

Public Document Pack

Mid Devon District Council

Homes Policy Development Group

Tuesday, 9 November 2021 at 2.15 pm
Phoenix Chambers, Phoenix House, Tiverton

Next meeting
Tuesday, 18 January 2022 at 2.15 pm

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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 **Apologies and Substitute Members**
To receive any apologies for absence and notice of appointment of substitutes.
- 2 **Public Question Time**
To receive any questions relating to items on the Agenda from members of the public and replies thereto.
- 3 **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.
- 4 **Minutes** (*Pages 5 - 10*)
Members to consider whether to approve the minutes as a correct record of the meeting held on 14 September 2021.
- 5 **Chairman's Announcements**
To receive any announcements that the Chairman may wish to make.
- 6 **Update on the Afghanistan relocation scheme**
To receive a verbal update regarding the Afghanistan relocation scheme.
- 7 **Medium Term Financial Plan, General Fund (GF), Housing Revenue Account (HRA) and Capital Programme** (*Pages 11 - 32*)
To receive a report from the Deputy Chief Executive (S151), presenting to Members the updated Medium Term Financial Plan (MTFP) which covers the period 2022/23 to 2026/27 and options available in order for the Council to set a balanced budget.
- 8 **Housing Service Delivery Report** (*Pages 33 - 44*)
To receive a report from 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 teams of Mid Devon Housing.
- 9 **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:
 - Tenant Involvement and Empowerment Standard Policy (tbc)
 - Revised draft budget 2022/2023
 - Housing Service Delivery Report

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

Stephen Walford
Chief Executive
Monday, 1 November 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. 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/s23135/MeetingProtocolUpdateOct2021nextreviewFeb2022.pdf>

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

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

E-Mail: slees@middevon.gov.uk

Public Wi-Fi is available in all meeting rooms.

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MID DEVON DISTRICT COUNCIL

MINUTES of a **MEETING** of the **HOMES POLICY DEVELOPMENT GROUP** held on 14 September 2021 at 2.15 pm

Present

Councillors

R J Dolley (Chairman)
J Bartlett, S J Clist, D R Coren, C J Eginton,
S Pugh, R F Radford and G Barnell

Apology

Councillor

J Cairney

Also Present

Councillors

R Evans, B G J Warren and A Wilce

Also Present

Officers

Andrew Jarrett (Deputy Chief Executive (S151)), Simon Newcombe (Corporate Manager for Public Health, Regulation and Housing), Andrew Busby (Corporate Manager for Property, Leisure and Climate Change), Claire Fry (Housing Services Operations Manager), Tristan Peat (Forward Planning Team Leader), Siann Sandy (Housing Options Officer), Sally Gabriel (Member Services Manager) and Sarah Lees (Member Services Officer)

20 **APOLOGIES AND SUBSTITUTE MEMBERS**

Apologies were received from Cllr J Cairney who was substituted by Cllr G Barnell.

21 **PROTOCOL FOR HYBRID MEETINGS**

The protocol for hybrid meetings was noted.

22 **PUBLIC QUESTION TIME**

No members of the public were present or had registered to ask a question within the specified timescales.

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

No interests were declared under this item.

24 **MINUTES**

The minutes of the meeting held on 20 July 2021 were approved as a correct record of the meeting and signed by the Chairman.

25 **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman had no announcements to make.

26 TECKAL CONSIDERATION (00:06:00)

The Group had before it a report * from the Deputy Chief Executive (S151) considering the need for a Teckal vehicle in order to help facilitate a step change in the delivery of social housing.

The officer outlined the contents of the report, highlighting the presentation attached to the agenda pack, which considered the legal framework for delivering houses through companies. He stated that the Council needed to be clear with regard to how it wanted a Teckal Company to work and requested that Members provide a steer to the direction of travel for such a company.

The report had been considered by the Scrutiny Committee the previous day and the Chairman of the Scrutiny Committee had been invited to the meeting today to outline the thoughts of his Committee. These included the following:

- Whether the aims of 3 Rivers Development Limited should be reviewed and rather than the aim to make money for the Council could it be set up to provide social housing
- Why were the Council considering the setting up of a Teckal Company and what were the implications
- The aspirations of 3 Rivers and the plans for its future
- Did 3 Rivers have a role for the Teckal Company and had the Cabinet and 3 Rivers considered this?
- The issue of Right to Buy and had the impact on the HRA been considered
- The financial options had not been considered, there were affordability issues and implications from borrowing from the PWLB
- The benefits of a Teckal Company for MDDC and what would be the desired outcomes to include any drawbacks
- How would a Teckal Company work – how would it impact on the HRA, Right to Buy and 3 Rivers. Would a Teckal Company dodge the Right to Buy – there was a need to see some modelling on all of these issues
- Whether a Teckal Company would take over from the HRA with regard to replacement houses and would such a set up control the Right to Buy
- The need to explore the issues with other councils utilising a Teckal Company and receive further information with regard to this.

The Group had listened to the questions raised by the Scrutiny Committee and were fully in support of needing additional information in order to address some of the issues raised.

Following further discussion the Group made the following additional comments:

- The need for a cost / benefit analysis. Whilst it may be possible for a Council to retain 10% of a development profit there may also be substantial overheads incurred in the running of a Teckal company.
- The need for clarity in terms of the aims and aspirations of a Teckal company of which there were many different types.
- Whether there were any benefits to using a Teckal company to outsource some services. It was felt that this was fraught with complications.

- A need to focus on practical possibilities rather than theoretical ones.
- A request to consider various models and additional information regarding Teckal company's set up by other local authorities. What had been the challenges, what had been the successes and why?
- A need for the necessary skill sets and capabilities in order to take a possible Teckal company forwards.
- A need to remember that the ultimate aim was to create more affordable social housing.

RECOMMENDED to the Cabinet that the questions raised by the Scrutiny Committee be endorsed and that it consider the following three options having reflected on the legal, financial and organisational implications of each one:

- a) The 3 Rivers Development company 'morphing' into a Teckal company to deliver affordable housing and lettings.
- b) Running a Teckal company as a subsidiary.
- c) The direct delivery of more affordable housing by Mid Devon District Council itself.

(Proposed by Cllr G Barnell and seconded by Cllr R F Radford)

Reason for the decision:

That comments made by the Scrutiny Committee and the Homes Policy Development Group can help to shape any recommendations made by the Cabinet to full Council.

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

27 **HOUSING STRATEGY - UPDATE (00:53:00)**

The Group received a verbal update from the Corporate Manager for Public Health, Regulation and Housing on the progress of the draft Housing Strategy document. This was now out for formal consultation with a closing date of the end of September. A dedicated web page had been set up to run alongside this.

