an alternative.

- **Level two** - Serious Impact – Serious risks to the health and safety of the occupiers and/or immediate neighbours, leading to serious injury or disease requiring prolonged treatment and/or hospital admission. Housing defects that may present such a risk maybe associated with falls, lack of heating, collision and entrapment, any other hazards or management issues that could lead to a serious risk to the occupiers and immediate neighbours.
- **Level three** – Minor impact – Risk of injury or disease to the occupiers resulting in treatment at the doctors. Examples of housing defects that could present such a risk include damp, mould or hygiene issues and any other hazards or management issues that could lead to a risk to the occupiers.

6.4 The table below provides an indication of the level of fine that is likely to be appropriate. As part of the considerations mentioned in 6.1 above, the Council should assess of the assets including any income of the landlord or letting agent. £30,000 is the maximum level of fine permitted under the legislation.

6.5 In order for officers and landlords to understand how this assessment could work, the asset assessment has been based on the number of properties either being managed or owned by the landlord or agent. **This table provides a guide to setting the fine, however the Council should also make an assessment on all assets and income and not just rental income.**

## Civil Penalties – Guidance on level of fine

Type of landlord/agent	Category of offence	Starting point for level 1 – Major impact	Starting point for penalty Level 2 – Serious impact	Starting point for penalty Level 3 – Minor impact
Landlord/Property agent with 1-10 properties (income/asset value of up to approx. £38K per annum/£750K)	Deliberate	£12,500	£10,000	£7,500
	Reckless	£6,500	£5,000	£3,500
	Negligent	£3,000	£2,500	£1,500
	Low culpability	£1,250	£1,000	£750
Landlord/Property agent with 11 – 30 properties (income/asset value of up to approx. £100K per annum/£2million)	Deliberate	£22,500	£20,000	£17,500
	Reckless	£17,500	£15,000	£12,500
	Negligent	£12,500	£10,000	£7,500
	Low culpability	£7,500	£5,000	£2,500
Landlord/Property agent with 31+ properties (income/asset value in excess of approx. £100K per annum/£2million)	Deliberate	£30,000	£25,000	£22,500
	Reckless	£22,500	£20,000	£17,500
	Negligent	£17,500	£15,000	£12,500
	Low culpability	£12,500	£10,000	£7,500

### List of Background Papers:

Housing and Planning Act 2016

<http://www.legislation.gov.uk/ukpga/2016/22/contents>

The Rent Repayment Orders and Financial Penalties (Amounts Recovered) (England) Regulations 2017

<http://www.legislation.gov.uk/uksi/2017/367/contents/made>

Civil penalties under the Housing and Planning Act 2016 – Guidance for Local Housing Authorities (Department for Communities and Local Government)

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/606653/Civil\\_Penalties\\_guidance.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/606653/Civil_Penalties_guidance.pdf)

Public Health Services Enforcement Policy (August 2016)

<https://www.middevon.gov.uk/residents/public-health/public-health-enforcement-policy/>

## HOMES POLICY DEVELOPMENT GROUP 20 JULY 2021

### HOUSING STRATEGY CONSULTATION DRAFT

**Cabinet Member(s):** Councillor Bob Evans  
**Responsible Officer:** Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing

**Reason for Report and Recommendation:** To provide Members of the Policy Development Group with an opportunity to review the proposed consultation draft of the revised corporate Housing Strategy.

The reason for the recommendations is to ensure we can progress to the next key consultation stage leading to the adoption of the Strategy and have approval with regards to the overall adoption process.

#### **Recommendation:**

**(a) Members recommend to Cabinet that they approve the draft Housing Strategy 2021-25 attached in Annex 1 for external and public consultation**

**(b) Members note the proposed timeline and stages for adoption of the Housing Strategy as set out in section 3.2 of this report**

**Financial Implications:** None directly arising from this report.

**Budget and Policy Framework:** There are no direct budget implications of this report.

This strategy sets out those opportunities and challenges in respect of several key delivery functions; housing delivery, enabling and renewal/standards alongside housing needs and homelessness. As such it links with a much wider policy framework, adopted or in development.

The current strategy was adopted in 2015 and ran for the period 2015-20. It was therefore due for review and updating to reflect the current priorities, needs and aspirations of our community in respect of having access to affordable, safe and healthy housing.

**Legal Implications:** The strategy has no formal basis and is no legal requirement for have one. Nonetheless, it will provide links to a number of formal requirements on the Council, for example in acting as the Strategic Housing Authority and social housing provider and the Local Planning Authority.

**Risk Assessment:** The new strategy provides a framework for the delivery of those key functions and priorities outlined above. In doing so, it will help in the development of a coherent and consistent approach to housing across the district.

**Equality Impact Assessment:** Not applicable at this stage. An EIA will be attached to the final draft of the Strategy post-consultation.

**Relationship to Corporate Plan:** Our Corporate Plan for 2020-2024 has four key priority areas one of which is Homes. Within each priority strand the Council has committed to ensuring we are working towards sustainable and prosperous communities. This includes a recognition that our villages and towns need affordable housing for local people. There are number of specific actions that underpin this commitment includes targets for the delivery of affordable housing, working with community land trusts and private sector landlords and working to improve the supply of quality housing.

**Impact on Climate Change:** Decisions relating to the management and maintenance of the homes belonging to the Council and influence the carbon performance of market or community led housing will enable officers and Members of the Council to influence the direction of travel against appropriate targets. We can use new development as opportunities to help communities to become increasingly sustainable and self-sustaining at neighbourhood level.

More detail on the links between the Strategy and our actions on climate change is set out in the document itself and as summarised in Section 4 below.

## 1.0 Introduction

- 1.1 Homes are a basic necessity and a fundamental requirement for everybody. Local authorities have a broad role to play in supporting and regulating the housing sector, and in facilitating the delivery of new housing.
- 1.2 All agencies, including the NHS and social care are impacted by housing - in relation to its availability, quality and suitability where poor housing leads to significant health inequalities. In short, good quality housing is the foundation of upon which people can build happy and successful lives. The economy also relies on a sufficient supply of housing in order to attract and retain a skilled workforce.
- 1.3 Tackling our housing needs and requirements are not something that one service or organisation can achieve on its own. Local authorities, registered social landlords, developers, the NHS, social care and the voluntary/ community sectors all have important roles to play.
- 1.4 With budgets are under pressure, and economic reality of the Covid-19 pandemic just starting to be realised there is an increasing demand for our services and safe, affordable accommodation. Having a clear, coherent strategy in place that sets out our leadership and direction is more important than ever where effective internal and external partnerships are in place.
- 1.5 This report follows on from a previous update provided to members in January 2021 and sets out the proposed consultation draft of the updated Housing Strategy 2021-25.
- 1.6 As agreed by the Policy Development Group in January, the development of this draft document has been led by a Strategy Working Group with a wide range of internal stakeholders and contributors as set out below.

## **Project Board**

- Cllr Bob Evans – Cabinet Member for Housing and Property Services
- Jill May - Director of Business Improvement and Operations
- Jenny Clifford – Head of Planning, Economy and Regeneration

## **Project Lead and Manager**

- Simon Newcombe – Corporate Manager for Public Health, Regulation and Housing

## **Project Team**

- Tristan Peat - Forward Planning Team Leader
- Arron Beecham - Principal Housing Enabling and Forward Planning Officer
- Andrew Busby - Corporate Manager for Property, Leisure & Climate Change
- Tanya Wenham – Operations Manager for Public Health and Housing Options
- Claire Fry – Operations Manager for Housing
- Michael Lowman – Operations Manager for Building Services
- Jason Ball - Climate and Sustainability Specialist

## **2.0 Strategy overview**

- 2.1 The Housing Strategy sets out our vision a Council for the provision and management of housing over the next five years. In particular, as set out in the document foreword, it puts forward the following vision.

*Our vision is to meet the housing needs and aspirations of our residents through a greater choice of high-quality new and adapted homes. This will help us to support the social wellbeing needs of everyone who lives in Mid Devon and provide high quality growth in a high quality environment*

## **Purpose**

- 2.2 Building on this vision, the purpose of the Strategy is to provide a clear direction, for the next five years, to offer more housing with more choice by developing new homes and improving existing homes and communities. There is a particular focus on affordable and social rent properties alongside a strong commitment to having low-carbon, accessible and adaptable homes. This means we can support our most vulnerable residents to access and maintain good quality housing which meets their needs.

## **Strategic context**

- 2.3 The Housing Strategy for Mid Devon does not stand alone and most of the priorities and actions within it operate alongside existing strategies, delivery plans and policies. In particular, it is guided by policies and priorities outlined in the Mid Devon Local Plan 2013-2033 and the Corporate Plan 2020-24.

- 2.4 This Strategy has also been developed in the context of the role of the Heart of the South West Local Enterprise Partnership which aims to boost the regional economy across the Devon, Plymouth, Somerset and Torbay region with high living standards and outstanding quality of life.
- 2.5 It is important that Mid Devon continues to contribute towards regional ambitions for growth by continuing to work with other Local Authorities and regional partners. From a national perspective, in recent years the Government has introduced a raft of new legislation to stimulate and speed up housing supply across all forms of tenure and to reform the welfare system. Most recently, in November 2020 we saw the publication of the Government's Social Housing White Paper which will place new responsibilities on us as a Social Landlord and direct provider of social housing.
- 2.6 We have taken these changes, opportunities and strategic direction of travel into account within the development of this draft document. It is also important that we are responsive to further legislative changes as they emerge and shape these policies to meet the needs of our local housing market. This Strategy sets out Mid Devon District Council's considered housing plans and actions for the period 2021-2025 taking into account the national, regional and local context as discussed in more detail in the introduction to the Strategy itself.

### **Priorities and objectives**

- 2.7 In recognising the above context, the following 'HOME' priorities have been developed, as previously introduced in the January report, taking into account the supporting evidence and documents that underpin the Strategy.

**Housing** - increase delivery of quality designed, well-built homes across the housing market to meet identified needs

**Optimise** - fit for purpose healthy, sustainable, adaptable homes optimised for high energy efficiency and low carbon impact

**Making the most** - making the most of our existing homes across the private and public sector in all forms of tenure

**Engage** - engaging and working with others including partner organisations to deliver our aims

- 2.8 Consequently, the Strategy is divided into four chapters which expand upon each of our key housing priorities. All priorities have equal weighting; each impacts on the other and much of the work around these priorities will necessarily be overlapping and interdependent.
- 2.9 Within each chapter are specific objectives and targets to deliver the different elements that make up each priority.
- 2.10 Overall, some 40 objectives are described within the Strategy and ultimately this provides a detailed but strong framework; setting direction for each of our partners and stakeholders involved in housing; residents, ward members, housing associations, developers, government bodies, regulators, investors,



private landlords, charities, voluntary groups and the Council – to provide the right type of homes that are needed.

- 2.11 Members will therefore need to consider the document and the objectives set out holistically within boundaries of where we have an influencing, commissioning or direct delivery role with regard to the provision of housing. Within the latter, members have previously expressed a direct interest in the delivery of new Council Houses. These are covered in Chapter One of the document and Objectives 5 and 6 specifically. More information is provided in Annex 2 on the information that underpins a combined target to provide 160 new Council Houses by 2025 of a mix of social and affordable rent.
- 2.12 Finally, the Strategy, in its conclusion, sets out how its priorities and objectives will be delivered, reviewed and updated going forward.

### **3.0 Proposed adoption timeline and consultation**

- 3.1 The Mid Devon Scrutiny committee meeting in June 2021 considered the pending adoption of an updated Housing Strategy and noted that the document would be considered by this PDG and Cabinet in its first round for approval to go to consultation and then be considered by Scrutiny committee prior to it coming back to the PDG ahead of a final recommendation to Cabinet to adopt the final Strategy.

- 3.2 Accordingly, the following consultation roadmap and timeline is proposed:

- 20 July – Housing PDG with recommendation that Cabinet approve draft for consultation
- 16 August – Scrutiny Committee
- 31 August – Cabinet with recommendation to approve draft for consultation
- September external consultation
- 20 September – verbal update to Housing PDG on initial consultation feedback
- Late September – early October – final updates to Strategy document
- 26 October – Cabinet recommendation to adopt final strategy

- 3.3 In addition to general public consultation, it is proposed that a targeted consultation on the draft Strategy will be carried out with a wide range of interested regional and local organisations as set out in Page 11 of the Strategy.

### **4.0 Links with Climate Change**

- 4.1 Housing is one the largest contributors to carbon emissions and is itself potentially very widely impacted by the effects of climate change. A key thread throughout the Strategy was recognising and responding to this link and support our wider climate aspirations within both the Corporate Plan and our Carbon Action Plan. This is explored further below.

- 4.2 Our Corporate Plan and links to this strategy on Climate Change:

- Introduce zero carbon policies for new development

- Encourage the piloting of Modern Methods of Construction (MMC) and self-build opportunities
- Use new development as opportunities to help communities to become increasingly sustainable and self-sustaining at neighbourhood level (district heating, energy use, recycling/re-use systems etc)

## Sustainability

- 4.3 Mid Devon District Council is committed to tackling climate change and how our whole way of living influences our environment. Sustainability is a priority within this Strategy and the specific Objectives set out how we will address sustainability issues through partnership and innovative design and development of new housing and the refurbishment of existing properties.
- 4.4 Sustainable development can be defined as *“development that meets the needs of the present, without compromising the ability of future generations to meet their own needs”*.
- 4.5 Protecting and conserving the natural environment is an important essential part of that, but sustainability also incorporates economic and social elements. This means meeting the diverse needs of all people in existing and future communities, promoting personal wellbeing, social cohesion and inclusion, and creating equal opportunity.
- 4.6 The Council will also strive to improve the natural environment, including flood protection and to work to reduce consumption, increase recycling and promote low carbon energy. Existing homes and the building of new homes contribute heavily to CO<sub>2</sub> emissions and therefore climate change impact. Sustainability can be said to encompass the following key aspects.

## Economic

- 4.7 Affordability of rent / purchase and running costs; proximity to a range of well-paid employment opportunities; availability of suitable and sustainable modes of transport and connectedness to local services, shops and educational opportunities.
- 4.8 The opportunity to achieve both environmental and economic sustainability by ensuring that homes combine the benefits of low or zero/no carbon energy or heating performance with the economic benefits of lower running costs are critical.

## Social

- 4.9 Includes the suitability of housing for different types of households and incomes; adaptability of housing to meet different stages of life. As well as ensuring that accommodation for people with particular care and support needs, including those with learning and physical disabilities, are met within supportive and sustainable neighbourhoods. For example, designing homes with suitable technology to assist in care; ensuring that development of housing with support and care is included in housing developments and appropriately staffed and funded; encouraging housing providers to ensure that housing

developments incorporate space for play and recreation; considering how to facilitate intergenerational living as well as housing designated for particular age groups.

## Environmental

- 4.10 In the realm of new homes development, design features and construction methods can play a critical role in mitigating adaptation to the effects of climate change, such as flooding and overheating and in addition to mitigating climate impacts by avoiding further contributions of greenhouse gas to CO<sub>2</sub> emissions.
- 4.11 Modular construction methods can reduce environmental impact from construction waste and transportation and build homes more quickly and with future flexibility. The location of new homes and design policies can help conserve Natural Capital, enhance rather than threaten biodiversity, and wildlife and create homes and neighbourhoods that encourage lower carbon living and more sustainable lifestyles. Local authorities have a critical role to play in planning for and guiding housing development and supporting retrofitting, in order to enhance, rather than compromise, our environment. The Council's policies and associated strategies, including Public Health policies all have a part to play in delivering economically, socially and environmentally sustainable housing.
- 4.12 In the realm of existing homes, retrofitting and improving the environmental efficiency of homes is a key aspect of decarbonising our society, reducing fuel poverty and meeting our climate targets.

## Community-led and self-build Housing

- 4.13 In recent year's central government has encouraged community groups, parish councils and local authorities to promote community-led affordable housing development and opportunities for self-build. Dedicated funding has been made available through the Community Housing Fund to build capacity for community-led housing initiatives.

## 5.0 Recommendation

- 5.1 In accordance with the above, the following recommendations are therefore made:
  - (a) Members recommend to Cabinet that they approve the draft Housing Strategy 2021-25 attached in Annex 1 for external and public consultation
  - (b) Members note the proposed timeline and stages for adoption of the Housing Strategy as set out in section 3.2 of this report

**Contact for more Information:** Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing [snewcombe@middevon.gov.uk](mailto:snewcombe@middevon.gov.uk)

**Circulation of the Report:**

Members of the Housing PDG  
Cllr Bob Evans, Cabinet Member for Housing and Property Services  
Leadership Team  
Corporate Management Team  
Service/Operations Managers  
Legal Services  
Housing Strategy Working Group

**List of Background Papers:**

Current MDDC Housing Strategy  
<https://www.middevon.gov.uk/residents/housing/housing-strategy/>



## Annex 2

**Objective 5 of the Strategy seeks to retain a viable Council Housing stock baseline of a minimum 3,000 properties through full use of available Right to Buy (RTB) 1-4-1 receipts.**

How measured - Monitor the number of social rent properties delivered for the Mid Devon Housing Revenue Account/Council Housing stock

Target - Deliver 60 new Council homes between 21- 25 and a further 20 by 2027

The initial 60 unit target for 21 – 25 is set out in the MDDC 5-Year Right-to-Buy (RTB) receipts 1-4-1 Build Programme as summarised below. This is a rolling plan and once future receipts are ascertained then years 26-27 will be added with an estimated target of 20 units.

Year Of Receipt	2018/19	2019/20	2020/21	2021/22	2022/23	Totals
Year of Accountability	2021/22	2022/23	2023/24	2024/25	2025/26	
1-4-1 Receipts	£1,040,248.82	£539,555.82	£484,409.82	£568,409.82	£836,409.54	£3,469,033.82
Utilisation Expenditure @ 40%	£2,600,622.05	£1,348,889.55	£1,211,024.56	£1,421,024.55	£2,091,023.83	£8,672,584.54
Residual Funding Requirement (MDDC)	£1,560,373.23	£809,333.73	£726,614.73	£852,614.73	£1,254,614.30	£5,203,550.72
	<b>1-4-1 Usage</b>	<b>1-4-1 Usage</b>	<b>1-4-1 Usage</b>	<b>1-4-1 Usage</b>	<b>1-4-1 Usage</b>	<b>Units</b>
Location in Cullompton (6 Pods) - see Note 1	£390,000.00					6
Location in Tiverton (8 Pods) - see Note 1	£550,000.00					8
3 Buy Backs at Average Cost	£160,000.00					3
<b>2021/22 Total</b>						<b>17</b>
Beech Road, Tiverton (3 new)		£190,000.00				3
Westfield Road, Tiverton (1 new)		£14,000.00				1
Siddalls Gardens, Tiverton (2 new)		£52,000.00				2
3 Buy Backs at Average Cost		£160,000.00				2
<b>2022/23 Total</b>						<b>8</b>

Wordland Cross, Cheriton Fitzpaine (6 new)			£300,000.00			6
3 Buy Backs at Average Cost			£160,000.00			3
Hunters Way, Culmstock (1 new)			£56,000.00			1
<b>2023/24 Total</b>						<b>10</b>
Palmerston Park, Tiverton (1 new)				£54,000.00		1
Barnes Close, Willand (1 new)				£54,000.00		1
3 Buy Backs at Average Cost				£160,000.00		3
Allington Terrace, Morchard Road (1 new)				£64,000.00		1
<b>2024/25 Total</b>						<b>6</b>
Location in Tiverton (14 Pods) - see Note 2					£880,033.82	14
Bowley Meadow, Bradninch (2 new)					£65,000.00	2
3 Buy Backs at Average Cost					£160,000.00	3
<b>2025/26 Total</b>						<b>19</b>
						<b>60</b>
<b>Total</b>	<b>£1,100,000.00</b>	<b>£416,000.00</b>	<b>£516,000.00</b>	<b>£332,000.00</b>	<b>£1,105,033.82</b>	<b>£3,469,033.82</b>

Note 1 – locations subject to pre-planning and public/resident scheme specific consultation in July 2021 and therefore locations are not specified within this report however will be made public when the formal consultation is live

Note 2 – location will be subject to future public/resident consultations and therefore is not specified at this stage within this report

**Objective 6 of the Strategy seeks to grow the Mid Devon Council Housing stock beyond baseline through additional, non 1-4-1 mechanisms, for example s106 or Homes England Affordable Homes programme.**

Target -	Deliver 70 new Council homes between 21 – 23 and additional 15 homes per annum thereafter to 2025
How measured –	Monitor the number of social rent and affordable homes delivered for the Mid Devon Housing Revenue Account/Council Housing stock

The initial target to 2023 will be met through the delivery of 70 affordable homes (including 8 for social rent) at Post Hill, Tiverton. The remainder will be met through additional sites at the latter end of the strategy period, split nominally 15 units each year through the Affordable Homes Programme or related schemes.





---

# **A Housing Strategy for Mid Devon 2021-2025**





# Contents

<b>Foreword</b>	<b>4</b>
<b>Introduction</b>	<b>5</b>
<ul style="list-style-type: none"><li>- Strategic context</li><li>- A Housing Strategy for Mid Devon District Council 2021-25 and our HOME priorities</li><li>- We are Mid Devon</li><li>- Key achievements</li><li>- Challenges</li><li>- Purpose of the strategy</li><li>- Development and consultation</li></ul>	
<b>Chapter One</b>	<b>12</b>
Housing: increase delivery of quality designed, well-built homes across the housing market to meet identified needs	
<b>Chapter Two</b>	<b>31</b>
Optimise: fit for purpose healthy, sustainable, adaptable homes that are optimised for high energy efficiency and low carbon impact	
<b>Chapter Three</b>	<b>37</b>
Make: making the most of our existing homes	
<b>Chapter Four</b>	<b>47</b>
Engage: engaging and working with others to deliver our aims	
<b>Conclusions</b>	<b>56</b>
<ul style="list-style-type: none"><li>- How we will deliver the Strategy</li><li>- Reviewing the Strategy</li><li>- Closing statement</li></ul>	

# Foreword

## Our vision for Mid Devon

Our vision is to meet the housing needs and aspirations of our residents through a greater choice of high-quality new and adapted homes. This will help us to support the social wellbeing needs of everyone who lives in Mid Devon and provide high quality growth in a high quality environment.

Having a good home is vitally important. It is important for our health, education, feeling of security and of course our economic well-being. It can give the best start in life to our children and the best care and support required in our later years. Housing encompasses every aspect and all stages of our life. It is the foundation upon which people can build happy and successful lives, allowing communities to thrive. Such communities not only serve current residents, but encourage those seeking positive change, helping to build multi-skilled and multi-cultural societies.

New housing and a greater choice of housing is also a key part of our economic transformation strategy. The right mix of good quality housing of all types, sizes and tenures will underpin our skills offer to new business investment by meeting the needs of our current and future residents. It is important that we support housing growth to meet a growing population and to support economic growth, but this cannot be achieved solely by developing new homes, but also by focusing on our existing stock and making better use of it for everyone, including our vulnerable households.

We know that achieving our vision will not be easy in these times of constant change and with fewer resources, but it is important that we are ambitious and innovative in realising our vision and continue to improve the excellent housing services we have in Mid Devon. Partnership working will be key to this. The economy will continue to change and new housing policy will emerge through the life of this strategy. We need to make sure we are prepared for these changes and can adapt to meet local housing need.

With our partners we will work hard to bring to reality our vision and the priorities within this strategy.



**Cllr. Bob Evans**

Deputy Leader and Cabinet Member for Housing and Property Services

# Introduction

## Strategic context

The Housing Strategy for Mid Devon does not stand alone and most of the priorities and actions within it operate alongside existing strategies, delivery plans and policies. In particular it is guided by policies and priorities outlined in the Mid Devon Local Plan 2013-2033 and the Corporate Plan 2020-24.

This strategy has also been developed in the context of the role of the Heart of the South West Local Enterprise Partnership which aims to boost the regional economy across the Devon, Plymouth, Somerset and Torbay region with high living standards and outstanding quality of life.

It is important that Mid Devon continues to contribute towards regional ambitions for growth by continuing to work with other Local Authorities and regional partners. From a national perspective, in recent years the Government has introduced a raft of new legislation to stimulate and speed up housing supply across all forms of tenure and to reform the welfare system. Most recently, in November 2020 we saw the publication of the Government's Social Housing White Paper which will place new responsibilities on us as a Social Landlord and direct provider of social housing.

There is an agreement from all major political parties nationally that housing is a top national priority. That presents an opportunity for local authorities and their partners to deliver effective leadership that brings together communities, housing, town and country planning together with public health and social care. This strategy is looking to provide a combined commitment within these complex strands for the benefit of our residents, building upon and developing a number of informal and formal partnerships we already have in place. A strong corporate commitment and effective leadership features strongly in this Strategy. We hope that the delivery of the strategy will be a catalyst for innovation, positive change and a more sustainable housing landscape that puts residents and communities at the heart of what we are trying to do.

We have taken these changes, opportunities and strategic direction of travel into account within the development of this strategy. It is also important that we are responsive to further legislative changes as they emerge and shape these policies to meet the needs of our local housing market. This strategy sets out Mid Devon District Council's considered housing plans and actions for the period 2021-2025 taking into account the national, regional and local context set out below.

### National Context

- Housing Acts 1985, 1988 and 2004
- Localism Act 2011
- Laying The Foundations: A Housing Strategy for England 2011
- Welfare Reform and Work Act 2016
- Housing and Planning Act 2016
- Homelessness Reduction Act 2017
- National Planning Policy Framework 2020
- Care Act 2014
- English Housing Survey 2015-2016
- The Charter for social housing residents: social housing white paper 2020

### Regional Context

- Heart of the South West Local Enterprise Partnership 'Blueprint for Clean Growth' 2021
- Devon County Council/NHS Devon CCG Housing and Accommodation Strategy - Healthy Lives, Vibrant Communities and Housing Choices 2020-2025
- Exeter City Council Housing Strategy 2016-2020
- East Devon Housing Strategy 2017
- Somerset Housing Strategy 2019-2023

### Local Context

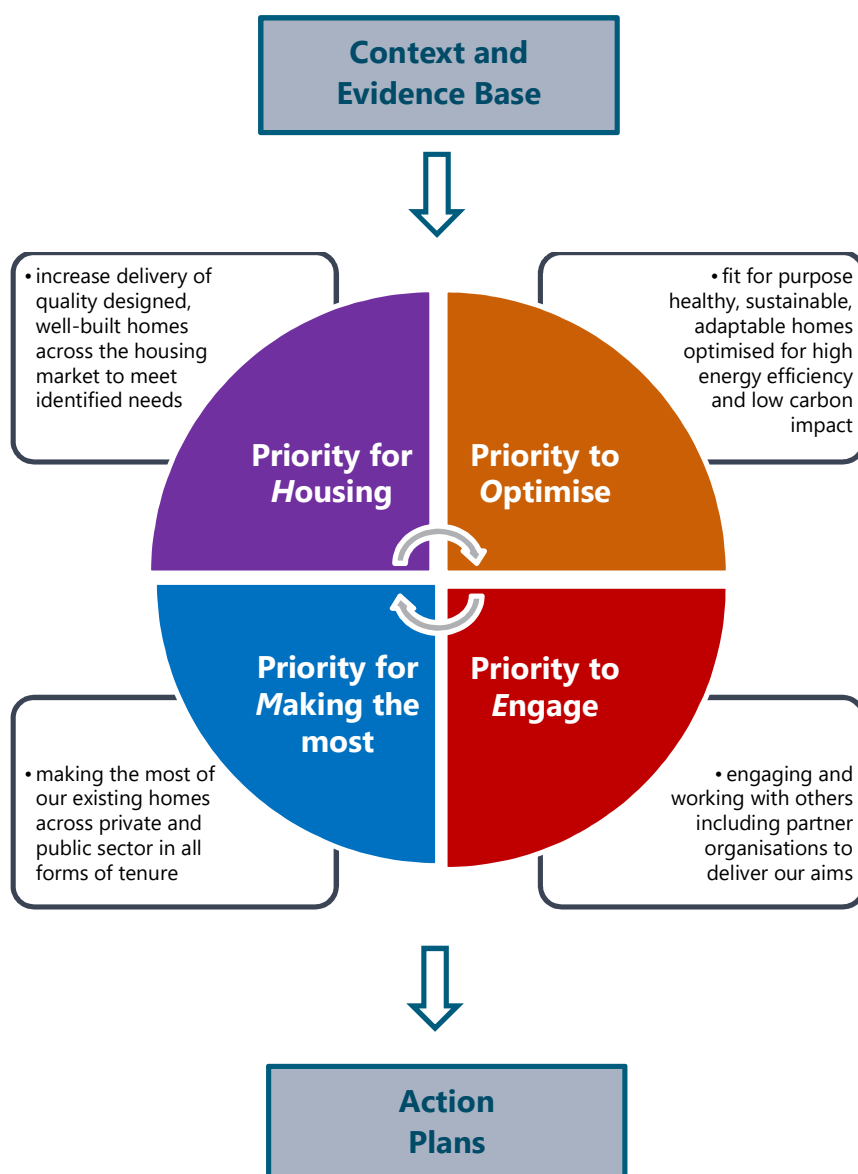
- Mid Devon Local Plan 2013-2033
- Strategic Housing Market Needs Assessment (in development)
- Neighbourhood Plans
- Corporate Plan 2020-24
- Housing Assistance Policy 2019
- Homeless Prevention & Rough Sleeping Strategy 2020-2025
- Housing Strategy 2015-2020
- Enforcement Policy 2020
- Tenant Census Report 2020

## A Housing Strategy for Mid Devon District Council 2021 – 25

In recognising the national, regional and local context for this strategy the following priorities (HOME) have been developed. These also take account of the supporting evidence and documents that underpin this context.

All priorities have equal status and are interdependent. One cannot be delivered without the other.

### Housing Strategy for Mid Devon 2021 - 2025





## We are Mid Devon

Mid Devon is a fantastic place to live, work, study and visit. As a rural district we cover an area of 353 square miles (914 km<sup>2</sup>) in the beautiful agricultural heartland of Devon, between Dartmoor, Exmoor and the Blackdown Hills.

More than half the population of some 82,000 people is scattered in villages in the rural hinterland, with the balance divided between the three main towns of Tiverton, Cullompton and Crediton.

While it is the 23rd-largest district council in England by area, it is also the 34th-smallest by population. We lie to the north of the city of Exeter, one of the most rapidly expanding economies in the country, and as a district council Mid Devon has sought to maximise this opportunity by delivering quality growth in a high-quality environment.

Mid Devon District Council is a progressive council committed to providing high quality and sustainable services, creating an environment where communities and businesses can flourish and grow together. Our forward looking Local Plan is recently adopted and our Council Housing, Homelessness and Private Sector Housing services are all held in high regard.

## Key achievements

This strategy builds upon our previous housing strategy in which we have made significant progress in addressing our key housing issues. The following are some of the key achievements since 2015:

- Directly provided over 40 new social rent homes to our stock of Council Housing
- The opening of our new, award nominated Turner Rise scheme of 26 properties in Tiverton (2020 South West LABC Building Excellence Award in the Best New Small Social or Affordable Housing Development category)
- Developed an ambitious new build programme for social rent and affordable housing for our Council Housing stock
- Currently commissioning a major new scheme for 70 new affordable homes at Post Hill Tiverton which will also be part of our Council Housing stock
- As a further part of our Council Housing stock, we have commissioned innovative net-carbon zero modular 'Zed Pods' social rent schemes in Cullompton and Tiverton for completion this year; one of the first such social housing schemes nationally
- Successful national Culm Garden Village expression of interest has led to a long-term plan to deliver up to 5,000 sustainable new homes alongside key facilities, infrastructure and a country park
- The planning system has been used effectively with an additional 418 affordable homes, delivered through planning obligations



- Have given planning permission to over 4 self-build plots since the adoption of the Mid Devon Local Plan 2013-2033 and the introduction of a policy for custom and self-build
- Received a Community-Led Housing Fund grant of over £131,000 ring-fenced for the delivery Community Led Housing
- Brought over 500 empty homes back into use
- Undertaken joint working with Wessex Community Housing to support Community Land Trusts over 4 years and have a Community Housing Fund project group in place to support more community led housing schemes
- We have assisted more than 290 disabled residents to continue to live in their own homes with Disabled Facilities Grants (DFGs)
- Completed 20 Eco-flex grants to deliver energy efficiency and affordable warmth improvements to these residential properties
- We have responded to over 300 housing complaints, of which 140 included the most serious Category 1 Hazards
- Inspected 120 properties as potential Houses in Multiple Occupation and licensed 19
- We have met Decent Homes Standard across our entire Council Housing Stock (around 3,000 homes)
- Fully refurbished Ivor Macey House as a specialist temporary accommodation unit
- We conducted a review and produced a new Homeless Prevention & Rough Sleeping Strategy 2020-2025
- Provided hundreds of 'Lifeline' community alarms to help households to continue living independently in their own homes.

## Challenges

We recognise that there are still significant challenges to address, as a rural county we have a very low population density of 0.9 people per hectare (compared to England average of 4.1) with a higher dispersed, ageing housing stock.

Pockets of social isolation exist in many communities, often related to age, poverty, slow broadband speeds and lack of transport.

Our average income remains below the national average with a relatively low-pay economy, but local house prices continuing to remain too high for many on low to medium incomes to afford.

Projections indicate that the biggest rise in future population growth will occur amongst older people. We need to plan to meet these changing needs and ensure that older people get the housing and support that they need. People are living longer, but more of our lives are spent in ill health or disability.

We also have an in migration of 40+ year olds seeking lifestyle change, using capital asset of homes in higher house price areas to outbid / out compete local people and out migration of younger people for education and work

Housing supply remains an issue, especially for one-bedroom properties due to increase of single-person households, especially older persons and the single under 35s. We also have a shortage of larger, family properties with 3+ bedrooms.

The Council has also declared a Climate Emergency and all new policy and strategy documents will need to be set against our low carbon and other environmental priorities. We are working with all Devon local authorities to a County wide target of 2050, but will aim for Mid Devon District Council to achieve Net Zero by a more ambitious date of 2030, also supporting our communities to reach Net Zero.

### **Purpose of the strategy**

Our Housing Strategy sets out a clear direction, for the next five years, to offer more housing with more choice by developing new homes and improving existing homes and communities. There is a particular focus on affordable and social rent properties alongside a strong commitment to having low-carbon, accessible and adaptable homes. This means we can support our most vulnerable residents to access and maintain good quality housing which meets their needs. This will help our hamlets, villages and towns to be sustainable in the longer term and contribute to the district's prosperity and wellbeing.

The strategy is divided into four chapters which expand upon each of our key housing priorities. All priorities have equal weighting; each impacts on the other and much of the work around these priorities will necessarily be overlapping and interdependent.

The Council cannot achieve this alone which we recognise by making engagement and working with others one of our priorities. This strategy can only be achieved by working closely with partners, residents and communities as shared resources and innovative partnerships and solutions are the best way forward to meet future challenges.

Ultimately, this strategy is a framework; setting direction for each of our partners and stakeholders involved in housing; residents, ward members, housing associations, developers, government bodies, regulators, investors, private landlords, charities, voluntary groups and the Council – to provide the right type of homes that are needed. This, in turn, provides the foundation for our residents to reach their potential and for our communities to thrive.

## Development of the strategy and consultation

The development of this strategy was led by a Strategy working group with a wide range of key internal stakeholders and contributors.

### **Project Board**

Cllr Bob Evans – Cabinet Member for Housing and Property Services  
Jill May – Director of Business Improvement and Operations  
Jenny Clifford – Head of Planning, Economy and Regeneration

### **Project Lead and Manager**

Simon Newcombe – Corporate Manager for Public Health, Regulation and Housing

### **Project Team**

Tristan Peat – Forward Planning Team Leader  
Arron Beecham – Principal Housing Enabling and Forward Planning Officer  
Andrew Busby – Corporate Manager for Property, Leisure & Climate Change  
Tanya Wenham – Operations Manager for Public Health and Housing Options  
Claire Fry – Operations Manager for Housing  
Michael Lowman – Operations Manager for Building Services  
Jason Ball – Climate and Sustainability Specialist

Prior to wider, public and external stakeholder consultation on this strategy, internal consultation on a draft strategy was undertaken with all operational service leads, Legal Services and Leadership Team at the Council before consideration by the Council's member Housing Policy Development Group and Cabinet.

In addition to indirect public consultation, a targeted consultation on the final draft Strategy will be carried out with the following organisations:

- Exeter City Council, East Devon and Teignbridge District Councils (Exeter Strategic Housing Market Area)
- North Devon and Somerset West and Taunton Councils (neighbouring Local Authorities)
- Devon County Council
- Churches Housing Action Team (CHAT)
- Devon Rural Housing Partnership
- Devon and Cornwall Housing Options Partnership
- Devon Home Choice
- Registered Providers (Housing Associations)
- Mid Devon Gypsy and Traveller Forum
- Town and Parish Councils
- Lendology Community Interest Company (CIC)
- Navigate Charitable Incorporated Organisation (CIO)

# CHAPTER ONE

## **Strategic Housing Priority 1: Housing - increase delivery of quality designed, well-built homes across the housing market to meet identified needs**

There are 19 objectives within this strategic priority:

### ***Maintaining a supply of new homes and sustainability***

Objective 1 - Maintain the supply of new homes in Mid Devon

### ***Meeting all housing needs of all types and tenures and type***

Objective 2 - Focus the delivery of new homes in sustainable places

Objective 3 - Secure more affordable housing

Objective 4 – First Homes

Objective 5 - Retain a viable Council Housing stock baseline of a minimum 3,000 properties through full use of available 1-4-1 receipts

Objective 6 – Grow the Mid Devon Council Housing stock beyond baseline through additional mechanisms

### ***Meeting housing needs of rural communities***

Objective 7 – Understand housing need in rural areas

Objective 8 - Support community led housing schemes

### ***Raising building design standards – accessibility, design quality and climate change***

Objective 9 – Improve accessibility standards in new homes

Objective 10 – Improve design quality in new homes

Objective 11 – Improve the climate change sustainability and resilience of new Council Housing

### ***Preventing homelessness and supporting priority households***

Objective 12 – Minimising rough sleeping

Objective 13 – Maximising prevention activities and outcomes

Objective 14 – Increasing accommodation options

Objective 15 – Improving health and wellbeing by supporting those with complex needs

### ***Gypsy, traveller and travelling showpeople provision***

Objective 16 – Meet the housing needs of Gypsies and Travellers

### ***Modern methods of construction***

Objective 17 – Pilot modern methods of construction (MMC)

### ***Custom and Self-Build***

Objective 18 - Facilitate the delivery of serviced plots for custom and self-build housing

Objective 19 - Support custom and self-build

## 1.0 Housing

### *Maintaining a supply of new homes*

- 1.1 The Council has a key role in the delivery of new homes in Mid Devon, both as the Local Planning Authority facilitating new homes through the planning process and as a Housing Authority responsible for providing and maintaining a retained stock of council houses.
- 1.2 The Mid Devon Local Plan Review was adopted on 29th July 2020. This sets a target for the delivery of 393 new homes across the district (excluding the part within the Dartmoor National Park) each year in the period to 2033. The target has been informed through a technical assessment of housing need completed in 2015, known as the Strategic Housing Market Assessment (SHMA) or Local Housing Assessment (LHNA) and a study which identified further new homes needed as a result of jobs created through major tourism, leisure and shopping development proposed at Junction 27. The Local Plan includes provision for delivering 393 new homes each year on sites that are allocated for development at the three main towns and some of the identified villages, and also through development on windfall sites.
- 1.3 The annual target of a minimum of 393 new homes delivered each year is used to inform an assessment of whether a 5 year supply of deliverable sites for housing has been met in the district. This target will be reviewed through the preparation of a new local plan for Mid Devon, informed principally through a new Local Housing Needs Assessment (LHNA).