Westex Ward members had been approached to seek answers to the following questions with regard to affordable housing:

- a) What was the definition of affordable housing?
- b) Tiverton had long suffered from a disparity between wages and rents, could MDDC promote a private rent freeze or increases at the lower end of wage and RPI inflation?
- c) How was the Housing Strategy planning to tackle the issue of creating more affordable housing?

The following was provided as a response to these questions:

The definition of affordable housing was set out within the draft Housing Strategy and was stated as being homes let at below market rent by a registered provider. The rent was set at up to 80% of local market rent for an equivalent home.

The situation regarding the disparity between wages and rents did not just apply to Tiverton. It was seen up and down the country and in rural areas too where there were particular challenges. There were market forces at play which were beyond the control of MDDC. The district was dependent on its own geography with regard to urban and rural populations and to some extent was better placed than most, for example, coastal areas to meet the needs of its residents. However, it was recognised that demand for affordable accommodation outstripped supply.

Discussion took place regarding:

- How the Council could access Government funds to supply more social housing.
- The need for more ambitious house building targets within the Strategy.
- The seriousness of the housing shortage situation.
- The viability gap affecting rental income.

Following this, a general update was provided by the Forward Planning Team Leader on affordable housing projects. This included the following summary on the numbers of affordable houses delivered on sites in Mid Devon in recent years:

2020 / 2021	30
2019 / 2020	133
2018 / 2019	87
2017 / 2017	115

The Local Plan set out an affordable housing target of 124 per annum based on 30% proportion, subject to viability.

The figure for 2020 / 2021 was significantly lower than previous years and it was thought this may be due the impact of the covid-19 pandemic on the construction of new homes and where developers may have focused on market housing. The Forward Planning Team Leader advised the meeting that the Council had recently appointed Arron Beecham to the new post of Principal Housing Enabler and Policy Officer and a key role will be to improve the delivery of affordable housing in the district.

Discussion took place with regard to:

- An inability to provide to projected affordable housing figures for 2021/2022 since monitoring was ongoing and numbers were dependent upon viability which couldn't be predicted with any certainty.
- There was an important distinction between 'affordable homes', being charged 80% of market rents including those delivered by developers through S106 agreements and 'social housing' as part of the HRA and being part of the Council's housing stock with rents controlled through legislation and typically around 50% of market rent.
- Frustration with developers often gaining planning permission to provide sites with affordable housing and then not bringing these to fruition.

- The need to re-establish regular meetings of the Development Delivery Advisory Group (DDAG).
- The need for effective working with Housing Associations and strategic partners.
- More affordable housing being needed in villages.
- The opportunity for Members to comment on village development within the context of the NPPF when the new Local Plan was brought before them for consideration.
- The current Local Plan policy that requires developments of 20 or more homes to include at least 5% for custom and self-build.

28 VERBAL UPDATE ON POST HILL DEVELOPMENT (01:37:00)

The Group received a verbal update on the Post Hill development from the Corporate Manager for Property, Leisure and Climate Change. This included the following information:

- 70 new Council homes were proposed, 62 at affordable rent and 8 at social rent.
- The Council was following the Royal Institute of British Architects (RIBA) seven stage plan and referring to guidance from the Construction Leadership Council to help construct low carbon homes, from climate change impacts.
- RIBA Stage one had been completed and the Council was now in RIBA Stage two meaning that the concept plan was being progressed. Stage three would take a further 2 – 3 months after which a planning application would be submitted.
- There had already been much engagement with contractors and engineers.
- A detailed project meeting had taken place in the previous week.
- A further update would be provided to the Homes Policy Development Group in early 2022.

Discussion took place regarding:

- There had been some complicating factors delaying the start of this project such as financial constraints, as the site is part of a S106 arrangement that limits the Council being able to secure grants and there were issues of affordability, however the project was now moving forwards.
- As well as carbon considerations, building appearance would be to a high specification.
- Gypsy & Traveller provision had been specified in an adjoining site and was not for discussion in relation to this item.

29 HOUSING SERVICE UPDATE (01:53:00)

The Group had before it a briefing paper * from the Operations Manager for Housing Services providing an update to Members on enforcement and other activities undertaken by officers in the Housing Service.

Key highlights within the report were reported as follows:

- Since the last report there had been a restructure in Housing Services with Housing options passing to Public Health. The report now focussed on activity funded through the HRA as undertaken by the Neighbourhood teams.
- Numbers and availability of staff had been affected by the pandemic with pressures in certain areas.
- Anti-Social Behaviour had escalated during the pandemic and work had had to be undertaken in drawing up acceptable behaviour agreements.
- The courts still had a significant backlog in bringing cases forward.
- There had been a ban on evictions between March 2020 and May 2021.

Discussion took place with regard to:

- 35 Notices Seeking Possession being served.
- Neighbourhood Teams worked closely with tenants to resolve issues especially in relation to potential evictions.
- Rent debt currently stood at 1.43% of total expected income which was lower than this time last year.

The Cabinet Member for Housing and Property Services stated that the Housing Services teams had worked extremely hard during difficult circumstances to support and engage with tenants. Their professionalism had been exemplary and they were to be congratulated. The Group supported this sentiment.

Note: * Briefing paper previously circulated; copy attached to signed minutes.

30 IDENTIFICATION OF ITEMS FOR THE NEXT MEETING (02:10:00)

In addition to the items already identified within the work programme for the next meeting, the following was also requested to be on the agenda:

- Update on the Afghanistan relocation scheme/s.
- Review procedures in relation to the allocation of Gypsy and Travellers sites as they relate to the Housing Services area.

(The meeting ended at 4.30 pm)

CHAIRMAN

HOMES POLICY DEVELOPMENT GROUP 9 NOVEMBER 2021

MEDIUM TERM FINANCIAL PLAN – General Fund (GF), Housing Revenue Account (HRA) and Capital Programme

Cabinet Member Cllr Andrew Moore, Cabinet Member for Finance
Responsible Officer Andrew Jarrett – Deputy Chief Executive (S151)

Reason for Report: To present to Member's the updated Medium Term Financial Plan (MTFP) which covers the period 2022/23 to 2026/27 and options available in order for the Council to set a balanced budget.

RECOMMENDATION: Members note the updated MTFP's and feedback to Cabinet their recommendations for resolving the forecast budget shortfall.

Relationship to Corporate Plan: The Medium Term Financial Plan (MTFP) sets out the financial resources available to deliver the Council's ongoing Corporate Plan priorities.

Financial Implications: The implications of the revised budget gap are set out within the paper. Many areas require greater clarity, therefore a number of key assumptions underpin the reported position, which will be refined as greater clarity is received through the budget setting process.

Budget and Policy Framework: The Council has an annual legal requirement to set a balanced budget. The MTFP provides an overarching steer of what the Council can afford to deliver over a rolling five year period and is instrumental in setting the budgetary context for next year's budget setting process.

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

Risk Assessment: The MTFP makes a number of financial assumptions based on a sensible/prudent approach. The Council must ensure that the budget proposals are robust and achievable.

Equality Impact Assessment: No implications arising from this report.

Climate Change Assessment: Some provision has already been included in the base budget and further evaluation/consideration will be made as the draft budget process progresses. Significant investment is currently forecast within the Capital Programme, however this will be dependent upon full options appraisals and levels of Grant funding available.

- 1.1 The main purpose of the MTFP is to show how the Council will strategically manage its finances across the five year period 2022/23 to 2026/27 in order to support the delivery of the priorities detailed in the Corporate Plan. It collectively covers the General Fund, the Capital Programme and the Housing Revenue Account.
- 1.2 Members are referred to the MTFP report to 26 October 2021 Cabinet for greater detail. This report assumes that Members have read that report.
- 2.1 The starting base for the MTFP is the 2021/22 approved budget, which is then adjusted for any supplementary estimates approved by the Council or any significant budget variances identified in the monthly budget monitoring report to the Cabinet.
- 2.2 This base then has to be adjusted for unavoidable costs, such as, pay increases, inflation, service pressures associated with new legislation, a growing residential or business property base or improving performance, etc. The MTFP will also consider forecasts for investment receipts and income from fees and charges.
- 2.3 Finally the MTFP considers and makes assumptions regarding future levels of funding, in particular Council Tax including the potential growth in tax base, Business Rates again including any movement in the baseline as well as changes in the reliefs, multipliers and overall retention levels. Forecasts are also made for the likely level of future Central Government funding.
- 2.4 The key inflationary assumptions underpinning the General MTFP and an indication of their sensitivity to movements in the assumptions are:

2022/23	Budget £k	Inflation Assumption %	2022/23 Forecast Financial Impact £k	1% Change £k	5% Change £k
Staffing	12,660	3.75%*	475	127	633
NDR on Council Properties	703	1%	7	7	35
Gas	99	1%	1	1	5
Electric	293	1%	3	3	15
Water	148	1%	1	1	7
Members Allowances	323	3.75%*	12	3	16
Insurance	203	20%	41	2	10
Fuel	355	2%	7	4	18
Leisure Fees and Charges	(3,093)	3%	(93)	(31)	(155)
Support Service Recharge to HRA	(1,501)	3.75%*	(56)	(15)	(75)
TOTAL	10,190		398	102	509

2.5 The resulting forecast General Fund position is therefore:

2021/22		2022/23	2023/24	2024/25	2025/26	2026/27
£000		£000	£000	£000	£000	£000
11,870	Expenditure	11,651	11,612	11,909	12,041	12,335
(11,870)	Funding	(10,579)	(9,932)	(10,178)	(10,429)	(10,692)
0	Annual Shortfall	1,072	607	52	(119)	30
0	Cumulative Shortfall	1,072	1,680	1,732	1,612	1,643

2.6 There are still some fundamental issues that have not been resolved that may either improve or worsen the summary budget that can be summarised as follows:

- Impact of the Comprehensive Spending Review (SR21) and the Autumn Budget and their consequences for the Local Government Financial Settlement due in December;
- Changes to Central Government funding schemes including New Homes Bonus and Business Rate allocations/mechanics;
- Longer term implications of Covid-19
- Ongoing service reviews (including changes to fees and charges) as services look to improve the efficiency and effectiveness of their delivery.

2.7 The specific Service Units within the General Fund budget and the current projection of their 2022/23 budget is included within **Appendix 1**.

2.8 During the summer, Leadership Team and services have been reviewing a range of budget options that could be considered in order to help mitigate that remaining budget shortfall across the five years of this MTFP. This also includes some possible additional costs that could arise. These Budget Options can be found in **Appendix 2** and will form the basis of the Committee's discussions. In addition, the Committee is asked to identify further options to resolve the immediate budget gap for 2022/23 and future years.

3.1 The Capital Programme includes new bids for capital funding to support new programmes as well as 'rolling' items already highlighted in the current year's Capital Programme. In February, Members will be asked to approve the Year 1 programme and note the indicative future years.

3.2 The table below shows the capital funding position during the life of the MTFP:

MTFP Capital Programme

2021/22		2022/23	2023/24	2024/25	2025/26	2026/27
£000		£000	£000	£000	£000	£000
	General Fund:					
10,755	Capital Requirement	25,158	38,293	17,013	14,050	7,574
	Funded by:					
2,094	Existing Funds	14,360	15,386	1,698	665	644
8,661	PWLB Borrowing	10,798	22,907	15,315	13,385	6,930
10,755	Total Funding	25,158	38,293	17,013	14,050	7,574
	Housing Revenue Account:					
6,950	Capital Requirement	29,462	19,930	17,790	21,830	17,100
	Funded by:					
3,733	Existing Funds	10,237	10,175	10,266	10,667	9,272
3,217	PWLB Borrowing	19,225	9,755	7,524	11,163	7,828
6,950	Total Funding	29,462	19,930	17,790	21,830	17,100
17,705	Overall Capital Requirement	54,620	58,223	34,803	35,880	24,674
17,705	Overall Funding	54,620	58,223	34,803	35,880	24,674

- 3.3 This forecast shows a marked increase in the borrowing requirement over the duration of the MTFP. This is largely due to a significant plan to increase the HRA Housing stock through the HRA and plans to fund housing developments through 3Rivers. Similarly, a number of bids are included that will help the Council deliver its commitment to climate change and reducing carbon emissions.
- 3.4 The specific schemes related to this committee are shown in **Appendix 3**.
- 3.5 The Committee is asked to review the bids and feedback to Cabinet any recommendations to increase/reduce them and any alternative options for Cabinet to consider.
- 4.1 The HRA is a ring-fenced account within Mid Devon's financial accounting system. This means that a balanced budget must be set each year including all income and expenditure pertinent to the Council's landlord function and excluding all other income and expenditure (since this would be captured as part of the General Fund budget).
- 4.2 Within the HRA MTFP assumptions have been included for inflation broadly in line with those included in the General Fund. In addition, funding is included to address costs arising from new legislation post Grenfell, the recommendations from the recent Fire Assessment Audit and Carbon reduction, the latter being offset by assumed external funding. A prudent assumption of a 3% rent increase has been applied in 2022/23 allowing for the ongoing impact of Covid-19 and economic constraints.