### **Objective 1 – Maintain the supply of new market homes in Mid Devon**

<b>How measured -</b>	<b>Number of net additional homes each year</b>
<b>Target -</b>	<b>393</b>
<b>Source -</b>	<b>Mid Devon Local Plan / Mid Devon KPI 28</b>

- 1.4 The preparation of the Mid Devon Local Plan has been guided by national planning policy and sets out a vision, a spatial strategy and strategic and non-strategic policies for guiding where development can place and which parts of the district will be protected.
- 1.5 At the core of the Local Plan vision is achieving sustainable development where providing for the development needs of the current generation does not worsen the lives of future generations. In essence this can be achieved through meeting objectively assessed needs and guiding development to locations that are or which can be made sustainable through achieving a suitable balance of housing, employment, facilities **13**

and other uses; reducing the need to travel by car and increasing the potential for walking, cycling and public transport; reducing carbon emissions; and promote social inclusion and reduce inequalities.

- 1.6 To achieve sustainable development the spatial strategy of the Local Plan identifies Cullompton as the strategic focus of new development, Tiverton and Crediton as secondary focus of new development, and more modest growth at villages. Local Plan Policy S2 and table 5 set out the amount (minimum dwellings) and distribution of development across the district as follows: Tiverton (2,358 (30%)), Cullompton (3,930 (50%)), Crediton (786 (10%)) and Rural (786 (10%)). Monitoring development at the three main towns, villages and elsewhere in the district can help measure how sustainable development is being achieved.
- 1.7 Sustainable development can mean many things, but will include locating development in the right places; good access to public transport and opportunities to travel by active and sustainable modes, existing infrastructure including amenity space and access to shops, leisure and medical services. This is consistent with promoting community well-being and further driven by a need to reduce carbon and local pollution emissions and Government policies to cease production of internal combustion engine cars by 2030.

## Objective 2 – Focus the delivery of new homes in sustainable places

<b>How measured -</b>	<b>Monitor the amount and distribution of new housing against strategic targets</b>
<b>Target -</b>	<b>Tiverton (30%), Cullompton (50%), Crediton (10%) and rural (10%)</b>
<b>Source -</b>	<b>Mid Devon Local Plan</b>

### *Meeting all housing needs of all types and tenures and type*

- 1.8 National planning policy makes clear that policies in local plans should reflect the size, type and tenure of housing needed for different groups in the community. This can include those who require affordable housing, travellers and people wishing to commission or build their own homes, which are the focus of this housing strategy.
- 1.9 Many households are unable to afford to buy or rent a home on the open market that meets their housing needs. Mid Devon is characterised by low wages, house prices kept high through second home ownership, a restricted supply of new homes and lack of choice. Additionally, the district can be a popular retirement destination with further inward migration from towns and cities for remote working reasons due to the Covid pandemic which can place pressure on the local property market

- 1.10 The planning process can provide a means to secure the delivery of affordable housing through new development which is kept affordable in perpetuity. This can include requiring a proportion of the new homes to be affordable on site allocations in the Local Plan and in development above a threshold, and also a policy regime for affordable housing on exceptions sites at identified settlements in rural areas where planning permission would not be granted for market housing. The Council also has a retained stock of housing which is made available to rent.
- 1.11 Not all affordable homes are of the same affordability and there is a need for a mix of types of provision (e.g. number of bedrooms / size and tenure arrangement) to help best meet all levels of need and household incomes.
- 1.12 The Council's Corporate Plan 2020 – 2024 includes a priority to deliver more affordable housing and greater numbers of social rented homes in the district and will look for opportunities to assist such schemes. However, it is recognised that social rented schemes can require a greater level of public subsidy or grant support to make them viable, than other forms of rented affordable housing.
- 1.13 The Local Plan identifies a target of 124 affordable homes to be completed each year to meet needs arising in the district. However, the ability to achieve this through securing affordable housing on development sites will be subject to those developments being viable and which could be affected where there may be a requirement for development also to meet other obligations. These could include the provision of infrastructure, open space and financial contributions towards the measures for the improvement of air quality. Where planning permission is sought for new housing it will be up to the applicant to demonstrate whether particular circumstances justify the need for a viability assessment which will be scrutinised by the Council. In recognition of the need to take viability into consideration a lower target of 94 new affordable homes each year is included in this strategy.
- 1.14 It is important to define the difference between affordable homes (those let at an affordable rent) and social rent homes.

### Social Rent

Homes let at below market rent by a registered provider. The rent level is calculated on a legal basis according to a formula based on property values and local earnings (target rent). This is set out in the Regulator of Social Housing's Rent Standard. Typically these rents are around 50% of the local market rate.

## Affordable Rent

Homes let at below market rent by a registered provider. The rent (including service charge) is set at up to 80% of the local market rent for an equivalent home.

### **Objective 3 – Secure more affordable housing**

<b>How measured -</b>	<b>Monitor the number of affordable homes delivered</b>
<b>Target -</b>	<b>94 new affordable homes each year</b>
<b>Source -</b>	<b>Corporate Plan 2020 – 2024/Mid Devon Local Plan KPI 29</b>

1.15 The Government has also recently introduced a new First Homes scheme which is open to first-time buyers. It is a specific kind of discounted market sale housing which meets the definition of 'affordable housing' for planning purposes. Specifically, First Homes are discounted market sale units which:

- a) must be discounted by a minimum of 30% against the market value;
- b) are sold to a person or persons meeting the First Homes eligibility criteria;
- c) on their first sale, will have a restriction registered on the title at HM Land Registry to ensure this discount (as a percentage of current market value) and certain other restrictions are passed on at each subsequent title transfer; and,
- d) after the discount has been applied, the first sale must be at a price no higher than £250,000

As the Government's preferred discounted market tenure, the policy sets out that a minimum of 25% of all affordable housing units secured through developer contributions should be First Homes. Of the remaining 75% of affordable housing secured through developer contributions, local authorities should prioritise their policy requirements on social rent. This scheme also allows local authorities to adopt additional local eligibility criteria which defines local connections and eligible key workers set out in policy. Local authorities can also require a higher minimum discount of either 40% or 50% as part of the plan-making process, subject to evidence of need and viability. We therefore have a further objective specifically to develop our approach to the delivery of First Homes.

### **Objective 4 – First Homes**

<b>How measured -</b>	<b>First Homes Policy including local eligibility criteria developed and adopted</b>
<b>Target -</b>	<b>Interim policy guidance brought into use 2021. Formal policy to be included in a new Local Plan (adoption mid 2025)</b>
<b>Source -</b>	<b>Living Homes scheme June 2021</b>



Objective 4 is supported by Objective 30 in Chapter Three (Key workers).

1.16 Not all affordable homes and most social rent homes will be provided through the planning process. The Council is also the strategic housing authority and a registered provider of social housing. This means we can deliver social rent and affordable rent housing directly into our Council housing stock to be provided and managed directly by us.

1.17 There are several mechanisms whereby we can deliver new social rent homes:

The primary mechanism is:

Utilisation of Right to Buy (RTB) receipts from the sale of existing homes in conjunction with additional capital funding provided through our Housing Revenue Account and public sector borrowing.

These RTB funds are capped to limit how much can be used to contribute to the overall cost of each new home and therefore are largely used on a one-for-one (or 1-4-1) replacement basis though we aim to do slightly better than this in order to maintain a critical mass in housing stock and a sustainable Housing Revenue Account (HRA).

We cannot combine different mechanisms, so separately from the use of RTB (1-4-1) receipts, other key additional potential delivery routes for new Council Housing are:

Planning process and planning obligations as set out under Objective 3 where the Council becomes the affordable home owner and manages this within our HRA.

Homes England Affordable Homes Programme 2021-26. This provides grant funding to support the capital costs of developing affordable housing. Under this programme the grant requested cannot be higher than it would be for Affordable Rent which means if we wished to provide Social Rent properties then the Council will have to bridge the gap.

Other ad-hoc schemes may also support part of the cost of building new Council houses, for example contribution to brownfield development or carbon reduction costs.

1.18 The Council has recently published a 5-year build programme which sets out how it proposes to use known and anticipated 1-4-1 receipts from the sale of existing Council houses under Right to Buy Provisions (RTB). This programme was developed and updated in light of the recent revisions to the use of 1-4-1 RTB receipts by the Government.

This now allows us to utilise receipts over a 5-year period (up from 3-years) with pooling available over a yearly period (up from quarterly) and increasing the cap on the cost of a replacement home that can be met from RTB receipts to 40% (up from 30%).

- 1.19 As a registered Social Housing Provider we are responsible for maintaining a sustainable HRA over a rolling 30-year period. This means we are able to maintain, refurbish and replace our existing stock and related infrastructure and replace houses lost to RTB. As a result we must undertake prudent borrowing decisions against the overall HRA and its liabilities in order to bridge the remaining 60% gap in the cost of a replacement home. This may also limit our overall ability to borrow responsibly in order to bridge any other gap in funding for social housing delivered through any of the additional mechanisms outlined above.
- 1.20 How and where we procure and deliver new Council Housing can be done in several ways and the benefits of each will be weighed up and assessed on a business case basis for each site. Options include:
- Open market tender where the Principal Contractor could either be a third-party commercial developer, the Council's own development company (3 Rivers), another local authority development company or a partnership approach
  - Direct award to a Principal Contractor through a relevant procurement framework – in particular this may be used for modular build projects
  - Direct award to a 'Teckal' company set up by the Council or another contracting authority. Such a company benefits from contracts for works, services or supply from its controlling Contracting Authority (or Authorities) without having to go through a competitive tender process
  - Direct delivery through the Council's own building services team within its One Housing service – in particular this may be appropriate for smaller schemes.

The types of schemes vary, for example:

- Brownfield or greenfield developments on market or HRA/Council own land. Examples of the latter include redundant garage plots and infill sites within the control of the Council
- Infill, remodelling, acquisitions including buy back properties, modular schemes, minor and major schemes.

**Objective 5 – Retain a viable Council Housing stock baseline of a minimum 3,000 properties through full use of available Right to Buy (RTB) 1-4-1 receipts**

<b>How measured -</b>	<b>Monitor the number of social rent delivered for the Mid Devon Housing Revenue Account/Council Housing stock</b>
<b>Target -</b>	<b>Deliver 60 new Council homes between 21- 25 and a further 20 by 2027</b>
<b>Source -</b>	<b>5-year 1-4-1 programme 2021-25, Corporate Plan 2020 – 24</b>

**Objective 6 – Grow the Mid Devon Council Housing stock beyond baseline through additional, non 1-4-1 mechanisms.**

<b>Target -</b>	<b>Deliver 70 new Council homes between 21 – 23 and additional 15 homes per annum thereafter to 2025</b>
	<b>How measured – Monitor the number of social rent and affordable homes delivered for the Mid Devon Housing Revenue Account/Council Housing stock</b>
<b>Source -</b>	<b>Corporate Plan 2020 – 2024</b>

Objective 5 is additional homes specifically provided for the Mid Devon Council stock and not counted in Objective 3, which will be properties owned/managed by private, profit or not-for-profit housing associations and other registered providers, but otherwise may still be available through the Devon Home Choice allocations process.

**Overall, objectives 5 and 6 aim to provide 160 new Council houses by 2025 of a mix of social and affordable rent.**

***Meeting housing needs of rural communities***

1.21 While the substantial proportion of earmarked housing development is focused at the three main towns of Tiverton, Crediton and Cullompton, the district is predominantly rural, with a population scattered across a large number of villages. The continued vibrancy of the rural areas is very much linked to the ability of those villages to provide a source of housing and local employment, shops and community facilities as a hub for social activity. Local Plan policies provide an opportunity for some limited development at identified villages across the district meeting local needs appropriate to their individual opportunities. This includes the allocation of some sites for housing and also providing scope for new homes on 'exceptions sites' within or adjoining village boundaries. The Local Plan also provides scope for some forms of development outside villages in the countryside, including affordable and low cost housing to meet local needs, gypsy and traveller accommodation, residential conversion of appropriate existing buildings, replacement dwellings, housing to accommodate a rural

worker and accommodation ancillary to a dwelling. However, new isolated homes will be avoided in the countryside. The preparation of a new Local Plan for Mid Devon will provide an opportunity to re-appraise the role of villages and functional relationships between them and the rural areas in which they are located through the gathering of new evidence.

- 1.22 While the preparation of a Local Housing Needs Assessment (formerly 'Strategic Housing Market Assessment') will look in detail at housing need across the district there is a continued opportunity for surveys of housing need to be undertaken at parish level. These can be carried out by the Devon Rural Housing Partnership and supported through funding from the Council in locations where there may be potential for rural housing schemes through policies in the Local Plan. The parish surveys of housing need can help inform the preparation of Neighbourhood Plans and community led housing schemes.

### **Objective 7 – Understand housing need in rural areas**

<b>How measured -</b>	<b>Parish surveys of local housing need</b>
<b>Target -</b>	<b>3 surveys each year</b>
<b>Source -</b>	<b>Partnership working with the Devon Rural Housing Partnership</b>

- 1.23 Community led housing schemes can play an important role in bringing forward sites to provide affordable new homes for local people, where those sites may typically be small, have specific delivery issues and be of no interest to developers. They can be instrumental in helping to empower local communities to shape their area and for people to continue to live where otherwise they may be forced to move away because of a lack of affordable housing opportunities. Community led housing schemes can be a means to secure properties that will continue to remain affordable in perpetuity through the use of S106 legal planning agreements. Such schemes can bring a number of other benefits, including support for smaller-scale building companies and local suppliers, providing an opportunity to raise design standards, energy efficiency and opportunities for modern methods of construction and for people to be directly involved in the building or commissioning the building of their own home.

- 1.24 In addition to on-line sources of information (for example, <https://www.communityledhomes.org.uk/community-led-housing-toolkit>) Community groups can seek support from the Council, which can include:

- Land use planning and other technical advice
- Potential financial support through the Community Led Housing Fund and the Section 106 affordable housing funds

- The Devon Rural Housing Partnership, which is a partnership of Local Authorities and Housing Associations and which commissions Devon Communities Together (experts in rural housing enabling).
- 1.25 In 2016 the Council was awarded £131,359 through the Government's Community Housing Fund, which is ring-fenced to help support local communities with housing projects across the district. This can be achieved through working in partnership with community groups (including Community Land Trusts), registered providers, landowners and other stakeholders
- 1.26 There are currently two 'live' community led housing schemes in Mid Devon at Chawleigh and at Sampford Peverell. The recent appointment of a Housing Enabling officer will build capacity for the Council to provide increased support to communities wishing to bring forward housing schemes in their areas.

<b>Objective 8 -</b>	<b>Support community led housing schemes</b>
<b>How measured -</b>	<b>Assist Community Land Trust through the Community Led Housing Fund</b>
<b>Target -</b>	<b>1 Community Land Trust provided grant funding each year, subject to assessment criteria being met</b>
<b>Source -</b>	<b>Corporate Plan 2020 – 2024 / Mid Devon KPI 26</b>

### ***Raising building design standards – accessibility, design quality and climate change***

- 1.27 National planning policy makes clear that good design is a key aspect of sustainable development, and creates better places in which to live and work. The Local Plan policies S1 and DM1 set out the Council's policies for achieving good design in the district and these are supported through the Mid Devon Design Guide that was adopted by the Council in October 2020.
- 1.28 The Mid Devon Strategic Housing Market Assessment (SHMA) outlines that the proportion of people aged over 60 is likely to increase significantly over the next 20 years. The District's aging population will give rise to the need for proposals for elderly person's accommodation including sheltered accommodation, care homes and nursing homes. Indeed, the projected growth of the 65+ population in Mid Devon between 2013 and 2033 is expected to increase by +54.3%. This equates to approximately 9,366 more people aged 65+ by 2033. Mid Devon is projected to have the highest increase in older people in the Exeter Housing Market Area, with a 54.3% increase in the population aged 65+ between 2012-33 (the average across Exeter HMA authorities being +44.4%) and an 81.8% increase in people aged 75+ over the plan period.

- 1.29 In general terms, care and support needs increase with age. However, more people are staying in their properties longer with support and care being supplied by external agents in their home. The latest census (March 2011) indicated that approximately 7% (5,792) of Mid Devon's population (77,750) were limited a lot in their day to day activities and 10% (7,708) were limited a little in their day to day activities due to a long term health problem or disability. Furthermore, data from the Council's 'Authority's Monitoring Report' (2018) highlights that approximately 20.3% of households in Mid Devon include a member with a disability and only 9.7% of the housing stock is comprised of adapted households.
- 1.30 Given that future demographic changes will inevitably result in greater demands for housing suitable for older people and those with disabilities, there is a clear need to improve accessibility standards in new homes. This is required through Local Plan Policy DM1 criterion (i) which stipulates that on sites of 10 dwellings or more the provision of 20% of dwellings built to Level 2 of Building Regulations Part M (access to and use of new dwellings). As the Government's Future Homes standard is brought into force the Council, through its Local Authority Building Control Service, will implement part L of the Building Regulations to achieve relevant energy performance in new development and any revision to the standards towards carbon zero.

### **Objective 9 – Improve accessibility standards in new homes**

<b>How measured -</b>	<b>Monitor annual completions on major sites (10 or more dwellings) to be built to Level 2 of Building Regulations Part M (access to and use of new dwellings)</b>
<b>Target -</b>	<b>20%</b>
<b>Source -</b>	<b>Mid Devon Local Plan</b>

### **Objective 10 – Improve design quality in new homes**

<b>How measured -</b>	<b>Monitor number of appeals allowed where planning permission has been refused due to poor quality design</b>
<b>Target -</b>	<b>0</b>
<b>Source -</b>	<b>Mid Devon Local Plan / Design Guide</b>

- 1.31 The Council declared a climate emergency in 2019. We have agreed to work to the Devon-wide target of 2050, but will aim for Mid Devon to become carbon neutral by a more ambitious date of 2030. This means we must consider the sustainability of all new homes we directly deliver, both through climate impact and their resilience to climate change.

## **Objective 11 – Improve the climate change sustainability and resilience of new Council Housing**

<b>How measured -</b>	<b>Monitor % of properties that meet defined net-carbon zero and other standards (e.g. Passivhaus)</b>
<b>Target -</b>	<b>100% of all new build Council homes to be net-carbon zero by 2025 and meet a defined comfort and energy use standard</b>
<b>Source -</b>	<b>Mid Devon Climate Strategy and Action Plan</b>

### ***Preventing homelessness and supporting priority households***

- 1.32 The Council has an adopted homelessness prevention and rough sleeping strategy for the period 2020-2025. This can be viewed in full here:  
<https://www.middevon.gov.uk/residents/housing/housing-strategy/>
- 1.33 The Covid pandemic has brought about a major change to the way in which our Housing Options team manages approaches by those who are at risk of homelessness or are homeless, and the increased demand on our service.
- 1.34 At the time of developing this Housing Strategy, the full economic impact of the pandemic is yet to be felt. However, it is widely anticipated that there will be a further increase in numbers of people approaching local authorities for assistance due to potential or actual homelessness. This may be due to employment issues arising once the furlough scheme ends when householders can no longer afford their mortgage or rental costs; or other reasons including the loss of homes in the private sector where landlords can no longer afford to service their buy to let mortgages or need to repossess their property for their own personal use.
- 1.35 The Government has also introduced various regulations to limit evictions during the pandemic, but as this has eased then this may add further pressures on our service.
- 1.36 To respond to this, we have focused on delivering the four strategic aims of our homelessness prevention and rough sleeping strategy:
- Minimising rough sleeping
  - Maximising prevention activities and outcomes
  - Increasing accommodation options
  - Improving health and wellbeing by supporting those with complex needs
- 1.37 During the pandemic, particular focus has been on tackling rough sleeping and increasing accommodation options with a specific emphasis on effectively utilising

central Government funding (from Ministry of Housing, Communities and Local Government – MHCLG), including our successful Navigator project in partnership with East Devon District Council.

- 1.38 Moving forward we will continue to focus on each of these priorities equally. This strategy therefore seeks to mirror this key work in progress and set out the following objectives under each preventing homelessness priority.

### **Objective 12 – Minimising rough sleeping**

<b>How measured -</b>	<b>Successful applications for external funding streams including MHCLG Rough Sleeping Initiative, on-going Navigator projects delivery and development of our night shelter accommodation during the winter months</b>
<b>Target -</b>	<b>5 or less rough sleepers within Mid Devon at any one time</b>
<b>Source -</b>	<b>Homelessness Prevention and Rough Sleeping Strategy 2020-2025</b>

### **Objective 13 – Maximising prevention activities and outcomes**

<b>How measured -</b>	<b>Working with the Housing Options Accommodation Officer to facilitate or provide support for all households at risk of homelessness and ensure there is sufficient temporary or emergency accommodation available to all priority households</b>
<b>Target -</b>	<b>90% of all temporary or emergency accommodation for priority households provided within the district / putting in place support to help tenants to sustain their tenancies where appropriate</b>
<b>Source -</b>	<b>Homelessness Prevention and Rough Sleeping Strategy 2020-2025</b>

### **Objective 14 – Increasing accommodation options**

<b>How measured -</b>	<b>Work with the Planning Service and through this wider strategy to deliver more affordable accommodation, review Deposit and Advance Rent Scheme (DARS) and promote and work with Public Health private sector housing officers and private sector to increase good quality private sector accommodation</b>
<b>Target -</b>	<b>See Objectives 3 – 5 and affordable housing, review DARS scheme by 2022 and integration of the Housing Options team with Public Health from August 2021</b>



**Source - Homelessness Prevention and Rough Sleeping Strategy 2020-2025**

**Objective 15 – Improving health and wellbeing by supporting those with complex needs**

**How measured - Supporting those at risk of/experiencing domestic abuse and wider vulnerable groups at risk of homelessness, build relationships with local GPs and other support services and making appropriate referrals and developing protocols of working with partner agencies**

**Target - Develop delivery plan for Domestic Abuse Act Tier 2 capacity funding 2021/22/membership of Devon Domestic Abuse Local Partnership Board, ongoing engagement with other fora including MARAC (Domestic and Sexual Violence and Abuse), Early Help, Safeguarding and TAF (Team Around the Family) and the East and Mid Devon Community Safety Partnership (CSP)**

**Source - Homelessness Prevention and Rough Sleeping Strategy 2020-2025, East & Mid Devon CSP Action Plan 2021/22**

***Gypsy, traveller and travelling showpeople provision***

1.39 National planning policy makes clear the requirement for Local Authorities to assess the need for traveller sites and to plan for these sites in a sustainable manner over a reasonable timescale. There is also a legal requirement placed on Local Authorities through the Public Sector Equality Duty to eliminate discrimination, advance equality of opportunity, and take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it. Compliance with the duties may involve treating some persons more favourably than others. Romany Gypsies and Irish Travellers are recognised as separate racial groups through the Equality Act 2010 and these groups are protected from discrimination by the Race Relations Act 1976 and the Human Rights Act 1998. The Race Relations (Amendment) Act 2000 places a duty on Local Authorities to promote race equality. It is in this context of national planning policy and legal duties that Local Authorities have a responsibility to develop fair and effective strategies to meet the housing needs of travellers through the identification of land for sites.

1.40 The Mid Devon Local Plan allocates sites for Gypsies and Travellers as part of sustainable planned urban extensions at Tiverton, Cullompton and Crediton, that will provide for at least 25 pitches, and sets out policies (i.e Policy DM7) for sites coming forward on private sites in suitable locations elsewhere in the district. This is in response to

the Gypsy and Travellers Accommodation Assessment 2015 (GTAA) which has identified a need between 2014 – 2034 for 35 pitches for Gypsies and Travellers and 11 plots for Travelling Showpeople.

A new GTAA will be prepared in 2021 which will be used to help inform the preparation of a new Local Plan for Mid Devon.

- 1.41 When planning permission is granted for a Gypsy or Traveller site, often this is subject to one or more conditions to make the development acceptable in planning terms. This can include restricting the occupancy of the site to a specific family, and not allowing occupancy by other Gypsies or Travellers. The housing needs of households can change over time and this could lead to circumstances where existing pitches on sites may become vacant, or where additional pitches may be needed. It is recognised there is a need for the Council to understand where the occupancy of pitches on existing sites in Mid Devon may have changed and where there may be opportunities on existing sites to bring vacant pitches back into use, or space for new pitches to meet the housing needs of Gypsies and Travellers in Mid Devon. These opportunities will need to be looked at further in terms of whether the site is suitable in planning terms, what occupancy restriction is justified and necessary, and would be subject to planning permission being granted and compliance with other relevant legislation.
- 1.42 Travelling showpeople have their own requirements for sites ('yards') to provide homes and also to accommodate vehicles and equipment. No new sites have yet been identified for travelling showpeople in Mid Devon.
- 1.43 The Council will work with landowners, developers, registered providers and the travelling community to identify and bring forward opportunities in the district that can help secure the delivery of new sites and pitches to provide homes for Gypsies, Travellers and Travelling Showpeople. The Council runs a Forum for Gypsies and Travellers in Mid Devon which provides an opportunity to discuss the provision of pitches in the district, welfare needs and other matters of interest to the travelling community.
- 1.44 The Council maintains a waiting list for Gypsy and Traveller households to register their need for a pitch in Mid Devon. Although there is no public travellers site or pitches that are currently available in Mid Devon the waiting list can be used to help keep the Council better informed of current need and also in developing a policy for the future allocation of pitches once these become available on sites allocated in the Local Plan.
- 1.45 Councils in Devon are currently exploring the potential for establishing one or more negotiated stopping sites across the county, which can help avoid unauthorised

encampments. A negotiated stopping site can be a means to provide a managed approach to Gypsies and Travellers who have a connection to the area, but who only require a pitch provision for short periods of time each year and are travelling the remainder of the year. One or more such sites could be made available at short notice with the agreement of the landowner and would be preferable to unauthorised encampments on the roadside, in car parks or other sensitive land such as areas of public open space and playing fields. The Council has recently completed a 'call for sites' for its Housing and Economic Land Availability Assessment which will be used to inform the preparation of a new Local Plan for Mid Devon. The Council will review submissions received to explore where there may be potential opportunities for identifying a suitable negotiated stopping site and will work with landowners and their agents to help bring a site forward where this may be acceptable in planning terms and where satisfactory management arrangements can be agreed and put in place. This may include engagement with the both the local travelling and settled communities.

## **Objective 16 – Meet the housing needs of Gypsies and Travellers**

<b>How measured -</b>	<b>Delivery of new pitches</b>
<b>Target -</b>	<b>8 pitches between 2021 - 2025</b>
<b>Source -</b>	<b>Mid Devon Local Plan /Mid Devon KPI 32</b>

### ***Modern methods of construction***

1.46 The Council recognises that Modern Methods of Construction (MMC) can provide a wide range of benefits including faster construction, higher environmental standards and reduced costs compared to traditional building techniques. It is considered that MMC can help diversify the housing offer across Mid Devon, aiding affordability and sustainable design. The Town and Country Planning Association outlines a number of benefits and challenges associated with MMC as follows:

#### Benefits

- Speed of delivery
- Amenity during construction
- Build cost
- Build quality
- Environmental performance
- Sustainability

#### Challenges

- Evidence of durability
- Procurement
- Integrating planning and MMC

- Funding and mortgage availability
- Place-making and design concerns

1.47 Modern Methods of Construction encompasses a wide range of construction techniques, all of which differ from 'traditional' building methods. Research undertaken by the National House Building Council (NHBC) Foundation defines MMC as including the following approaches:

- Volumetric (modular) manufactured units
- Pods (particularly bathroom and kitchen)
- Panelised systems (including open and closed panel timber frame systems, open and closed panel steel frame panels, structural insulated panels (SIPS), cross-laminated timber (CLT))
- Sub-assemblies and components (including door sets, timber I-beams, prefabricated chimneys, prefabricated dormers, floor cassettes, roof cassettes)
- Site-based MMC (including thin-joint masonry and insulated structural framework (ICF)).

1.48 The Council is keen to support a wide range of MMC and their implementation within Mid Devon, and the Corporate Plan 2020 – 2024 encourages the piloting of MMC in Mid Devon. The Council will also seek to engage with the development industry and its strategic partners to identify and pilot opportunities in the district. The preparation of a new Local Plan will provide an opportunity for new policy to support MMC. The TCPA recommends other measures including raising awareness and understanding of MMC and investigating opportunities for MMC on Council owned sites.

## Objective 17 – Pilot modern methods of construction (MMC)

<b>How measured -</b>	<b>Number of MMC development schemes in the district</b>
<b>Target -</b>	<b>4 schemes granted planning permission between 2021 - 2025</b>
<b>Source -</b>	<b>Corporate Plan 2020 - 2024</b>

## Custom and Self-Build

1.49 The Government wants to enable more people to build their own home. Currently, only 8% of new homes are built in this way in the UK, but this form of custom and self-build housing is growing in popularity. The Council recognises the benefits of custom and self-build in meeting the housing needs of Mid Devon residents. Custom and self-build is also more likely to draw upon local tradespeople and suppliers, supporting the local economy.

Source: Delivering Custom and Self Build Housing Developments in your community.

- 1.50 The Self-Build and Custom Housebuilding Act 2015 requires that the Council keeps a register of individuals and associations of individuals who are seeking to acquire serviced plots of land in the Mid Devon area for their own self-build and custom housebuilding. The Mid Devon Self Build Register was established in April 2016. The Act also places two land duties on the Council; the 'duty to grant planning permission etc' and the 'duty as regards registers'. Fundamentally, the 'duty to grant planning permission etc' requires Mid Devon District Council to give suitable development permission to enough suitable serviced plots of land to meet the demand for self-build and custom housebuilding in the area. The level of demand is established by reference to the number of entries added to the Council's register during a base period. At the end of each base period, the Council has 3 years in which to give permission to an equivalent number of plots of land, which are suitable for self-build and custom housebuilding, as there are entries for that base period. The second land duty, 'duty as regards registers' requires the Council to have regard to the register when carrying out its planning, housing, land disposal and regeneration functions.
- 1.51 The Mid Devon Local Plan 2013 – 2033 includes a number of policies to support the delivery of custom and self-build. Policy S3 parts c) and d) stipulate:
- c) To support self-build and custom dwellings meeting the needs of local communities, such dwellings will be permitted as affordable housing in locations outside settlement limits in accordance with Policy DM6;
  - d) To support self-build and custom housing on sites of 20 dwellings or more; developers will supply at least 5% of serviced dwelling plots for sale to self-builders for a period of 12 months per plot and any plots subsequently developed for self-build must be completed within 3 years of purchase by a self-builder.
- 1.52 The Council will prepare and adopt a Custom and Self-Build SPD to provide more detailed guidance to support the implementation of the Local Plan policies. The SPD will provide an opportunity to identify how custom and self-build homes can harness low energy design and energy construction.
- 1.53 The Council will work with individuals, local communities, landowners and developers to raise awareness of custom and self-build.
- 1.54 The Council will investigate opportunities for community-led custom and self-build when supporting community groups.

**Objective 18 - Facilitate the delivery of serviced plots for custom and self-build housing**

<b>How measured -</b>	<b>Monitor serviced plots granted planning permission</b>
<b>Target -</b>	<b>Minimum 20 serviced plots between 2021 - 2025</b>
<b>Source -</b>	<b>Mid Devon Local Plan / Corporate Plan 2020 – 2024 / Mid Devon KPI 31</b>

**Objective 19 - Support custom and self-build**

<b>How measured -</b>	<b>Prepare detailed guidance in a Custom and Self Build Supplementary Planning Document</b>
<b>Target -</b>	<b>Adopt Custom and Self Build Supplementary Planning Document – spring 2022</b>
<b>Source -</b>	<b>Mid Devon Local Plan / Corporate Plan 2020 - 2024</b>

## CHAPTER TWO

### **Strategic Housing Priority 2: Optimise existing housing - fit for purpose healthy, sustainable, adaptable homes optimised for high energy efficiency and low carbon impact**

There are 8 objectives within this strategic priority:

#### ***Plan and support for future health needs***

Objective 20 – Identifying needs and trends

Objective 21 – Supporting specific needs

Objective 22 – Housing Assistance Policy (Better Care Fund)

Objective 23 – Adapting for neuro-diversity in social housing

Objective 24 – Improving air quality at existing residential locations in Air Quality Management Areas

#### ***Market conditions for local builders and related small and medium sized enterprises (SMEs)***

Objective 25 - Support local housebuilders

#### ***Climate change and existing housing***

Objective 26 – Climate change and existing Council housing stock

Objective 27 – Climate change and existing private housing stock

### 2.0 Optimise

2.1 The Council wants to meet the housing needs of all communities and the challenges of an ageing population. This Strategy aims to promote the best use of current housing stock, whatever the tenure, and further enable new housing that is built to a standard that will enhance the health and wellbeing of future occupants.

#### ***Plan and support for future health needs***

2.2 We plan to meet future health needs in a variety of ways:

- Work collaboratively with providers to respond to a need for extra care facilities
- Ensure new affordable housing for older people adequately meets future needs (including mobility needs and issues such as dementia), in locations close to local amenities and of a design and type that is attractive to older people
- Encourage the development of energy efficient affordable homes to reduce carbon emissions and reduce household heating costs

- Enable wheelchair standard accommodation on new housing developments in line with adopted planning policy requirements to actively increase the stock of this type of affordable housing
- Optimise matching of adapted housing stock to those most in need through a Disabled Adapted Needs Panel
- Promote housing development to include adequate natural spaces and tree planting

2.3 To support this there are several specific objectives:

### **Objective 20 – Identifying needs and trends**

<b>How measured -</b>	<b>Interrogate new 2021 Census data and the existing Devon Home Choice (DHC) register to predict future housing trends and needs</b>
<b>Target -</b>	<b>Establish significant areas of interest by Dec 2021 ready for overlay with the new data in 2022</b>
<b>Source -</b>	<b>2021 Census/DHC Register</b>

### **Objective 21 – Supporting specific needs**

<b>How measured -</b>	<b>Ongoing support and development of key support services and provision</b>
<b>Target -</b>	<b>Continued support 2021-25 for the Council's Lifeline alarm service, membership of Devon Home Choice social housing allocations scheme with specified provision for adaptations and work with Devon County Council to provide specialist adapted and independent living accommodation</b>
<b>Source -</b>	<b>Housing Assistance Policy 2019, Devon Housing and Accommodation Strategy 2020-25 and Tenancy Strategy</b>

### **Objective 22 – Housing Assistance Policy (Better Care Fund)**

<b>How measured -</b>	<b>Promote and deliver against updated Housing Assistance Policy</b>
<b>Target -</b>	<b>Updated policy for 2022-25 covering disabled facilities grants, accessible and healthy homes, home improvement loans, debt support and affordable warmth/energy efficiency support</b>
<b>Source -</b>	<b>Housing Assistance Policy 2019, Better Care Fund (BCF) and Devon Housing and Accommodation Strategy 2020-25</b>



### **Objective 23 – Adapting for neuro-diversity in social housing**

<b>How measured -</b>	<b>We will identify and adopt new standards for our new Council Housing and consider retrofit where possible in respect of neuro-diversity needs including dementia/related conditions, autism, attention deficit hyperactivity disorder (ADHD) and mental health conditions such as obsessive compulsive disorder (OCD)</b>
<b>Target -</b>	<b>Work with Devon County Council to develop and pilot a draft neuro-diversity standard for social housing by 2022</b>
<b>Source -</b>	<b>Better Care Fund and Devon Housing and Accommodation Strategy 2020-25</b>

- 2.4 We can also optimise the quality of our existing housing in areas where residential properties are exposed to poor air quality. This is a significant public health issue which can shorten lives, reduce quality of life and cause serious illness. Tackling local pollution will therefore improve the future health prospects of those living in affected areas. The town centre areas of both Cridton and Cullompton have been formally declared as Air Quality Management Areas (AQMAs) where we have a duty to improve local pollution concentrations at locations where they are most impactful.
- 2.5 This strategy therefore interlinks with our formal Air Quality Action Planning and the following objective.

### **Objective 24 – Improving air quality at existing residential locations in Air Quality Management Areas**

<b>How measured -</b>	<b>Update and adopt a new Air Quality Action Plan for Cridton and Cullompton AQMAs by the end of 2021</b>
<b>Target -</b>	<b>Various specific measures and targets set out in the Action Plan with and overall delivery period of 2021-25</b>
<b>Source -</b>	<b>Air Quality Annual Status Report 2020</b>

- 2.6 We will also update our existing Supplementary Planning Document on Air Quality during 2021-22 in order to assess the impact of new development on existing accommodation, but also to protect new development from exposure to unacceptably high local pollution levels over air quality limit values.