4.3 The draft HRA MTFP for 2022/23 to 2026/27 is summarised below:

2021/22		2022/23	2023/24	2024/25	2025/26	2026/27
£000		£000	£000	£000	£000	£000
7,059	Direct Expenditure	7,978	8,137	8,348	8,564	8,787
(13,218)	External Income	(13,576)	(14,247)	(14,824)	(15,692)	(16,273)
(6,159)	Net Cost Of Services	(5,598)	(6,110)	(6,476)	(7,128)	(7,486)
6,159	Indirect Expenditure	5,499	6,109	6,775	7,196	7,705
0	Budget (Surplus) / Deficit	(99)	(1)	299	68	219
0	Cumulative (Surplus) / Deficit	(99)	(100)	199	267	486

4.4 The full HRA HTFP can be found in **Appendix 4**.

4.5 There is a marked increase in the cost of Capital Financing reflecting the proposed investment in housing shown in the Capital Programme. Assumptions have been made on the opportunity to increase the number of units, the cost of these units, the timing of the build programme, and the impact on the HRA finances including debt financing and additional rental income generated based upon Social Rent.

4.6 Overall this shows that only the first two years of the forecast is able to generate a surplus and therefore contribute to the Housing Maintenance Fund (HMF). In the remaining years there is a deficit that needs to be addressed, rising to £486k if no remedial action is taken.

4.7 The Committee is asked to review the HRA MTFP and feedback to Cabinet any recommendations for Cabinet to consider.

5.1 Having a realistic financial plan for the next five years will enable the Council to ensure it is allocating its limited financial resources to its key priorities. The current Corporate Plan sets out the Council's goals/objectives and must clearly be matched by the financial resources that are available.

5.2 Members of the committee are invited to review the financial position and recommend to Cabinet ongoing options that might address the forecast budget shortfalls.

Contact for more information: Andrew Jarrett
Deputy Chief Executive (S151)
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ajarrett@middevon.gov.uk

Paul Deal
Corporate Manager for Financial Services
pdeal@middevon.gov.uk

Circulation of the Report: Cabinet, Cllr Andrew Moore, Leadership Team

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PDG SERVICE UNIT MOVEMENTS

Service Unit	Direct Costs Detail	2021/2022 Annual Budget £	Reversal of One-off Adjustments £	Add Back Covid-19 Income £	Inflation £	2022/2023 Forecast Budget £	Movement £	+/- %
Cabinet								
SCM01	Leadership Team	406,590			14,776	421,366	14,776	4%
SCM02	Corporate Functions	95,740			3,491	99,231	3,491	4%
SCM03	Corporate Fees	152,450			712	153,162	712	0%
SCM06	Pension Backfunding	779,690			-	779,690	-	0%
SES01	Emergency Planning	8,150			-	8,150	-	0%
SFP01	Accountancy Services	533,720			15,277	548,997	15,277	3%
SFP02	Internal Audit	94,410			-	94,410	-	0%
SFP03	Procurement	113,470			3,883	117,353	3,883	3%
SFP04	Purchase Ledger	45,840			1,640	47,480	1,640	4%
SFP05	Sales Ledger	44,770			1,640	46,410	1,640	4%
SHR01	Human Resources	387,360			12,989	400,349	12,989	3%
SHR02	MDDC Staff Training	29,870			-	29,870	-	0%
SHR03	Payroll	36,370			1,364	37,734	1,364	4%
SHR04	Learning And Development	47,500			1,402	48,902	1,402	3%
SIT01	It Gazetteer Management	70,500			2,514	73,014	2,514	4%
SIT03	It Information Technology	968,430			20,744	989,172	20,742	2%
SLD01	Electoral Registration	230,820	(45,000)		4,034	189,854	(40,966)	-18%
SLD02	Democratic Rep And Management	504,460			16,954	521,414	16,954	3%
SLD04	Legal Services	368,503			12,724	381,227	12,724	3%
SPR01	Building Regulations	59,430		(44,000)	8,258	23,688	(35,742)	-60%
SPR04	Local Land Charges	(16,970)		(1,500)	27,053	8,583	25,553	-151%
SRB01	Collection Of Council Tax	442,380			14,135	456,515	14,135	3%
SRB02	Collection Of Business Rates	(105,380)			18	(105,362)	18	0%
SRB03	Housing Benefit Admin & Fraud	126,270	(9,960)		9,330	125,640	(630)	0%
SRB04	Housing Benefit Subsidy	65,000			-	65,000	-	0%
SRB06	Debt Recovery	71,810			2,638	74,448	2,638	4%
TOTAL CABINET PDG		5,561,183	(54,960)	(45,500)	175,573	5,636,294	75,111	1%
Community PDG								
SCD01	Community Development	138,500	15,560		-	154,060	15,560	11%
SCS20	Customer Services Admin	23,350			-	23,350	-	0%
SCS22	Customer First	751,010			26,242	777,252	26,242	3%
SES03	Community Safety - C.C.T.V.	45,200			38	45,238	38	0%
SES04	Public Health	3,990			-	3,990	-	0%
SES11	Pool Cars	280			637	917	637	228%
SES16	Es Staff Units/Recharges	750,610			26,030	776,640	26,030	3%
SES17	Community Safety	6,220			-	6,220	-	0%
SES18	Food Safety	(24,200)			414	(23,786)	414	-2%
SES21	Licensing	48,480		(30,340)	5,120	23,260	(25,220)	-52%
SES22	Pest Control	5,000			-	5,000	-	0%
SES23	Pollution Reduction	(580)			414	(166)	414	-71%
SPR02	Enforcement	91,780			3,023	94,803	3,023	3%
SPR03	Development Control	825,420	(355,753)	(129,650)	35,860	375,877	(449,543)	-54%
SPR09	Forward Planning	263,550			-	263,550	-	0%
SPR11	Regional Planning	249,903		(1,800)	-	248,103	(1,800)	-1%
SRS01	Recreation And Sport	906,999		(464,687)	(10,025)	432,287	(474,712)	-52%
TOTAL COMMUNITY PDG		4,085,512	(340,193)	(626,477)	87,753	3,206,595	(878,917)	-22%
Economy PDG								
SCD02	Economic Development	79,420		(6,910)	3,977	76,487	(2,933)	-4%
SCP01	Parking Services	(529,250)		95,000	3,065	(431,185)	98,065	-19%
SPR06	Economic Development	552,360	(34,000)		-	518,360	(34,000)	-6%
SPS12	Gf Properties Shops/Flats	(401,060)			1,297	(399,764)	1,297	0%
TOTAL ECONOMY PDG		(298,530)	(34,000)	88,090	8,339	(236,101)	62,429	-21%
Environment PDG								
SES02	Cemeteries	(62,630)			1,234	(61,396)	1,234	-2%
SES05	Open Spaces	200,854			493	201,347	493	0%
SGM01	Grounds Maintenance	555,436			22,001	577,437	22,001	4%
SPS01	Asset Management	40,000			-	40,000	-	0%
SPS03	Flood Defence And Land Drain	26,430			-	26,430	-	0%
SPS04	Street Naming & Numbering	7,810			236	8,046	236	3%
SPS05	Administration Buildings	262,420			3,392	265,812	3,392	1%
SPS06	MDDC Depots	74,990			957	75,947	957	1%
SPS07	Public Transport	(15,280)			168	(15,112)	168	-1%
SPS09	Property Services Staff Unit	738,890			26,631	765,521	26,631	4%
SPS11	Public Conveniences	63,980			838	64,818	838	1%
SWS01	Street Cleansing	420,440			14,294	434,734	14,294	3%
SWS02	Waste Collection	229,459	75,000	(19,000)	40,382	325,841	96,382	42%
SWS03	Recycling	1,017,000	(60,000)	(167,530)	46,818	836,288	(180,712)	-18%
SWS04	Waste Management	366,440			11,482	377,922	11,482	3%
TOTAL ENVIRONMENT PDG		3,926,239	15,000	(186,530)	168,925	3,923,634	(2,605)	0%
Homes PDG								
SES15	Private Sector Housing Grants	(3,630)			-	(3,630)	-	0%
SHG03	Homelessness Accommodation	396,640	(66,850)		13,707	343,497	(53,143)	-13%
TOTAL HOMES PDG		393,010	(66,850)	0	13,707	339,867	(53,143)	-14%
GRAND TOTAL		13,667,414	(481,003)	(770,417)	454,295	12,870,287	(797,127)	-6%

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Mid Devon District Council - Medium Term Financial Plan

Description	Budget Gap						
	2022/23 £	2023/24 £	2024/25 £	2025/26 £	2026/27 £	TOTAL £	
v1 Annual Budget Shortfall	1,332,295	604,197	49,238	(122,368)	27,276	1,890,638	
v2 Inclusion of 60% of 3R interest charges	(180,000)		60,000	(120,000)	60,000	(180,000)	
v2 Inclusion of GP Surgery loan interest	(80,000)	3,000	3,000	3,000	3,000	(68,000)	
v2 CURRENT BUDGET GAP	1,072,295	607,197	112,238	(239,368)	90,276	1,642,638	
v2 Cumulative Budget Shortfall	1,072,295	1,679,492	1,791,730	1,552,362	1,642,638		

Budget Options to address the MTFP Budget Gap

Previous Options	2022/23 £	2023/24 £	2024/25 £	2025/26 £	2026/27 £	TOTAL £	PDG Committee
1 Recruitment freeze / 12 month ban on filling any vacancies unless proof that the service would fall below legal minimum level	(75,000)	(50,000)	(50,000)	0	0	(175,000)	ALL
2 Leisure centres. Additional income above general inflation increase based upon new capital expenditure	0		(50,000)	0	0	(50,000)	Community
3 Reduce waste collections to encourage more recycling	0	(136,000)	(75,000)	0	0	(211,000)	Environment
4 Close Public Toilets - Market Sq Crediton, TTC complete ownership of PC, Down St Mary remodel?	(25,000)	(25,000)	0	0	0	(50,000)	Economy
5 Review agency spend and look at why we need to rely on agencies/do things differently	(50,000)	0	0	0	0	(50,000)	ALL
6 Review Court Costs - Amount/Process - Also Recovery to pre COVID levels	(38,000)	0	0	0	0	(38,000)	Homes
7 Phoenix House – sublet office space; creating hot desk areas combined with WFH becoming the normal working practice	0	(30,000)	(50,000)	0	0	(80,000)	Environment
8 Invest in our own hydro scheme	0	0	(49,000)	0	0	(49,000)	Environment
9 Move staff out of Old Road, GF purchase building and lease back to HRA until decommissioned	0	(38,000)	0	0	0	(38,000)	Environment
10 Reduce grants to charitable organisations, other than those who support our statutory obligations	(13,000)	(13,000)	0	0	0	(26,000)	Community
	(201,000)	(292,000)	(274,000)	0	0	(767,000)	

New Options to be review / worked up

Ref Description	2022/23 £	2023/24 £	2024/25 £	2025/26 £	2026/27 £	TOTAL £	PDG Committee
1 Funding							
a Council Tax Collection Fund gain (one-off)	(200,000)	200,000	0	0	0	0	Economy
b Council Tax Recovery/Growth - refine assumptions	£???	£???	£???	£???	£???	0	Economy
c Business Rates Collection Fund gain	(100,000)	100,000	0	0	0	0	Economy
d Business Rates Recovery/Growth - refine assumptions (particularly retention/reset)	(100,000)	£???	£???	£???	£???	(100,000)	Economy
e Future Business Rates Growth - both Costs and Income in relation to: Hitchcotts (30%), J27, J28, EUE, North Western Cullompton Expansion, Hartnells etc	0	(200,000)	(100,000)	(100,000)	(100,000)	(500,000)	Economy
f Continuation of Lower Tier Services Grant	£???	£???	£???	£???	£???	0	Not Applicable
g Finalisation of New Homes Bonus - possible supplementary payment - new replacement scheme	£???	£???	£???	£???	£???	0	Not Applicable
h Implications of Fair Funding Review - possible new grant funding - removal of Negative RSG - Potential exposure to Business Rates rebasing	(180,000)	200,000	100,000	£???	£???	120,000	Not Applicable
i1 3 Rivers Returns - increased Interest above that already built in	(140,000)	150,000	(50,000)	10,000	160,000	130,000	Homes
i2 3 Rivers Returns - Dividend Payments	0	0	(250,000)	£???	£???	(250,000)	Homes
j GP Surgery Loan - Phase 2	0	0	(80,000)	0	0	(80,000)	Economy
	(720,000)	450,000	(380,000)	(90,000)	60,000	(680,000)	

Ref Description	2022/23 £	2023/24 £	2024/25 £	2025/26 £	2026/27 £	TOTAL £	PDG Committee
2 Transformation							
a Decarbonisation Savings	(40,000)	£???	£???	£???	£???	(40,000)	Environment
b Property Rationalisation - savings on overheads - Play Parks ?? - Amenity Car Parks??	£???	£???	£???	£???	£???	0	Environment
c Digital Transformation - Costs and Savings	(30,000)	(60,000)	(30,000)	0	0	(120,000)	Community
d HIF Projects - Base position reflects £18m Grants - Additional pressures i.e. interest etc (hopefully offset by Levelling Up Bid)	£???	£???	£???	£???	£???	0	Community
e Harlequin Valet - receipt from sale of asset (possible £100k one-off - use in-year or next year?)	£???	0	0	0	0	0	Not Applicable
f NET Reduced costs as outcome of "hybrid working" - Reduced travel costs - Greater Productivity - Additional IT Costs	£???	£???	£???	£???	£???	0	ALL
	(70,000)	(60,000)	(30,000)	0	0	(160,000)	