***Market conditions for local builders and related small and medium sized enterprises (SMEs)***

- 2.7 Small and medium sized sites can make an important contribution to meeting the housing requirement of the district.
- 2.8 The adopted Local Plan allocates a range of different sized sites for housing across the district, including 19 sites below 1 hectare with potential for a combined minimum of 270 homes. This is less than 4% of the total housing requirement in the local plan.
- 2.9 National planning policy now requires the Council to accommodate at least 10% of its housing requirement on sites no larger than 1 hectare, which will be reflected through the preparation of a new Local Plan for the district.
- 2.10 Increasing the provision of smaller sites will benefit local builders and SMEs by helping to provide more opportunities to access suitable land for development, and reduce reliance on larger sites which may be dominated by national volume house builders. It can also help to diversify the housing market through an increased number of outlets and choice of house types, help foster innovation, boost productivity and includes sites that are capable of being built out relatively quickly and which can increase housing supply. There are also likely to be benefits to the local economy in terms of jobs and the use of suppliers. Diversifying the housing market, for example through making provision for custom and self-builders, offers the potential for significant local benefits to the Mid Devon economy, as well as supporting local builders and SMEs. A survey of SME housebuilding firms indicates, "52% have built new homes in the last year to the plans and specification of the homeowner (custom and self-build)".
- 2.11 Research undertaken for Mid Devon District Council in late 2019 (Analysis of the economic benefits of self-build and custom housebuilding to the local economy Chamberlain Walker Economics Ltd) estimated that 45 pence in every £ invested in custom and self-build (CSB) homes is spent locally, double the estimated 22 pence in every £ invested by mainstream housebuilders. In addition, 65% of CSB labour is local (including the economic value of DIY labour). This is higher than the estimated 43% of major housebuilder labour that is local.
- 2.12 Custom and Self-Builders and SME builders rely heavily on builder's merchants – either national companies, but with local branches employing local people.
- 2.13 Smaller sites may also be more attractive to community led housing groups and people wishing to commission or build their own home. Where the Council will bring land forward for housing development this can provide an opportunity to partner with

one or more SME housebuilders, including housebuilders local to the district. In this regard, the Council's own development company (3 Rivers) may be a conduit to local SME builders, trades and merchants.

### **Objective 25 - Support local housebuilders**

<b>How measured -</b>	<b>Number of SME house builders supported</b>
<b>Target -</b>	<b>Subdivision of at least 1 site greater than 1 hectare for smaller builders. Partner with at least one SME housebuilder on a Council development site (market or social housing)</b>
<b>Source -</b>	<b>Mid Devon Local Plan / National Planning Policy Framework / Housing Revenue Account</b>

### ***Climate change and existing housing***

- 2.14 The challenges to the district noted in the introduction of this Strategy include reference that the Council has also declared a Climate Emergency and all new policy and strategy documents will need to be set against our low carbon and other environmental priorities. We are working with all Devon local authorities to a County wide target of 2050, aiming for Mid Devon District Council to achieve Net Zero by a more ambitious date of 2030, and supporting Mid Devon communities to reach Net Zero.
- 2.15 Chapter one considers design standards and methods of construction for new housing, but we must consider how we can optimise our own housing stock across all ownership and tenure within the district. In this regard, we therefore set out the following objectives to help us address this climate emergency.

### **Objective 26 – Climate change and existing Council housing stock**

<b>How measured -</b>	<b>Retrofit, refurbish and update our existing stock to a net zero carbon standard</b>
<b>Target -</b>	<b>Ensure 15% of our existing stock (2021 baseline) meets net carbon standard by 2030 and all stock by 2050. This can be delivered through capital works investment via the rolling 30-year Housing Revenue Account maintenance fund and through successful bids into national grant schemes (e.g. Social Housing Decarbonisation Fund) with off-setting if required</b>
<b>Source -</b>	<b>Corporate Plan 2020-2024 / Climate Strategy / Climate Action Plan / Housing Revenue Account</b>

**Objective 27 – Climate change and existing private housing stock**

<b>How measured -</b>	<b>Encourage the retrofit, refurbishment and update our existing private sector stock to a low carbon standard</b>
<b>Target -</b>	<b>Support the delivery of the Energy Company Obligation – Flexibility Eligibility (ECO-Flex) scheme 2021-22 with a target of 250 Local Authority Declarations (LADs) annually. Support for/bids into other national schemes including; Home Upgrade (HUG) Schemes, Minimum Energy Efficiency Standard (MEES) compliance and enforcement funding, as well as the Devon County Council Green Homes Grant Local Authority Delivery Scheme Local Authority Delivery Scheme round 3 (LAD 3)</b>
<b>Source -</b>	<b>Corporate Plan 2020-2024 / Climate Strategy / Climate Action Plan / BEIS and MHCLG</b>

## CHAPTER THREE

### Strategic Housing Priority 3: Make - making the most of our existing homes across private and public sector in all forms of tenure

There are 11 objectives within this strategic priority:

#### ***Ensure the best use and improved quality of existing housing***

Objective 28 – Empty Homes Plan

Objective 29 – Empty Dwelling Management Orders

Objective 30 – Key workers

Objective 31 – Tenancy Strategy (Council Housing)

Objective 32 – Houses in Multiple Occupation (HMOs)

#### ***Working with the private sector***

Objective 33 – Private sector housing standards

Objective 34 – Private sector landlord engagement and support

Objective 35 – Private sector accommodation and homelessness

#### ***Making the best use of privately owned and occupied homes***

Objective 36 – Home Improvement Loans and debt consolidation

Objective 37 – Home Improvement Loans delivery

Objective 38 – Better Care Fund

### 3.0 Make

#### ***Ensure the best use and improved quality of existing housing***

- 3.1 Managing and improving the quality of the existing stock of more than 35,000 properties in all forms of ownership and tenure is important. Placed alongside improving our neighbourhoods, this has a direct impact on our communities – on their health, well-being, education, prosperity and safety.
- 3.2 The latest English Housing Survey Headline Report for 2019-20 was published in December 2020. The report identifies that the percentage of private rented homes has stabilised for the last two years at 19% of the housing stock. This report does not break the data down into local area, but the profile for Mid Devon on the Office of National Statistics site (ONS) states that the level of private renting in Mid Devon is 15.5%.

- 3.3 The ONS figures are based on 2011 Census data, so comparing this to the English Housing survey for 2010-11, the national average for the private rented sector was 16.5%. Therefore the level of private renting in the area is slightly under the national average at that time. Based on this comparison it is fairly safe to assume that given the rise of 2.5% nationally in the last 10 years, the level of private rented in Mid Devon will have increased also to around 18%.
- 3.4 The new census for 2021 will provide a more accurate account of local data once published.
- 3.5 The private rented sector has overtaken the level of social rented accommodation which currently stands at 17% nationally, making the private rented sector critical for the housing of local residents.
- 3.6 We can deliver on this overarching objective through a wide range of inter-linked activities as set out below:
- Encouraging long-term empty homes back into use
  - Develop proactive relationships and work collaboratively with Registered Providers for mutual benefit
  - Embed and implement a new Tenancy Strategy
  - Encourage tenants in social housing to downsize
  - Work with our partners to seek re-development opportunities to enhance the current housing stock and to meet the needs of residents
  - Work with our Registered Provider partners to identify and improve issues in their stock; to deliver low cost aids and adaptations in their housing stock to support their tenants; and develop improvements in the recording and identification of adapted units within the existing affordable housing stock
  - Promote and support energy efficiency in homes
  - Ensure the private rented sector meets the requirements of The Domestic Minimum Energy Efficiency Standard (MEES) Regulations
  - Develop a Fuel Poverty Action Plan that will incorporate closer working with partner organisations, that pool knowledge and resources to ensure that fuel poor residents receive support; target wards which have higher fuel poverty rates than the regional average; target all F & G energy performance rated properties
  - Develop and promote an intermediate housing register specifically for key workers with supply from the private rented sector and property developed by the Council
  - Monitor and actively promote high standards in the rented sector and take appropriate action where standards are not being met to tackle disrepair, poor housing conditions and criminal/rogue landlords

- Support and encourage new, high quality and well managed Houses in Multiple Occupation (HMOs) in the local area, including offering a management service ourselves, whilst licensing all HMOs that are subject to mandatory licensing
- Deliver private rented sector Landlords' & Letting Agents' Forums and other networking opportunities for private landlords; promoting the events widely and using them to consult the private rented sector on the issues that are affecting them
- Support tenants and stand firm in situations where landlords attempt retaliatory evictions
- Work with partners to reduce anti-social behaviour in our neighbourhoods.

3.7 Many of these activities are linked to our core duty as a registered provider as well as being a regulator of private sector housing. Nonetheless, to support this are several specific objectives:

### **Objective 28 – Empty Homes Plan**

<b>How measured -</b>	<b>Promote and deliver against updated Empty Homes Plan</b>
<b>Target -</b>	<b>Building on the successful first empty homes plan with updated plan for 2022-25 and an annual target of bringing 72 homes back into use annually</b>
<b>Source -</b>	<b>Empty Homes Plan 2019 - 21</b>

### **Objective 29 – Empty Dwelling Management Orders**

<b>How measured -</b>	<b>Review the use of Empty Dwelling Management Orders as a tool for bringing homes back into use</b>
<b>Target -</b>	<b>Review completed by 2021</b>
<b>Source -</b>	<b>Empty Homes Plan 2019 - 21 and updated plan 2022 - 25</b>

### **Objective 30 – Key workers**

<b>How measured -</b>	<b>Review development of an intermediate housing register specifically for key workers with supply from the private rented sector and property developed by the Council</b>
<b>Target -</b>	<b>Review practicalities and potential benefits of a Key Workers register by 2022 with possible link into Devon Home Choice (social housing) and private sector rentals for allocations to Key Workers</b>
<b>Source -</b>	<b>Covid-19 recovery response/National Housing Federation and MHCLG</b>

### Objective 31 – Tenancy Strategy

How measured -	Promote and deliver against updated Tenancy Strategy. The strategy will include an aim to a shared database/data sharing arrangement with our registered provider and other partners to highlight issues and look at trends around stock condition, Decent Homes Standard and wider neighbourhood and anti-social behaviour issues. This will also be reviewed against the emerging Government social housing Tenant Satisfaction Measures
Target -	Strategy updated and adopted by 2023
Source -	Tenancy Strategy/Government Social Housing White Paper 2020

### Objective 32 – Houses in Multiple Occupation (HMOs)

How measured -	Support and encourage new, high quality and well managed Houses in Multiple Occupation in the local area, including review of offering a management service ourselves. Inspect all potential HMOs whilst licensing all that are subject to mandatory licensing and/or take relevant enforcement action against non-compliant landlords
Target -	100% of potential HMO properties assessed. Review option of an MDDC management service by 2022. Ongoing target of all HMOs to meet license conditions and management regulations
Source -	Corporate Plan 2020 - 2024/HMO KPI/East and Mid Devon Community Safety Partnership

### *Working with the private sector*

- 3.8 The Council's private sector housing function sits within the Public Health and Housing Options Service. This team has the core aim to help improve the health, safety and welfare of residents living in the private sector across the district of Mid Devon.
- 3.9 The team follows a robust and transparent approach rather than an informal route to ensure there is a level playing field amongst landlords in the sector and all landlords are treated in the same way. This includes a formal inspection and assessment and appropriate enforcement action is taken if necessary. This makes it clear and transparent for all involved on the type of service to expect.



- 3.10 This approach was introduced in 2017 and has had the effect of improving private sector homes in a timely manner and on average the team serves 65 improvement notices a year.
- 3.11 This approach to the private rented sector not only improves the health and safety of the home for the tenants, but also prevents homelessness by ensuring there is adequate and appropriate housing available, particularly given that social housing stock is in high demand.
- 3.12 Alongside enforcement action, the team undertake a number of activities to try and engage landlords and encourage them to self-regulate. The introduction of the Landlord Networking Event in 2017 aimed to treat landlords professionally and provide the knowledge and tools they needed to improve their own properties. The success of the event has meant that it has been an annual occurrence and has led to additional ideas for engagement.
- 3.13 Landlords can sign up to a notification service called 'Pin Point' that provides bite sized information on legislative changes as well as schemes and/or grants that could be relevant to the sector. In addition, the team have experimented with online training sessions for landlords and this is an area that needs further work and promotion.
- 3.14 Finally, the team is currently reviewing the idea of a landlord registration scheme. So far only a handful of landlords have signed up to the idea so this is another area for further development.
- 3.15 Engagement with the Council is important for ensuring the private rented sector is safe and functions effectively. It is also important for building the relationship between the Council and landlords so that they can approach us for advice, but equally understand that where enforcement action is taken it is fair and equitable.

### **Objective 33 – Private sector housing standards**

<b>How measured -</b>	<b>Monitor and actively promote high standards in the private rented sector and take appropriate action where standards are not being met, to tackle disrepair, poor housing conditions and criminal/rogue landlords</b>
<b>Target -</b>	<b>Ensure 95% of service requests are actioned within service standards/monitor and evaluate trends of service delivery and enforcement outcomes annually to develop a rolling programme of effective engagement with private sector landlords to reduce the level of Category 1 hazards identified across the private rented housing stock. In serious cases,</b>

**Source -** use banning orders and add landlords to the national rogue landlord database  
Corporate Plan 2020-2024/HMO KPI/East and Mid Devon Community Safety Partnership/Housing Act 2004 and Housing and Planning Act 2016

**Objective 34 – Private sector landlord engagement and support**

**How measured -** Undertake specific activities to engage, guide and advise private sector residential landlords  
**Target -** 9 engagement activities annually including the annual landlord networking event, 'Pin Point' e-newsletter and webinars or specific events  
**Source -** Mid Devon KPI CP – PSH - 08

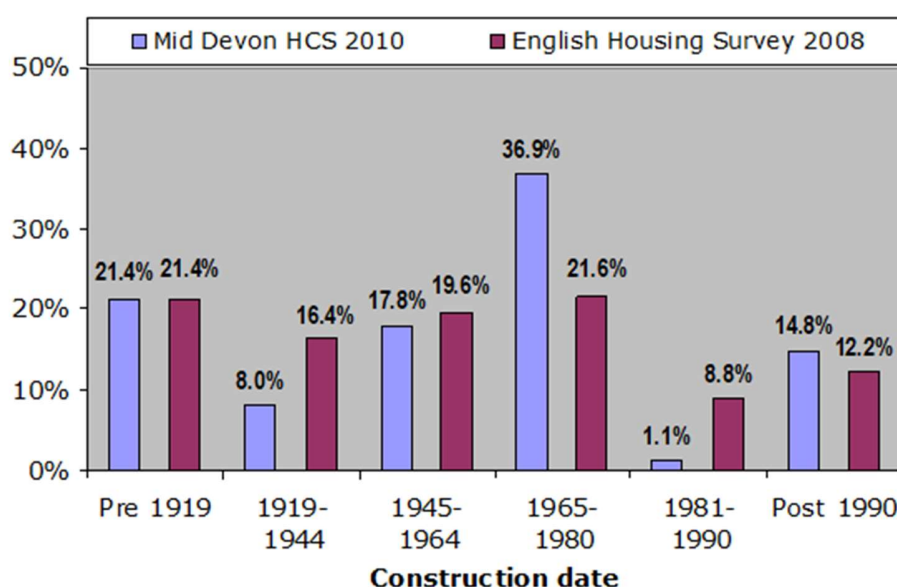
- 3.16 As set out above, the aim to engage with landlords is considered a priority for this strategy and we intend to build on this. Not only in relation to the condition of the property, but also to encourage landlords to work with us in respect of preventing homelessness and providing alternative accommodation.
- 3.17 In 2011 The Localism Act allowed for councils to use the private rented sector to discharge its homelessness duty as an alternative to using B&B/Hostels/Hotels. This recognises that council owned accommodation and the hospitality sector alone cannot meet the potential homeless and temporary or emergency accommodation needs alone and private sector landlords have a key role in meeting any gap. Although available as an option, it is not often used due to the lack of engagement from private sector landlords and the fear of coming under scrutiny in respect of enforcement and housing conditions.
- 3.17 Better engagement and working relationships with landlords would greatly improve the availability of private rented accommodation as a housing and homelessness option. A further objective for this strategy therefore is to continue to build on our engagement and to identify ways to encourage landlords to work with us more closely in this respect. The recent move of our dedicated Housing Options and Homeless Team into the Council's Public Health team will also facilitate closer working with Private Sector housing colleagues to help deliver this objective.

**Objective 35 – Private sector accommodation and homelessness**

<b>How measured -</b>	<b>Use opportunities for engagement developed through Objective 32 to specifically increase the availability of private sector rented accommodation as a homelessness option</b>
<b>Target -</b>	<b>4 activities within Objective 31 to specifically target options for homelessness accommodation in this sector</b>
<b>Source -</b>	<b>Mid Devon KPI CP – PSH – 08 and Homelessness Prevention and Rough Sleeping Strategy 2020-2025</b>

***Making the best use of privately owned and occupied homes***

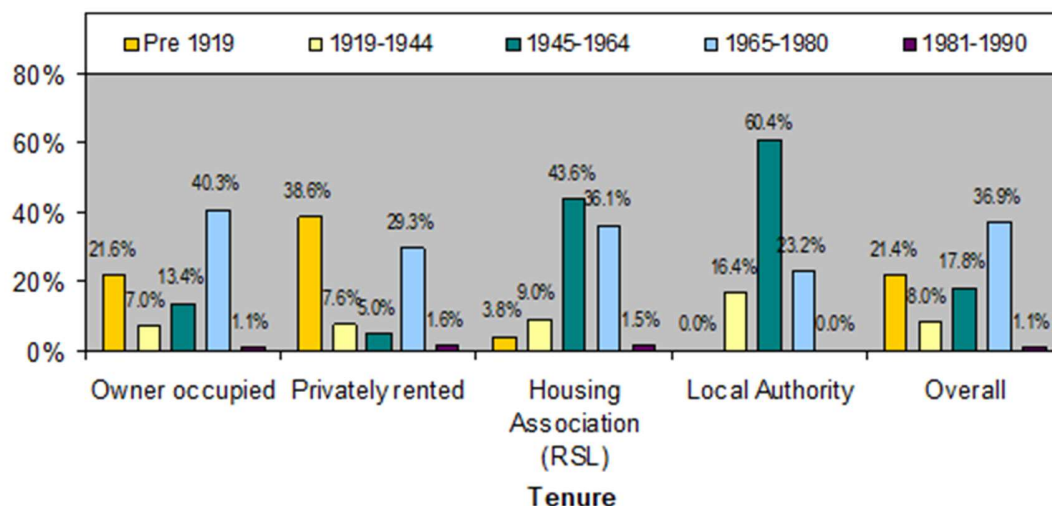
3.19 As mentioned elsewhere in this chapter, the majority of housing within the private sector is owner occupied. The stock across the district ranges in age and construction. The stock condition survey in 2010 identifies the profile of the housing stock as shown below.



3.20 The survey comments that 'Mid Devon differed from the national profile in that the proportion of dwellings built during the 1965 – 1980 period was substantially higher than nationally (36.9% compared with 21.6%), with post 1990 dwellings also being slightly higher (14.8% compared with 12.2%). The proportions of dwellings built in all other age bands was lower, in particular the inter-war period (8.0% compared with 16.4%) and 1981 to 1990 dwellings (1.1% compared with 8.8%).'

3.21 This indicates that a high proportion of homes in the district are of a type that require modernisation and in particular lack sufficient heating and insulation.

The stock condition survey also shows the proportion of owner occupiers living in the properties of various ages as can be seen below.



- 3.22 It is likely that over the last 10 years this profile has changed and the latest profile will not be due until the results of the 2021 census are available. However, based on this information, and as mentioned above, it is likely that a high proportion of these homes are likely to require repairs due to their age and construction. As part of our work to optimize existing houses (Chapter Two), we build on the review of the 2021 census set out in Objective 19 to gain an up to date understanding of stock condition which will inform future reviews of this strategy.
- 3.23 Our current Housing Assistance Policy (2019) also provides for home improvement loans and a commitment to provide low-cost, financially ethical lending to owner occupiers throughout the district.
- 3.24 The scheme is administered on behalf of the Council by Lendology CIC. They are a community interest company and over the last 3 years have started to expand their lending in the Mid Devon area. Loans are available at an interest rate of 4.2% APR which is substantially lower than many loan companies and specialises in assisting people who may not normally be able to access a loan on the high street. The loan can be used to help with all types of home repairs and improvements and the Lendology team will ensure that the loan is affordable to the customer.
- 3.25 The loan scheme has the capability to be expanded to assist with other areas such as debt consolidation or used to help prevent homelessness where rents or mortgages have fallen behind. This has become a particular concern as a result of the ongoing Covid pandemic and requires further investigation.

3.26 Objective 21 (Chapter Two) provides for a commitment to the ongoing delivery of our Housing Assistance Policy including the loan scheme. Nonetheless, the following specific objective provides for clear targets around expanding the scope of the loans and loan delivery.

### **Objective 36 – Home Improvement Loans and debt consolidation**

<b>How measured -</b>	<b>Scope of the Home Improvement Loan scheme reviewed to evaluate inclusion of debt consolidation within parameters sustainable for scheme overall</b>
<b>Target -</b>	<b>Review completed by 2022</b>
<b>Source -</b>	<b>Corporate Debt Recovery Policy and Homelessness Prevention and Rough Sleeping Strategy 2020-2025</b>

### **Objective 37 – Home Improvement Loans delivery**

<b>How measured -</b>	<b>Home Improvement Loans sanctioned annually</b>
<b>Target -</b>	<b>10 loans sanctioned annually 2022-2025</b>
<b>Source -</b>	<b>Mid Devon KPI CP – PSH – 08 (updated)</b>

3.27 In 2015 the government introduced the Better Care fund in an attempt to bring health and social care together in an integrated way. The fund is a combination of government funding from the Department of Health and the Department for Communities and Local Government (now MHCLG – Ministry for Housing, Communities and Local Government) and includes the grant allocation for disabled facilities grants (DFG).

3.28 In 2017/18, Devon County Council and the District Councils identified an opportunity to provide additional grant and loan products to meet these conditions and deliver against the Health and Wellbeing Board priorities. This led to the development of the Devon Wide Housing Assistance Policy. This forms the basis of our current locally adopted Housing Assistance Policy as mentioned elsewhere in this chapter. As a result, Better Care Funding (BCF) is used quite widely already to provide a range of support of both mandatory (DFG) and other discretionary support to occupiers of privately owned accommodation as set out in the Policy:

- Housing Assistance Grants
- Stairlift Grants
- Home Improvement Loan scheme
- Healthy Homes Grants
- ECO Flex top-up (energy efficiency measures)

3.29 Linked to our commitment to review and update our current Housing Assistance Policy in the widest sense (see Objective 21 in Chapter Two), there is a specific further objective to explore our use of the Better Care Fund.

### **Objective 38 – Better Care Fund**

<b>How measured -</b>	<b>Updated or new schemes or services that meet the requirements of the Better Care Fund (BCF) to support improved residential accommodation standards in existing homes</b>
<b>Target -</b>	<b>Work with Devon County Council and other Devon Local Authorities to identify other schemes and services by 2022</b>
<b>Source -</b>	<b>2017-19 Integration and Better Care fund policy framework document</b>

## CHAPTER FOUR

### **Strategic Housing Priority 4: Engage - engaging and working with others including partner organisations to deliver our aims**

There are 2 objectives within this strategic priority:

#### **Strategic Housing role**

Objective 39 – Joint Local Housing Needs Assessment

Objective 40 – Actively engage in partnership working

#### **4.0 Engage**

- 4.1 The Council recognises the need to work in partnership with a range of stakeholders. During the Covid pandemic, this has assumed an increased significance especially with regard to the delivery of front line services and has helped shape how we do things now and in the future.
- 4.2 We are active participants in many formal partnerships which deliver the benefits of economies of scale. However, we also work with smaller organisations such as the Churches Housing Action Team (CHAT) in Tiverton and Navigate CIO to deliver good outcomes for the people of our District.
- 4.3 This chapter sets out a wide range of informal and formal partnerships and joint working that will help deliver all the wider priorities and objectives set out in this Strategy. Given the diverse, sometimes complex and variable nature of these partnerships, this chapter sets out relatively few direct objectives, nonetheless is important in setting out the context in which we work and the wide range of opportunities that are in place and will be developed to support our vision to meet the housing needs and aspirations of our residents through a greater choice of high quality new and adapted homes.

#### **Strategic Housing role**

#### **Local Housing Needs Assessment – working with other Councils**

- 4.4 Mid Devon forms part of a much larger housing market area that also includes Exeter city, Teignbridge and East Devon Districts and part of the Dartmoor National Park. The Council has previously worked collaboratively with other Councils in the Exeter Housing Market Area in the preparation of assessments of housing need, with the most recent technical study being completed in 2015.

- 4.5 District level housing need for informing the preparation of Local Plans for planning purposes must now follow a national standard method that is set by the Government unless exceptional circumstances justify an alternative approach which also reflects current and future demographic trends and market signals. However, there will continue to be a need for the councils in the Exeter Housing Market Area to undertake local housing needs assessments to understand the size, type and tenure of housing need for different groups in the community (including, but not limited to, those who require affordable housing, families with children, older people, students, people with disabilities, service families, travellers, people who rent their homes and people wishing to commission or build their own homes). This assessment shall be reflected in planning policies and can also be used to inform housing strategies and other plans and programmes.
- 4.6 The councils in the Exeter Housing Market Area are currently commissioning a suitable consultant to undertake a Local Housing Needs Assessment. This will be completed in 2022 and will be used to help inform the preparation of a new Local Plan for Mid Devon, a new Supplementary Planning Document for meeting housing needs, and this Mid Devon Housing Strategy.
- 4.7 Exeter City Council, and East Devon, Mid Devon and Teignbridge District Councils, in partnership with Devon County Council are currently preparing a non-statutory joint plan, to include a joint strategy and infrastructure matters, for the area previously referred to as the "Greater Exeter" area. This joint plan can include objectives for housing across the area.
- 4.8 The Council will also continue to engage with councils outside the Exeter Housing Market Area about housing and other strategic planning matters, for example with North Devon District Council and Somerset West and Taunton District Council.
- 4.9 In order to undertake this strategic housing work we have the following objective.

### **Objective 39 – Joint Local Housing Needs Assessment**

<b>How measured -</b>	<b>Strategic partnership working on housing matters across the Exeter Housing Market Area through completion of a joint Local Housing Needs Assessment (LHNA)</b>
<b>Target -</b>	<b>1 LHNA completed in 2021 - 2022</b>
<b>Source -</b>	<b>Joint working arrangements approved by Council 26<sup>th</sup> August 2020</b>



## **Devon Rural Housing Partnership and Devon Communities Together**

- 4.10 The Council is a partner of the Devon Rural Housing Partnership, which aims to support rural communities in developing sufficient affordable housing to meet the needs and aspirations of local people and to support the sustainability of those communities. Devon Communities Together is an independent charity engaged in a wide range of projects and services that support its vision of dynamic Devon communities shaping their own futures, and fulfils the role of the accountable body and managing agent for the Devon Rural Housing Enabler programme on behalf of the Devon Rural Housing Partnership.

## **Right To Build Task Force**

- 4.11 This provides advice and information to organisations including local authorities, landowners, land promoters, to support the delivery of custom and self-build homes. The Council is currently providing advice to other local authorities through the Right to Build Task Force and is a member of the National Custom and Self-Build Association.

## **Mid Devon Gypsy and Traveller Forum**

- 4.12 The Forum is led by the Council and provides an opportunity for members of the travelling community to meet with officers and elected Members to discuss their housing needs and other matters.

## **Town and Parish Councils**

- 4.13 The Council can provide advice and support to town and parish councils to help them prepare parish and neighbourhood plans. Neighbourhood Plans provide an opportunity for communities to help shape and have greater influence on the development in their local areas.

## **Community engagement**

- 4.14 The preparation of plans, programmes and strategies by the Council will need to involve community engagement at key stages in their preparation, where there are legal requirements to do so and it is necessary and good practice. This can provide significant opportunities for members of the public to have their say in shaping the way in which the Council works toward facilitating the delivery of homes to meet the needs of people from all parts of the Mid Devon community.

## **Devon and Cornwall Housing Options Partnership and Rough Sleeping**

- 4.15 In line with the provisions of our strategy, our approach to the management of homelessness and rough sleeping involves working in partnership with other agencies, as required. The Council is involved in the Devon and Cornwall Housing Options Partnership (DCHOP) which works to ensure that there is a consistent approach to these issues across the peninsula. The Council makes a small financial contribution to support the work of the partnership. This pays for a dedicated officer who is able to undertake research, to contribute to policy development and to arrange training and networking events
- 4.16 During the Covid pandemic, our Housing Options team participated in the regular local coordination cell meetings convened by the Local Resilience Form which brought together a range of partners with the aim of ensuring that vulnerable people were receiving all the help that they required to safeguard them from infection. This meeting was used as a mechanism for joint working and decision-making and included a wider range of partners than DCHOP and the sub-group where matters associated with rough sleeping were discussed and action agreed.
- 4.17 Our Housing Options Accommodation Officer was appointed using the monies obtained under the Government Rough Sleeper Initiative funding stream to increase options for homeless people and working to increase and to improve the links with local estate agents and private sector landlords. One aim of the role is to support tenants to sustain their tenancies, thereby offering reassurance to landlords that the Council can support them to ensure that any tenancy breaches are minimised.
- 4.18 The Council has a dedicated, multiple occupancy property which is used to accommodate those in housing need who present a low risk. Floating support to clients living at this scheme is currently provided by the YMCA. The aim is to support the transition of these people into their own self-contained accommodation, providing advice and assistance to help them become used to organising their own affairs, setting up accounts with utility companies, understanding their tenancy obligations and so on.

## **Working with other Registered Providers and Social Landlords**

- 4.19 The Council works in partnership with the other local authorities (including the unitary authorities in Plymouth and Torbay) in Devon to deliver a choice based lettings scheme known as Devon Home Choice (DHC). All the other registered providers which operate across Devon are also involved in the scheme as partners.
- 4.20 The partnership provides a means by which people can register for a home in Devon, and also search and bid for homes.

Data extracted from the Devon Home Choice system can be used to understand the expressed 'demand' for homes in Mid Devon and can be used alongside assessments of housing need to help the Council prepare plans, programme and strategies for housing, working with Registered Providers, community housing groups and the development industry, and in the management and letting of its own housing stock.

- 4.21 The DHC scheme includes an assessment framework which contains detailed criteria against which housing need is determined. The circumstances of all housing applicants are considered in accordance with this framework and they are then placed into one of five bands, according to need, in descending order of priority.
- 4.22 Although the Council is the largest registered provider of social housing in the District with circa 3,000 homes, there are a number of other housing associations which work in the area. Between them, these other social providers have stock totalling approximately 1,300 units in Mid Devon. Some of these organisations are relatively local, such as Falcon Rural Housing and Cornerstone, but others including the ones with the largest stock holdings in Mid Devon, such as LiveWest, Westward, Stonewater and Sovereign are regional and others such as Guinness Partnership which have a national presence.

### **Working with Private Sector landlords and agents**

- 4.23 As stated, the Council is committed to working with private sector landlords to improve standards and to create more opportunities to rehouse those in greatest need. More on this engagement is provided in Chapter Three.

### **Devon County Council**

- 4.24 The Council works closely with Devon County Council (DCC) across many work streams and is keen to support the aims of the DCC Joint Strategic Approach to Supporting People to Live Independently in Devon 2020 to 2025.
- 4.25 At the time of developing this strategy, negotiations are ongoing relating to the devolvement of the budget for homelessness involving those aged 18+. If this is agreed, the Council should have an ability to spot purchase temporary accommodation and to commission floating support services using the funding from DCC. Such floating support could help to resettle vulnerable people into their own accommodation or help those at risk of homelessness to better sustain their tenancies.

### **Young People**

- 4.26 As previously described, the Council is a signatory to the shared working protocol between the Devon District Councils and DCC designed to prevent homelessness

for 16 and 17 year old people. This sets out an agreement relating to the assessment of 16 and 17 year old young people who present as homeless and who are in need of housing or housing-related support. In line with the Children Act 1989, DCC has responsibility for caring for those young people under the age of 18 who may become homeless.

- 4.27 The Council accepts grant funding from DCC to support work with young people and mediation is seen as an important tool with regard to helping those who may be homeless to reconnect with their families. This is important because there is a shortage of suitable accommodation for people under the age of 18 who become homeless. This is a consequence of a lack of emergency bed spaces across the South West region generally. Unfortunately, if the individual has complex needs, the chances of DCC procuring suitable accommodation for them are likely to be slim.

### **Care leavers**

- 4.28 We work in partnership with the DCC to support care leavers. Some of those leaving care may be especially vulnerable. The aim is to ensure that these clients can make the transition into independent living by providing accommodation suitable for their needs; and the support they require to acquire all the skills and knowledge required to enable them to sustain a tenancy.

### **Working with Central Government**

- 4.29 The Council has worked with the Ministry of Housing, Communities and Local Government (MHCLG) to deliver the work funded by the Rough Sleeper Initiative. We have also worked with MHCLG to extend the timescales associated with the retention of receipts arising from the sale of Council housing. We continue to engage informally with MHCLG and other central Government departments on a range of matters and more formally through opportunities to bid into specific grant funding for the benefit of our community.
- 4.30 Homes England, the government's housing accelerator, is a provider of funding support for housing-led development, including through its Home Building Fund (to private sector organisations) and Community Housing Fund. It can also provide advice to the Council and work in partnership to help bring forward housing schemes. The stated aim of the organisation is to help to improve neighbourhoods, and grow communities.

## **MDDC: A Council with a retained housing stock**

- 4.31 As a social landlord (Mid Devon Housing), the Council is committed to a strong and diverse development programme and to making the most of any funding streams available to support our ambitions.
- 4.32 The Affordable Homes Programme provides grant funding to support the capital costs of developing affordable homes. From April 2021, Homes England has made £7.39 billion available to support delivery of up to 130,000 affordable homes across England, but outside London. The target date for completion of these is March 2026. The delivery of new homes is to be undertaken in partnership by partners who undertake to focus on promoting the use of Modern Methods of Construction (MMC), high quality sustainable design and working closely with local small to medium-sized enterprises (SME) house-builders.
- 4.33 The Council will endeavour to apply for funding with regard to any schemes which may be eligible. More on this is provided in Chapter One and specific objects within which will enable us to directly deliver greater new social housing.

## **Safeguarding**

- 4.34 The Council has a safeguarding policy which is designed to ensure that any issues relating to the wellbeing of people in Mid Devon are reported to the appropriate agency. In order to discharge our duties relating to this area of work, all officers receive training and are required to report any concerns about individuals or specific households noted during the course of their work.
- 4.35 As a result of this policy, our officers will liaise with other teams within DCC including Care Direct which supports older adults to remain at home. The Multi-Agency Safeguarding Hub (MASH) will coordinate work in cases where there is an immediate concern regarding the welfare of a child; and DCC can also provide advice in relation to the support of those with learning disabilities.
- 4.36 We also actively work with our tenants and residents to link into much wider support for vulnerable people, some examples of which are:
- General support and signposting - General Practitioners in the District and East and Mid Devon Community Safety Partnership
  - Mental health services - Devon Partnership NHS Trust
  - Substance misuse - Rise (Recovery and Integration Service) and Y-Smart Drug and Alcohol Services

- Early Help - East and Mid Devon Early Help Partnership. This is part of the Devon Children and Families Partnership offer and provides the support required to prevent more serious issues developing. Early Help brings together people from a range of services and teams who are committed to working with families to improve the situation for parents and children including those who may be adolescent. It can offer support to families prior to the birth of a child as well. In addition, it will provide help in cases where there may be a range of issues including parenting, employment and school attendance. The approach can also be used in cases where anti-social behaviour may be a factor or where there are issues relating to the emotional wellbeing of family members.

### **The Community Safety Partnership**

4.37 The Council has a legal obligation to work in partnership with other agencies to reduce crime, disorder, and the fear of crime locally, in order to improve quality of life and to create a safe living and working environment. The Council, working with East Devon, has established the East and Mid Devon Community Safety Partnership (CSP). This meets on a quarterly basis to monitor and to oversee the work being delivered by partners in accordance with certain agreed priorities.

4.38 The membership of the CSP includes representatives from statutory and voluntary organisations as well as from the business sector. A number of partner agencies are involved in the Steering Group of the Partnership and these include:

- Devon and Cornwall Police
- Devon County Council
- Devon and Somerset Fire and Rescue Service
- Dorset, Devon and Cornwall Probation
- The two local authorities; East and Mid Devon District Councils
- Northern, Eastern and Western Devon Clinical Commissioning Group

4.39 The CSP is part of the Safer Devon Partnership and also works with the Sexual Violence and Domestic Violence and Abuse Forum covering Exeter, East and Mid Devon.

### **MDDC: Working in partnership to support those experiencing financial hardship**

4.40 The Council works closely with the Department of Work and Pensions (DWP) which is co-located at our main Phoenix House offices. The Neighbourhood Officers in our landlord Mid Devon Housing service have access to the online portal which facilitates communication with the DWP in connection with claims for Universal Credit. In addition, they communicate regularly with dedicated liaison officers whose role it is to assist social landlords to help their tenants to sustain their tenancies.

- 4.41 The Council provides grants to several local organisations to support core activities. Citizens Advice receives funding and is supported by the DWP to assist those experiencing financial hardship to make a claim for Universal Benefit. This is known as the Help to Claim service.
- 4.42 Churches Housing Action Team (CHAT) also receives core funding from the Council. This supports work associated with assisting those who are homeless, the provision of debt and money advice and tenancy support activities.
- 4.43 At the time of developing this Strategy, CHAT was also contracted to work in partnership with the Council on a project to ensure that there is appropriate support available for residents in financial hardship. This new scheme will supplement the crisis and practical support provided by the Local Support Fund with Money and Debt Advice services for those clients for whom it is considered appropriate.
- 4.44 The Local Support Fund was established in response to the pandemic during April 2020. The aim was to provide emergency support to residents whose incomes had been affected by the pandemic and consequent lockdown. It provides emergency payments for food and other household essentials, fuel, and the cost of access to services. The fund has been managed and administered jointly by CHAT and Navigate in partnership with the Council.
- 4.45 Finally, the Council have adopted a new Corporate Debt Recovery Policy which recognises the benefits of early engagement and support with those experiencing financial hardship and this is supported by a new dedicated full-time Customer Welfare Officer to directly support those in need of a wide range of support.

**Objective 40 – Actively engage in partnership working**

<b>How measured -</b>	<b>The number of partnership arrangements supported</b>
<b>Target -</b>	<b>At least two partnerships each year to assist housing provision in the district</b>
<b>Source -</b>	<b>Corporate Plan 2020 – 2024 (core value of partnership to deliver outcomes and improvements)</b>

# CONCLUSIONS

These four chapters do not sit in isolation – they are interlinked and underpin the vision of the Council for a greater choice of good quality homes which meets not just the needs, but also the aspirations of all of our residents across our district so we can all grow and prosper. This is just the start of the journey, providing the direction and framework upon which to take our next steps. So what happens next and how will we ensure that the vision is turned into actions?