Ref Description	2022/23 £	2023/24 £	2024/25 £	2025/26 £	2026/27 £	TOTAL £	PDG Committee
3 Other Savings?							
a Review Fees and Charges - Green / Trade Waste - Discretionary elements of Licensing / Planning - Car Park Fees	(50,000)	£???	£???	£???	£???	(50,000)	ALL
b Additional implications of CRF and Levelling up Bids	£???	£???	£???	£???	£???	0	Community
c Review HRA Recharges - refine further	(5,000)	£???	£???	£???	£???	(5,000)	Homes
d Reduce Corporate Subscriptions / Fees	£???	£???	£???	£???	£???	0	ALL
e Commercialise Services	£???	£???	£???	£???	£???	0	ALL
f Increase subscriptions to Piper Alarms	£???	£???	£???	£???	£???	0	Homes
g Outsource Homelessness provision - reduced admin costs	£???	£???	£???	£???	£???	0	Homes
h Refine Inflation Assumptions - Services to "consume their own smoke"	£???	£???	£???	£???	£???	0	ALL
	(55,000)	0	0	0	0	(55,000)	

Ref	Description	2022/23 £	2023/24 £	2024/25 £	2025/26 £	2026/27 £	TOTAL £	PDG Committee
4	Possible Costs							
a	Climate Change Commitment Implications (over and above associated grant funding)	50,000	50,000	50,000	50,000	50,000	250,000	Environment
b	Cyber Security - Insurance premium - Costs arising from Audit recommendations	20,000	£???	£???	£???	£???	20,000	Not Applicable
c	CCTV - additional spend?	£???	£???	£???	£???	£???	0	Economy
d1	SFS Leasing Contract - Maintenance costs	30,000	30,000	30,000	30,000	30,000	150,000	Environment
d2	SFS Leasing Contract - Lease costs	65,000	15,000	15,000	15,000	15,000	125,000	Environment
e	Additional implications of CRF and Levelling up Bids	£???	£???	£???	£???	£???	0	Community
f	Stop sharing Transport Manager post with Exeter City Council	20,000	0	0	0	0	20,000	Environment
g	Contributions for bedding from Town Councils - ceased	13,000	0	0	0	0	13,000	Community
h	Increase in asset maintenance programme	50,000	£???	£???	£???	£???	50,000	Environment
i	Increased Audit Fees under new procurement framework	20,000	20,000	£???	£???	£???	40,000	Not Applicable
j	Increased Pension Deficit - Higher Back Funding requirement - Higher contribution rates	0	100,000	0	0	100,000	200,000	Not Applicable
k	Carlu Close - possible increase in Rental payment - possible reduced utilities	30,000	0	0	0	0	30,000	Environment
l1	Updated Capital Programme - GF revenue implications - Interest	54,000	174,000	(3,000)	(101,000)	(98,000)	26,000	ALL
l2	Updated Capital Programme - GF revenue implications - Minimum Revenue Provision (MRP)	0	45,000	383,000	107,000	63,000	598,000	ALL
m	Additional cost implications of Recruitment and Retention pressure	100,000	0	0	0	0	100,000	ALL
n	Loss of NHB (capital contribution) - Adequate property maintenance	100,000	100,000	100,000	100,000	100,000	500,000	Not Applicable
		552,000	534,000	575,000	201,000	260,000	2,122,000	

Ref Description	2022/23 £	2023/24 £	2024/25 £	2025/26 £	2026/27 £	TOTAL £	PDG Committee
5 Longer Term Decisions / Tough Choices							
a Reduce Service Provision - Reduce standard - Cease provision	£???	(150,000)	(200,000)	£???	£???	(350,000)	ALL
d Further Commercial Activity	£???	£???	£???	£???	£???	0	Economy
	0	(150,000)	(200,000)	0	0	(350,000)	
Potential MTFP Position	578,295	1,089,197	(196,762)	(128,368)	410,276	1,752,638	
Notes:							
6 Reserves							
a General Fund - 10% above minimum							
b Reallocate NHB - £3m earmarked to support Capital - could be used for Revenue instead							
c Reallocate Other Earmarked Reserves - £15m+ excluding NNDR S31 Grant							
7 Other Issues							
a National changes to waste collection services							
b Ability for planning to be break even							
c No inclusion of National Insurance increase contributions as assumed fully funded							
8 Other Considerations							
a DC Elections May 2023							
b Financial implications from recent petition for referendum on democratic system (c.£300k)							

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CAPITAL PROGRAME - Medium Term Financial Plan 2022/23 - 2026/27