## Delivering the Housing Strategy

The delivery of the Housing Strategy for Mid Devon will be overseen by its Housing champion and portfolio holder (Cllr Bob Evans). The Council will also set up an informal, but dedicated Housing Strategy Delivery Group chaired by the Corporate Manager for Public Health, Regulation and Housing and supported by our wider Corporate Management Team. Below this will be working groups for each chapter of the Housing Strategy. These working groups will be made up of housing, development and planning professionals and specialist partners from both inside and external to the Council. The purpose of the groups is to develop a more dedicated Action Plan around each priority outlined in this strategy and to oversee their delivery over the next five years. Where resources are not available, it will be the role of these groups to seek and secure additional resources where possible. The lead officers of each group will report progress made against the action plans and targets back to the Delivery Group, the Housing portfolio holder and to our partners and residents.

## Reviewing the strategy

In this fast paced world of frequent policy and legislative changes, the Housing Strategy will be reviewed annually and revised if required. The views of stakeholders and partners will be considered and used to influence the housing strategy and its direction of travel.

## Closing statement

We recognise the vital role housing plays both to the district and to its residents and that is why we are committed to growing and improving the quality of our housing and strengthening our communities. This strategy brings together the issues, future challenges and opportunities for us to deliver our ambitions. It will be a long and challenging journey, and must include and involve a wide range of partners and our communities to make it a success, but the rewards that stronger, better housing offers will make a significant difference to lives of our residents, their health, happiness and prosperity.



## HOMES POLICY DEVELOPMENT GROUP 20 JULY 2021

### UPDATE ON TECKAL CONSIDERATIONS

**Cabinet Member(s):** Cllr Andrew Moore - Cabinet Member for Finance and Cllr Bob Evans – Deputy Leader & Cabinet Member for Housing and Property Services

**Responsible Officer:** Andrew Jarrett – Deputy Chief Executive (S151)

**Reason for Report:** To inform members of the intended timetable of activities/reports that will be produced to consider the applicability of a Teckal delivery model to assist in the delivery of our accelerated HRA housing programme.

**Recommendation:** The PDG endorses the timetable and activities proposed within this report.

**Financial Implications:** There are no direct financial implications arising from this report. However any associated costs associated with future decisions will be included in the reports table to Homes PDG, Cabinet and ultimately Full Council.

**Budget and Policy Framework:** The Council has already established a very clear objective of delivering a greater supply of social housing and both capital and revenue budgets have already been included to deliver on this pledge.

**Legal Implications:** All legal implications of Teckal or other means of delivery an accelerated programme of social housing will be considered as part of future considerations/reports.

**Risk Assessment:** Future reports will highlight any/all associated risks attached to all potential delivery options.

**Equality Impact Assessment:** This Policy does not directly impact any Equality issues.

**Relationship to Corporate Plan:** The Council has already identified the delivery of an increased supply of social housing as one of its key corporate priorities and has made budgetary provision to ensure its delivery.

**Impact on Climate Change:** The Council will give serious consideration to the carbon impact of any future build programmes.

#### 1.0 Introduction

- 1.1 In January 2020 Bevan Brittan delivered an all member briefing to discuss the applicability of forming a Teckal delivery model to consider how this could facilitate the commissioning of our HRA house building aspirations.

## 2.0 Current Considerations

- 2.1 As is clearly apparent, a reasonable time has passed since this briefing, in addition a report on the development options for Post Hill has been considered (which included a recommendation that any decision on the applicability of forming a Teckal entity would need to be made by Full Council) and a new Housing Strategy is being considered at this PDG meeting. We have also seen recent changes to legislation regarding the timing and proportion of Right to Buy Receipts (RTBs) and other new initiatives, such as First Homes, being piloted.
- 2.2 In order for members of this Committee and the wider Council to consider this option and work towards a way forward to facilitate an enhanced social housing delivery programme the Deputy Chief Executive has spoken to a number of legal companies who could provide an all member briefing and then potentially supply the services required to assist in the creation of this model or consider other options that may be applicable to deliver the same corporate outcome.

## 3.0 Conclusion

- 3.1 The Deputy Chief Executive has a legal firm on standby, if it is the PDG's recommendation to arrange a briefing and then bring back an options paper to consider the application of a Teckal model to assist in the delivery of an accelerated social housing build programme, or other options, to the September meeting.

**Contact for more Information:** Andrew Jarrett – Deputy Chief Executive (S151), Email: [ajarrett@middevon.gov.uk](mailto:ajarrett@middevon.gov.uk) ,Tel: 01884255255.

**Circulation of the Report:** Cabinet Member for Finance and Cabinet Member for Housing and Property Services, Leadership Team.

**List of Background Papers:** None

**HOMES PDG**  
**20 JULY 2021**

## **PERFORMANCE AND RISK OUTTURN REPORT FOR 2020/21**

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

**Reason for Report:** To provide Members with the outturn on performance against the corporate plan and local service targets for 2020/21.

**RECOMMENDATION:** That the PDG reviews the performance and risks and feeds back any areas of concern.

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

**Financial Implications:** None identified

**Legal Implications:** None

**Risk Assessment:** If performance is not monitored we may fail to meet our corporate and local service plan targets or to take appropriate corrective action where necessary.

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

**Climate Impact Assessment:** A number of performance indicators are either directly or indirectly related to our corporate ambition to reduce carbon emissions. Monitoring the performance of these can help evaluate impact of Council interventions as well as guide future decisions on spend and investment.

### **1.0 Introduction**

1.1 The Corporate Plan was approved by Cabinet on 16 January 2020 and runs from April 2020 until March 2024. This is the first annual report against the current Corporate Plan. The attached KPI appendices cover the entire financial year. Progress is monitored throughout the year by reporting against the declared Aims for each Priority identified.

1.2 In terms of the priorities for the coming year, the Cabinet will be focused on embedding a recovery from the pandemic, while trying to ensure that delivery against the corporate plan is back on track. As members will see from the KPI report, there are a number of areas that have been dramatically affected by the pandemic and it will be important to understand where these are inevitable and understood 'blips' on a trajectory, where they might be structural changes caused by what's occurred in the last year, and most importantly how to get

delivery back on track wherever possible to ensure that corporate aims can be met.

## **2.0 Environment Appendix 1**

### **Aim - Increase recycling rates and reduce the amounts of residual waste generated**

- 2.1 The final result for the recycling rate for the year was just below target at 53.5% compared to 53.12% last year. The residual waste was above target at 379.8Kg last year's final result was on target at 365Kg per household.
- 2.2 The waste service has experienced significantly increased levels of recycling and residual waste during lockdown periods, waste arisings have increased by 1975.57 tonnes compared to last year. All our near neighbours also saw an increase in residual waste per household. The service was also adversely affected by staff absences and constraints at the start of the pandemic.
- 2.3 Both measures for missed collections are better than target at 0.02% of all collections for the second year running.
- 2.4 The number of households paying for the chargeable garden waste service exceeded the target of 11,100 customers. An increase of 16.45% compared to the previous year; this is the largest increase since 2017/18.
- 2.5 Altogether a good set of results, the priority for 2021/22 is the three weekly waste collection trial which is due to start in July for three months. This will establish whether this is viable and how much of an improvement it might lead to in terms of recycling rates and a corresponding fall in residual Kg per household. Recycling rates need to significantly increase, so further work is likely to be needed to explore ways in which this could be achieved.

### **Aim - Encourage "green" sources of energy supply new policies and develop plans to decarbonise energy consumption in Mid Devon**

- 2.6 At an extraordinary meeting of Full Council on 26 June 2019, Members voted unanimously to support an ambitious cut in carbon emissions; to aim for Mid Devon to become carbon neutral by 2030.
- 2.7 The Climate Change Strategy and Action Plan were approved by Cabinet on 1 October 2020. The Climate and Sustainability Specialist started on 1 March 2021.
- 2.8 The Council has secured more than £310,000 of Public Sector Decarbonisation Scheme grant to fund the installation of energy efficiency and cost-saving measures at its three leisure centres.
- 2.9 The Council will also receive an additional £38,000 in the form of two grants from Salix, which is administering the government funding. These two grants are specifically to assist the development of a Heat Decarbonisation Plan to 2030 (£18,000) and £20,000 for skilled project support on the delivery of our Public Sector Decarbonisation Scheme that will be rolled out to the leisure

centres. All three funding schemes will help the Council take valuable steps closer to realising its ambition to become carbon neutral by 2030.

### **3.0 Homes Appendix 2**

#### **Aim - Deliver more affordable housing and greater numbers of social rented homes**

3.1 No new council houses were built during 2020/21 but one right to buy property was bought back. However in March the Council announced plans to build more than 50 new council houses between 2021 and 2024. For 2021/22 a target of 17 has been set.

3.2 None of the targets for housing delivery have been met but it must be recognised that the Covid pandemic increased the challenges during 2020/21 with the industry being completely shut down during the first period of lockdown. In this light the number of completions should be viewed favourably.

#### **Aims - Work with Community Land Trusts and other organisations to deliver homes retained in perpetuity for local need Support the establishment of Community Land Trusts in partnership with Parish Councils and other local bodies**

3.3 Two Community Land Trusts were assisted during 2020/21 meeting the target.

#### **Aim - Work with landlords to ensure the quality of homes in the private rented sector**

3.4 Empty homes brought back into use were once again above target at 101 (138 last year).

#### **Aim - Support and grow active tenancy engagement**

3.5 A tenant survey was successfully completed with a response rate of 34%. Work is continuing on analysing the results and developing an action plan.

3.6 Staff continued to provide a high level of support to tenants while working from home during the pandemic. Repairs staff were redeployed to maintain corporate assets while non-urgent work was suspended during the first lockdown but have been working fairly normally throughout the remainder of the year. The teams received a lot of positive feedback from customers.

#### **Aim - Work with local stakeholders to initiate delivery of the new garden village at Culm**

3.7 Two stakeholder forums were held remotely during 2020/21, in August and September, on the Building with Nature accreditation and the Connecting the Culm project.

#### 4.0 Economy Appendix 3

**Aims - Identify strategic and tactical interventions to create economic and community confidence and pride in the places we live. This includes a continued focus on Town Centre Regeneration**

**Develop and deliver regeneration plans for all 3 main towns in partnership with Town and Parish Councils, private and third sector and communities Promote the regeneration of our Town Centres by working with landlords and property developers to improve and increase the supply of quality housing**

- 4.1 Progress has been made on both the Tiverton Town Centre and Cullompton Town masterplans during 2020/21 with stage 2 consultations for both scheduled for 2021/22.
- 4.2 The Council's own retail properties have good occupancy rates with only three vacancies across the portfolio in Tiverton, one of which has been recently let subject to contract.
- 4.3 The number of empty business units across the district have reduced during 2020/21 and the number of business rate accounts has increased, although this is partly due to small businesses registering for the first time in order to secure grant funding. This is an encouraging sign of business resilience, however the next 6-9 months will be the test as national support mechanisms unwind and economic activity rebalances to its own level.
- 4.4 The Council has administered £36M of Covid grant funding to businesses over the course of the pandemic along with £2M of new rate reliefs. This was an enormous amount of work undertaken by staff from Revenues, Growth and Economic Development, redeployed Leisure staff and Finance.
- 4.5 Growth and Economic Development and Public Health staff have worked hard to help businesses and retail areas to open safely when they were allowed after the periods of lockdown.

**Aim - the creation of South West Mutual Bank and seek opportunities to encourage new branches being opened in areas that aren't well-served by existing banking services providers**

- 4.6 A meeting was held in December 2020 by the Deputy Chief Executive and the Cabinet Member for Finance with SW Mutual Bank's Director to receive an update on progress. Clearly, the prevailing Covid19 challenges have slowed down previously identified actions and delayed key milestones, however, at the conclusion of the meeting it was agreed that a quarterly progress update report would be provided in the future.

#### 5.0 Community Appendix 4

- 5.1 In addition to the business grant funding referred to above the Council has £534,410 funding specifically to help adversely affected individuals through

Hardship funding and Self Isolation payments. For the latter the Council had 263 applications up to March 2021; 104 were paid (£52k), 144 rejected and 15 were awaiting assessment.

### **Aim - Secure decent digital connectivity for all of Mid Devon**

- 5.2 Town centre Wi-Fi projects are proposed to be delivered in 2021.

### **Aim - Seek opportunities to address public health issues and disparities to improve the health and wellbeing of everyone in Mid Devon**

- 5.3 Despite the Leisure centres being closed for several periods during the pandemic a few people were still referred under the various schemes and started in the Autumn. These programmes will continue in 2021/22.
- 5.4 During the closures Leisure staff were redeployed to other services including Street Scene, Planning, Housing, grant payments and NFI work. During the first lockdown some were working on the Shielding project and later with community testing at EVLC and vaccinations at LMLC.

## **6.0 Corporate Appendix 5**

- 6.1 The Planning KPIs are all on target or better than target which, bearing in mind both the vacancies in key areas and the relatively undiminished volume of applications, is a significant success.
- 6.2 The responses to FOI requests have been 100% on time for two years.
- 6.3 The Council's own industrial units had 100% occupancy rates at the end of the year.
- 6.4 Collection rates for Council tax and NNDR are only slightly below target which is a real achievement during a pandemic when no formal recovery took place.
- 6.5 The Devon and Somerset Metro Board reached an important milestone in February, submitting a Strategic Outline Business Case to the Department for Transport to reopen stations at Cullompton and Wellington. This is a crucial step forward in the process of implementing improvements to the rail network including the provision of these new stations.

## **7.0 Risk**

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

- 7.1 The Corporate risk register is regularly reviewed by Group Managers and Leadership Team and updated as required.

7.2 Risk reports to committees include strategic risks with a current score of 10 or more in accordance with the Risk and Opportunity Management Strategy. (Appendix 6)

7.3 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.

## **8.0 Recommendations**

8.1 That the PDG reviews the performance and risks and feeds back any areas of concern.

**Contact for more Information:** Catherine Yandle Operations Manager for Performance, Governance and Health & Safety email: [cyandle@middevon.gov.uk](mailto:cyandle@middevon.gov.uk)

**Circulation of the Report:** Leadership Team and Leader



## Corporate Plan PI Report Environment

Monthly report for 2020-2021

Arranged by Aims

Filtered by Aim: Priorities Environment

For MDDC - Services

Key to Performance Status:

Performance Indicators:

No Data

Well below  
target

Below target

On target

Above target

Well above  
target

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

### Corporate Plan PI Report Environment

#### Priorities: Environment

#### Aims: Increase recycling and reduce the amount of waste

#### Performance Indicators

Title	Prev Year 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>Residual household waste per household (measured in Kilograms) (figures have to be verified by DCC)</u>	365.00	362.0	34.3	63.0	93.8	126.5	154.7	184.4	216.6	248.3	276.3	314.8	344.7	379.8	Darren Beer	(April - March) A 3.42% increase compared to previous year; The lockdown period has contributed to this rise due to residents creating more residual waste to be disposed

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:08

## Corporate Plan PI Report Environment

### Priorities: Environment

#### Aims: Increase recycling and reduce the amount of waste

#### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
																of from home. (LD)
<b><u>Number of Fixed Penalty Notices (FPNs) Issued (Environment)</u></b>	17	No Target	0	0	4	4	4	5	10	10	10	10	10	10	Darren Beer	(March) Lockdown restrictions during March have reduced the occurrence of offences (LD)
<b><u>% of Household Waste Reused, Recycled and Composted (figures have to be verified by DCC)</u></b>	53.12%	54.5%	52.6%	53.7%	54.3%	54.3%	54.3%	55.4%	54.8%	54.6%	54.0%	53.7%	53.2%	53.5%	Darren Beer	(March) Waste arisings have increased by 1975.57 tonnes compared to last year with 1214.19 of those tonnes being recyclables the remaining 761.27 tonnes are residual waste which is encouraging however if the waste hierarchy is

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:08

## Corporate Plan PI Report Environment

### Priorities: Environment

### Aims: Increase recycling and reduce the amount of waste

### Performance Indicators

Title	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
																applied an emphasis on prevention and reuse would reduce waste arisings as well as residual waste. (LD)
<u>Number of Households on Chargeable Garden Waste</u>	10,007	11,100	10,007	10,837	10,928	11,088	11,154	11,245	11,251	11,176	11,232	11,315	11,501	11,653	Darren Beer	(March) An increase of 16.45% compared to the previous year; this is the largest increase since 2017/18. (LD)
<u>% of missed collections reported (refuse and organic waste)</u>	0.02%	0.03%	0.01%	0.02%	0.02%	0.01%	0.01%	0.02%	0.02%	0.02%	0.02%	0.02%	0.02%	0.02%	Darren Beer	(March) Missed collections for refuse/organic are 0.01% under the annual target (LD)
<u>% of Missed Collections logged (recycling)</u>	0.02%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.02%	0.02%	0.02%	Darren Beer	(March) Missed collections for recycling

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:08

## Corporate Plan PI Report Environment

### Priorities: Environment

**Aims: Increase recycling and reduce the amount of waste**

### Performance Indicators

Title	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
																collections are 0.01% under the annual target (LD)

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:08

## Corporate Plan PI Report Climate Change

Monthly report for 2020-2021  
 Arranged by Aims  
 Filtered by Aim: Priorities Climate Change  
 For MDDC - Services

### Key to Performance Status:

Performance Indicators:

No Data

Well below  
target

Below target

On target

Above target

Well above  
target

\*

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

Page 137

## Corporate Plan PI Report Climate Change

### Priorities: Climate Change

### Aims: Green Sources of Energy

#### Performance Indicators

Title	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>Electric Car Charger Units</u>	n/a	8	n/a	n/a	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a	0	Jason Ball, Andrew Busby	(Quarter 4) Between 5 and 15 high potential locations identified. Options report submitted for Cabinet 13 May 2021 in order to empower officers to secure funded installations. (CY)

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:07

## Corporate Plan PI Report Climate Change

### Priorities: Climate Change

#### Aims: Green Sources of Energy

#### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<b><u>New Solar Initiatives</u></b>	n/a	250	n/a	n/a		n/a	n/a	211	n/a	n/a	251	n/a	n/a	251	Jason Ball, Andrew Busby	(Quarter 4) 37 customers have now been accepted for solar panel installations and 8 for retrofit batteries (CY)
<b><u>Electric Car Charger usage</u></b>	n/a	2,000	11	58	139	399	762	994	1,248	1,342	1,513	1,603	1,712	1,867	Jason Ball, Andrew Busby	(March) Year finished slightly below target after effects of lockdowns earlier in the year (CY)

#### Aims: Biodiversity

#### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<b><u>Corporate Tree Planting Scheme</u></b>	n/a	Develop corporate tree planting scheme by end 20/21	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	No	Jason Ball, Andrew Busby	(2020 - 2021) Post the national restrictions volunteers have now met again on the allocated area of land adjacent to Morrison's in Tiverton with a date on planting expected to be early in the New Year and Property Services also

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:07

## Corporate Plan PI Report Climate Change

### Priorities: Climate Change

#### Aims: Biodiversity

#### Performance Indicators

Title	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
																met Sustainable Crediton who are looking to plant trees at the end of January 2021 Cllr Slade has allocated Tiverton Tree Team £500 from his Mayor's Community Fund (CY)
<u>Community climate and biodiversity grants</u>	n/a	Funding agreed is first stage	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	No	Jason Ball, Andrew Busby	(2020 - 2021) Following a meeting with Mid Devon District Council, members of the St Lawrence Community Group and Sustainable Crediton have joined forces to take over planting up the flower beds on St Lawrence Green with pollinator friendly varieties. (CY)

#### Aims: Retro-fitting measures

#### Performance Indicators

Title	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>Corporate</u>	n/a	1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1	Jason Ball,	(2020 - 2021) Carlu Close

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:07

## Corporate Plan PI Report Climate Change

### Priorities: Climate Change

#### Aims: Retro-fitting measures

#### Performance Indicators

Title	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>Renewable Energy Projects</u>															Andrew Busby	solar PV project has been completed and the hydro project is a live planning application at present.  (CY)
<u>ECO Flex</u>	n/a	600						424	550	637	744	818	909	1,032	Simon Newcombe	
<u>Housing Assistance Policy</u>	n/a	5	1	1	1	1	1	1	2	2	4	5	5	5	Simon Newcombe	
<u>Home Improvement Loans</u>	n/a	5	n/a	n/a	0	n/a	n/a	1	n/a	n/a	5	n/a	n/a	10	Simon Newcombe	(Quarter 4) As we are coming out of lockdown we are seeing a rise in enquiries which in turn leads to loans sanctioned. This is a great result given the difficulties of the last year. (TW)

#### Aims: Other



## Corporate Plan PI Report Climate Change

### Priorities: Climate Change

### Aims: Other

### Performance Indicators

Title	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>Community Schemes</u>	n/a		n/a	n/a	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a	0	Jason Ball, Andrew Busby	(Quarter 4) The C&S Specialist will enable community groups to promote sustainability activities and resources on the new climate website. (CY)
<u>Council Carbon Footprint</u>	n/a	19,000	n/a	n/a		n/a	n/a		n/a	n/a		n/a	n/a	19,439	Jason Ball, Andrew Busby	(Quarter 4) LED lighting and new boiler installation in Phoenix House, Carlu Close solar PV (CY)

This page is intentionally left blank

## 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

\* 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 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	393	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	335	Jenny Clifford, Simon Newcombe	(2020 - 2021) The annual target has not been met. However, house completions have been sustained notwithstanding the challenges that the Covid-19 pandemic has placed on the construction industry. (TP)
<u>Self Build Plots</u>	n/a	5	n/a	n/a	3	n/a	n/a	3	n/a	n/a	6	n/a	n/a	6	Jenny Clifford	(Quarter 3) Three custom and self build plots were permissioned in October 2020 on three sites. (TP)
<u>Gypsy &amp; Traveller Pitches</u>	n/a	2	n/a	n/a	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a	1	Jenny Clifford	(Quarter 4) 1 pitch implemented in January 2021. Planning permission has been granted for 5 pitches as part of mixed development at Pedlarspool, Crediton. (TP)
<u>Number of affordable</u>	133	94	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	30	Jenny	(2020 - 2021) Evidence shows that some

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:05

## Corporate Plan PI Report Homes

### Priorities: Homes

#### Aims: Deliver Housing

#### Performance Indicators

Title	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>homes delivered (gross)</u>															Clifford	delivery of Affordable Housing has been sustained on site allocations, but delivery overall has been impacted by the challenges the Covid 19 pandemic has placed on the construction industry. (TP)
<u>New Social Rent Council Houses</u>	26		n/a	n/a	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a	0	Andrew Busby, Simon Newcombe	(Quarter 4) We have converted 2 additional properties and bought back 2 RTB properties during the year (CY)
<u>Number of Homelessness Approaches</u>	n/a	721 for 2019/20	n/a	n/a	125	n/a	n/a	289	n/a	n/a	433	n/a	n/a	587	Simon Newcombe	

#### Aims: Community Land Trusts

#### Performance Indicators

Title	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>Community Land Trusts Assisted</u>	n/a	2	n/a	n/a		n/a	n/a	1	n/a	n/a	2	n/a	n/a	2	Jenny Clifford	(Quarter 4) Two CLTs have been assisted in the period 2020 - 2021 (Chawleigh Community Trust and Sampford Peverell Community Land Trust). (TP)

#### Aims: Private Sector Housing

## Corporate Plan PI Report Homes

### Priorities: Homes

#### Aims: Private Sector Housing

#### Performance Indicators

Title	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>	138	72	1	9	26	31	34	44	59	60	71	78	88	101	Simon Newcombe	
<u>Houses in Multiple Occupation (HMOs) investigations</u>	n/a	100%						100%	100%	100%	100%	98%	92%	93%	Simon Newcombe	(February) 8 HMO enquiries received 5 have had initial investigation carried out. Covid restrictions, lack of resources and additional workload mean that not all HMO enquiries have been progressed. (TW)
<u>Landlord engagement and Support</u>	n/a	9	n/a	n/a	4	n/a	n/a	8	n/a	n/a	12	n/a	n/a	14	Simon Newcombe	(Quarter 4) Pin point and social media post (TW)

#### Aims: Council Housing

#### Performance Indicators

Title	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>% Complaints Responded to On Time</u>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	Simon Newcombe	
<u>Tenant Census</u>	n/a		n/a	n/a	34%	n/a	n/a	34%	n/a	n/a	34%	n/a	n/a	34%	Simon Newcombe	
<u>% Emergency Repairs</u>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	Simon Newcombe	

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:05

## Corporate Plan PI Report Homes

Priorities: Homes

Aims: Council Housing

Performance Indicators

Title	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>Completed on Time</u>																
<u>% Urgent Repairs Completed on Time</u>	100.0%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	Simon Newcombe	
<u>% Routine Repairs Completed on Time</u>	99.3%	95.0%	100.0%	100.0%	100.0%	100.0%	98.4%	99.8%	100.0%	100.0%	99.5%	97.5%	100.0%	100.0%	Simon Newcombe	
<u>% Repair Jobs Where an Appointment Was Kept</u>	98.9%	95.0%	100.0%	100.0%	99.8%	100.0%	99.0%	99.7%	100.0%	100.0%	99.3%	99.6%	100.0%	99.0%	Simon Newcombe	
<u>% Properties With a Valid Gas Safety Certificate</u>	99.82%	100.0%	99.6%	99.4%	98.9%	98.9%	99.2%	99.4%	99.5%	99.5%	99.5%	99.4%	99.9%	99.4%	Simon Newcombe	

Page 146

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:05

## Corporate Plan PI Report Economy

Monthly report for 2020-2021  
 Arranged by Aims  
 Filtered by Aim: Priorities Economy  
 For MDDC - Services

## Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
-------------------------	---------	-------------------	--------------	-----------	--------------	-------------------

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

## Corporate Plan PI Report Economy

## Priorities: Economy

## Aims: Incubator and start-up space

## Performance Indicators

Title	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 Act Manager	Officer Notes
<u>Incubator and Start-up space</u>	n/a	Target not yet set as initial work required													Jenny Clifford	(February) Scoping exercise to understand requirements has been affected by staff redeployment into COVID-19 response work and will not now take place until later in 2021. (JC)
<u>Sites for Commercial Development</u>	n/a	2						0	0	0	0	0	0	0	Keith Ashton, Andrew Busby	(March) Kingmills/Simmons Place footprint for other sites. (CY)

## Aims: Improve and regenerate our town centres

## Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<u>Number of business rate accounts</u>	3,241	3,250	3,104	3,112	3,123	3,137	3,149	3,339	3,340	3,349	3,347	3,355	3,356	3,356	Dean Emery	
<u>Business Rates RV</u>	n/a		£45,355,994	£45,388,169	£45,354,679	£45,377,354	£45,470,574	£45,519,079	£45,519,379	£45,564,477	£45,584,367	£45,584,392	£45,577,552	£45,601,082	Dean Emery	
<u>Empty Business Properties</u>	n/a							267	258	304			250	244	Dean Emery	
<u>Tiverton Town Centre Masterplan</u>	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		Jenny Clifford, Adrian Welsh	(2020 - 2021) Projects associated with the masterplanning work have been

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:04

## Corporate Plan PI Report Economy

## Priorities: Economy

## Aims: Improve and regenerate our town centres

## Performance Indicators

Title	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
																considered by Cabinet in order to prepare for possible funding opportunities. Informed by this work a Community Renewal Fund bid has been submitted. Stage 2 consultation on the masterplan is programmed for Autumn 21. (JC)
<u>Cullompton Town Centre Masterplan</u>	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		Jenny Clifford, Adrian Welsh	(2020 - 2021) The draft masterplan was agreed for public consultation at the May 21 Cabinet meeting. Stage 2 public consultation is due to commence in June 21. (JC)
<u>Pannier Market Regular Traders</u>	n/a	Varies from 75 to 80% depending on the day							77.7%		77.0%	41.0%	35.7%	34.7%	Adrian Welsh	(March) Social distancing limitations and pandemic were still issues over this period. Early signs are encouraging following the 12 April 21 reopening and work continues to attract more traders to the market. (CY)
<u>West Exe North and South</u>	n/a		n/a	n/a	13	n/a	n/a	13	n/a	n/a	13	n/a	n/a	13	Keith Ashton, Andrew Busby	(Quarter 4) 92%, 1 unit vacant (CY)

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:04



**Corporate Plan PI Report Economy****Priorities: Economy****Aims: Improve and regenerate our town centres****Performance Indicators**

Title	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>Fore St Tiverton</u>	n/a		n/a	n/a	4	n/a	n/a	4	n/a	n/a	4	n/a	n/a	4	Keith Ashton, Andrew Busby	(Quarter 4) 80% 1 vacant unit, let STC (CY)
<u>Market Walk Tiverton</u>	n/a		n/a	n/a	13	n/a	n/a	13	n/a	n/a	14	n/a	n/a	14	Keith Ashton, Jason Ball, Andrew Busby	(Quarter 4) 93% 1 vacant unit, some interest being shown (CY)

**Aims: Community Land Trusts****Performance Indicators**

Title	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>Community Land Trusts Assisted</u>	n/a	2	n/a	n/a		n/a	n/a	1	n/a	n/a	2	n/a	n/a	2	Jenny Clifford	(Quarter 4) Two CLTs have been assisted in the period 2020 - 2021 (Chawleigh Community Trust and Sampford Peverell Community Land Trust). (TP)

**Aims: Digital Connectivity****Performance Indicators**

Title	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>Digital connectivity</u>	n/a	>24 Mbps	n/a	n/a		n/a	n/a		n/a	n/a		n/a	n/a		Adrian Welsh	(Quarter 4) Town centre wifi projects are still proposed to be delivered in 2021. (CY)

This page is intentionally left blank

## Corporate Plan PI Report Community

Monthly report for 2020-2021

Arranged by Aims

Filtered by Aim: Priorities Community

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

For MDDC - Services

**Key to Performance Status:**

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
-------------------------	---------	-------------------	--------------	-----------	--------------	-------------------

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

Page 151

### Corporate Plan PI Report Community

#### Priorities: Community

#### Aims: Health and Wellbeing

#### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<u>Annual Community Safety Partnership (CSP) Action Plan</u>	n/a	12												12	Simon Newcombe	(March) Completed 20/21 Action Plan and project spend summary approved at May 2021 CSP Board meeting. Covid adjusted core project plan fully delivered and updated 21/22 plan

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:07

## Corporate Plan PI Report Community

### Priorities: Community

### Aims: Health and Wellbeing

### Performance Indicators

Title	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>Safeguarding standards for drivers</u>	n/a	100%						100%					100%	100%	Simon Newcombe	approved. (SN) (February) Training has been delivered remotely/online during pandemic. All scheduled training completions due to end of Feb 2021 have been completed for those drivers retaining a licence (SN)
<u>Mental Health First Aiders</u>	n/a	5	n/a	n/a	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a	0	Matthew Page	(Quarter 4) Refresher training has been provide for 2 staff and plans are in place to offer training to increase numbers in 21/22 (CY)
<u>National and regional promotions</u>	n/a	5	0	1	1	1	2	3	4	5	5	5	6	7	Simon Newcombe	(March) HHSRS national review (TW)

### Aims: Community Involvement

## Corporate Plan PI Report Community

### Priorities: Community

### Aims: Community Involvement

#### Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Group Manager	Officer Notes
<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	94%	90%	100%	100%	96%	91%	94%	93%	90%	90%	90%	90%	90%	90%	Lisa Lewis	(March) 32 closed at 1st check 39 closed at 2nd check (RT)
<u>Number of Complaints</u>	313		5	21	45	64	97	122	145	163	184	211	230	273	Lisa Lewis	(March) Actual number reported (CY)

### Aims: Leisure Centres

#### Performance Indicators

Title	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>Health Referral Initiative starters</u>	n/a	15	0	0	0	0	0	0	4	2	0	0	0	0	Corinne Parnall	(March) covid-19 (K)
<u>Health Referral Initiative completers</u>	n/a	15	0	0	0	0	0	0	0	0	0	0	0	0	Corinne Parnall	(March) covid-19 (K)
<u>Health Referral Initiative</u>	n/a	5	0	0	0	0	0	0	0	0	0	0	0	0	Corinne Parnall	(March) covid-19 (K)

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:07

## Corporate Plan PI Report Community

**Priorities: Community**

**Aims: Leisure Centres**

### Performance Indicators

Title	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>conversions</u>																

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:07

## Corporate Plan PI Report Corporate

Monthly report for 2020-2021

Arranged by Aims

Filtered by Aim: Priorities Delivering a Well-Managed Council

For MDDC - Services

Key to Performance Status:

Performance Indicators:

No Data

Well below  
target

Below target

On target

Above target

Well above  
target\*  
Indicates that an entity is linked to the Aim by its parent Service

## Corporate Plan PI Report Corporate

## Priorities: Delivering a Well-Managed Council

## Aims: South West Mutual Bank

## Performance Indicators

Title	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>South West Mutual Bank</u>	n/a		n/a	n/a	n/a	n/a	n/a		n/a	n/a	n/a	n/a	n/a		Andrew Jarrett	(October - March) A meeting was held in December 2020 by the Dep CE and the Cabinet Member for Finance with SW Mutual Bank's Director to receive an update on progress. Clearly, the prevailing Covid19 challenges have slowed down previously identified actions and delayed key milestones, however, at the conclusion of the meeting it was agreed that a quarterly progress update report would be provided in the future. (CY)

## Aims: Commercial Opportunities

## Performance Indicators

Title	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>Tiverton Other</u>	n/a		n/a	n/a	8	n/a	n/a	8	n/a	n/a	8	n/a	n/a	8	Keith Ashton,	(Quarter 4) 100% Occupancy (CY)

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:06

## Corporate Plan PI Report Corporate

## Priorities: Delivering a Well-Managed Council

## Aims: Commercial Opportunities

## Performance Indicators

Title	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
															Andrew Busby	
<u>Industrial Units Cullompton</u>	n/a		n/a	n/a	15	n/a	n/a	14	n/a	n/a	14	n/a	n/a	15	Keith Ashton, Andrew Busby	(Quarter 4) 100% Occupancy (CY)

## Aims: Other

## Performance Indicators

Title	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>Sickness absence %</u>	3.27%	2.78%	n/a	n/a	2.17%	n/a	n/a	1.99%	n/a	n/a	1.89%	n/a	n/a	2.10%	Matthew Page	(Quarter 2) Short term sickness has considerably reduced due to a combination of the new sickness policy but also the impact of COVID-19 and WFH (as well as the need for staff to self isolate) (CY)
<u>Appraisals completed</u>	75%	100%	n/a	n/a	n/a	n/a	n/a	0%	n/a	n/a	n/a	n/a	n/a	97%	Matthew Page	(October - March) Deadline has been moved to the 31 March 2021 due to the

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:06



## Corporate Plan PI Report Corporate

## Priorities: Delivering a Well-Managed Council

## Aims: Other

## Performance Indicators

Title	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
																new online Appraisal/PDR system coming in and the need to train/upskill line managers and employees on how to use the system. (CY)
<b>New Performance Planning Guarantee determine within 26 weeks</b>	100%	100%	n/a	n/a	100%	n/a	n/a	100%	n/a	n/a	100%	n/a	n/a	100%	Jenny Clifford, Eileen Paterson	(Quarter 1) COVID-19 (RP)
<b>Major applications overturned at appeal (over last 2 years)</b>	2%	10%	n/a	n/a	4%	n/a	n/a	5%	n/a	n/a	4%	n/a	n/a	5%	Jenny Clifford, Eileen Paterson	
<b>Major applications overturned at appeal % of appeals</b>	10.00%		n/a	n/a	0%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a	0%	Jenny Clifford, Eileen Paterson	(Quarter 4) Target less than 10% (RP)
<b>Minor applications overturned at appeal (over last 2</b>	0%	10%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a	2%	n/a	n/a	2%	Jenny Clifford, Eileen Paterson	

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:06

## Corporate Plan PI Report Corporate

## Priorities: Delivering a Well-Managed Council

## Aims: Other

## Performance Indicators

Title	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>years)</u>																
<u>Minor applications overturned at appeal % of appeals</u>	13%		n/a	n/a	0.25%	n/a	n/a	0.25%	n/a	n/a	1.73%	n/a	n/a	1.66%	Jenny Clifford, Eileen Paterson	
<u>Response to FOI Requests (within 20 working days)</u>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Catherine Yandle	
<u>Working Days Lost Due to Sickness Absence</u>	8.12days	7.00days	n/a	n/a	1.41days	n/a	n/a	2.61days	n/a	n/a	4.18days	n/a	n/a	5.80days	Matthew Page	
<u>Staff Turnover</u>	n/a	14.0%	n/a	n/a		n/a	n/a		n/a	n/a	12.7%	n/a	n/a	15.0%	Matthew Page	(Quarter 4) We are in line with the sector in terms of staff turnover (CY)
<u>% total Council tax collected - monthly</u>	98.50%	98.50%	10.72%	19.37%	28.02%	36.82%	45.54%	54.55%	64.10%	73.26%	80.75%	91.27%	94.34%	96.96%	Dean Emery	
<u>% total NNDR collected - monthly</u>	99.20%	99.20%	10.09%	16.52%	31.01%	38.88%	47.90%	55.45%	62.86%	70.21%	77.03%	84.56%	90.94%	96.81%	Dean Emery	(August) COVID effect and no formal recovery. Better to compare actuals in prev yr and work out the

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:06

## Corporate Plan PI Report Corporate

**Priorities: Delivering a Well-Managed Council**

**Aims: Other**

### Performance Indicators

Title	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
																value down c £104,190 (DE)

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 June 2021 18:06

This page is intentionally left blank

## Corporate Risk Management Report - Appendix 6

Report for 2021-2022

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

Filtered by Flag: Include: \* Corporate Risk Register

For MDDC - Services

Filtered by Performance Status: Exclude Risk Status: Low

Not Including Risk Child Projects records, Including Mitigating Action records

### Key to Performance Status:

Mitigating Action:

Milestone  
Missed

Behind  
schedule

In progress

Completed  
and  
evaluated

No Data  
available

Risks: No Data (0+)

High (15+)

Medium (6+)

Low (1+)

## Corporate Risk Management Report - Appendix 6

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

Service: Climate Change

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
Completed and evaluated	Climate and Sustainability Specialist	Appointment commenced in March 2021	Catherine Yandle	30/04/2021	30/04/2021	Fully effective (1)
In progress	Climate Change Strategy and Action Plan	Was approved by Cabinet on 1 October 2020. The Handbook needs completing and publishing	Catherine Yandle	09/12/2020	30/04/2021	Satisfactory (2)
Completed and evaluated	Consideration by the Environment PDG	This PDG has been tasked with considering the Council's own policy response (s) to the Climate Change Declaration made at Full Council on 26 June 2019.	Catherine Yandle	19/07/2019	30/04/2021	Fully effective (1)
Completed and evaluated	Devon Climate Emergency – Tactical Group	MDDC are part of the tactical group for the climate emergency that has strategic	Catherine Yandle	18/05/2020	30/04/2021	Fully effective (1)

Printed by: Catherine Yandle

SPAR.net

Print Date: 30 June 2021 11:13

Page 161

Corporate Risk Management Report - Appendix 6						
Mitigating Action records						
Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
		links to our own plans.				
In progress	Net Zero Advisory Group	This was approved by Cabinet on 23 April 2020 terms of reference to be progressed for the group, membership confirmed and first meeting held remotely.	Catherine Yandle	18/05/2020	30/04/2021	Satisfactory (2)
Current Status: High (20)		Current Risk Severity: 5 - Very High		Current Risk Likelihood: 4 - High		
Service Manager: Jason Ball, Catherine Yandle						
Review Note: The new Climate and Sustainability Specialist is now prioritising work streams for future consideration.						

## Corporate Risk Management Report - Appendix 6

**Risk: Commercial Land supply** Insufficient diversity in commercial land provided to meet changing business needs

**Service: Planning**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Business and landowner engagement	Continued brokering of sites and identification of creative opportunities to meet business demands can be very effective in addressing this risk	Adrian Welsh	10/06/2019	07/04/2021	Satisfactory (2)
In progress	Call for sites	Call for sites (and subsequent site assessment) in connection with the next Local Plan will assist in understanding of site availability in order to effectively plan for employment needs across the new local plan period.	Jenny Clifford	07/04/2021	07/04/2021	Satisfactory (2)
Behind schedule	Incubator/Flexible workspace project	This project should help identify opportunities to help the delivery of new flexible workspace	Adrian Welsh	10/06/2019	07/04/2021	Action required(3)
In progress	Plan for recovery	Develop a recovery plan/ strategy in conjunction with partners	Jenny Clifford	12/05/2020	07/04/2021	Satisfactory (2)
<b>Current Status: Medium (10)</b>		<b>Current Risk Severity: 5 - Very High</b>		<b>Current Risk Likelihood: 2 - Low</b>		

**Service Manager: Jenny Clifford**

**Review Note:** Position has not changed since last review in that Local Plan adoption provides allocated employment sites. Work has also started to plan for employment needs over the next local

**Printed by: Catherine Yandle**

**SPAR.net**

**Print Date: 30 June 2021 11:13**

## Corporate Risk Management Report - Appendix 6

plan period with the recent call for sites.

Incubator/flexible workspace project requires intelligence to better understand and plan for business need. This work has been delayed due to required focus on business grants and recovery planning.

**Risk: Coronavirus Pandemic** The risk to MDDC's ability to conduct business as usual

**Service: Governance**

**Mitigating Action records**

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
Completed and evaluated	Business Continuity Planning (BCP)	BCPs have been reviewed. Regular updates are being obtained from Public Health England and the Local Resilience Forum. Fortnightly meetings of managers and Leadership Team via Skype.	Catherine Yandle	06/03/2020	07/04/2021	Fully effective (1)
In progress	Financial and Economic effects monitoring	To ensure that local authorities including MDDC are reimbursed in full for the Covid 19 response by Central government. At present we have been given approx. £1.2M to date in extra funding in 4 tranches.	Catherine Yandle	13/05/2020	07/04/2021	Satisfactory (2)
<b>Current Status: High (15)</b>		<b>Current Risk Severity: 5 - Very High</b>		<b>Current Risk Likelihood: 3 - Medium</b>		

**Service Manager: Simon Newcombe**

**Review Note:** Response continually monitored in the light of developments with the new Covid variant. Vaccination programme success has enabled score to be reduced. Community response has been stood down.



## Corporate Risk Management Report - Appendix 6

**Risk: Culm Garden Village** Possible discontinuance of Government funding support

**Service: Planning**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Funding opportunities	Lobby for the creation of further funding opportunities and for further rounds of the garden communities capacity funding	Jenny Clifford	03/02/2021	10/05/2021	Satisfactory (2)
In progress	Further bids for capacity funding	To continue to secure external funding to support the project	Jenny Clifford	29/03/2019	10/05/2021	Satisfactory (2)

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Jenny Clifford, Adrian Welsh**

**Review Note:** Bid submitted for 20/21 round of capacity funding. Currently awaiting outcome. Further future bid opportunities unknown at this stage and will be announced by Government in due course.

## Corporate Risk Management Report - Appendix 6

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

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

**Service: I C T**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
Completed and evaluated	Email and Protective DNS	ICT have applied the all levels of the government secure email policy, which ensures secure email exchange with government agencies operating at OFFICIAL. PSN DNS has been configured at the Internet gateway, which ensures the validity of websites and blocks known sites.	Lisa Lewis	06/06/2019	29/06/2021	Fully effective (1)
Completed and evaluated	Information Security Policy in place, with update training	Information Security Policy on LMS (online policy system) included in induction.	Catherine Yandle	22/10/2015	29/06/2021	Fully effective (1)
In progress	Regular user awareness training	Staff and Member updates help to reduce the risk	Catherine Yandle	03/01/2019	29/06/2021	Satisfactory (2)
Completed and evaluated	Technical controls in place	Required to maintain Public Sector Network certification	Lisa Lewis	03/01/2019	29/06/2021	Fully effective (1)

**Current Status: High (20)**

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

**Current Risk Likelihood: 4 - High**

**Service Manager: Lisa Lewis**

**Review Note:** External penetration testing occurred in May - mitigation plan pending. Two cyber audits in progress, one with DAP and one with localdigital.gov.uk an arm of MHCLG. Results will inform appropriately prioritised Cyber and Disaster Recovery plan to be completed by the Autumn.

Notification/emails to staff/members about phishing and other risks are circulated regularly.

Email and Protective DNS - conforming with government secure email policy.

Early mitigation plans around password management and multi-factor authentication have commenced, but this is likely to incur training requirements for officers/members as we change

**Printed by: Catherine Yandle**

**SPAR.net**

**Print Date: 30 June 2021 11:13**

## Corporate Risk Management Report - Appendix 6

business practices.

**Risk: Economic Development Service** The macro economic position might necessitate a reactive response, impacting on the Council's resourcing and reducing its ability to deploy resources as planned.

### Service: Growth, Economy and Development

#### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Distribution and processing of Gov business support funding.	To assist businesses during the Covid19 pandemic and to help sustain them during this time of national restrictions.	Adrian Welsh	12/05/2020	06/05/2021	Satisfactory (2)
In progress	Hardship funding	To support individuals/households but also crucial for self employed and furloughed staff as a result of the pandemic.	Adrian Welsh	12/05/2020	06/05/2021	Satisfactory (2)
In progress	Recovery plans	Work underway in partnership with other Devon and regional partners to develop economic recovery plans to assist positive outcomes on local economy.	Adrian Welsh	12/05/2020	06/05/2021	Satisfactory (2)
<b>Current Status: High (25)</b>		<b>Current Risk Severity: 5 - Very High</b>		<b>Current Risk Likelihood: 5 - Very High</b>		

#### Service Manager: Adrian Welsh

**Review Note:** The pandemic has had a critical impact on the local, national and global economy. Officer resource has been prioritised to issuing business grant support. Whilst recovery planning work takes place with our partners, our ability to contribute is less than we would want as a result of the grant work prioritisation.

## Corporate Risk Management Report - Appendix 6

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

**Service: Growth, Economy and Development**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Continue to seek out existing and new funding opportunities	To assist in ensuring adequate funding for delivery of COVID19 economic recovery work.	Adrian Welsh	10/06/2019	06/05/2021	Satisfactory (2)
In progress	partnership working	Continue to work closely with delivery partners to gain advance warning of difficulties so as to seek to mitigate and also to develop joint responses to COVID economic recovery	Adrian Welsh	10/06/2019	06/05/2021	Satisfactory (2)
In progress	Project Management	Continue rigorous project management, monitoring and reporting of economic development projects	Adrian Welsh	10/06/2019	06/05/2021	Satisfactory (2)
In progress	Recovery Plans	Recovery Plans will be put in place to aid recovery.	Adrian Welsh	12/05/2020	06/05/2021	Satisfactory (2)
In progress	Review and reprioritisation	Part of review of projects for Year 2 actions and a review of the likely impacts on the economy of the pandemic. This will consider maximising investment through external funding and prioritising officer time.	Adrian Welsh	31/01/2020	06/05/2021	Satisfactory (2)

**Current Status: High (20)**

**Current Risk Severity: 4 - High**

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

**Service Manager: Adrian Welsh**

**Printed by: Catherine Yandle**

**SPAR.net**

**Print Date: 30 June 2021 11:13**

## Corporate Risk Management Report - Appendix 6

**Review Note:** Although a review of the strategy was programmed for Q1 2021, this has had to be moved back following the further period of national lockdown and resultant business support requirements. The review will be informed by emerging 'Team Devon recovery work'. This work will also be informed by national economic predictions and forecasts once a better idea of the implications to the economy of the emerging vaccination programme are known.

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

**Service: Growth, Economy and Development**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Actively pursue funding opportunities through Levelling Up Agenda/Shared Prosperity Fund	Work currently being undertaken to be in a state of readiness as opportunities become available	Adrian Welsh	03/02/2021	06/05/2021	Satisfactory (2)
In progress	Lobbying	Officers will continue to review funding opportunities and seek opportunities to work closely with local partners and the HotSWLEP to seek additional funding support for key infrastructure.	Adrian Welsh	12/05/2020	06/05/2021	Satisfactory (2)
In progress	Officers have reprioritised work programmes to explore new funding opportunities	End of European funding sources	Adrian Welsh	10/06/2019	06/05/2021	Satisfactory (2)
<b>Current Status: High (16)</b>		<b>Current Risk Severity: 4 - High</b>		<b>Current Risk Likelihood: 4 - High</b>		

**Service Manager: Adrian Welsh**

**Review Note:** Given ongoing constraints on resource and the scale of the challenges to the GED team at this time there has been need to carefully prioritise project delivery. Funding opportunities are actively being pursued.

## Corporate Risk Management Report - Appendix 6

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

**Service: Governance**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	IDOX Records Handling Plan	To utilize IDOX bulk data handling tool across the Council services using Uniform	Catherine Yandle	01/03/2019	19/05/2021	Satisfactory (2)
Completed and evaluated	Records Management Action Plan	To improve identified issues with records management	Catherine Yandle	15/06/2018	19/05/2021	Fully effective (1)

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Catherine Yandle**

**Review Note:** GDPR awareness among staff is good. Some refresher training will be organised in Q2 21/22 .

## Corporate Risk Management Report - Appendix 6

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

**Service: Governance**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Risk Assessments	Review risk assessments and procedures to ensure that we have robust arrangements in place. Risk training sessions in place.	Catherine Yandle	28/05/2013	10/01/2021	Satisfactory (2)
In progress	Risk assessments	Group Managers receive monthly automated reminders to update any outstanding risk reviews	Catherine Yandle	20/09/2019	10/01/2021	Satisfactory (2)
<b>Current Status: Medium (10)</b>		<b>Current Risk Severity: 5 - Very High</b>		<b>Current Risk Likelihood: 2 - Low</b>		

**Service Manager: Catherine Yandle**

**Review Note:** Covid Secure RAs have been updated in the light of latest national lockdown and mitigations re new variants of the virus. Guidance updated.

## Corporate Risk Management Report - Appendix 6

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

### Service: Housing Services

#### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
Completed and evaluated	Multi-skilled Staff	Due to an increase in homelessness approaches more applicants with complex needs are coming through the system that require far greater staff attention than normal. In order to mitigate this, staff are expanding their training around mental health, drug and alcohol awareness, and safeguarding, in order to create a more multi-skilled and adaptable workforce. This may require a greater allocation of resources as homelessness increases.	Claire Fry	21/12/2020	09/04/2021	Fully effective(1)
Completed and evaluated	RSI funding	The number of homeless approaches and the number of rough sleepers in the District are both likely to increase as a result of the economic instability and the current outbreak of Covid19. Our	Claire Fry	21/12/2020	09/04/2021	Fully effective(1)



Corporate Risk Management Report - Appendix 6						
Mitigating Action records						
Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
		success in obtaining up to £6,400 in RSI funding to deliver services during the cold weather means that we can adapt to this increased caseload and better carry out early intervention and prevention options to aid rough sleepers and prevent returning to the streets.				
Completed and evaluated	Staff Support	Officers are trained and knowledgeable and the structure of Housing Options team reviewed to build resilience.	Claire Fry	22/06/2017	09/04/2021	Fully effective(1)
Completed and evaluated	Temporary Accommodation	With the rise in homelessness applicants, the overall cost of homelessness provisions will increase and therefore there is a need to make use of existing stock as temporary accommodation, as opposed to more costly alternatives such as bed and breakfast.	Claire Fry	21/12/2020	09/04/2021	Fully effective(1)
Current Status: High (16)		Current Risk Severity: 4 - High		Current Risk Likelihood: 4 - High		
Service Manager: Claire Fry						
Review Note: This area of work is high-risk due to the fact that we anticipate increasing numbers of						
Printed by: Catherine Yandle			SPAR.net		Print Date: 30 June 2021 11:13	

## Corporate Risk Management Report - Appendix 6

people approaching us as homeless due to the ongoing economic impact of the pandemic. In addition, those presenting may be distressed and therefore their responses to our officers may be inappropriate, which can cause stress. Further, there are risks associated with rough sleeping during the pandemic, however, we have obtained further funding from MHCLG which supports work with rough sleepers and the Housing Options Team has necessary skills, knowledge, and experience to enable them to prevent and manage homelessness efficiently and effectively.

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

### Service: Governance

#### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
Completed and evaluated	Awareness and Training	Attend team meetings and other meetings such as Tenants Together to provide training and answer questions on request. Articles in the Link on an ad hoc basis. Annual Information Security training is mandatory for all network computer users	Catherine Yandle	09/08/2019	19/05/2021	Fully effective (1)
In progress	Breach notification	Security breaches are logged via the helpdesk and monitored for developing trends. Training and advice is offered in response to items logged.	Catherine Yandle	09/08/2019	19/05/2021	Satisfactory (2)
Current Status: Medium (12)		Current Risk Severity: 4 - High		Current Risk Likelihood: 3 - Medium		
Service Manager: Catherine Yandle						
Review Note: Awareness among staff is good. Some refresher training will be organised in Q2 21/22 . New Member trainingtook place on 1 June 21						

## Corporate Risk Management Report - Appendix 6

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

**Service: Growth, Economy and Development**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Close working with Devon Country Council (delivery partner) over the HIF schemes	DCC is the delivery partner for the Council's HIF highway infrastructure project. Close working is taking place in order to ensure risks of project delay or cost escalation are reduced. DCC is undertaking robust project management of the projects. These actions seek to ensure the projects remain on track and any problems are raised at an early stage allowing for corrective action.	Jenny Clifford	13/01/2021	06/05/2021	Satisfactory (2)
In progress	Close working with Homes England over the HIF schemes	Grant fund agreements over the HIF funding to deliver 2 highway infrastructure schemes. These include a range of requirements and project milestones. Close liaison with Homes England is taking place via monthly project update meetings and quarterly monitoring returns. This ensures Homes England is updated on both projects, is aware of issues as they arise and any corrective actions can be taken- for	Jenny Clifford	13/01/2021	06/05/2021	Satisfactory (2)

Printed by: Catherine Yandle

SPAR.net

Print Date: 30 June 2021 11:13

## Corporate Risk Management Report - Appendix 6

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
		example seeking the revision of project milestones to reflect the latest project programme.				
In progress	Partnership working	Close working with delivery partners to attempt to mitigate risks.	Adrian Welsh	12/05/2020	06/05/2021	Satisfactory (2)
In progress	Partnership working with infrastructure providers and statutory bodies	Reduce risk of delays and communication.	Adrian Welsh	10/06/2019	06/05/2021	Satisfactory (2)
In progress	target funding opportunities	To seek to bring forward delivery	Adrian Welsh	10/06/2019	06/05/2021	Satisfactory (2)

**Current Status: High (16)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 4 - High**

### Service Manager: Adrian Welsh

**Review Note:** We are working closely with Homes England on both HIF scheme and looking to mitigate project risks as and when they occur. The Cullompton Relief Road has now been granted planning permission. Cabinet will be considering at its 13 May 2021 meeting the potential for a Levelling Up Fund bid to help bring forward the Cullompton Relief Road scheme. The SOBC for Cullompton Railway Station has been submitted to the DfT and has been well received. Further announcements from DfT expected imminently.

## Corporate Risk Management Report - Appendix 6

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

**Service: Financial Services**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Engaging in commercial activities	To provide additional revenue streams	Paul Deal	28/09/2017	20/05/2021	Satisfactory (2)
In progress	Medium term planning	Latest gap approximately £3M A range of options are being considered but Covid, business rates and uncertainty over fair funding review make the situation extremely challenging	Paul Deal	28/09/2017	20/05/2021	Satisfactory (2)
In progress	We continue to work with managers to reduce costs and explore new income streams	To close the budget gap and maintain services	Paul Deal	07/02/2019	20/05/2021	Satisfactory (2)
<b>Current Status: High (15)</b>		<b>Current Risk Severity: 5 - Very High</b>		<b>Current Risk Likelihood: 3 - Medium</b>		

**Service Manager: Paul Deal**

**Review Note:** Latest forecast budget gap £3M shortfall based on prudent assumptions, that forecast could be impacted by the covid pandemic and changes in National funding.

## Corporate Risk Management Report - Appendix 6

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

### Service: Financial Services

#### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Business Plans	Service Business Plans are reviewed each financial year with suggestions for revised performance targets based on budget to be agreed by Cabinet Member and PDG.	Andrew Jarrett	28/05/2013	20/05/2021	Satisfactory (2)
In progress	Identify Efficiencies	Taking proactive steps to increase income and reduce expenditure through efficiencies, vacancies that arise and delivering services in a different way.	Andrew Jarrett	28/05/2013	20/05/2021	Satisfactory (2)
Completed and evaluated	Reserves	Cabinet have taken the decision to recommend a minimum general reserve balance of 25% of Net annual budget.	Andrew Jarrett	28/05/2013	20/05/2021	Fully effective (1)
Completed and evaluated	Set Budget	Each year as part of the budget setting process, members are consulted via PDGs in time to evaluate savings proposals, ahead of the November draft budget.	Andrew Jarrett	28/05/2013	20/05/2021	Fully effective (1)
<b>Current Status: Medium (12)</b>		<b>Current Risk Severity: 4 - High</b>		<b>Current Risk Likelihood: 3 - Medium</b>		

**Service Manager: Paul Deal**

**Review Note:** Balanced budget set for 21/22, work continues on closing the forecast budget deficit for 22/23 onwards.

Service managers have been asked to consider how savings or spend to save projects in their areas may help to reduce this deficit.

## Corporate Risk Management Report - Appendix 6

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

**Service: Communications**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Monitoring social media	Two members of the communications team monitor the main corporate social media accounts on a rota basis. Alerts are also set up so the team receives notification of comments and can respond as appropriate. This is monitored in office hours only and the team does not provide 24 hour monitoring or a call out function. The Comms Team also works with other local authorities and takes part in social media training with other local authorities as the opportunities arise budgets permitting.	Jane Lewis	05/06/2019	30/06/2021	Satisfactory (2)

**Current Status: Medium (10)**

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

**Current Risk Likelihood: 2 - Low**

**Service Manager: Jane Lewis**

**Review Note:** A new SM governance group has been formed. SM will also be included in LMS and a database of those who access will be kept. IT have been contacted to put SM access on the leavers list too.

## Corporate Risk Management Report - Appendix 6

**Risk: Right to Buy - Re-investing Receipts in New Affordable Rented Homes** : Failure to deliver an appropriate housing programme to provide new social rent Council housing may result in existing housing stock not being replaced at an adequate rate to offset RTB sales. This may also result in payment of interest to MHCLG on any unspent, ring-fenced 1-4-1 RTB receipts and have longer term impact on the overall financial health of the HRA over a 30-year plan period.

**Service: Housing Services**

**Mitigating Action records**

No Mitigating Action records found.

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: None**

**Review Note:** We have submitted to MHCLG a detailed programme for delivering additional social rent homes over 21/22. The final scope of this programme will depend on on-going negotiations with MHCLG on potential extension to RTB receipts due to be spent in 20/21 (due to Covid etc) as well as 21/22 receipts already assigned in the programme. Going forward, the plan will be informed by a new Housing Strategy. The desired outcome being shaped is to have in place rolling 3-year RTB receipt/housing stock programme set at a minimum 100% stock replacement rate (based on average rates of RTB sales, reviewed annually). This will allow for receipts to be allocated to an identified and approved future development/redevelopment scheme or buy-back opportunity at date of receipt for utilisation over the required 3-year utilisation period, thereby mitigating the risks.



## Corporate Risk Management Report - Appendix 6

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

**Service: Planning**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	S106 improvement project	A S106 improvement project is taking place to build a new system that will be able to effectively manage the process and provide better visibility over the information on S106 agreements and monies held/spent/expected.	Jenny Clifford	04/10/2019	07/04/2021	Satisfactory (2)

**Current Status: High (15)**

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

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Jenny Clifford**

**Review Note:** Review of processes around S106 agreements continues to advance, but slower than initially intended due to resource availability and impact of COVID-19.

Governance arrangements have been agreed.

The enquiries part of project management system is now live, monies reconciled against the financial system and data migration has been taking place in batches. Reporting on funds by Parish and catchment for public open space is available with air quality shortly. Further stages of the project will be completed through to late 2021

The Infrastructure Funding Statement published December 20 reports on S106 monies collected and spent for 19/20 and will be updated annually for the previous financial year. It also identifies and prioritises the infrastructure the Council intends to fund through S106 agreement/ Community Infrastructure Levy (report to Cabinet 3rd December 2020).

## Corporate Risk Management Report - Appendix 6

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

For MDDC the impacts will be:

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

Not receiving the forecast additional income

Not supporting corporate objectives.

### Service: Financial Services

#### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
Completed and evaluated	Cabinet	Monthly meetings with Cabinet ambassadors and monthly update to Cabinet on progress with the recommendations action plan and projects.	Catherine Yandle	09/11/2020	20/05/2021	Fully effective(1)
Completed and evaluated	Regular monitoring	The Board of 3 Rivers deliver a half yearly report to the Cabinet which provides an update on their delivery against their business plan. We charge interest to them at a commercial rate in order to maintain an "arms-length" relationship and the interest provides some mitigation to the outstanding principal.	Andrew Jarrett	30/05/2019	20/05/2021	Fully effective(1)

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Paul Deal**

**Review Note:** No further impairments to the loans anticipated based on the newly approved business plan.

## Corporate Risk Management Report - Appendix 6

**Risk: SPV 3 Rivers Reputational Impact** That 3 Rivers' reputation is damaged by the actions of the council, threatening the long-term success of the company and potentially threatening the operational activity of the company through increased costs, reduced revenues, staff retention, or future claims against the council.

### Service: Governance

#### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Work with Members	Sustained work with elected members to ensure that the necessary balance is struck between constructive challenge and debate, without bringing the company or its activity into disrepute. Awareness raising relating to the roles of the council's scrutiny committee in assuring governance outcomes, the audit committee providing assurance on risk and mitigation, and the cabinet in its decision-making as shareholder. Use of external advice when necessary to provided added assurance.	Stephen Walford	11/11/2020	20/05/2021	Satisfactory (2)

**Current Status: High (15)**

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

**Current Risk Likelihood: 3 - Medium**

#### Service Manager: Stephen Walford

**Review Note:** The most recent audit notes that members need to strike a balance between governance and oversight that assures, and continued intervention that will commercially hinder. With governance matters now addressed, this risk sits predominantly with the actions of members who must work to balance the need for process checking, challenge and assurance, with the desire to use the company as a tool for political disagreement. As much as it might be (a point of political disagreement), the audit position is clear that such interventions are not beneficial to the company in commercial terms, and therefore unlikely to be in the long-term interests of the council in seeking to achieve its strategic objectives.

With monthly updates at Cabinet continuing, alongside regular auditing, members have structurally embedded a range of mechanisms to give confidence in the governance, oversight and assurance process. The reputational risk from members bringing the company into disrepute is therefore very much in individual members' hands.

## Corporate Risk Management Report - Appendix 6

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

**Service: Governance**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	External Review	Several recommendations have been made. All have been approved between Cabinet, Audit and Scrutiny. Action Plan is in place and progress is steady.	Catherine Yandle	06/07/2020	28/06/2021	Satisfactory (2)
Completed and evaluated	Included on AGS	This issue has been included on the Annual Governance Statement Action Plan so we do not lose sight of the issue throughout the year.	Catherine Yandle	15/07/2019	28/06/2021	Fully effective(1)
In progress	Openness and Transparency	Regular reports to Cabinet in open session where possible.  Need to balance commercial interests with Nolan principles.	Catherine Yandle	20/05/2019	28/06/2021	Satisfactory (2)
<b>Current Status: Medium (10)</b>		<b>Current Risk Severity: 5 - Very High</b>		<b>Current Risk Likelihood: 2 - Low</b>		

**Service Manager: Catherine Yandle**

**Review Note:** The Action Plan is due for completion by the end of June 2021

## Corporate Risk Management Report - Appendix 6

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

**Service: Growth, Economy and Development**

### Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Continue to retain and prioritise market budget	To ensure most efficient use of resources	Adrian Welsh	10/06/2019	06/05/2021	Satisfactory (2)
In progress	continue to work with traders on promotion	To increase footfall.	Adrian Welsh	10/06/2019	06/05/2021	Satisfactory (2)
In progress	Implement and review market strategy	Implementation of strategy will increase market's financial success and help fulfill its function as a key driver for the town.	Adrian Welsh	10/06/2019	06/05/2021	Satisfactory (2)
In progress	Masterplan Implementation	To realise benefits from the Masterplan to increase visibility of market and increase footfall.	Adrian Welsh	10/06/2019	06/05/2021	Satisfactory (2)
Current Status: Medium (12)		Current Risk Severity: 4 - High		Current Risk Likelihood: 3 - Medium		
Service Manager: Adrian Welsh						
Review Note: Plans to maximise economic potential of the pannier market are being reviewed to reflect the current challenges and future opportunities arising from changing retail habits as a result of the pandemic. The newly appointed Market Manager will play a pivotal role in delivering these plans.						

Printed by: Catherine Yandle

SPAR.net

Print Date: 30 June 2021 11:13

This page is intentionally left blank

Homes PDG  
20th July 2021

## REVENUE AND CAPITAL OUTTURN 2020/21

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

**Reason for Report:** To present the Revenue and Capital Outturn figures for the financial year 2020/21.

**RECOMMENDATION(S):** That the Homes PDG notes the report and feeds back any areas of concern

**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 2020/21. The Outturn Report indicates how the Council's resources have been used to support the delivery of budgetary decisions. All future spending will be closely linked to four key priority areas identified in the 2020 – 2024 Corporate Plan.

**Financial Implications:** Good financial management and administration underpin the entire document. A surplus or deficit on the Revenue Budget will impact on the Council's General Fund balances. The Council's financial position is constantly reviewed to ensure its continued financial health.

**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. Members will be aware that the Council continues to face a financially difficult and uncertain future. As such, the Strategic Risk Register (monitored by Audit Committee) includes a specific risk relating to this issue:

**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 overall financial performance for the 2020/21 financial year. The Outturn figures included are provisional and subject to external audit; the findings of which are to be reported to Audit Committee in September this year.
- 1.2 Monitoring the Budget is an important part of the Council's performance management framework. The aim is to keep a tight control on spending on services within a flexible budget management framework.
- 1.3 The Revenue Outturn position for the financial year 2020/21 is as follows:
  - The General Fund (GF) Revenue Outturn position for 2020/21 is a net overspend of £65k as shown in **Appendix 1**. The table below assumes this transfer.

- The HRA is a “Self-Financing” account for the Council’s Housing Landlord function, which is budgeted to “breakeven” (net of approved transfers to/from HRA Reserves). The HRA Outturn for 2020/21 is a net underspend of £94k as shown in **Appendix 2**.

<b>2020/21 Revenue Outturn Position</b>	<b>31 March 2020 £k</b>	<b>In year movement £k</b>	<b>31 March 2021 £k</b>
General Fund Reserve	2,251	(65)*	<b>2,186</b>
Housing Revenue Account Reserve	2,000	0	<b>2,000</b>

\* Pre Audit

- 1.4 Members should note that officers have also identified areas where the carry-forward of some unspent budgets where it will be beneficial to help mitigate the impact of financial pressures and commitments in 2021/22. These are proposed to be transferred into Earmarked Reserves. These are identified within the individual service summaries and within **Appendix 3**.
- 1.5 2020/21 has been an exceptional year for all Councils. The financial effects of Covid-19 have been material with significant variances in expenditure incurred and funding received. The Council has lost income across Council Tax, Business Rates and Service Fees and Charges and has incurred additional spend in providing support to businesses and local communities. It has however been largely compensated by a wide variety of additional grant and compensation schemes. **Appendix 4** summarises the additional funding received by the Council, some of which has been passed directly onto struggling businesses and residents, others have helped offset the additional pressures experienced by the Council itself.
- 1.6 The Capital Outturn position for 2020/21 is an underspend of £29,907k with the vast majority carried forward as shown in Section 6. A summary is included within **Appendix 5**.
- 1.7 A summary of the Council’s Treasury Management year end position is shown in Section 7.

## **2 Introduction**

- 2.1 Members of the Homes PDG 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. Budget Holders, 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, Budget Holders / Accountants 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.

### **3 Covid-19**

- 3.1 All aspects of life in 2020/21 have been dominated by the Covid-19 Pandemic. Just prior to the start of the financial year (20 March 2020) the country was put into full lockdown. Throughout the year, there have been various degrees of restriction which affected people's movement and businesses ability to trade. As a response, the Authority has delivered a wide range of support: from providing Business Rates Relief and Grant Support Payments to supporting the most vulnerable in society through the Community Shielding Hub, the Track and Trace scheme and Vaccination Centres.
- 3.2 The Council's finances has been materially impacted by this. Significant additional grant income of circa £40,000k was received to enable the Council to provide this vital support. Conversely, the closure of the leisure centres and reduction in the use of our car parks due to the retail closures and the work from home guidance has significantly reduced the income collected. This has been partially offset through the Government's Income Compensation Scheme, which replaced up to 75% of the loss, after authorities have absorbed the first 5% loss.
- 3.3 Staff were also materially impacted, with a work from home where possible in place throughout the year. Over 100 staff were furloughed and a further 27 were redeployed to help those most vulnerable through the Community Shielding Hub and assisting with and making our leisure centres available as Lateral Flow Test and Vaccine Centres.
- 3.4 Despite this, our financial position has remained robust and our Revenue Outturn position is very close to Budget, at £65k or 0.56% overspent. Each aspect of the overall finances are covered across the following sections.
- 3.5 Appendix 4 provides a summary of the additional Covid-19 related funding received by the Council during the year. The Council treats these funds differently depending on the control it has over the funds.
- Some of the funding, such as the Business Rates Reliefs are directly passported to Businesses through the claim scheme the Council has put in place. As such the Council is only acting as an "Agent" for this funding and therefore has no control over it. Any unclaimed funding is to be returned to Government. These funds are not included within the "funding" of the Council and any unspent element is held as a creditor on the Balance Sheet
  - The Council has greater control over other aspects of the additional funding, such as the generic Support Grant tranches and Income Compensation. Here the Council is acting as a "Principal" and therefore can retain unspent elements. These are therefore recognised as "funding"

for the Council and any balance is proposed to be held in Earmarked Reserves

- 3.6 The unspent balances on the additional grant funding received has been rolled forward to enable its distribution in 2021/22. In addition, the Government have legislated that the collection fund deficits will be smoothed over three years and have provided grant funding to smooth the cash flow implication of this. Therefore £3,411k have been transferred to reserves and will unwind over that three year timeframe.
- 3.7 The effects of Covid-19 will continue into 2021/22 and probably beyond. In the medium term, external income levels will need to return to pre-pandemic levels, as without this, it will be necessary for the service budgets within the MTFP to be adjusted in future years.

#### 4 The General Fund Reserves

- 4.1 The General Fund Reserve 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 £2.251m at the start of the year. In 2020/21 the final £65k deficit generated in year is proposed to be transferred to this Reserve leaving a balance of £2,186k. If this is approved, the General Fund Reserve will still remain above the recommended minimum level of £2,000k as required by Cabinet agreement on 16 January 2020.
- 4.2 Detailed budget monitoring reports were provided to both senior managers and Members throughout 2020/21. This monitoring focused on significant budget variances (+/- £20k), including any remedial action where necessary leading to an estimated overall Outturn position. The final written monitoring report considered by the Cabinet gave a detailed position as at 31 December 2020 and predicted an end of year deficit of £89k for the General Fund. Therefore the final position improved by £24k.
- 4.3 The table below shows the overall Budget, Actual and Variance, summarised for 2020/21.

Financial Summary for 2020/21	2020/21 Budget £	2020/21 Actual £	2020/21 Variance £
Total Net Cost of Services	11,386,408	11,033,222	(353,186)
Other Income and Expenditure	138,036	7,132,112	6,994,076
<b>TOTAL BUDGETED EXPENDITURE</b>	<b>11,524,444</b>	<b>18,165,333</b>	<b>6,640,889</b>
<b>TOTAL FUNDING</b>	<b>(11,524,444)</b>	<b>(18,100,397)</b>	<b>6,575,953</b>
Net Income and Expenditure	0	64,937	<b>64,937</b>

- 4.4 As described above, there have been some significant variances at an individual service level. A detailed explanation of these key variances is shown in Appendix 1, service by service. This report highlights the major movements to enable Members to appreciate the more significant trends within each service area. Appendix 1 also provides a summary of the key variances at individual service level to enable full transparency of the position.

- 4.5 In addition to the General Fund Reserve, the Council holds a number of Earmarked Reserves (EMRs) where service underspends are kept so that they can be used to help fund anticipated future expenditure commitments. The net movement of £6,559k to these reserves and the end of year balances held on them are shown in Appendix 3.
- 4.6 As described above, a significant amount of the funding transferred to EMR is due to the smoothing of the Collection Fund Deficit over the next three years. In addition, significant additional Covid-19 related grant funding has been received which has also been transferred to EMR to help mitigate future financial pressures.
- 4.7 The Council (in common with other public bodies) continues to face a difficult financial climate, therefore, it is prudent to retain robust balances to smooth the potential effect to the tax payer of further cuts. The level of Earmarked Reserves in this report further supports the forward planning of the organisation. This approach to financial management will help to deliver our corporate priorities during the short to medium term whilst mitigating the effect of any future cuts in Government funding as we move towards becoming a self-financing organisation.

## 5 Housing Revenue Account (HRA)

- 5.1 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 2020/21 the Outturn is a net surplus of £94k and Members are requested to approve a transfer to HRA reserves to bring this to zero.
- 5.2 Some of the key variances within this surplus are explained in paragraph 5.4 and the effect of it on the HRA balance is shown below.

### HRA Balance

<b>HRA Reserve Summary</b>	<b>£k</b>
<b>HRA balance @ 31/03/2020</b>	<b>(2,000)</b>
Budget saving achieved in 2020/21	(94)
Net transfer to HRA ring-fenced reserves	94
<b>HRA balance @ 31/03/2021</b>	<b>(2,000)</b>

- 5.3 Given the positive closing financial position delivered in 2020/21, it is recommended to transfer a sum of £94k into the ring-fenced HRA reserves. Inclusive of budgeted contributions, this has resulted in a net contribution to the Housing Maintenance Fund of £923k. The above position leaves the HRA balance of £2,000k untouched as at 31 March 2021.
- 5.4 Main budget variances during 2020/21 giving rise to the figure of £94k include:
- £390k salary savings relating primarily due to Covid-19 and a delay in commencing developments;
  - £471k savings due to reduced maintenance and overheads as a result of Covid-19;

- £416k reduced income and recharges for the above reduced maintenance works;
- £624k settlement of a contract dispute; and
- £336k additional contribution to the Major Repairs Reserve above budget

For further details, please see the HRA Outturn Summary for 2020/21, which is attached as Appendix 2 to this report.

- 5.5 The Outturn includes a number of accounting entries 'below the line' that don't affect the revenue position for the HRA, such as Depreciation. For presentational purposes these items have been excluded from the report. Members should note that these items will be shown in full in the Statement of Accounts.
- 5.6 In addition to the above, the HRA holds a number of Earmarked Reserves. The movements on these during 2020/21 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 2021/22 and beyond.

## **6 The Collection Fund**

- 6.1 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.
- 6.2 The Council Tax collection rate for 2020/21 was 97.0% (98.5% in 2019/20). This demonstrates how our Revenues section has consistently been effective in collecting the annual charge in extremely challenging economic times. This resulted in a collection deficit of £1,109k for the year, with Mid Devon's share of this amounting to £92k.
- 6.3 The National Non-Domestic Rates collection rate was 96.8% for 2020/21 (99.2% in 2019/20). Again, this demonstrates how our Revenues section has consistently been effective in collecting the annual charge in extremely challenging economic times. This resulted in a collection deficit of £9,135k for the year, with Mid Devon's share of this amounting to £3,570k.
- 6.4 As highlighted in above, additional Section 31 Grant of £3,411k has been received to smooth the implication of these deficits over 3 years in line with MHCLG legislative requirements.

## **7 Capital Outturn**

- 7.1 A Capital Outturn summary is attached as Appendix 5 to this report. The revised Capital Budget for 2020/21 amounted to £36,961k. At the year-end only £7,054k had been spent leaving the Capital Programme underspent in total by £29,906k. It is important to recognise the difference between a Revenue and Capital under spend; Revenue is an under spend against a cash budget, Capital is an under spend against an outline approval. Therefore this does not necessarily result in a cash balance to carry forward, instead it

generally leads to a lower Capital Financing Requirement (in essence lower borrowing).