PDG Committee		Estimated Capital Programme 2022/23 £k	Estimated Capital Programme 2023/24 £k	Estimated Capital Programme 2024/25 £k	Estimated Capital Programme 2025/26 £k	Estimated Capital Programme 2026/27 £k	Total £k	Notes
	General Fund Estates Management							
	Lords Meadow Leisure Centre							
Community	Dance Studio space challenge (Relocation of dance studio)		902				902	Funding options to be explored - subject to acceptable Business Case/Financial appraisal
Community	Fitness Studio renewal of equipment		150				150	
Community	ATP surface replacement		150				150	
Community	Spin Bikes		24				24	
	Exe Valley Leisure Centre							
Community	ATP replacement (50% share with DCC)				150		150	50% Funded by DCC
Community	Spin Bikes		32				32	
	Culm Valley sports centre							
Community	Remodelling dance studio		153				153	Funding options to be explored - subject to acceptable Business Case/Financial appraisal
Community	ATP replacement (50% share with DCC)			150			150	50% Funded by DCC
Community	Ceiling - asset review	260					260	
Community	Fitness Studio renewal of equipment			150			150	
Community	Spin Bikes		24				24	
	Leisure - Climate Change-Net Zero Target (incl heat- decarbonisation)							
Environment	EVLC - Boilers & CHP					80	80	Subject to acceptable Business Case/Financial appraisal and success of External/Salix funding bids
Environment	EVLC - Air Source Heat Pumps				420		420	Subject to acceptable Business Case/Financial appraisal and success of External/Salix funding bids
Environment	EVLC - Solar Car Park Cover					390	390	Subject to acceptable Business Case/Financial appraisal and success of External/Salix funding bids
Environment	EVLC -Ground Source Heat Pumps					520	520	Subject to acceptable Business Case/Financial appraisal and success of External/Salix funding bids
Environment	EVLC - Building Fabric - Insulation improvements				350		350	Subject to acceptable Business Case/Financial appraisal and success of External/Salix funding bids
Environment	LMLC -Solar Car Park Cover		640				640	Subject to acceptable Business Case/Financial appraisal and success of External/Salix funding bids
Environment	LMLC -Ground Source Heat Pump -(for whole site)				170		170	Subject to acceptable Business Case/Financial appraisal and success of External/Salix funding bids
Environment	LMLC - Building Fabric -insulation improvements					350	350	Subject to acceptable Business Case/Financial appraisal and success of External/Salix funding bids
Environment	CVSC - Biomass Boiler installation			160			160	Subject to acceptable Business Case/Financial appraisal and success of External/Salix funding bids
Environment	CVSC -Air Source Heat Pump				170		170	Subject to acceptable Business Case/Financial appraisal and success of External/Salix funding bids
Environment	CVSC -Ground Source Heat Pumps					220	220	Subject to acceptable Business Case/Financial appraisal and success of External/Salix funding bids
Environment	CVSC -Building Fabric -Insulation improvements				200		200	Subject to acceptable Business Case/Financial appraisal and success of External/Salix funding bids
	Total Leisure	260	2,075	460	1,460	1,560	5,815	
	Other MDDC Buildings							
Environment	Cemetery Lodge - Structural solution for damp	62					62	
	Phoenix House							
Environment	Cooling options Air Handling Unit			150			150	
Environment	Phoenix House - Air Source Heat Pumps and ducting			450			450	Subject to acceptable Business Case/Financial appraisal and success of External/Salix funding bids
	General Car parks							
Environment	MSCP -Solar carport and additional security					370	370	Funding options to be explored - subject to acceptable Business Case/Financial appraisal
	MDDC Depot sites							
Environment	Depot Design & Build - Waste & Recycling	250	3,500				3,750	Subject to identification of appropriate site
Environment	Recycling Baler replacement			480			480	
	MDDC Shops/industrial Units							
Economy	36 & 38 Fore Street including Flat above structure & cosmetic works	250					250	This is in addition to the £47k identified in 2021/22.

PDG Committee		Estimated Capital Programme 2022/23 £k	Estimated Capital Programme 2023/24 £k	Estimated Capital Programme 2024/25 £k	Estimated Capital Programme 2025/26 £k	Estimated Capital Programme 2026/27 £k	Total £k	Notes
	Parks & Play Areas							
Environment	Amory Park - Hard Court Area		64				64	
Environment	Play Area's - schemes tbc		50	50		50	150	
	Public Conveniences							
Environment	Phoenix Lane Toilets - new construction in fresh position - funding options to be pursued	125					125	Funding options to be explored - subject to acceptable Business Case/Financial appraisal
Environment	Westexe Rec Toilets - Replacement		159				159	Funding options to be explored - subject to acceptable Business Case/Financial appraisal
	Other Projects							
Environment	Hydromills Electricity generation Project - Tiverton Weir	420						Funding options to be explored - subject to acceptable Business Case/Financial appraisal. This is in addition to £800k identified in 2021/22 that is forecast to slip into 2022/23.
Economy	Tiverton Market Paving - Permanent Solution		150				150	
	Total Other	1,107	3,923	1,130	0	420	6,580	
	HIF Schemes							
								Revised Project costs/funding have been incorporated per Cabinet Report 03/08/21 and latest forecast from DCC (July 2021). Revised total project costs £24.9m. 'Levelling Up' funding bid has been submitted for £13.6m, if successful this funding will be used to partially fund costs in this forward looking MTFP but also budgeted costs in 2021/22 (which depending on the speed in which this project progresses may slip into 2022/23). Total project costs in this plan take into account monies already spent in 2019/20 & 2020/21 and the budgeted spend in 2021/22 Capital Programme.
Economy	Cullompton Town Centre Relief Road (HIF bid)	8,414	11,038	597			20,049	
Economy	Tiverton EUE A361 Junction Phase 2 (HIF bid)	4,640	5,100				9,740	Additional £1.9m projected costs assumed in 2023/24 per Cabinet Report 03/08/21 (Total revised project forecast £10.1m). At this stage for illustrative purposes to be funded by borrowing until tendering process complete and revised report brought back to Cabinet regarding delivery contract and associated funding and revised estimated profile of spend.
	Total HIF Schemes	13,054	16,138	597	0	0	29,789	
	ICT Projects							
Not Applicable	Laptop/desktop refresh	50						Further consideration required as to whether Projects classified in Capital or Revenue; this will be 50 undertaken during the budget process.
Not Applicable	Workstation refresh		50					Further consideration required as to whether Projects classified in Capital or Revenue; this will be 50 undertaken during the budget process.
Not Applicable	Secure WIFI Replacement	50						Further consideration required as to whether Projects classified in Capital or Revenue; this will be 50 undertaken during the budget process.
Not Applicable	Server hardware/software Citrix Replacement	40						Further consideration required as to whether Projects classified in Capital or Revenue; this will be 40 undertaken during the budget process.
Not Applicable	MS365 Licensing	100	100	100			300	Further consideration required as to whether Projects classified in Capital or Revenue; this will be 300 undertaken during the budget process.
Not Applicable	Multi-Factor Authentication	20						Further consideration required as to whether Projects classified in Capital or Revenue; this will be 20 undertaken during the budget process.
Not Applicable	Sophos Security Software	30						Further consideration required as to whether Projects classified in Capital or Revenue; this will be 30 undertaken during the budget process.
Not Applicable	Cyber/Veeam Backup Software/Disaster Recovery	80						Further consideration required as to whether Projects classified in Capital or Revenue; this will be 80 undertaken during the budget process.
Not Applicable	Uninterruptible Power Supply Refresh			20				Further consideration required as to whether Projects classified in Capital or Revenue; this will be 20 undertaken during the budget process.
Not Applicable	VM/Storage Area Network			120				Further consideration required as to whether Projects classified in Capital or Revenue; this will be 120 undertaken during the budget process.
	Other ICT Service related projects							
Not Applicable	Replacement Access Database - Property Services	100						Further consideration required as to whether Projects classified in Capital or Revenue; this will be 100 undertaken during the budget process.
Not Applicable	Replacement HR Data base	80						Further consideration required as to whether Projects classified in Capital or Revenue; this will be 80 undertaken during the budget process.
Not Applicable	Leisure management project- System hardware/ software	150						Further consideration required as to whether Projects classified in Capital or Revenue; this will be 150 undertaken during the budget process.
	Total ICT	700	150	240	0	0	1,090	