- 7.2 Capital Receipts of £376k (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.
- 7.3 As shown in Appendix 5, there are capital projects totalling £26,041k which have not been completed as at the 31 March 2021. This planned expenditure, therefore, needs to be rolled forward to be included in the 2021/22 Capital Programme. These schemes will continue to be funded as before through a mix of unspent Capital Grants, Capital Earmarked Reserves or Prudential Borrowing. In addition there is £248k relating to Disabled Facilities Grant (including £72k related to HRA), £244k relating to Right to Buy, £128k for Major Repairs to Housing Stock and £114k HRA Renewable Energy that will remain in reserves for future prioritisation.
- 7.4 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:

<b>Capital Receipts Reserve Summary</b>	<b>£k</b>
<b>Balance at 1 April 2020</b>	<b>(5,157)</b>
Sale of Council Houses (10)	(847)
General Fund Sales	(97)
Pooling of Housing Capital Receipts to Government	227
Capital Receipts applied in year	376
<b>Balance at 31 March 2021</b>	<b>(5,498)</b>

Note – the remaining balance of £5.498m 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.

- 7.5 The Capital Earmarked Reserve has been set aside from Revenue to fund capital projects; the balance on this reserve now stands at £255k having reduced by the £46k required to fund the 2020/21 Capital Programme. The remaining balance is committed to fund any slippage and to balance the Capital Medium Term Financial Plan.
- 7.6 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 2021 is £3,061k; again much of this remaining balance is committed to funding any slippage and to balance the Capital Medium Term Financial Plan.

## **8 Treasury Management**

- 8.1 A review of the 2020/21 investment performance, including the details of interest payable, are included within the separate 2020/21 Treasury Outturn Report was on the Cabinet agenda for 6<sup>th</sup> July 2021

- 8.2 During the year, the Council maintained an average balance of £21.3m of internally managed funds. These internally managed funds earned interest of £124k giving an average rate of return of 0.25%. The comparable performance indicator is the 3 month LIBID rate<sup>1</sup>, which was 0.015%.
- 8.3 As at the 31 March 2021, the Council had short term cash investments totalling £17,500k. In addition, the Council held £5m invested in Churches, Charities and Local Authorities (CCLA) Property Funds earning dividends of £206k (4.13%) in 2020/21.
- 8.4 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.
- 8.5 During the year ended 31 March 2021, a net £1,102k was loaned to the Company and total loan value at this date was £10,163k. During the year £496k interest was received by the Authority in respect of these loans.
- 8.6 These loans are subject to overarching management review on a regular basis with any impairments made reported within both the periodic monitoring reports and in the year-end financial statements. The year-end review, carried out in compliance with IFRS 9 Financial Instruments, concluded that no further impairments above and beyond the £790k impairment made in 2019/20 in respect of one of the project loans and the working capital loan was necessary.

## 9 Conclusion

- 9.1 Members are asked to note the Revenue and Capital Outturn figures for the financial year 2020/2021.

**Contact for more information:**

Andrew Jarrett  
01884 23(4242)  
ajarrett@middevon.gov.uk

**Background Papers:**

**Circulation of the Report:**

Cllr Andrew Moore  
Leadership Team

---

<sup>1</sup> The London Interbank Bid Rate (LIBID) is the average interest rate at which major London banks bid for eurocurrency deposits from other banks in the interbank market.

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

	Budget 2020/21 £	Actual 2020/21 £	Variance 2020/21 £	Net contributions To / (From) Earmarked Reserves 2020/21 £	Net General Fund Impact 2020/21 £
Community Development	138,290	165,300	27,010	0	27,010
Corporate Management	1,648,161	1,648,332	171	0	171
Car Parks	(632,962)	(117,826)	515,136	0	515,136
Customer Services	751,285	644,636	(106,649)	21,670	(84,979)
Environmental Services	836,070	725,035	(111,035)	83,564	(27,471)
Finance and Performance	744,000	838,649	94,649	(280)	94,369
Grounds Maintenance	567,810	474,906	(92,904)	(15,565)	(108,469)
General Fund Housing	315,520	58,134	(257,386)	212,253	(45,133)
Human Resources	513,490	409,164	(104,326)	37,000	(67,326)
I.T. Services	983,650	966,712	(16,938)	3,455	(13,483)
Legal and Democratic Services	1,052,350	968,498	(83,852)	74,080	(9,772)
Planning and Regeneration	1,240,550	670,770	(569,780)	585,835	16,055
Property Services	734,240	410,552	(323,688)	296,751	(26,937)
Revenues and Benefits	499,200	45,159	(454,041)	59,935	(394,106)
Recreation and Sport	434,750	1,961,013	1,526,263	250,884	1,777,147
Waste Services	1,989,480	1,901,495	(87,985)	(80,288)	(168,273)
<b>ALL GENERAL FUND SERVICES</b>	<b>11,815,884</b>	<b>11,770,528</b>	<b>(45,356)</b>	<b>1,529,295</b>	<b>1,483,938</b>
Net recharge to HRA	(1,481,630)	(1,440,130)	41,500		41,500
Statutory Adjustments (Capital Charges)	1,052,154	702,824	(349,330)	224,602	(124,728)
<b>NET COST OF SERVICES</b>	<b>11,386,408</b>	<b>11,033,222</b>	<b>(353,186)</b>	<b>1,753,897</b>	<b>1,400,710</b>
					0
Finance Lease Interest Payable	48,340	109,926	61,586		61,586
Interest Charged Between GF and HRA	(49,000)	(43,528)	5,472		5,472
Interest Receivable / Payable on Other Activities	439,878	95,568	(344,310)		(344,310)
Interest Receivable on Investments	(568,322)	(764,906)	(196,584)		(196,584)
Transfers into Earmarked Reserves (see Appendix 3)	2,597,050	6,972,759	4,375,709	2,037,700	6,413,409
Transfers from Earmarked Reserves (see Appendix 3)	(1,369,370)	(2,844,015)	(1,474,645)	(38,976)	(1,513,621)
Net Contribution to/(from) New Homes Bonus Reserve	(960,540)	(981,467)	(20,927)		(20,927)
Contribution to Collection Fund Smoothing Reserves*	0	3,411,251	3,411,251	304,040	3,715,291
Revenue contribution to fund 2020/21 Capital Programme	0	1,176,524	1,176,524	(1,176,524)	0
<b>TOTAL EXPENDITURE</b>	<b>11,524,444</b>	<b>18,165,333</b>	<b>6,640,889</b>	<b>2,880,137</b>	<b>9,521,026</b>
<b>FUNDED BY:-</b>					
<b>Business Rates</b>					
National Non-Domestic Rates	(3,312,727)	(1,583,404)	1,729,323		1,729,323
S31 Grant associated with Covid-19 Reliefs*	0	(4,868,479)	(4,868,479)	3,171,340	(1,697,139)
National Non-Domestic Rates (Surplus)/Deficit	0	(191,808)	(191,808)		(191,808)
Business Rates Benefit from Devon Pool	(150,000)	(167,727)	(17,727)		(17,727)
<b>Council Tax</b>					0
Council Tax - (Band D at £208.84)	(6,064,827)	(6,064,827)	0		0
Collection Fund Surplus*	(112,000)	(128,165)	(16,165)	239,911	223,746
<b>Unringfenced Grants</b>					0
New Homes Bonus Grant	(1,418,190)	(1,418,189)	1		1
Rural Services Delivery Grant	(466,700)	(466,695)	5		5
Other Grants	0	(8,103)	(8,103)		(8,103)
<b>Covid-19 Related Funding</b>					0
Covid-19 Grant	0	(1,183,857)	(1,183,857)		(1,183,857)
Covid-19 Income Compensation Scheme	0	(2,019,144)	(2,019,144)		(2,019,144)
<b>TOTAL FUNDING</b>	<b>(11,524,444)</b>	<b>(18,100,397)</b>	<b>(6,575,953)</b>	<b>3,411,251</b>	<b>(3,164,702)</b>
<b>NET INCOME AND EXPENDITURE</b>	<b>0</b>	<b>64,937</b>	<b>64,937</b>	<b>6,291,388</b>	<b>6,356,324</b>

\* These lines have been included to transparently show the additional Section 31 Grant received in respect of reduced NNDR and Council Tax income, the majority of this has been placed in an EMR to be released to cover the 2020/21 deficit that will be released over 3 years in line with MHCLG legislative requirements.

# GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

## Community Development

Code	Community and Development	2020/21 Budget £	2020/21 Actual £	Variance £	Variance %
1,000	Employees	61,170	50,672	(10,498)	-17.2%
2,000	Premises	65,700	62,707	(2,993)	-4.6%
3,000	Transport	0	0	0	0.0%
4,000	Supplies and Services	99,770	82,743	(17,027)	-17.1%
<b>Total Direct Expenditure</b>		<b>226,640</b>	<b>196,123</b>	<b>(30,517)</b>	<b>-13.5%</b>
7,000	External Income	(88,350)	(30,823)	57,527	65.1%
<b>Net Direct Expenditure</b>		<b>138,290</b>	<b>165,300</b>	<b>27,010</b>	<b>19.5% (a)</b>
<b>Total Community and Development Expenditure</b>		<b>138,290</b>	<b>165,300</b>	<b>27,010</b>	<b>19.5%</b>
<b>Community and Development - Service units</b>					
CD200	Community Development	77,650	71,650	(6,000)	-7.7%
CD300	Tiverton Pannier Market	60,640	93,650	33,010	54.4%
CD305	Market - Electric Nights	0	0	0	0.0%
CD400	Crediton Market Square	0	0	0	0.0%
<b>Total Community and Development Expenditure</b>		<b>138,290</b>	<b>165,300</b>	<b>27,010</b>	<b>19.5%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>27,010 (a)</b>
<b>Major Cost Changes</b>					<b>0</b>
<b>Major Cost Savings</b>					
CD200	Community Development Grants - saving from claim no longer being made			(6,000)	
CD300	Salaries - delay in appointment of market manager			(8,500)	
CD300	Supplies and services - minor savings from reduced advertising and special events			(5,300)	
					<b>(19,800)</b>
<b>Major Changes in Income Levels</b>					
CD300	Reduced Market income due to a suspension of Market tolls during Covid-19 lockdowns and a reduction in traders due to shielding			52,500	
					<b>52,500</b>
<b>Minor Variations</b>					<b>(5,690)</b>
<b>Total Expenditure Variation</b>					<b>27,010 (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2020/21</b>					
<b>Proposed contribution c/fwd to 2021/22</b>					
Net movement in earmarked reserves					<b>0</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>27,010</b>



# GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

## Corporate Management

		2020/21 Budget £	2020/21 Actual £	Variance £	Variance %
Code	Corporate				
1,000	Employees	1,335,891	1,326,731	(9,160)	-0.7%
2,000	Premises	0	0	0	0.0%
3,000	Transport	3,210	101	(3,109)	-96.9%
4,000	Supplies and Services	184,810	277,800	92,990	50.3%
Total Direct Expenditure		1,523,911	1,604,632	80,721	5.3%
7,000	External Income	124,250	43,700	(80,550)	64.8%
Net Direct Expenditure		1,648,161	1,648,332	171	0.0% (a)
Total Corporate Expenditure		1,648,161	1,648,332	171	0.0%
Corporate Management Service Units					
CM100	Leadership Team	442,690	432,707	(9,983)	-2.3%
CM210	Performance, Governance and Data	86,790	86,901	111	0.1%
CM300	Corporate Fees/charges	356,280	421,001	64,721	18.2%
CM340	Unison	8,830	1,783	(7,047)	-79.8%
CM600	Pension Backfunding	753,571	755,338	1,767	0.2%
CM800	Tiverton Hub	0	(49,397)	(49,397)	0.0%
Total Corporate Expenditure		1,648,161	1,648,332	171	0.0%
				£	£
Total Expenditure Variation					171 (a)
Major Cost Changes					
CM100 /	3RS - Inter Authority / company costs associated with: advice, consultancy engaged, new				
CM300	directorate appointments and some previous work undertaken for the Council.			100,920	
CM300	Bank charges over budget due to greater volume of payments i.e Covid-19 grant payments and greater volume of electronic transactions (less cash transactions)			16,600	
CM300	External audit fees forecast for the year above budget			25,898	
					143,418
Major Cost Savings					
CM100	Salary savings on not filling Director (Operations) post			(45,000)	
CM300	Apprenticeship Levy charges below budget			(10,100)	
CM300	Valuation fees under forecast for the year			(4,600)	
					(59,700)
Major Changes in Income Levels					
CM300	Charge for Bad Debt provision below forecast			(8,300)	
CM800	Grant received relating to Covid-19. This funding relates to expenditure incurred across other Council services			(49,400)	
					(57,700)
Minor Variances					(25,847)
Total Expenditure Variation					171
EARMARKED RESERVES					
Utilised 2020/21					
Proposed contribution c/fwd to 2021/22					
Net movement in earmarked reserves					0
Total Expenditure variation after Earmarked Reserves					171

# GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

## Car Parks

Code	Car Parks	2020/21 Budget £	2020/21 Actual £	Variance £	Variance %
1,000	Employees	0	0	0	0.0%
2,000	Premises	213,450	200,859	(12,591)	-5.9%
3,000	Transport	0	0	0	0.0%
4,000	Supplies and Services	67,510	63,489	(4,021)	-6.0%
<b>Total Direct Expenditure</b>		<b>280,960</b>	<b>264,347</b>	<b>(16,613)</b>	<b>-5.9%</b>
7,000	External Income	(913,922)	(382,174)	531,748	58.2%
<b>Net Direct Expenditure</b>		<b>(632,962)</b>	<b>(117,826)</b>	<b>515,136</b>	<b>81.4% (a)</b>
<b>Total Car Park Expenditure</b>		<b>(632,962)</b>	<b>(117,826)</b>	<b>515,136</b>	<b>81.4%</b>
<b>Car Park - Service units</b>					
CP520	Multi-Storey Car Park (MSCP)	(71,330)	12,616	83,946	-117.7%
CP530	Amenity Car Parks	12,450	26,320	13,870	111.4%
CP540	Paying Car Parks	(574,082)	(156,762)	417,320	-72.7%
<b>Total Car Park Expenditure</b>		<b>(632,962)</b>	<b>(117,826)</b>	<b>515,136</b>	<b>81.4%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>515,136 (a)</b>
<b>Major Cost Changes</b>					
CP520	Increase in utility costs due to backed Electricity charges & MSCP operating 24 hours			13,000	
					<b>13,000</b>
<b>Major Cost Savings</b>					
CP540	Resurfacing of Becks Sq not carried out during 2020/21			(30,000)	
					<b>(30,000)</b>
<b>Major Changes in Income Levels</b>					
CP	Pay and Display Income down across all car parks due to Covid-19			521,980	
CP540	PCN income reductions due to Covid-19			17,480	
					<b>539,460</b>
<b>Minor Variations</b>					<b>(7,324)</b>
<b>Total Expenditure Variation</b>					<b>515,136 (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2020/21</b>					
<b>Proposed contribution c/fwd to 2021/22</b>					
Net movement in earmarked reserves					0
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>515,136</b>

# GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

## Customer Services

Code	Customer Services	2020/21 Budget £	2020/21 Actual £	Variance £	Variance %
1,000	Employees	681,700	634,426	(47,274)	-6.9%
2,000	Premises	0	0	0	0.0%
3,000	Transport	1,290	0	(1,290)	-100.0%
4,000	Supplies and Services	68,295	47,098	(21,197)	-31.0%
<b>Total Direct Expenditure</b>		<b>751,285</b>	<b>681,524</b>	<b>(69,761)</b>	<b>-9.3%</b>
7,000	External Income	0	(36,888)	(36,888)	0.00%
<b>Net Direct Expenditure</b>		<b>751,285</b>	<b>644,636</b>	<b>(106,649)</b>	<b>-14.2% (a)</b>
<b>Total Customer Services Expenditure</b>		<b>751,285</b>	<b>644,636</b>	<b>(106,649)</b>	<b>-14.2%</b>
<b>Customer Services - Service units</b>					
CS200	Communications	100,245	79,954	(20,291)	-20.2%
CS900	Central Photocopying	4,530	4,840	310	6.9%
CS902	Central Postage	18,820	17,767	(1,053)	-5.6%
CS930	Customer First Management	162,530	165,106	2,576	1.6%
CS932	Customer First	465,160	376,969	(88,191)	-19.0%
<b>Total Customer Services Expenditure</b>		<b>751,285</b>	<b>644,636</b>	<b>(106,649)</b>	<b>-14.2%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>(106,649) (a)</b>
<b>Major Cost Changes</b>					<b>0</b>
<b>Major Cost Savings</b>					
CS200	Salary savings from delay in recruiting for vacant role			(15,800)	
CS932	Salary savings from delay in recruiting for vacant roles offset by agency. £8.4K of this underspend will go towards the salary overspend on PS960 Caretaking Services			(36,400)	
CS932	Supplies and Services savings on computer software, switch charges and telephones			(14,100)	
					<b>(66,300)</b>
<b>Major Changes in Income Levels</b>					
CS932	DCC grant - backfill Customer Welfare Officer. 12 mth fixed contract (costs falling in 2021/22 will be a contribution to EMR - see below)			(30,000)	
CS932	Job Retention Scheme Funding for furloughed staff			(6,708)	
					<b>(36,708)</b>
<b>Minor Variations</b>					<b>(3,641)</b>
<b>Total Expenditure Variation</b>					<b>(106,649) (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2020/21</b>					
<b>Proposed contribution c/fwd to 2021/22</b>					
CS932	Contribution to EQ776 DCC grant - backfill Customer Welfare Officer			21,670	
Net movement in earmarked reserves					21,670
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(84,979)</b>

# GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

## Environmental Services

Code	Environmental Services	2020/21 Budget £	2020/21 Actual £	Variance £	Variance %
1,000	Employees	924,480	864,776	(59,704)	-6.5%
2,000	Premises	157,320	110,920	(46,400)	-29.5%
3,000	Transport	38,620	30,353	(8,267)	-21.4%
4,000	Supplies and Services	116,920	113,342	(3,578)	-3.1%
	S106 Expenditure		89,207	89,207	
	<b>Total Direct Expenditure</b>	<b>1,237,340</b>	<b>1,208,599</b>	<b>(28,741)</b>	<b>-2.3%</b>
7,000	External Income	(401,270)	(441,051)	(39,781)	-9.9%
	S106 contributions		(42,513)	(42,513)	0.0%
	<b>Net Direct Expenditure</b>	<b>836,070</b>	<b>725,035</b>	<b>(111,035)</b>	<b>-13.3% (a)</b>
	<b>Total Environmental Services Expenditure</b>	<b>836,070</b>	<b>725,035</b>	<b>(111,035)</b>	<b>-13.3%</b>
	<b>Environmental Services - Service units</b>				
ES100	Cemeteries	(110,150)	(88,984)	21,166	19.2%
ES101	Cemetery Lodge	0	800	800	0.0%
ES110	Bereavement Services	24,850	24,685	(165)	-0.7%
ES200	CCTV Initiatives	6,010	10,287	4,277	71.2%
ES250	Community Safety	6,220	7,875	1,655	26.6%
ES252	Building Safer Community Fund	0	254	254	0.0%
ES260	Food Protection	(1,070)	599	1,669	156.0%
ES270	Water Quality Monitoring	(24,000)	(17,060)	6,940	28.9%
ES354	Private Sector Housing	(11,640)	(15,662)	(4,022)	-34.6%
ES360	Dog Warden	3,990	3,765	(225)	-5.7%
ES361	Public Health	0	0	0	0.0%
ES450	Parks and Open Spaces	62,010	54,465	(7,545)	-12.2%
ES455	Amory Park	13,070	13,932	862	6.6%
ES460	Play Areas	51,040	40,960	(10,080)	-19.7%
ES500	Emergency Planning	7,500	7,400	(100)	-1.3%
ES550	Licensing	(116,460)	(98,132)	18,328	15.7%
ES580	Pool Car Running Costs	1,280	9,044	7,764	606.6%
ES600	Pest Control	5,000	1,494	(3,507)	-70.1%
ES660	Control of Pollution	9,400	(38,771)	(48,171)	-512.5%
ES670	Local Air Pollution	(10,050)	(9,513)	537	5.3%
ES730	Environmental Enforcement	134,280	119,750	(14,530)	-10.8%
ES733	Environmental Health	653,930	570,580	(83,350)	-12.7%
ES740	Licensing Unit	130,860	127,267	(3,593)	-2.7%
PS480	MDDC Footpaths and Railway Walks	0	0	0	0.0%
	<b>Total Environmental Services Expenditure</b>	<b>836,070</b>	<b>725,035</b>	<b>(111,035)</b>	<b>-13.3%</b>
	<b>Total Expenditure Variation</b>			<b>£ (111,035)</b>	<b>£ (111,035) (a)</b>
	<b>Major Cost Changes</b>				
ES200	Unbudgeted CCTV to be funded from EMR (see below)			6,970	
ES580	Increased vehicle maintenance costs due to aging Pool Cars			6,000	
					<b>12,970</b>
	<b>Major Cost Savings</b>				
ES450	Tree maintenance underspend- reactive work only due to no Tree Office in place and Covid-19 restrictions (see below EMR)			(7,300)	
ES450	Planned maintenance underspend - due to Covid-19 (see below EMR)			(25,480)	
ES450	Works to paddling pools not carried out due to Covid-19 closure (see below EMR)			(30,000)	
ES733	Salary savings due to vacant District Officer for part of the year			(12,380)	
ES733	Salary savings due to vacant posts within Public Health and secondment to DCC			(43,200)	
					<b>(118,360)</b>

# GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

## Environmental Services

Major Changes in Income Levels		
ES550	Licensing income reduced due to Covid-19	20,000
ES100	Cemetery Income down against budget	23,500
ES200	Income received for CCTV works to be completed by May 21 (see below EMR)	(5,000)
ES733	Grant income received for Covid-19 compliance and enforcement (see below EMR)	(30,976)
		<b>7,524</b>
Minor Variations		
		<b>(702)</b>
SERVICE MOVEMENT BEFORE STATUTORY ADJUSTMENTS		
		<b>(98,568)</b>
ES450	Net S106 receipts and grants (see EMR below) Parks and Open Spaces	31,573
ES460	Net S106 receipts and grants (see EMR below) Play Areas	3,710
ES660	Net S106 receipts and grants (see EMR below) Control of Pollution	(47,750)
Total Expenditure Variation		
		<b>(111,035) (a)</b>
EARMARKED RESERVES		
Utilised 2020/21		
	S106 - Air Quality	(18,048)
	S106 - Public Open Space	(35,283)
	Release from EQ710 to fund Stay Over Stay Safe leaflets	(242)
	Release from EQ710 to fund Projects overspend	(12)
	Release from EQ710 to fund Domestic Homicide Reviews	(1,125)
	Release from EQ710 to fund Crediton Town CCTV Project 2021	(2,000)
	EQ709 - CCTV Works	(6,970)
	Release from EQ756 re fund fleet contract	(1,830)
Proposed contribution c/fwd to 2021/22		
	S106 - Air Quality	65,797
	EQ706 - Contribution received for CCTV works during May 21	5,000
	EQ773 - Contribution towards increased tree works for 2021/22	17,300
	EQ779 Paddling pool resin replacement	30,000
	EQ784 - Covid-19 compliance and enforcement grant income	30,976
	Net movement in earmarked reserves before statutory adjustments	83,564
Total Expenditure variation after Earmarked Reserves		
		<b>(27,471)</b>

# GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

## Finance and Performance

		2020/21 Budget £	2020/21 Actual £	Variance £	Variance %
Code	Finance and Performance				
1,000	Employees	574,890	683,754	108,864	18.9%
2,000	Premises	0	0	0	0.0%
3,000	Transport	1,170	95	(1,075)	-91.9%
4,000	Supplies and Services	168,540	160,556	(7,984)	-4.7%
Total Direct Expenditure		744,600	844,404	99,804	13.4%
7,000	External Income	(600)	(5,755)	(5,155)	-859.16%
Net Direct Expenditure		744,000	838,649	94,649	12.7% (a)
Total Finance and Performance Expenditure		744,000	838,649	94,649	12.7%
Finance and Performance - Service units					
FP100	Accountancy Services	436,790	534,627	97,837	22.4%
FP200	Internal Audit	92,100	91,088	(1,012)	-1.1%
FP300	Procurement	121,580	120,605	(975)	-0.8%
FP400	Purchase Ledger	47,320	18,478	(28,842)	-61.0%
FP500	Sales Ledger	46,210	73,851	27,641	59.8%
Total Finance and Performance		744,000	838,649	94,649	12.7%
				£	£
Total Expenditure Variation					94,649 (a)
Major Cost Changes					
FP100	Agency overspend due to temp Group Manager for Finance (12 Months) & recruitment costs			98,000	
FP100	Spend on Apprenticeship training (off-set by Apprenticeship levy below)			5,000	
FP300	Increased software charges for the tender Procurement system			8,000	
					111,000
Major Cost Savings					
FP100	Budgeted software update has been delayed to 2021/22 (see below EMR)			(16,720)	
					(16,720)
Major Changes in Income Levels					
FP100	Apprenticeship levy income to off-set spend above			(5,000)	
					(5,000)
Minor Variations					
					5,369
Total Expenditure Variation					
					94,649 (a)
EARMARKED RESERVES					
Utilised 2020/21					
EQ748 - Release EMR to off-set additional staff costs				(17,000)	
Proposed contribution c/fwd to 2021/22					
EQ749 - Capita Upgrade delayed				16,720	
Net movement in earmarked reserves					(280)
Total Expenditure variation after Earmarked Reserves					
					94,369

# GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

## Grounds Maintenance

		2020/21 Budget	2020/21 Actual	Variance	Variance
Code	Grounds Maintenance	£	£	£	%
1,000	Employees	515,050	453,289	(61,761)	-12.0%
2,000	Premises	0	0	0	0.0%
3,000	Transport	86,580	96,607	10,027	11.6%
4,000	Supplies and Services	37,480	12,929	(24,551)	-65.5%
<b>Total Direct Expenditure</b>		<b>639,110</b>	<b>562,824</b>	<b>(76,286)</b>	<b>-11.9%</b>
7,000	External Income	(71,300)	(87,918)	(16,618)	-23.31%
<b>Net Direct Expenditure</b>		<b>567,810</b>	<b>474,906</b>	<b>(92,904)</b>	<b>-16.4% (a)</b>
<b>Total Grounds Maintenance Expenditure</b>		<b>567,810</b>	<b>474,906</b>	<b>(92,904)</b>	<b>-16.4%</b>
<b>Grounds Maintenance - Service units</b>					
GM960	Grounds Maintenance	567,810	474,906	(92,904)	-16.4%
<b>Total Grounds Maintenance Expenditure</b>		<b>567,810</b>	<b>474,906</b>	<b>(92,904)</b>	<b>-16.4%</b>
				£	£
<b>Total Expenditure Variation</b>					<b>(92,904) (a)</b>
<b>Major Cost Changes</b>					
Additional agency costs - manager post agency filled				13,300	
Additional fleet maintenance - funded by EMR release				15,565	
					<b>28,865</b>
<b>Major Cost Savings</b>					
Salary savings due to vacancies during the year				(64,000)	
Training delayed due to Covid-19				(9,600)	
Plants and shrubs now funded by Town Councils				(13,700)	
Underspend on equipment				(5,300)	
Reduction in fuel costs - reduced mileage and lower fuel prices				(8,200)	
					<b>(100,800)</b>
<b>Major Changes in Income Levels</b>					
Sale of vehicle				(14,650)	
Furlough grant				(8,715)	
					<b>(23,365)</b>
<b>Minor Variations</b>					<b>2,396</b>
<b>Total Expenditure Variation</b>					<b>(92,904) (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2020/21</b>					
FM100	Release from EQ756 to fund fleet contract			(15,565)	
<b>Proposed contribution c/fwd to 2021/22</b>					
Net movement in earmarked reserves					(15,565)
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(108,469)</b>

# GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

## General Fund Housing

Code	General Fund Housing	2020/21 Budget £	2020/21 Actual £	Variance £	Variance %
1,000	Employees	325,730	289,078	(36,652)	-11.3%
2,000	Premises	8,020	12,079	4,059	50.6%
3,000	Transport	12,420	6,284	(6,136)	-49.4%
4,000	Supplies and Services	455,170	411,875	(43,295)	-9.5%
<b>Total Direct Expenditure</b>		<b>801,340</b>	<b>719,315</b>	<b>(82,025)</b>	<b>-10.2%</b>
7,000	External Income	(485,820)	(661,181)	(175,361)	-36.10%
<b>Net Direct Expenditure</b>		<b>315,520</b>	<b>58,134</b>	<b>(257,386)</b>	<b>-81.6% (a)</b>
<b>Total General Fund Housing Services Expenditure</b>		<b>315,520</b>	<b>58,134</b>	<b>(257,386)</b>	<b>-81.6%</b>
<b>General Fund Housing - Service units</b>					
HG320	Housing and Homelessness Advice	147,120	(73,122)	(220,242)	-149.7%
HG345	Rough Sleeping Initiative	0	(49,966)	(49,966)	0.0%
HG350	Community Alarms	(117,340)	(78,885)	38,455	32.8%
HG373	Homelessness and Enabling Team	257,740	225,998	(31,742)	-12.3%
HG376	Ivor Macey House Project	28,000	34,109	6,109	21.8%
<b>Total General Fund Housing Services Expenditure</b>		<b>315,520</b>	<b>58,134</b>	<b>(257,386)</b>	<b>-81.6%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>(257,386) (a)</b>
<b>Major Cost Changes</b>					<b>0</b>
<b>Major Cost Savings</b>					
Savings against Consultancy budget				(35,325)	
Housing Options staffing savings				(29,547)	
					<b>(64,872)</b>
<b>Major Changes in Income Levels</b>					
Income from community alarms was down on budget due to the impact of Covid-19. Officers were unable to visit properties. Included within this figure is £6k Impairment Allowance				30,963	
Rough Sleeping Initiative Grant				(57,701)	
Flexible Homelessness Support Grant				(154,552)	
					<b>(181,290)</b>
<b>Minor Variations</b>					<b>(11,224)</b>
<b>Total Expenditure Variation</b>					<b>(257,386) (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2020/21</b>					
<b>Proposed contribution c/fwd to 2021/22</b>					
Flexible Homelessness Support Grant				154,552	
MHCLG Rough Sleeping Initiative				57,701	
Net movement in earmarked reserves					212,253
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(45,133)</b>



# GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

## Human Resources

Code	Human Resources	2020/21 Budget £	2020/21 Actual £	Variance £	Variance %
1,000	Employees	444,260	366,743	(77,517)	-17.4%
2,000	Premises	0	0	0	0.0%
3,000	Transport	3,350	800	(2,550)	-76.1%
4,000	Supplies and Services	65,880	48,354	(17,526)	-26.6%
<b>Total Direct Expenditure</b>		<b>513,490</b>	<b>415,898</b>	<b>(97,592)</b>	<b>-19.0%</b>
7,000	External Income	0	(6,733)	(6,733)	0.00%
<b>Net Direct Expenditure</b>		<b>513,490</b>	<b>409,164</b>	<b>(104,326)</b>	<b>-20.3% (a)</b>
<b>Total Human Resources Expenditure</b>		<b>513,490</b>	<b>409,164</b>	<b>(104,326)</b>	<b>-20.3%</b>
<b>HR - Service units</b>					
HR100	Human Resources	343,030	282,761	(60,269)	-17.6%
HR200	Staff Development Training	33,750	457	(33,293)	-98.6%
HR300	Payroll	48,870	47,699	(1,171)	-2.4%
HR400	Learning and Development	53,190	45,680	(7,510)	-14.1%
HR600	Health and Safety Officer	34,650	32,567	(2,083)	-6.0%
<b>Total Human Resources Expenditure</b>		<b>513,490</b>	<b>409,164</b>	<b>(104,326)</b>	<b>-20.3%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>(104,326) (a)</b>
<b>Major Cost Changes</b>					<b>0</b>
<b>Major Cost Savings</b>					
HR100	Salary savings due to vacant posts			(47,000)	
HR100	Computer software budget of £25k for software upgrade not spent (see below EMR)			(25,000)	
HR200	Corporate training underspend due to Covid-19 restrictions (see below EMR)			(30,000)	
					<b>(102,000)</b>
<b>Major Changes in Income Levels</b>					<b>0</b>
<b>Minor Variations</b>					<b>(2,326)</b>
<b>Total Expenditure Variation</b>					<b>(104,326) (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2020/21</b>					
<b>Proposed contribution c/fwd to 2021/22</b>					
	EQ778 - HFX software upgrade			25,000	
	EQ666 - Customer Improvement programme training			12,000	
	Net movement in earmarked reserves				37,000
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(67,326)</b>

# GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

## ICT Services

Code	ICT Services	2020/21 Budget £	2020/21 Actual £	Variance £	Variance %
1,000	Employees	579,870	544,228	(35,642)	-6.1%
2,000	Premises	0	0	0	0.0%
3,000	Transport	1,020	292	(728)	-71.4%
4,000	Supplies and Services	403,360	437,983	34,623	8.6%
<b>Total Direct Expenditure</b>		<b>984,250</b>	<b>982,503</b>	<b>(1,747)</b>	<b>-0.2%</b>
7,000	External Income	(600)	(15,791)	(15,191)	-2531.77%
<b>Net Direct Expenditure</b>		<b>983,650</b>	<b>966,712</b>	<b>(16,938)</b>	<b>-1.7% (a)</b>
<b>Total ICT Services Expenditure</b>		<b>983,650</b>	<b>966,712</b>	<b>(16,938)</b>	<b>-1.7%</b>
<b>ICT - Service units</b>					
IT100	Gazetteer Management	74,880	49,969	(24,911)	-33.3%
IT300	Central Telephones	31,000	34,037	3,037	9.8%
IT400	ICT Network and Hardware	65,000	70,702	5,702	8.8%
IT500	ICT Software Support and Maint.	235,430	253,975	18,545	7.9%
IT600	ICT Staff Unit	319,430	339,494	20,064	6.3%
IT700	Cyber Security	41,300	27,287	(14,013)	-33.9%
IT800	Phoenix House Printing	16,300	9,220	(7,080)	-43.4%
IT900	Digital Services	200,310	182,029	(18,281)	-9.1%
<b>Total ICT Services Expenditure</b>		<b>983,650</b>	<b>966,712</b>	<b>(16,938)</b>	<b>-1.7%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>(16,938) (a)</b>
<b>Major Cost Changes</b>					
IT300	Additional BT costs not budgeted - delayed Skype calling			7,500	
IT400	Additional equipment due to Covid-19			12,300	
IT500	Capital project costs moved to revenue - funded by EMR			15,830	
IT600	Staffing and agency costs			5,380	
IT600	Consultancy to support Revs and Bens requirements			18,130	
IT400	Additional broadband width for home working due to Covid-19			2,750	
IT400	Equipment maintenance (Blade Server) not included in budget			2,250	
IT900	Additional software costs			8,300	
					<b>72,440</b>
<b>Major Cost Savings</b>					
IT100	Salary savings due to vacant posts			(22,100)	
IT300	Mobile phones contract delayed - moved to EMR			(5,000)	
IT400	Computer hardware underspend - 8k to EMR			(16,800)	
IT700	ICT Health check underspend due to Covid-19 delays - moved to EMR			(8,960)	
IT800	Reduction in printing due to homeworking			(7,080)	
IT900	Salary savings from delay in recruiting for vacant roles			(29,600)	
					<b>(89,540)</b>
<b>Major Changes in Income Levels</b>					
IT600	Training grant to improve and develop cyber crime awareness			(3,000)	
IT600	Apprenticeship Levy received			(8,400)	
IT700	Cyber phase 3 grant agreement			(2,000)	
					<b>(13,400)</b>
<b>Minor Variations</b>					<b>13,562</b>
<b>Total Expenditure Variation</b>					<b>(16,938) (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2020/21</b>					
IT400	Release from EQ655 to fund capital costs to revenue			(2,678)	
IT500	Release from EQ655 to fund capital costs to revenue			(7,400)	
IT500	Release from EQ653 to fund capital costs to revenue			(8,427)	
<b>Proposed contribution c/fwd to 2021/22</b>					
IT300	Contribution to EQ759 to fund mobile phone contract			5,000	
IT700	Contribution to EQ655 to fund delayed Pen Testing			8,960	
IT400	Contribution to EQ655 to fund IT Hardware replacement kit			8,000	
Net movement in earmarked reserves					3,455
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(13,483)</b>

# GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

## Legal and Democratic Services

Code	Legal and Democratic Services	2020/21 Budget £	2020/21 Actual £	Variance £	Variance %
1,000	Employees	567,200	571,650	4,450	0.8%
2,000	Premises	0	0	0	0.0%
3,000	Transport	17,700	910	(16,790)	-94.9%
4,000	Supplies and Services	512,150	466,534	(45,616)	-8.9%
<b>Total Direct Expenditure</b>		<b>1,097,050</b>	<b>1,039,094</b>	<b>(57,956)</b>	<b>-5.3%</b>
7,000	External Income	(44,700)	(70,596)	(25,896)	-57.93%
<b>Net Direct Expenditure</b>		<b>1,052,350</b>	<b>968,498</b>	<b>(83,852)</b>	<b>-5.3% (a)</b>
<b>Total Legal and Democratic Services</b>		<b>1,052,350</b>	<b>968,498</b>	<b>(83,852)</b>	<b>-5.3%</b>
<b>Legal and Democratic Services - Service units</b>					
LD100	Electoral Registration	203,830	144,900	(58,930)	-28.9%
LD200	Election costs	0	(1,880)	(1,880)	N/A
LD300	Democratic Rep and Management	366,600	326,036	(40,564)	-11.1%
LD400	Committee Services	124,030	124,533	503	0.4%
LD600	Legal Services	357,890	374,909	17,019	4.8%
<b>Total Legal and Democratic Services</b>		<b>1,052,350</b>	<b>968,498</b>	<b>(83,852)</b>	
				£	£
<b>Total Expenditure Variation</b>					<b>(83,852) (a)</b>
<b>Major Cost Changes</b>					
LD600	Legal consultancy fees relating to 3RS Review			33,400	
					<b>33,400</b>
<b>Major Cost Savings</b>					
LD100	Budget for boundary review not required until 2021/22			(45,000)	
LD100	Savings on printing and reply paid postage			(15,350)	
LD100	Savings on computer software after not renewing mobile canvasser app			(11,370)	
LD300	Savings on member mileage due to Covid-19			(16,160)	
LD300	Savings on member allowances due to vacant seats			(11,620)	
LD300	Savings on member training and expenses due to Covid-19			(9,790)	
LD600	Delayed expenditure on Computer Software (see EMR contribution below)			(15,080)	
					<b>(124,370)</b>
<b>Major Changes in Income Levels</b>					
LD100	Reduction to Individual Electoral Reform funding			17,160	
					<b>17,160</b>
<b>Minor Variations</b>					<b>(10,042)</b>
<b>Total Expenditure Variation</b>					<b>(83,852) (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2020/21</b>					
<b>Proposed contribution c/fwd to 2021/22</b>					
LD100	Contribution to EQ788, Boundary Review to be completed in 2021/22			45,000	
LD300	Contribution to EQ789, Additional Member Support			14,000	
LD600	Contribution to EQ783, Legal Services Case Management System to be spent in 2021/22			15,080	
Net movement in earmarked reserves (other than budgeted)					74,080
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(9,772)</b>

# GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

## Planning and Regeneration

Code	Planning and Regeneration	2020/21 Budget £	2020/21 Actual £	Variance £	Variance %
1,000	Employees	1,906,180	1,772,630	(133,550)	-7.0%
2,000	Premises	0	5,118	5,118	0.0%
3,000	Transport	43,970	26,854	(17,116)	-38.9%
4,000	Supplies and Services	452,900	630,775	177,875	39.3%
	S106 Expenditure		74,844	74,844	0.0%
	<b>Total Direct Expenditure</b>	<b>2,403,050</b>	<b>2,510,222</b>	<b>107,172</b>	<b>4.5%</b>
7,000	External Income	(1,162,500)	(1,173,008)	(10,508)	-0.9%
	S106 contributions		(128,044)	(128,044)	0.0%
	Grant funding		(538,401)	(538,401)	0.0%
	<b>Net Direct Expenditure</b>	<b>1,240,550</b>	<b>670,770</b>	<b>(569,780)</b>	<b>-45.9% (a)</b>
	<b>Total Planning and Regeneration Expenditure</b>	<b>1,240,550</b>	<b>670,770</b>	<b>(569,780)</b>	<b>-45.9%</b>
<b>Planning and Regeneration - Service units</b>					
PR100	Building Regulations	(8,140)	(1,621)	6,519	80.1%
PR110	Enforcement	110,370	85,093	(25,277)	-22.9%
PR200	Development Control	246,040	3,871	(242,169)	-98.4%
PR210	Local Land Charges	(19,200)	(43,358)	(24,158)	-125.8%
PR220	Tiverton EUE	55,780	61,908	6,128	11.0%
PR225	Garden Village Project	56,170	25,936	(30,234)	-53.8%
PR300	Environmental Enhancement	0	0	0	0.0%
PR400	Business Development	427,810	367,880	(59,930)	-14.0%
PR401	Reopening High Street Fund	0	11,754	11,754	0.0%
PR402	Cullompton HAZ	0	(62,364)	(62,364)	0.0%
PR411	Business Development Recharge	0	0	0	0.0%
PR420	Tiverton Town Centre Regen Project	0	0	0	0.0%
PR500	Historic Buildings	0	0	0	0.0%
PR600	Forward Planning Unit	270,620	160,466	(110,154)	-40.7%
PR699	Forward Planning Unit Rech	0	0	0	0.0%
PR800	Planning Policy	0	0	0	0.0%
PR810	Statutory Development Plan	99,390	56,783	(42,607)	-42.9%
PR820	Assets of community value	0	82	82	0.0%
PR900	Dangerous Buildings And Trees	1,710	4,339	2,629	153.8%
	<b>Total Planning and Regeneration Expenditure</b>	<b>1,240,550</b>	<b>670,770</b>	<b>(569,780)</b>	<b>-45.9%</b>
				<b>£</b>	<b>£</b>
	<b>Total Expenditure Variation</b>				<b>(569,780) (a)</b>
<b>Major Cost Changes</b>					
PR200	Supplies and services - overspend from defending appeals, consultancy and advertising of planning applications			98,500	
PR200	Provision for planning appeal costs			35,000	
PR220	Spend on Tiverton EUE - (see EMR release below)			6,128	
PR225	Spend on Garden Village - (see EMR release below)			100,576	
PR400	Love Your Town Grants - (see EMR release below)			27,175	
PR400	High Street Innovator Grants - (see EMR release below)			1,349	
PR400	Spend on Cullompton Town Centre Masterplan - (see EMR release below)			13,587	
PR401	Spend on reopening the High Streets			11,750	
PR600	Consultancy, delivering Gypsy and Traveller pitches on urban extensions(see EMR release below)			7,000	
PR600	Independent review of the draft Cullompton Neighbourhood Plan - (see EMR release below)			3,050	
PR600	Wessex Community Assets support, 4th year of support for community led housing project - (see EMR release below)			3,125	
PR810	Spend on Local Plan - (see EMR release below)			54,893	
					<b>362,133</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

### Planning and Regeneration

<b>Major Cost Savings</b>		
PR110	Salary savings on role moved to Development Management admin team - (see EMR release below) - (see EMR contribution below)	(17,000)
PR110	Supplies and services savings on enforcement action	(7,600)
PR200	Salary savings from delay in recruiting for vacancies, post moved from Enforcement and staff time charged to HIF projects - (see EMR contribution below)	(31,000)
PR200	Transport savings from reduced mileage claims	(6,000)
PR210	Saving on DCC search fees	(9,650)
PR400	Salary savings from delay in recruiting for vacant roles - (see EMR contribution below)	(28,000)
PR400	Underspend on projects as staff have been working on delivering Covid-19 grant schemes - (see EMR release below)	(78,000)
PR600	Salary savings from delay in recruiting for vacant roles - (see EMR contribution below)	(74,000)
PR810	Saving on GESP membership	(37,500)
PR810	Delay of Crediton Master planning. (See return funds to EMR below to fund spend in 2021/22)	(60,000)
		<b>(348,750)</b>
<b>Major Changes in Income Levels</b>		
PR100	Reduced income due to Covid-19; a reduction in the developer applications with the larger fees although market share of smaller domestic applications has increased	13,000
PR200	S31 Grant receipts - (see EMR contribution below)	(270,500)
PR210	Increased income due to Covid-19 - Suspension of SDLT	(9,500)
PR225	Capacity funding receipt for Garden Village - (see EMR contribution below)	(130,000)
PR400	Reduced income due to Covid-19; a reduction in the developer applications requiring planning performance agreements and pre-app advice	6,000
PR402	Heritage England grant unspent in year on Cullompton HAZ project - (see EMR contribution below)	(62,364)
PR600	Neighbourhood Plan grant receipt, (see EMR contribution below) for spend on 2021 referendum	(20,000)
PR600	LGA grant receipt, (see EMR contribution below) for spend in 2021	(20,000)
		<b>(493,364)</b>
<b>Minor Variations</b>		<b>(26,525)</b>
<b>SERVICE MOVEMENT BEFORE STATUTORY ADJUSTMENTS</b>		<b>(506,506)</b>
PR200	Net S106 Receipts and Grants (also see EMR below)	(63,275)
<b>Total Expenditure Variation</b>		<b>(569,781) (a)</b>
<b>EARMARKED RESERVES</b>		
<b>Utilised 2020/21</b>		
PR200	S106 - Public Open Space	(68,189)
PR220	Release from EQ820 to fund spend on EUE	(6,128)
PR225	Release from EQ824 to fund spend on Garden Village	(100,576)
PR400	Release from EQ728 to fund spend on Cullompton Town Centre Masterplan	(13,587)
PR400	Release from EQ722 to fund Love Your Town Grants	(27,175)
PR400	Release from EQ681 to fund High St Innovator Grants	(1,349)
PR600	Release from EQ698 to fund spend on delivering Gypsy and Traveller pitches	(7,000)
PR600	Release from EQ821 to fund spend on Cullompton Neighbourhood Plan	(3,050)
PR600	Release from EQ741 to fund spend on community led housing projects	(3,125)
PR810	Release from EQ728 to fund spend on Local Plan	(54,893)
<b>Proposed contribution c/fwd to 2021/22</b>		
PR200	S106 - Public Open Space	128,044
PR200	Contribution to EQ656/781 S31 grant funding for Cullompton J28 and work to reopen railway station	220,500
PR200	Contribution to EQ782, Planning, testing of national model design codes	50,000
PR200	Planning Improvement Programme	150,000
PR225	Contribution to EQ824, capacity funding received to be spent in future years	130,000
PR400	Contribution to EQ722 for further Love Your Town Grants	30,000
PR402	Contribution to EQ722 to fund spend on Cullompton HAZ	62,364
PR600	Contribution to EQ821 to fund spend on Neighbourhood Plan work	20,000
PR600	Contribution to EQ821 to fund spend on Housing Advisers Programme in 2021/22	20,000
PR810	Returned budgeted transfer to spend on Crediton Masterplan to EQ728 for spend in 2021/22	60,000
Net movement in earmarked reserves		585,835
<b>Total Expenditure variation after Earmarked Reserves</b>		<b>16,055</b>

# GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

## Property Services

Code	Property Services	2020/21 Budget £	2020/21 Actual £	Variance £	Variance %
1,000	Employees	685,420	642,244	(43,176)	-6.3%
2,000	Premises	527,110	581,684	54,574	10.4%
3,000	Transport	34,030	26,346	(7,684)	-22.6%
4,000	Supplies and Services	134,330	143,156	8,826	6.6%
<b>Total Direct Expenditure</b>		<b>1,380,890</b>	<b>1,393,430</b>	<b>12,540</b>	<b>0.9%</b>
7,000	External Income	(646,650)	(982,878)	(336,228)	-52.0%
<b>Net Direct Expenditure</b>		<b>734,240</b>	<b>410,552</b>	<b>(323,688)</b>	<b>-44.1% (a)</b>
<b>Total Property Services Expenditure</b>		<b>734,240</b>	<b>410,552</b>	<b>(323,688)</b>	<b>-44.1%</b>
<b>Property Services - Service units</b>					
PS160	Asset Management	40,000	31,803	(8,197)	-20.5%
PS350	Public Conveniences	50,710	50,697	(13)	0.0%
PS400	Flood Defences and Land Drainage	26,430	14,604	(11,826)	-44.7%
PS600	Street Naming and Numbering	7,830	4,347	(3,483)	-44.5%
PS700	Contract Services - P-Health	10,420	8,609	(1,811)	-17.4%
PS810	Phoenix House	241,380	295,772	54,392	22.5%
PS850	Old Road Depot	38,190	57,217	19,027	49.8%
PS880	Bus Station Maintenance	(15,690)	(15,827)	(137)	-0.9%
PS890	10 Phoenix Lane	(10,690)	(12,293)	(1,603)	-15.0%
PS950	Climate Change	0	(294,861)	(294,861)	0.0%
PS960	Caretaking Services	46,730	57,048	10,318	22.1%
PS970	Office Building Cleaning	62,250	16,646	(45,604)	-73.3%
PS980	Property Services	630,490	593,990	(36,500)	-5.8%
PS990	30/38 Fore Street	(110,970)	(87,768)	23,202	20.9%
PS991	Industrial Units	(119,110)	(112,984)	6,126	5.1%
PS992	Market Walk	(164,730)	(175,217)	(10,487)	-6.4%
PS993	Lowman Green Unit	(10,000)	(8,690)	1,310	13.1%
PS994	Moorhayes Community Centre	0	8,459	8,459	0.0%
PS995	Coggans Well	11,000	(21,000)	(32,000)	-290.9%
<b>Total Property Services</b>		<b>734,240</b>	<b>410,552</b>	<b>(323,688)</b>	<b>-44.1%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>(323,688) (a)</b>
<b>Major Cost Changes</b>					
PS810	Phoenix House additional maintenance costs are funded from EMR (see below EMR)			68,722	
	Building cleaning has been outsourced during the year, budget for this costs is within PS970				
	Office cleaning, additional cleaning measures due to Covid-19 has also impacted on this				
PS810	overspend			30,000	
	Building cleaning has been outsourced during the year, budget for this costs is within PS970				
	Office cleaning, additional cleaning measures due to Covid-19 has also impacted on this				
PS850	overspend			15,000	
PS960	Caretaking Services salary overspend off-set by £8k within Customer First			10,000	
PS950	Spend from Climate change Grant (see changes in Income)			42,430	
					<b>166,152</b>
<b>Major Cost Savings</b>					
PS160	General underspends on Asset Management maintenance			(12,000)	
PS810	Underspend on specific maintenance projects due to office closures (see below EMR)			(35,000)	
PS970	Office Building Cleaning new external contract, cost now sits within individual building codes			(46,000)	
PS980	Salary savings within Property Services due to vacant posts			(40,000)	
PS995	Specific maintenance underspend (see below EMR)			(30,000)	
					<b>(163,000)</b>
<b>Major Changes in Income Levels</b>					
PS950	Climate change grant funding received (see below EMR)			(337,421)	
PS990	Fore Street flat rental income not achieved			22,000	
PS992	Market Walk reduction in void service charges and void income			(12,000)	
					<b>(327,421)</b>
<b>Minor Variations</b>					<b>581</b>
<b>Total Expenditure Variation</b>					<b>(323,688) (a)</b>

# GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

## Property Services

EARMARKED RESERVES			
Utilised 2020/21			
PS980	Reduced release from EQ756 to fund fleet contract - budgeted release was too high	1,083	
PS810	EQ828 - Aircon expenditure - Phoenix House	(13,600)	
PS810	EQ837 - Cold water pump and ducting works - Phoenix House	(20,192)	
PS810	EQ827 - Meeting room furniture, carpet tiles and internal decoration - Phoenix House	(34,961)	
Proposed contribution c/fwd to 2021/22			
PS810	Specific maintenance projects Phoenix House	35,000	
PS950	Climate Change grant funding	299,421	
PS995	Coggans Well high level roof repairs	30,000	
	Net movement in earmarked reserves		296,751
<b>Total Expenditure variation after Earmarked Reserves</b>			<b>(26,938)</b>

# GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

## Leisure Services

		2020/21 Budget	2020/21 Actual	Variance	Variance
Code	Leisure Services	£	£	£	%
1,000	Employees	2,003,700	1,899,553	(104,147)	-5.2%
2,000	Premises	1,244,050	852,546	(391,504)	-31.5%
3,000	Transport	8,530	3,814	(4,716)	-55.3%
4,000	Supplies and Services	291,010	189,896	(101,114)	-34.7%
Total Direct Expenditure		3,547,290	2,945,809	(601,481)	-17.0%
7,000	External Income	(3,112,540)	(984,796)	2,127,744	68.4%
Net Direct Expenditure		434,750	1,961,013	1,526,263	351.1% (a)
Total Leisure Services Expenditure		434,750	1,961,013	1,526,263	351.1%
Leisure Services - Service units					
RS100	Leisure Facilities Maintenance and Equipment	513,500	232,198	(281,302)	-54.8%
RS110	Leisure Management and Administration	46,420	24,388	(22,032)	-47.5%
RS140	Exe Valley Leisure Centre	(80,230)	806,491	886,721	1105.2%
RS150	Lords Meadow Leisure Centre	(16,732)	585,702	602,434	3600.5%
RS151	Feasibility	0	8,196	8,196	0.0%
RS160	Culm Valley Sports Centre	(28,208)	304,038	332,246	1177.8%
Total Leisure Services Expenditure		434,750	1,961,013	1,526,263	351.1%
				£	£
Total Expenditure Variation					1,526,263 (a)
Major Cost Changes					0
Major Cost Savings					
RS100	Specific maintenance across Leisure Centre not been carried out due to Covid-19 closures (see below EMR)			(280,000)	
RS	Saving across all Leisure utilities budgets due to Covid-19 closures (see below EMR)			(108,000)	
RS	Saving on staffing costs due to carrying vacancies and reduction to casual claims			(77,760)	
RS	Savings against vending supplies following decision to discontinue vending sales			(23,925)	
RS	Savings against operational costs largely due to Covid-19 closures			(91,650)	
					(581,335)
Major Changes in Income Levels					
RS	Reduction in income due to Covid-19			2,585,000	
RS	Loss of vending income following decision to discontinue vending sales			32,886	
RS	Recharge to DCC for Dual Use lower than budget			20,500	
RS	Job Retention Scheme grants received for furloughed staff			(520,404)	
					2,117,982
Minor Variations					(10,384)
Total Expenditure Variation					1,526,263 (a)
EARMARKED RESERVES					
Utilised 2020/21					
Proposed contribution c/fwd to 2021/22					
EQ764 Specific Maintenance projects across Leisure				220,884	
EQ764 Utility water EMR				30,000	
Net movement in earmarked reserves					250,884
Total Expenditure variation after Earmarked Reserves					1,777,147



## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

### Revenues and Benefits

Code	Revenues and Benefits	2020/21 Budget £	2020/21 Actual £	Variance £	Variance %
1,000	Employees	699,680	732,893	33,213	4.7%
2,000	Premises	0	0	0	0.0%
3,000	Transport	4,670	3,477	(1,193)	-25.6%
4,000	Supplies and Services	223,620	720,399	496,779	222.2%
	Housing Benefit Payments	11,651,970	12,629,959	977,989	8.4%
	<b>Total Direct Expenditure</b>	<b>12,579,940</b>	<b>14,086,728</b>	<b>1,506,788</b>	<b>12.0%</b>
	Income from Housing Benefit Subsidy	(11,646,970)	(12,610,050)	(963,080)	8.3%
	All other Income	(433,770)	(1,431,519)	(997,749)	230.0%
<b>7,000</b>	<b>External Income</b>	<b>(12,080,740)</b>	<b>(14,041,569)</b>	<b>(1,960,829)</b>	<b>-16.2%</b>
	<b>Net Direct Expenditure</b>	<b>499,200</b>	<b>45,159</b>	<b>(454,041)</b>	<b>-91.0% (a)</b>
	<b>Total Revenues and Benefits Expenditure</b>	<b>499,200</b>	<b>45,159</b>	<b>(454,041)</b>	<b>-91.0%</b>
	<b>Revenues and Benefits - Service units</b>				
RB100	Collection of Council Tax	397,010	394,630	(2,380)	-0.6%
RB200	Collection of Business Rates	(103,370)	(523,527)	(420,157)	-406.5%
RB300	Housing Benefit Admin	117,520	(1,341)	(118,861)	-101.1%
RB340	Local Welfare Assistance Scheme	15,000	15,000	0	0.0%
RB350	Universal Credit Partnership	0	0	0	0.0%
RB400	Housing Rent Allowances	5,000	19,909	14,909	298.2%
RB410	Council Tax Benefit	0	(1,027)	(1,027)	0.0%
RB600	Revenues Recovery Team	68,040	107,653	39,613	58.2%
RB700	NDR - Business Support Grant	0	35,000	35,000	0.0%
RB800	Council Tax Hardship Fund	0	(1,138)	(1,138)	0.0%
	Numerous Cost Centres have been used during the year to hold the various one-off Covid-19 Grants given to businesses. Overall this department has paid out more than £32,000k in 2020/21. All unspent balances have been cleared to reserves to be spent in 2021/22, or returned to Government if not fully claimed.				
	<b>Total Revenues and Benefits Expenditure</b>	<b>499,200</b>	<b>45,159</b>	<b>(454,041)</b>	<b>-91.0%</b>
	<b>Total Expenditure Variation</b>			<b>£ (454,041)</b>	<b>£ (a)</b>
	<b>Major Cost Changes</b>				
	The demand for Housing Benefit in 20/21 was higher than budgeted, see				
*	increased Subsidy received below			<b>977,990</b>	
	Grants paid outside scope to be covered from New Burdens funding			35,000	
	Council Tax Hardship Fund compensation to the C/Tax Collection Fund, please				
**	see grant award detailed below			473,430	
	<b>Major Cost Savings</b>				<b>1,486,420</b>
					<b>0</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

### Revenues and Benefits

<b>Major Changes in Income Levels</b>		
Increased 20/21 Housing Benefit Subsidy related to increased costs detailed * above	(931,080)	
Overpayment recovery which includes HB Sundry Debtors, recovery from ongoing HB and PDP being recovered at DWP	(73,720)	
19/20 HB Subsidy Adjustment following 19/20 Audit	41,720	
Additional C/Tax Annexe Grant	(7,310)	
Additional CTB and HB admin Grant than budgeted	(23,130)	
Income received from Court Costs and Penalties lower than budgeted	40,910	
Various New Burdens grants from DWP in respect of Housing Benefits - initiatives delivered either within existing resource or to offset additional software costs	(51,300)	
HB New Burdens Grant for Grant administration - Test and Trace and Hardship fund	(51,030)	
Council Tax Hardship Fund Grant Award, related to increased costs detailed ** above	(474,560)	
NNDR New Burdens Grant for Grant administration. (Note £60k to be rolled forward in EMR for continued administration in 21/22 - see below)	(425,000)	
		<b>(1,954,500)</b>
<b>Minor Variations</b>		<b>14,039</b>
<b>Total Expenditure Variation</b>		<b>(454,041) (a)</b>
<b>EARMARKED RESERVES</b>		
<b>Utilised 2020/21</b>		
Release from EQ756 to fund fleet contract	(65)	
<b>Proposed contribution c/fwd to 2021/22</b>		
RB200 NNDR New Burdens Grants for 21/22 Grant Administration	60,000	
Net movement in earmarked reserves		59,935
<b>Total Expenditure variation after Earmarked Reserves</b>		<b>(394,106)</b>

# GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

## Waste Services

Code	Waste Services	2020/21 Budget £	2020/21 Actual £	Variance £	Variance %
1,000	Employees	2,716,320	2,778,108	61,788	2.3%
2,000	Premises	311,450	308,020	(3,430)	-1.1%
3,000	Transport	875,710	911,548	35,838	4.1%
4,000	Supplies and Services	669,540	579,587	(89,953)	-13.4%
	S106 Expenditure		0	0	
	<b>Total Direct Expenditure</b>	<b>4,573,020</b>	<b>4,577,263</b>	<b>4,243</b>	<b>0.1%</b>
7,000	External Income	(2,583,540)	(2,675,768)	(92,228)	-3.6%
	<b>Net Direct Expenditure</b>	<b>1,989,480</b>	<b>1,901,495</b>	<b>(87,985)</b>	<b>-4.4% (a)</b>
	<b>Total Waste Services Expenditure</b>	<b>1,989,480</b>	<b>1,901,495</b>	<b>(87,985)</b>	<b>-4.4%</b>
	<b>Waste Services - Cost Centres</b>				
FM100	Fleet Management	96,280	130,070	33,790	35.1%
WS650	Street Cleansing	449,720	402,904	(46,816)	-10.4%
WS700	Refuse Collection	460,370	273,793	(186,577)	-40.5%
WS710	Trade Waste Collection	(169,920)	(276,459)	(106,539)	-62.7%
WS725	Kerbside Recycling	605,070	843,386	238,316	39.4%
WS750	Waste Management Staff Unit	273,400	261,102	(12,298)	-4.5%
WS770	Unit 3 Carlu Close	274,560	266,700	(7,860)	-2.9%
	<b>Total Waste Services Expenditure</b>	<b>1,989,480</b>	<b>1,901,495</b>	<b>(87,985)</b>	<b>-4.4%</b>
				£	£
	<b>Total Expenditure Variation</b>				<b>(87,985) (a)</b>
	<b>Major Cost Changes</b>				
FM100	Agency - manager post covered by agency			34,500	
WS650	Salary savings due to vacancies - offset by agency spend			18,350	
All Codes	Additional fleet maintenance - funded by EMR release			31,800	
WS650	Additional bins funded by EMR release			8,650	
WS700	Agency costs - offset by salary savings			54,320	
WS700	Clinical waste charges			4,590	
All Codes	Vehicle Damage			37,420	
WS725	Agency overspend			152,000	
	Plant and repairs overspend - spare motor and parts for baler - funded by				
WS725	EMR			7,400	
WS725	Additional bins funded by EMR release			26,500	
WS725	Printing overpend on WEEE mailshot - funded by grant			11,500	
WS725	Fuel stock overpend due to increased rounds			11,700	
WS725	Additional salary costs			5,500	
WS725	WEEE Advertising costs funded by EMR release			4,300	
WS725	Weighing scales for EU paperwork funded by EMR release			3,690	
					<b>412,220</b>

# GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

## Waste Services

<b>Major Cost Savings</b>		
FM100	Salaries savings due to vacancy - offset by agency spend	(43,780)
WS650	Salary savings due to vacancies - offset by agency spend	(59,230)
WS650	Reduction in fuel costs - reduced mileage and lower fuel prices	(9,500)
WS700	Reduction in printing and postage	(6,030)
WS700	Reduction in chemicals and materials	(2,920)
WS700	Uninsured losses - historical refund. Waste Transfer Station roller door damage 2019. Costs recovered from Hitchcocks insurance	(4,820)
WS700	Salary savings due to vacancies - offset by agency spend	(76,700)
WS700	Reduction in fuel costs - reduced mileage and lower fuel prices	(44,320)
WS710	Salary and agency underspend due to vacancies and revise schedules	(18,600)
WS710	Reduced car allowances	(2,600)
WS710	Equipment underspend. More items in stock	(7,570)
WS710	Bad debt provision not required	(5,800)
WS710	Reduced waste disposal charges due Covid-19 closures	(72,100)
WS725	Recycling credits - voluntary groups - offset against income reduction	(36,880)
WS725	Training underspend due to Covid-19	(3,840)
WS725	Recycling haulage fees	(8,500)
WS750	Salary savings due to vacancies - offset by agency spend	(4,280)
WS770	Uninsured losses - historical refund. Waste Transfer Station roller door damage 2019. Costs recovered from Hitchcocks insurance	(9,625)
WS770	Specific project maint structural works not carried out (see below EMR)	(15,000)
		<b>(432,095)</b>
<b>Major Changes in Income Levels</b>		
FM100	Shared Transport Manager post delayed due to Covid-19	20,000
WS650	Fees and Charges reduced - Grand Western Canal on reduced rate and partial year	7,740
WS700	2019-20 Increased Landfill Shared Savings	(41,800)
WS700	Increased garden permits	(59,200)
WS700	Sale of vehicle	(2,500)
WS700	Sale of wheelie bins	(15,180)
WS700	Increased bulky waste collections	(7,250)
WS710	Reduced income from trade due to Covid-19	15,400
WS710	Internal trade waste charges to services	(20,340)
WS725	Reduced income due to price volatility - Recycling materials	64,000
WS725	Recycling credits - voluntary groups - offset against income reduction	36,090
WS725	Recycling credits increased	(65,750)
All Codes	Job Retention Scheme Funding for furloughed staff	(21,210)
WS725	WEEE grant	(13,280)
		<b>(103,280)</b>
<b>Minor Variations</b>		<b>35,170</b>
<b>Total Expenditure Variation</b>		<b>(87,985) (a)</b>
<b>EARMARKED RESERVES</b>		
<b>Utilised 2020/21</b>		
WS725	Release from EQ758 to fund baler repairs	(10,000)
WS725	Release from EQ757 to fund WEEE livery	(4,300)
WS725	Release from EQ745 to fund weight scales for EU paperwork	(3,690)
WS725	Release from EQ744 to fund waste containers	(26,500)
WS650	Release from EQ744 to fund waste containers	(6,500)
FM100	Release from EQ756 to fund fleet contract	(31,798)
	NHB release for Carlu water containment	(12,500)
<b>Proposed contribution c/fwd to 2021/22</b>		
WS770	Structural works to Transfer Station	15,000
Net movement in earmarked reserves		(80,288)
<b>Total Expenditure variation after Earmarked Reserves</b>		<b>(168,273)</b>

## HOUSING REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

Code	Housing Revenue Account	2020/21 Budget £	2020/21 Actual £	Variance £	Variance %
1,000	Employees	2,891,590	2,457,477	(434,113)	-15.0%
2,000	Premises	197,320	162,982	(34,338)	-17.4%
3,000	Transport	256,060	203,270	(52,790)	
4,000	Supplies and Services	7,532,960	8,452,618	919,658	12.2%
<b>Total Direct Expenditure</b>		<b>10,877,930</b>	<b>11,276,347</b>	<b>398,417</b>	<b>3.7%</b>
7,000	External Income	(13,323,780)	(13,768,574)	(444,794)	-3.3%
<b>Net Direct Expenditure</b>		<b>(2,445,850)</b>	<b>(2,492,226)</b>	<b>(46,376)</b>	<b>1.9%</b>
5,000	Internal Recharges	1,481,630	1,440,130	(41,500)	-2.8%
6,500	Capital Charges	964,220	958,496	(5,724)	-0.6%
<b>Total Indirect Expenditure</b>		<b>2,445,850</b>	<b>2,398,626</b>	<b>(47,224)</b>	<b>1.9%</b>
<b>Total HRA Expenditure</b>		<b>0</b>	<b>(93,600)</b>	<b>(93,600)</b>	<b>(a)</b>
<b>Income</b>					
SHO01	Dwelling Rents Income	(12,366,750)	(12,324,685)	42,065	-0.3%
SHO04	Non Dwelling Rents Income	(595,720)	(558,651)	37,069	-6.2%
SHO07	Leaseholders' Service Charges	(21,640)	(26,290)	(4,650)	21.5%
SHO08	Contributions Towards Expenditure	(29,220)	(141,047)	(111,827)	382.7%
SHO10	H.R.A. Investment Income	(53,000)	(64,885)	(11,885)	22.4%
SHO11	Miscellaneous Income	(7,350)	(19,082)	(11,732)	159.6%
<b>Services</b>					
SHO13A	Repairs and Maintenance	4,099,980	3,529,631	(570,349)	-13.9%
SHO17A	Housing and Tenancy Services	2,323,670	2,683,609	359,939	15.5%
<b>Accounting entries 'below the line'</b>					
SHO29	Bad Debt Provision Movement	53,000	53,374	374	0.7%
SHO30	Share of Corporate And Democratic Costs	299,040	290,628	(8,412)	-2.8%
SHO32	H.R.A. Interest Payable	1,115,180	1,070,854	(44,326)	-4.0%
SHO34	H.R.A. Transfers to earmarked reserves	2,072,410	1,711,723	(360,687)	-17.4%
SHO36	Financing of capital expenditure	964,220	1,319,183	354,963	36.8%
SHO37	Capital Receipts Reserve Adjustment	(26,000)	(13,000)	13,000	-50.0%
SHO38	Major Repairs Allowance	2,260,000	2,596,285	336,285	14.9%
SHO42	Accumulated absences adjustment	0	(38,873)	(38,873)	0.0%
SHO45	Renewable Energy Transactions	(87,820)	(162,374)	(74,554)	84.9%
<b>Total HRA Expenditure</b>		<b>0</b>	<b>(93,600)</b>	<b>(93,600)</b>	
				<b>£</b>	<b>£</b>
<b>Total HRA Expenditure Variation</b>					<b>(93,600) (a)</b>

## HOUSING REVENUE ACCOUNT OUTTURN SUMMARY 2020/21

<b>Major Cost Changes</b>	
SHO13A	Staffing vacancies and delay in redevelopment team commencing (389,870)
SHO13A	Standby contracts ending (45,000)
SHO13A	Saving on redevelopment overhead budget (73,230)
SHO13A	Non-employee savings in Planned Maintenance (211,180)
SHO13A	Non-employee savings in Responsive and Voids Maintenance (207,210)
SHO13A	Savings on vehicle overheads (including vehicle sales, car allowance and fuel charges for personal use) (52,890)
SHO13A	Reduced DLO recharge for revenue and capital works due to impact of Covid 19 173,280
SHO13A	Demand for Disabled Facilities Works below budget principally due to Covid 19 57,710
SHO13A	Demand for Private Sector Disabled Facilities Works below budget this was due to Covid 19 185,380
SHO13A	External Cleaning contract spend 23,340
SHO17A	Underspend against the sewage works budget (50,000)
SHO17A	Underspend against the communal roads budget (21,000)
SHO17A	Warden services underspend (28,380)
SHO17A	Various underspends on the Environmental Works budget (14,410)
SHO17A	Underspend on debt recovery actions (13,220)
SHO17A	Anti-Social-Behaviour budget underspend (13,360)
SHO17A	Car Allowance underspend against budget (15,440)
SHO17A	Shop maintenance budget underspend (25,490)
SHO17A	Computer Software budget underspend (14,690)
SHO17A	Salary saving across Tenancy Services (16,840)
SHO17A	Training budget underspend (15,440)
SHO17A	Contract dispute-settlement and associated legal costs [total cost £669,120 charged against a £45,210 expense budget] 623,910
SHO17A	Tenant Involvement expenditure below budget (13,180)
SHO17A	Insurance excess provision unspent (10,000)
ALL	General Fund recharge below budget (41,500)
SHO32A	Interest payable below budget (44,330)
SHO38	Contribution to the Major Repairs Reserve is above budget as the accounting requirements allow a transfer equal to the depreciation charge for the year 336,290
<b>83,250</b>	
<b>Major Changes in Income Levels</b>	
SHO01	Overall Dwelling Rent budget below budget due to slight shortfall in social rents and bad debt write-offs in Q4 42,070
SHO04	Garage rent income below budget 40,950
SHO08	The workforce have been able to conduct rechargeable works that have not been impacted by Covid-19, this has aided in the shortfall in other areas impacted by the pandemic (111,830)
SHO10	Investment Income above budget (11,890)
SHO11	Sundry Income above budget (11,730)
SHO45	Government contribution for furloughed staff salaries (29,060)
SHO45	Renewable Energy Transactions (74,550)
<b>(156,040)</b>	
<b>Minor Variances totalling (20,810)</b>	
<b>Total HRA Expenditure Variation (93,600) (a)</b>	
<b>EARMARKED RESERVES (memorandum account)</b>	
<b>Transferred/(Utilised) 2020/21</b>	
Affordable Rent Surplus utilised for capital purposes 0	
Renewable Energy Fund utilised from the reserve for capital (135,504)	
Housing Maintenance Fund transferred for capital expenditure (225,183)	
Budgeted transfer to the Renewable Energy Fund 89,000	
Budgeted transfer to the Affordable Rent reserve 87,000	
Budgeted transfer to the Housing Maintenance Fund 1,190,632	
Budgeted transfer to the Loan Premium Deficit reserve 705,778	
<b>1,711,723</b>	
<b>Proposed contribution c/fwd to 2021/22</b>	
Affordable Rent Surplus 63,130	
Renewable Energy Fund 73,374	
Housing Maintenance Fund final transfer (42,904)	
<b>93,600</b>	
Net movement in earmarked reserves (other than that shown as part of main HRA Summary) <b>93,600</b>	
<b>Total Expenditure variation after Earmarked Reserves 0</b>	

# GENERAL FUND AND HOUSING REVENUE ACCOUNT EARMARKED RESERVES SUMMARY 2020/21

## EARMARKED RESERVES AT 31 March 2021

Total Miscellaneous General Fund Reserves	Cost Centres	B/F 31/3/20	(Cont To Emr)	Utilisation of EM	Transfers	C/F 31/3/21
Capital Earmarked Reserves	EQ650	(301,165)	0	46,000	0	(255,165)
NNDR Reserve	EQ659	(720,759)	(3,475,380)	150,500	0	(4,045,639)
New Homes Bonus Reserve	EQ653	(3,498,874)	(1,418,190)	1,855,733	0	(3,061,331)
Other GF Revenue Reserves	Cost Centres	B/F 31/3/20	(Cont To Emr)	Utilisation of EM	Transfers	C/F 31/3/21
Capital EMR PSH Grants	EQ652	(305,220)	0	52,090	0	(253,130)
Economic Development EMR	EQ654	(101,000)	0	0	0	(101,000)
ICT Projects Reserve	EQ655	(23,446)	(316,960)	10,078	0	(330,329)
Cullompton Rail Station	EQ656	(40,000)	(120,500)	0	0	(160,500)
Flood Defence Ashleigh Park Bampton	EQ657	(67,000)	0	0	0	(67,000)
Phoenix Lane PC's Conversion	EQ658	(38,000)	0	0	38,000	0
Gen Reserves - Support for 2021-22 budget	EQ660	0	0	0	(223,746)	(223,746)
High St Innovator Payment	EQ681	(1,859)	0	1,349	0	(510)
Emr Corp Training	EQ666	0	(12,000)	0	0	(12,000)
Car Park Machine Replacement	EQ686	(6,000)	(3,000)	0	0	(9,000)
Gypsies and Travellers	EQ698	(7,000)	0	7,000	0	0
Cred Market Square Resurfacing	EQ699	(20,000)	0	0	0	(20,000)
Community Dev Tap Fund Contr (CD200)	EQ701	(4,306)	0	0	0	(4,306)
Community Dev Seed Grant Fund (CD200)	EQ702	0	0	0	0	0
Community Dev Pct Money (CD210)	EQ703	0	0	0	0	0
Pannier Mkt Clock Tower Repair (CD300)	EQ704	0	0	0	0	0
Cemetery Grave Shoring Equip (ES100)	EQ705	(553)	0	0	553	0
Multi-Story Planned Works (CP520)	EQ706	(80,000)	(5,000)	80,000	0	(5,000)
Resurfacing Amenity Car Parks (CP530)	EQ707	(58,352)	0	12,670	0	(45,682)
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	6,970	0	0
Community Safety Partnership (ES256)	EQ710	(14,702)	0	3,379	0	(11,324)
P Sector Housing (ES354)	EQ711	(24,524)	0	0	0	(24,524)
PSH - Rogue Landlord Grant	EQ712	(43,027)	0	0	0	(43,027)
Parks & O Spaces Shelter Maint (ES450)	EQ713	(42,381)	0	0	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	12,663	0
Corp Training (HR200)	EQ718	(8,515)	0	0	0	(8,515)
ICT Staff Unit Training (IT600)	EQ719	(2,550)	0	0	0	(2,550)
District Elections (LD201)	EQ720	0	(25,000)	0	0	(25,000)
Elected Members Training (LD300)	EQ721	(15,000)	(5,000)	0	0	(20,000)
PR400 Economic Development	EQ722	(97,000)	(92,364)	27,175	(100,000)	(262,189)
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	(12,051)	0	0	0	(12,051)
Brownfield Shared Plan DCLG (PR600)	EQ726	(36,263)	0	0	0	(36,263)
Forward Planning GESP Post 18M (PR600)	EQ727	0	0	0	0	0
Statutory Development Plan (PR810)	EQ728	(476,704)	(100,000)	70,370	0	(506,334)
Custom Build Grant (PR810)	EQ729	(76,277)	0	0	0	(76,277)
Community Housing Fund	EQ741	(111,485)	0	3,125	0	(108,360)
Homelessness Support	EQ742	(307,498)	(154,552)	101,660	0	(360,390)
Rough Sleeping Initiative	EQ743	(33,984)	(57,701)	0	0	(91,685)
Replacement Waste Containers	EQ744	(75,000)	0	33,000	0	(42,000)
Waste Options Report	EQ745	(18,980)	0	3,690	0	(15,290)
Food Protection	EQ746	(14,550)	0	0	0	(14,550)
Brexit Reserve	EQ747	(32,847)	0	0	0	(32,847)
Finance Additional Staff Costs	EQ748	(17,000)	0	17,000	0	0
Finance System Improvements	EQ749	0	(16,720)	0	0	(16,720)
Fleet Contract Fund	EQ756	(329,647)	(799,600)	345,343	0	(783,904)
Livery Wraps -Waste Vehicles	EQ757	(26,600)	0	4,300	20,600	(1,700)
Recycling Baler Repairs	EQ758	(10,000)	0	10,000	0	0
Mobile Phone Contract	EQ759	(5,000)	(5,000)	0	0	(10,000)
Waste Infrastructure	EQ769	(1,250,000)	(777,700)	0	0	(2,027,700)
Cs Replacement Scanners	EQ770	(10,000)	0	0	0	(10,000)
Industrial Unit Specific Maint	EQ771	(20,000)	0	0	0	(20,000)
Coggans Well Roof Repairs	EQ772	(6,240)	(30,000)	0	6,240	(30,000)
Tree Works	EQ773	(10,000)	(17,300)	0	0	(27,300)
Planning Legal Expense Reserve	EQ774	(100,000)	0	0	0	(100,000)
Building Control Emr	EQ775	(17,000)	0	0	0	(17,000)
CS Cust Welfare Officer B/Fill	EQ776	0	(21,670)	0	0	(21,670)
C/Tax Smoothing Reserve	EQ777	0	(239,911)	0	0	(239,911)
Hfx System Upgrade - HR	EQ778	0	(25,000)	0	0	(25,000)
Play Area-Paddling Pool Resin	EQ779	0	(30,000)	0	0	(30,000)
Housing Advisers Programme	EQ780	0	(20,000)	0	0	(20,000)
J28 Cullompton	EQ781	0	(100,000)	0	0	(100,000)
Plan-Test Nat Model Des Codes	EQ782	0	(50,000)	0	0	(50,000)



# GENERAL FUND AND HOUSING REVENUE ACCOUNT EARMARKED RESERVES SUMMARY 2020/21

## EARMARKED RESERVES AT 31 March 2021

Legal Case Management System	EQ783	0	(15,080)	0	0	(15,080)
C-19 Compliance & Enforce Grant	EQ784	0	(30,976)	0	0	(30,976)
Climate Change Grant	EQ785	0	(299,421)	0	0	(299,421)
Carlu Close Specific Projects	EQ786	0	(15,000)	0	0	(15,000)
21-22 Cont'D Nndr Grants Admin	EQ787	0	(160,000)	0	100,000	(60,000)
Boundary Review	EQ788	0	(45,000)	0	0	(45,000)
Member Srv Additional Staffing	EQ789	0	(14,000)	0	0	(14,000)
Planning Improvement Programme	EQ790	0	(250,000)	0	0	(250,000)
Post Covid-19 Income Recovery	EQ791	0	(300,000)	0	0	(300,000)
PR400-Street Name Post Replace	EQ802	(20,000)	0	0	0	(20,000)
MHCLG Covid-19 General Grant	EQ809	(38,976)	0	38,976	0	0
Capacity Funding- EUE	EQ820	(22,047)	0	6,128	0	(15,919)
Neighbourhood Planning Funding	EQ821	(20,500)	(20,000)	3,050	0	(37,450)
Culm Garden Village Project	EQ824	(678,145)	(130,000)	155,936	0	(652,209)
Flood Projects (PS400)	EQ826	(32,400)	0	0	0	(32,400)
Phoenix Hse Replace Fire Panel (PS810)	EQ827	(91,000)	(35,000)	34,961	15,000	(76,039)
Phoenix Hse Meeting Rm Aircon (PS810)	EQ828	(20,000)	0	13,600	0	(6,400)
Old Road Depot (PS850)	EQ829	(10,000)	0	0	0	(10,000)
Property Serv MS Op Vehicle (PS980)	EQ830	(12,000)	0	0	12,000	0
Recycling Vehicle Refurb (WS725)	EQ833	0	0	0	0	0
Waste Response Costs (WS)	EQ834	0	0	0	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	(773,376)	(395,000)	419,192	0	(749,184)
GF Shops (PS)	EQ838	(237,000)	0	30,000	0	(207,000)
Equipment Sinking Fund	EQ684 & EQ750-755 & EQ839	(510,379)	(194,200)	29,220	54,900	(620,459)
Maintenance Sinking Fund	EQ685 & EQ763-768	(497,968)	(333,584)	0	0	(831,552)
Plant Sinking Fund	EQ760-761	(222,500)	(34,360)	0	63,790	(193,070)
<b>Total Other GF Revenue Reserves</b>		<b>(7,353,035)</b>	<b>(5,296,599)</b>	<b>1,520,261</b>	<b>0</b>	<b>(11,129,373)</b>

<b>Section 106</b>	<b>Various</b>	<b>(1,639,818)</b>	<b>(193,841)</b>	<b>230,889</b>	<b>0</b>	<b>(1,602,771)</b>
--------------------	----------------	--------------------	------------------	----------------	----------	--------------------

Developers Contributions - Open Space Maintainer	Cost Centres	B/F 31/3/20	(Cont To Emr)	Utilisation of EM	Transfers	C/F 31/3/21
Dev Cont Linear Park	EQ638	(42,638)	0	4,170	0	4,170
W52 Popham Close Comm Fund	EQ640	(14,090)	0	1,950	0	1,950
W67 Moorhayes Com Dev Fund	EQ641	(13,403)	0	1,630	0	1,630
W69 Fayrecroft Willand Ex West	EQ642	(33,360)	0	4,620	0	4,620
W70 Developers Contribution	EQ643	(39,758)	0	6,650	0	6,650
Dev Cont Winswood Crediton	EQ644	(31,478)	0	3,080	0	3,080
<b>Total Developers Maintenance Reserves</b>		<b>(174,727)</b>	<b>0</b>	<b>22,100</b>	<b>0</b>	<b>(152,627)</b>

<b>Total Developers Contributions / s106 Funds</b>	<b>(1,814,545)</b>	<b>(193,841)</b>	<b>252,989</b>	<b>0</b>	<b>(1,755,398)</b>
--	--------------------	------------------	----------------	----------	--------------------

	B/F 31/3/20	(Cont To Emr)	Utilisation of EM	Transfers	C/F 31/3/21
<b>TOTAL GENERAL FUND EARMARKED RESERVES</b>	<b>(13,688,379)</b>	<b>(10,384,010)</b>	<b>3,825,482</b>	<b>0</b>	<b>(20,246,906)</b>

**Net movement into General Fund Earmarked Reserves = (TREM)**

<b>(6,558,528)</b>	<b>0</b>
<b>6,558,528</b>	

HRA Earmarked Reserves	Cost Centres	B/F 31/3/20	(Cont To Emr)	Utilisation of EM	Transfers	C/F 31/3/21
HRA Sewage Treatment Plant works	EQ691	(30,000)	0	0	0	(30,000)
Renewable Energy Fund E.M.R.	EQ692	(674,243)	(162,374)	135,503	0	(701,114)
HRA Affordable Rent Surplus	EQ693	(48,800)	(150,130)	0	0	(198,930)
Housing Maintenance E.M.R.	EQ694	(14,198,285)	(1,190,632)	268,088	0	(15,120,829)
HRA Premium Deficit for PWLB loan	EQ696	(2,810,527)	(705,778)	0	0	(3,516,306)
<b>Total HRA EARMARKED RESERVES</b>		<b>(17,761,856)</b>	<b>(2,208,914)</b>	<b>403,591</b>	<b>0</b>	<b>(19,567,178)</b>

**Net movement into HRA Earmarked Reserves = (HOTREM)**

<b>(1,805,323)</b>	<b>0</b>
<b>1,805,323</b>	

<b>GRAND TOTAL OF MDDDC EARMARKED RESERVES</b>	<b>(31,450,234)</b>	<b>(12,592,924)</b>	<b>4,229,073</b>	<b>0</b>	<b>(39,814,085)</b>
--	---------------------	---------------------	------------------	----------	---------------------



## GENERAL FUND &amp; HRA GRANTS RECEIVED SUMMARY 2020/21

## Grants Credited to Taxation &amp; Non-Specific Grant Income

Name of Grant	Amount Received £	Amount Paid Out £	Amount Remaining £
Covid-19 Additional Scheme (ARG)	(2,377,393)	2,360,496	(16,897)
NDR Business Support Grant	(1,129,000)	1,129,000	-
Economic Vulnerability & Hardship	(107,440)	98,100	(9,340)
Covid-19 Income Compensation Scheme	(2,019,144)	N/A	N/A
New Homes Bonus	(1,418,189)	N/A	N/A
Covid-19 Non-Ringfenced Grant	(1,157,619)	N/A	N/A
Rural Services Delivery Grant	(466,695)	N/A	N/A
Other Non-Ringfenced Grant	(8,103)	N/A	N/A
<b>Subtotal</b>	<b>(8,683,583)</b>	<b>3,587,595</b>	<b>(26,238)</b>

N.B. Where the Amount Paid Out is N/A this is because the grant was not paid to external beneficiaries, but rather utilised to cover the Council's in-year expenses or earmarked for future purposes.

## Grants Credited to Services

Name of Grant	Amount Received £
<b>Corporate Management</b>	
Grant for Tiverton Hub Costs	(22,652)
DCC Covid-19 Costs Across Services	(49,400)
<b>Environmental Services</b>	
Section 106	(65,797)
<b>General Fund Housing</b>	
Flexible Homelessness Support Grant	(154,552)
Rough Sleeping Initiative	(120,305)
<b>Planning &amp; Regeneration</b>	
Section 106 - Public Open Space	(128,044)
MHCLG Garden Village Project	(130,000)
MHCLG Section 31 Development Management	(270,500)
Historic England Grant	(97,901)
<b>Property Services</b>	
Climate Change Grants	(337,421)
<b>Revenues and Benefits</b>	
MHCLG 2020/21 Business Support	(170,000)
BEIS 2020/21 November Lockdown	(166,800)
NDR Cost of Collection Grant	(110,909)
DWP Council Tax Admin Grant	(169,402)
DWP Housing Benefit Admin Grant	(68,483)
Rent Allowances	(12,351,203)
Council Tax Hardship Fund	(474,560)
BEIS 2020/21 Business Support	(76,500)
DWP Resource Management Grant	(51,300)
Test & Trace Hardship Fund	(51,030)
Other grants (various services)	(139,953)
Covid-19 Job Retention Scheme (Furlough)	(594,687) (see below)
<b>Subtotal</b>	<b>(15,801,400)</b>

**Capital Grants Receipts in Advance**

<b>Name of Grant</b>	<b>Amount Received £</b>
Affordable Housing	(407,885)
Disabled Facility Grant	(570,600)
<b>Subtotal</b>	<b>(978,485)</b>

<b>Total Grants Received (Gross)</b>	<b>(25,463,468)</b>
--------------------------------------	---------------------

**Covid-19 Job Retention Scheme (Furlough)**

<b>Service Area</b>	<b>Amount Received £</b>
Customer Services	(6,708)
Grounds Maintenance	(8,715)
HRA	(29,060)
Property Services	(8,590)
Recreation & Sport	(520,404)
Waste Services	(21,210)
<b>Subtotal</b>	<b>(594,687)</b>

**Grants Where The Council Acts As Agent**

<b>Name of Grant</b>	<b>Amount Received £</b>	<b>Amount Paid Out £</b>	<b>Amount Remaining £</b>
NDR Business Support Grant	(22,580,000)	19,890,000	(2,690,000)
Covid-19 National Scheme (LRGS)	(1,461,564)	1,005,923	(455,641)
Covid-19 Tier 2 Open	(615,429)	612,783	(2,646)
Covid-19 Tier 2 Closed	(172,401)	124,879	(47,522)
Covid-19 Tier2/3 Pub	(64,000)	53,000	(11,000)
Covid-19 Lockdown 3 Closed	(4,383,000)	3,081,000	(1,302,000)
Covid-19 Lockdown 3 Addendum	(4,489,089)	3,162,785	(1,326,304)
Self Isolation Payments	(110,496)	56,500	(53,996)
<b>Subtotal</b>	<b>(33,875,979)</b>	<b>27,986,869</b>	<b>(5,889,110)</b>

Code	Scheme	Adjusted Capital Programme 2020/21	Total Actual Spend to 31/03/21	Variance to 2020/21 to budget	Slippage to be carried forward to 2021/22	To Earmarked Reserve	Notes
		£000's	£000's	£000's	£000's	£000's	
<b>General Fund Projects</b>							
<b>Leisure</b>							
CA642	Reception infrastructure review - All sites	120,000	0	-120,000	120,000		This project will slip to 22/23
CA643	All Leisure Etarmis - Security Swipe - (linked to security project)	30,000	0	-30,000	30,000		This project will slip to 22/23
<b>Phoenix House</b>							
CA487	Etarmis - Security Swipe - (linked to security project)	50,000	0	-50,000	50,000		This project will slip to 22/23
CA488	Boiler replacement & controls	90,000	83,836	-6,164			Project complete
<b>General Car parks</b>							
CA489	MSCP Capital Project - Phase 2	589,000	681,670	92,670			}
CA709	MSCP improvements (refer to Matrix condition report)	133,000	133,000	0			} As per Cabinet report Aug 2019 this overspend has been met by
CA718	MSCP-Top Deck surfacing	120,000	122,000	2,000			} Revenue EMR's
<b>MDDC Depot Sites</b>							
CA830	Carlu Close - Interceptor upgrade	10,000	0	-10,000			This project is under £20k Dimimimis & has therefore been charged to Revenue
CA833	Carlu Close - Water containment for Water Transfer Station	80,000	0	-80,000			This project is under £20k Dimimimis & has therefore been charged to Revenue
CA831	Carlu Close - Solar PV options	18,000	32,081	14,081			Project complete
<b>Play Areas</b>							
CA472	Open Space Infrastructure (incl Play Areas)	50,000	0	-50,000	40,000		Required budget slipped to 2021/22
CA632	Play area refurbishment - Amory Park Tiverton	49,000	0	-49,000	74,000		Required budget slipped to 2021/22. Additional £25k NHB from CA628
CA628	Play area refurbishment - West Exe Recreation Ground Tiverton	50,000	74,782	24,782	0		Project Complete - This project has been be funded in total by S106. £25k NHB to be redirected to CA632 & £25k NHB to be redirected to CA648
CA647	Play area refurbishment - Glebelands Cheriton Bishop	0	34,586	34,586	0		Project Complete - This project has been be funded in total by S106.
CA648	Play area refurbishment - Chestnut Drive Willand				25,000		Required budget slipped to 2021/22. £25k NHB from project CA628 slipped to fund this scheme
<b>MDDC Shops &amp; Industrial Units</b>							
CA583	Market Walk - Flat roof replacement	30,000	0	-30,000	30,000		Remaining budget slipped to 2021/22
<b>Other Projects</b>							
CA491	Fire Dampeners - Corporate sites	80,000	0	-80,000	80,000		Remaining budget slipped to 2021/22
CA485	GP Practice NHS Hub Building	2,175,000	0	-2,175,000	2,175,000		Remaining budget slipped to 2021/22 -MDDC loan contribution now due towards end of scheme
CA490	West Exe South - Remodelling - additional parking spaces	90,000	0	-90,000	90,000		Remaining budget slipped to 2021/22
CA473	Land drainage flood defence schemes - St Marys Hemyock	50,000	0	-50,000	50,000		Remaining budget slipped to 2021/22
CA420	Land drainage flood defence schemes - Ashleigh Park Bampton	87,000	0	-87,000	87,000		Remaining budget slipped to 2021/22
CA574	Fore Street Flats refurbishment	47,000	0	-47,000	47,000		This project will slip to 22/23
CA476	Tiverton Cemetery - Infrastructure extension	47,000	49,349	2,349			Project complete

Code	Scheme	Adjusted Capital Programme 2020/21	Total Actual Spend to 31/03/21	Variance to 2020/21 to budget	Slippage to be carried forward to 2021/22	To Earmarked Reserve	Notes
		£000's	£000's	£000's	£000's	£000's	
CA576	Tiverton Town Centre improvements	140,000	0	-140,000	140,000		Remaining budget slipped to 2021/22
CA832	Land acquisition for operational needs	1,000,000	0	-1,000,000	1,000,000		Remaining budget slipped to 2021/22
<b>HIF Schemes</b>							
CA719	Cullompton Town Centre Relief Road (HIF) bid	3,884,000	324,589	-3,559,411	3,605,000		Remaining budget slipped to 2021/22
CA720	Tiverton EUE A361 Junction Phase 2 (HIF (bid)	284,000	120,976	-163,024	166,000		Remaining budget slipped to 2021/22
<b>Economic Development Schemes</b>							
CA582	* Hydro Mills Electricity Project	680,000	0	-680,000			This Project is already included in the 21/22 Capital Programme, the total forecast cost is £800k proposed to be funded by borrowing, unless any other external grant funded sources can be secured.
<b>ICT Projects</b>							
CA492	Final phase of Desktop estate replacement/refresh	50,000	2,220	-47,780	48,000		Remaining budget slipped to 2021/22
CA456	CRM replacement	175,000	0	-175,000	175,000		Remaining budget slipped to 2021/22. This will be cloud based and highly likely to be revenue in nature. It is envisaged that Yr1 costs will be circa £193k.
CA433	Unified Communications/telephony	74,000	0	-74,000	66,000		Remaining budget slipped to 2021/22 (£8k charged to Revenue in 20/21)
CA425	Server farm expansion/upgrades	84,000	0	-84,000	74,000		Remaining budget slipped to 2021/22 (£10k charged to Revenue in 20/21)
CA437	Digital Transformation	33,000	0	-33,000	33,000		Remaining budget slipped to 2021/22. High likely to be Revenue in nature.
CA480	Lalpac Licensing System replacement	80,000	0	-80,000	80,000		Remaining budget slipped to 2021/22. To be considered in conjunction with the CRM Project (CA456).
<b>Other General Fund Development Projects</b>							
CA493	Other projected 3 Rivers Borrowing	2,399,000	0	-2,399,000	2,399,000		Remaining budget slipped to 2021/22
CA462	3 Rivers Scheme - Riverside Development (rear of Town Hall) Tivertc	3,923,000	1,317,827	-2,605,173	2,605,000		Remaining budget slipped to 2021/22
CA486	3 Rivers scheme - Knowle Lane, Cullompton	8,002,000	0	-8,002,000	8,002,000		Remaining budget slipped to 2021/22
CA581	Post Hill, Tiverton	3,605,000	969,429	-2,635,571			This project spend relates to acquisition of land. Scheme build cost are detailed in the forward 21/22 Capital programme extending into the life of the MTFP
CA483	3 Rivers Scheme - Threwstones, Tiverton	23,000	0	-23,000			Project complete
CA484	3 Rivers Scheme - Orchard House, Halberton	446,000	0	-446,000	446,000		Remaining budget slipped to 2021/22
		<b>28,877,000</b>	<b>3,946,344</b>	<b>(24,930,656)</b>	<b>21,737,000</b>	<b>0</b>	
<b>Private Sector Housing Grants</b>							
CG201	Disabled Facilities Grants-P/Sector	572,000	370,918	-201,082		176,000	} This underspend will remain in DFG EMR in CGU }
CG208	Wessex Reinvestment Trust Grants Scheme	75,000	100,000	25,000			
		<b>647,000</b>	<b>470,918</b>	<b>(176,082)</b>	<b>0</b>	<b>176,000</b>	
<b>Total General Fund Projects</b>							
		<b>29,524,000</b>	<b>4,417,262</b>	<b>(25,106,738)</b>	<b>21,737,000</b>	<b>176,000</b>	

Code	Scheme	Adjusted Capital Programme 2020/21 £000's	Total Actual Spend to 31/03/21 £000's	Variance to 2020/21 to budget £000's	Slippage to be carried forward to 2021/22 £000's	To Earmarked Reserve £000's	Notes
<b>HRA Projects - Existing Housing Stock</b>							
CA100	Major Repairs to Housing Stock	2,561,000	1,937,512	-623,488	495,000	128,000	Remaining budget of £495k slipped to 2021/22. The remaining £128k will remain in the MRA EMR
CA111	Renewable Energy Fund	250,000	135,503	-114,497		114,000	Remaining budget slipped to 2021/22
CA150	27A Broad Lane, Tiverton	0	27,896	27,896			Additional unit converted by DLO - funded by 1:4:1 Receipts & HMF
CA153	22A Brewin Road, Tiverton	0	35,266	35,266			Additional unit converted by DLO - funded by 1:4:1 Receipts & HMF
CG200	Home Adaptations - Disabled Facilities	314,000	242,291	-71,709		72,000	Remaining budget slipped to 2021/22
<b>Housing Development Schemes</b>							
CA146	HRA Regeneration Scheme 1	2,000,000	0	-2,000,000	2,000,000		Remaining budget slipped to 2021/22
CA145	RTB Buyback 103 Queensway	0	159,995	159,995	0		RTB Buyback - funded by 1:4:1 Receipts & HMF
CA147	Affordable Housing/Purchase of ex RTB	500,000	0	-500,000	0	244,000	Balance of budget following two RTB's (CA145 & CA149) will remain in EMR
CA124	Queensway (Beech Road) Tiverton (3 units)	287,000	2,915	-284,085	284,000		Remaining budget slipped to 2021/22
CA141	Round Hill Tiverton- Site	1,500,000	0	-1,500,000	1,500,000		Remaining budget slipped to 2021/22
CA148	RTB Buyback 16 Somerville Park		0	0	0		
CA149	RTB Buyback Flat 5 Blagdon Place	0	95,619	95,619	0		RTB Buyback - funded by 1:4:1 Receipts & HMF
<b>HRA Other Projects</b>							
CA126	Sewerage Treatment Works - Washfield	25,000	0	-25,000	25,000		Remaining budget slipped to 2021/22
<b>Total Housing Revenue Account Projects</b>		<b>7,437,000</b>	<b>2,636,997</b>	<b>(4,800,003)</b>	<b>4,304,000</b>	<b>558,000</b>	
<b>2020/21 CAPITAL PROGRAMME GRAND TOTAL</b>		<b>36,961,000</b>	<b>7,054,258</b>	<b>(29,906,742)</b>	<b>26,041,000</b>	<b>734,000</b>	

Code	Funding Stream	Adjusted Capital Programme 2020/21 £000's	Total Actual Funding to 31/03/21 £000's
<b>General Fund Projects</b>			
9801	S106 & Affordable Housing Contributions	50,000	124,070
9990	General Capital Reserve	138,000	60,985
9701	Govt Grant (DCLG passported from DCC)	647,000	485,469
9727	New Homes Bonus (GF)	1,751,000	888,856
9957	Private Sector Housing Grants EMR	0	14,936
9980	Contribution from existing Useable Capital Receipts	307,000	51,970
9942	Borrowing	24,888,000	2,317,083
9954	Other Capital Grants Unapplied	20,000	0
9990	Economic Development EMR	80,000	14,985
9958	Heritage Enterprise Grant Bid	600,000	0
9990	ICT EMR	50,000	32,190
9990	Other EMR	140,000	174,640
9959	HIF Funding	853,000	460,503
<b>Total General Fund Projects</b>		<b>29,524,000</b>	<b>4,625,687</b>
<b>HRA Projects</b>			
9980	Useable Capital Receipts	1,125,000	242,291
9710	MRA Reserve	2,561,000	1,952,077
9727	New Homes Bonus (HRA)	21,000	0
9980	UCR 1:4:1 replacement homes	836,000	111,477
9990	Renewable energy EMR	250,000	135,503
9990	Housing Maintenance Fund	1,047,000	240,168
9990	Affordable rents surplus EMR	72,000	0
9801	S106 & Affordable Housing Contributions	0	0
9990	HRA EMR	25,000	14,913
9704	Home England Grant	0	14,556
9942	Borrowing	1,500,000	0
<b>Total HRA Projects</b>		<b>7,437,000</b>	<b>2,710,986</b>
<b>2020/21 CAPITAL PROGRAMME GRAND TOTAL FUNDING</b>			
		<b>36,961,000</b>	<b>7,336,672</b>

## HOMES POLICY DEVELOPMENT GROUP 20 JULY 2021

### HOUSING SERVICE DELIVERY REPORT

**Cabinet Member(s):** Councillor Bob Evans  
**Responsible Officer:** Mrs Claire Fry, Operations Manager for Housing Services

**Reason for Report and Recommendation:** To provide an update to Members on enforcement and other activity undertaken by Officers in the Housing Service

**Recommendation:** Members are asked to 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. There are specific budgets set aside within the General Fund to enable the Council to meet statutory obligations associated with homelessness. Central Government makes some funding which is ring-fenced available to support this work. Furthermore, the Housing Service is currently in receipt of funding which was awarded as part of the Rough Sleeping Initiative which is used in connection with a number of projects which align with our own rough sleeping strategy.

**Budget and Policy Framework:** Policies agreed by the Homes Policy Development Group govern the work of the Housing Service. 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 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:** Tenancy management is funded through the HRA. 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.

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.

**Risk Assessment:** The landlord service has approximately 3,000 homes in management which represents a huge investment. Failure to provide an effective 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.

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.

**Equality Impact Assessment:** 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.

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.

**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.

## **1.0 Background**

- 1.1 The Housing Service has certain responsibilities associated with tenancy management and safeguarding. The discharge of these duties can be resource-intensive and involve significant enforcement activity. The aim of this report is to show the range of action taken over the fourth quarter of 2020/21 which covered the period from 1 January 2021 until 31 March 2021.
- 1.2 Appendix 1 shows a summary of enforcement and other related activity and Appendix 2 shows a summary of safeguarding activity undertaken in connection with the wellbeing of tenants, members of their households or



anyone else, regardless of whether they live on our estates, where a concern has been identified.

## **2.0 Enforcement Activity**

- 2.1 The Regulator for Social Housing operates the regulatory framework which contains a number of standards which set out the required outcomes and specific expectations associated with the performance of registered social landlords (RPs).
- 2.2 The Neighbourhood and Community Standard contains provisions relating to the management of anti-social behaviour and in line with these, RPs are expected to work in partnership with other agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes.
- 2.3 Neighbourhood Officers in the HRA Estates team are responsible for managing nuisance and anti-social behaviour. In recent months, the team has been operating with some gaps in terms of staffing which meant that work has had to be prioritised. Officers have had to focus on the management of serious anti-social behaviour, safeguarding issues and health and safety.
- 2.4 The management of serious anti-social behaviour can be time-consuming given the need to gather evidence, work with witnesses and liaise with other partner agencies. Officers may also need to provide reassurance to members of the local community.
- 2.5 The work can also be challenging given the issues which may be presented and the conflicting accounts about what is happening.
- 2.6 The report in Appendix 1 shows the range of work associated with the management of anti-social behaviour under the heading: "Neighbourhood and Community Standard".
- 2.7 The impact of the pandemic may have skewed outcomes given that people have generally had to spend more time at home, which has the potential to increase tensions between neighbours in terms of noise and other nuisance. Further, there is some evidence to show that some people who experience poor mental health have been negatively impacted by loneliness and external circumstances. This has, in turn, resulted in an increase in issues requiring investigation by the Neighbourhood team.
- 2.8 Low level nuisance cases where risk is deemed to be low are usually managed by suggesting mediation. This option is seldom taken up by tenants or other residents and the impact upon the time of the Neighbourhood Officers involved in responding to nuisance complaints raised, and providing relevant advice and information, can be quite sizable.
- 2.9 Whilst the Courts are still available to hear the most egregious cases involving nuisance and anti-social behaviour, at the present time, in line with the regulations relating to the pandemic, the ability of social landlords to have cases heard is limited due to there being many cases dating from before the

first national lockdown waiting to be heard. This has impacted decision making with regard to the most serious cases during the last year.

- 2.10 Given the difficulties associated with the commencement of possession proceedings, the Council has sought other sanctions through the Courts during the pandemic and, as shown in the report below, this has involved seeking Closure Orders and Injunctions. However, there is generally a large amount of work involved in preparing such cases and there still seems to be a long wait before cases can be listed for hearing. The Council obtained an Interim Injunction on 1 September 2020 but this will not be heard before the Court until June 2021.
- 2.11 The HRA Income Team worked differently during 2020/21 in an effort to support those households who may have been experiencing financial difficulty to sustain their tenancies. The team has been making contact with those who owe rent to discuss their circumstances and to offer advice and information as appropriate. The Officers have been working closely with the Council's Customer Welfare Officer and other agencies, including the Department of Work and Pensions (DWP) to maximise incomes. The approach is one which is more collaborative and involves having open and honest conversations with those who may have multiple debts. The team has been signposting and referring tenants to other agencies which can help, as appropriate.
- 2.12 Our usual procedures relating to income collection were suspended when the Government announced a pause on possession proceedings and evictions at the start of the pandemic. The ban on evictions continues until the end of May and there is evidence to show that there is a backlog of cases involving rent arrears in the Courts at present. This means that we will have to continue working with tenants in a different way until such time as the Council can begin to attempt to enforce conditions of tenancy again by referring cases to the County Court for a judgement.
- 2.13 The Housing Options team is responsible for managing temporary accommodation which is used by those who have presented as homeless. The Council has a number of statutory obligations to such people and this includes accommodating them whilst their circumstances are being investigated and assessed; and then, if a duty is owed, until such time as they can be rehoused.
- 2.14 During the last quarter, there were no evictions out of temporary accommodation.
- 2.15 Every employee of the Council has a duty to safeguard vulnerable people and undergoes periodic training to maintain their knowledge and awareness of relevant issues. The relevant policy requires any issues to be escalated and reported.
- 2.16 Safeguarding referrals have remained at a relative high level during quarter 4 with 9 being made demonstrating that appropriate action is being taken. In total 33 referrals were made throughout the year.

### 3.0 Recommendation

3.1 Members are asked to note the report.

**Contact for more Information:** Mrs Claire Fry, Group Manager for Housing Services, telephone: 01884 255255 (and request a call-back), email: cfry@middevon.gov.uk

**Circulation of the Report:** Councillor Bob Deed, Leader of the Council; Councillor Bob Evans, Cabinet Member for Housing; other Members of the Cabinet & Leadership Team; Corporate Management Team & other relevant Managers

**List of Background Papers:**

The Regulatory framework for social housing:

<https://www.gov.uk/government/collections/regulatory-framework-requirements>

# Appendix 1

## Service Delivery – Enforcement Activities

Neighbourhood & Community Standard – Housing Revenue Account – Estates Team						
	Q1	Q2	Q3	Q4	YTD	Comments
Fraud cases opened	2	0	3	2	7	
Fraud cases referred to an external investigator	1	1	0	1	3	These cases are referred to an agency which can undertake interviews under caution and commence action in connection with the Prevention of Social Housing Fraud Act 2013
Acceptable Behaviour Agreements signed	0	2	6	0	8	
Good Neighbourhood Agreements signed	3	0	0	2	5	
Community Protection Notice warnings issued	1	1	2	1	5	Officers in the Housing Service work with colleagues in Public Health in connection with the issuing of these and the Community Protection Notices
Community Protection Notices issued	0	0	0	1	1	
Possession Actions commenced on grounds of ASB	3	0	0	1	4	The Courts are still hearing the most egregious cases in line with regulations relating to the pandemic
Closure Orders – obtained	4	0	0	0	4	This action was undertaken to protect those who had been “cuckooed”
Injunctions sought	0	1	0	0	1	
Evictions on grounds of anti-social behaviour/ other tenancy breach	0	0	0	0	0	

**Income Recovery – Housing Revenue Account – Income Team**

	Q1	Q2	Q3	Q4	YTD	Comments
Notice of Seeking possession served	0	0	0	0	0	The Government paused possession action and evictions at the start of the pandemic and therefore there has been very little activity with regard to enforcement of tenancy conditions on the grounds of rent arrears. Instead, Officers have adopted a more collaborative approach to support those who may be experiencing financial issues.
Judgement obtained	0	0	0	0	0	
Warrants issued	1	0	1	1	3	
Evictions on grounds of rent arrears	1	0	0	0	1	

**Management of Temporary Accommodation – General Fund – Housing Options team**

	Q1	Q2	Q3	Q4	YTD	Comments
Evictions from temporary accommodation	6	1	2	0	9	There were no evictions from temporary accommodation during the last quarter.

## Appendix 2

### Service Delivery – Safeguarding Activities

Neighbourhood & Community Standard – Housing Revenue Account						
	Q1	Q2	Q3	Q4	YTD	Comments
Domestic abuse cases opened	10	0	0	0	10	
Domestic abuse cases referred to Multi-agency Risk Assessment Conference (MARAC)	5	9	0	0	14	
Safeguarding referrals made (to all agencies)	4	9	11	9	33	

# Role of programming panel

- i) To oversee the workloads of the six bodies to ensure efficiency of the scrutiny and policy development process;
- ii) To co-ordinate requests for reviews referred to it by the Cabinet or the Council which do not fall within the remit of any one group; and
- iii) To resolve any disputes between groups.

*(MDDC Constitution page 124, section 2a)*

# Aim – coordination of work programme

## *Scrutiny Committee Terms of Reference:*

- to approve work programme in consultation with the Programming Panel
- to refer those matters which fall within the remit of the Scrutiny Committee, the Policy Development Groups or the Audit Committee, to the Programming Panel for allocation
- to respond to reasonable requests from the Cabinet to develop or review policy not within the remit of any Policy Development Group

*(MDDC Constitution page 125, section 3c)*



“Effective work programming is the bedrock of an effective scrutiny function”

*Centre For Governance and Scrutiny, The Good Scrutiny Guide*

# Remits

**Scrutiny:** contribute to the development of Council policies and also hold the Cabinet to account for its decisions... to review existing policies, consider proposals for new policies and suggest new policies. (MDDC Constitution page 20 section 7a)

**PDGs:** to review existing policies, consider proposals for new policies and suggest new policies.... The Policy Development Groups act as the overview function, developing and reviewing policy. (MDDC Constitution page 22 section 8.1a)

# Audit

Provide independent assurance of the adequacy of the risk management framework and the associated control environment including (from the perspective of the Council) those partnership or joint working arrangements the Council has with other bodies and how their risk management and controls might impact the Council;

Page 239

Provide independent scrutiny of the authority's financial and non-financial performance to the extent that it affects the authority's exposure to risk and weakens the control environment;

Oversee the financial reporting process.

*(MDDC Constitution page 26, section 9.1)*

## **Community**

Any matters that impact on the health, safety and wellbeing of people (e.g. air quality, pollution, noise), Public health, Environmental Health (e.g. food standards, water quality), Leisure, Grants funding, Town and Parish fund updates, Presentations from grant funded organisations, Safeguarding children and vulnerable adults, Community engagement and consultation, Equalities, Health and Safety, Town and Parish Councils (charter), Anti-social behaviour, Community safety, Digital transformation – broadband, Local welfare assistance, Benefits, Presentations from local interest groups such as Drink Wise Age Well, Youth Services, Older Persons strategy, Updates from the clinical commissioning group, RIPA, Targeted families

# Economy

Economic Development, Inward Investment, Business support and development, Tourism, Town Centres, Markets, local and national economy, Town Team updates, CCTV, Car Parking, Business Rates updates, Commercial units property updates, Night time economy (could include references to licencing and anti-social behaviour), Funding bids and updates, High Street Innovation Fund, Project updates on heritage projects, arts projects and food and drink projects which link to the local economy.

# Environment

Waste collection and Recycling, Street cleaning, Trade Waste, Clinical Waste, Climate change, reduction of carbon footprint, Parks and Open Spaces, Cemeteries, Trees, environmental enforcement (vehicles, animal control, fly tipping, fly posting), flood defence and drainage, clocks and monuments, street naming and numbering, public conveniences, Grounds maintenance – grass cutting.

# Homes

Council Housing, Housing Strategy, Housing policies, Neighbourhood and tenancy management, tenant involvement, homelessness prevention, housing needs and allocations, housing enabling, HRA budget, HRA capital programme and planned maintenance, Building maintenance, Devon Home Choice, Asbestos management, Community Housing support, Update on affordable housing projects, Updates on legislative changes or guidance from the HCA, Private Sector Homes, Bringing back empty homes into use, Disabled Facility Grants.

*(MDDC Constitution page 22, section 8.2)*

Questions/ideas



## WORK PROGRAMME HOMES PDG 2021/2022

Meeting Date	Agenda Item	Theme	Officer Responsible	Comments
<b>25 May 2021 - cancelled</b>				
<b>20 July 2021</b>				
20.07.21	Election of Chairman			
20.07.21	Election of Vice Chairman			
20.07.21	Performance & Risk			
20.07.21	Financial Outturn Report for 2020/2021		J P McLachlan	
20.07.21 10.08.21	Aids and Adaptations Policy To consider a revised policy.		Simon Newcombe	
20.07.21 16.08.21 31.08.21	Housing Strategy Consultation Draft To consider the draft strategy.		Simon Newcombe	
20.07.21 3.08.21	Fees and Charges - Private Sector Housing		Simon Newcombe	

Meeting Date	Agenda Item	Theme	Officer Responsible	Comments
20.07.21	Housing Service update			
20.07.21	Start time of meetings			
<b>14 September 2021</b>				
28.09.21 26.10.21	Information with regard to the possible creation of a Teckal compliant company		Andrew Jarrett	
14.09.21	Housing Strategy: Verbal Update (SN)			
14.09.21	Housing Service update			
<b>19 November 2021</b>				
9.11.21	Complaints Handling Code - review against compliance			
9.11.21	Draft Budget 2022/2023			
9.11.21	Housing Service - update			
<b>18 January 2022</b>				
18.01.22 1.02.22	The Tenant Involvement and Empowerment Standard Policy		Simon Newcombe	

Meeting Date	Agenda Item	Theme	Officer Responsible	Comments
18.01.22	Revised draft Budget 2022/2023			
18.01.22	Housing Service update			
<b>15 March 2022</b>				
15.03.22	Housing Service update			
15.03.22	Chairman's Annual Report for 2021/2022			

This page is intentionally left blank