PDG Committee		Estimated Capital Programme 2022/23 £k	Estimated Capital Programme 2023/24 £k	Estimated Capital Programme 2024/25 £k	Estimated Capital Programme 2025/26 £k	Estimated Capital Programme 2026/27 £k	Total £k	Notes
	Private Sector Housing Grants							
Homes	Disabled Facilities Grants–P/Sector	577	581	586	590	594	2,928	
	Total PSH Grants	577	581	586	590	594	2,928	
	TOTAL GF PROJECTS	15,698	22,867	3,013	2,050	2,574	46,202	
	Other General Fund Development Projects							
Homes	3 Rivers Scheme - Bampton	1,206					1,206	Linked to 3 Rivers Business Plan V10
Homes	3 Rivers Scheme - Riverside Development (rear of Town Hall) Tiverton	356					356	Linked to 3 Rivers Business Plan V10
Homes	* 3 Rivers scheme - Knowle Lane, Cullompton (note slippage from 2020/21 will fund planned spend in 2021/22)	1,298	1,426				2,724	Linked to 3 Rivers Business Plan V10
Homes	* 3 Rivers Schemes - Future Projects	4,800	11,500	14,000	12,000	5,000	47,300	Linked to 3 Rivers Business Plan V10
	* These schemes require signed loan agreements before they can be progressed further							
Economy	Park Road (Delivery of this project is yet to be determined until conclusion of marketing exercise & therefore maybe a Capital Receipt)	1,300					1,300	
Economy	Regeneration Project 1		2,500				2,500	Funding options to be explored - subject to acceptable Business Case/Financial appraisal
Economy	Regeneration Project 2	500					500	Funding options to be explored - subject to acceptable Business Case/Financial appraisal
	TOTAL GF OTHER DEVELOPMENT PROJECTS	9,460	15,426	14,000	12,000	5,000	55,886	
	GRAND TOTAL GF PROJECTS	25,158	38,293	17,013	14,050	7,574	102,088	

PDG Committee		Estimated Capital Programme 2022/23 £k	Estimated Capital Programme 2023/24 £k	Estimated Capital Programme 2024/25 £k	Estimated Capital Programme 2025/26 £k	Estimated Capital Programme 2026/27 £k	Total £k	Notes
	HRA Projects							
	Existing Housing Stock							
Homes	Major repairs to Housing Stock	2,255	2,240	2,260	2,280	2,300	11,335	
Homes	*Renewable Energy Fund	250	250	250	250	250	1,250	
Homes	Home Adaptations - Disabled Facilities	300	300	300	300	300	1,500	
	* 22/23 & 23/24 are dependent on SHDF Funding bid in 21/22 - if successful this spend will be b/fwd to 21/22							
	** Housing Schemes (1:4:1 Receipt) Projects							
Homes	Housing Scheme - Project 1	35						Subject to acceptable Business Case/Financial appraisal - 40% Funded through 1:4:1 Monies, additional 35 funding options to be explored
Homes	Housing Scheme - Project 2	130						Subject to acceptable Business Case/Financial appraisal - 40% Funded through 1:4:1 Monies, additional 130 funding options to be explored
Homes	Housing Scheme - Project 3	750						Subject to acceptable Business Case/Financial appraisal - 40% Funded through 1:4:1 Monies, additional 750 funding options to be explored
Homes	Future Housing schemes - 1:4:1 Projects		140	430	2,400			Subject to acceptable Business Case/Financial appraisal - 40% Funded through 1:4:1 Monies, additional 2,970 funding options to be explored
Homes	Affordable Housing/ Purchase of ex RTB	400	400	400	400	400		Subject to acceptable Business Case/Financial appraisal - 40% Funded through 1:4:1 Monies, additional 2,000 funding options to be explored
	** Housing Development Schemes							
Homes	Housing Scheme - Project 9	1300						Subject to acceptable Business Case/Financial appraisal - Assumed 45% Homes England Funding in 1,300 respect of additional units created, additional funding options to be explored
Homes	Housing Scheme - Project 10	1300						Subject to acceptable Business Case/Financial appraisal - Assumed 45% Homes England Funding in 1,300 respect of additional units created, additional funding options to be explored
Homes	Housing Scheme - Project 11	1500						Subject to acceptable Business Case/Financial appraisal - Assumed 45% Homes England Funding in 1,500 respect of additional units created, additional funding options to be explored
Homes	Housing Scheme - Project 12	1500						Subject to acceptable Business Case/Financial appraisal - Assumed 45% Homes England Funding in 1,500 respect of additional units created, additional funding options to be explored
Homes	Housing Scheme - Project 13	1100						Subject to acceptable Business Case/Financial appraisal - Assumed 45% Homes England Funding in 1,100 respect of additional units created, additional funding options to be explored
Homes	Housing Scheme - Project 14	800						Subject to acceptable Business Case/Financial appraisal - Assumed 45% Homes England Funding in 800 respect of additional units created, additional funding options to be explored
Homes	Housing Scheme - Project 15	4600						Subject to acceptable Business Case/Financial appraisal - Assumed 45% Homes England Funding in 4,600 respect of additional units created, additional funding options to be explored
Homes	Housing Scheme - Project 16	900						Subject to acceptable Business Case/Financial appraisal - Assumed 45% Homes England Funding in 900 respect of additional units created, additional funding options to be explored
Homes	Housing Scheme - Project 17	1000						Subject to acceptable Business Case/Financial appraisal - Assumed 45% Homes England Funding in 1,000 respect of additional units created, additional funding options to be explored
Homes	Housing Scheme - Project 18	900						Subject to acceptable Business Case/Financial appraisal - Assumed 45% Homes England Funding in 900 respect of additional units created, additional funding options to be explored
Homes	Housing Scheme - Project 19	1400						Subject to acceptable Business Case/Financial appraisal - Assumed 45% Homes England Funding in 1,400 respect of additional units created, additional funding options to be explored
Homes	Future Housing development Schemes		14000	13900	16100	13800		Subject to acceptable Business Case/Financial appraisal - Assumed 45% Homes England Funding in 57,800 respect of additional units created, additional funding options to be explored
	** Proposed Council House 1:4:1 & Housing Development schemes subject to full appraisal							
Homes	Westexe - Structural Communal area work (stairwells, steps)	100	350					450 Funding options to be explored - subject to acceptable Business Case/Financial appraisal
Homes	Garages Block - Redevelopment	92						92 This is in addition to the £408k identified in 2021/22, the majority of which is projected to slip into 2022/23
Homes	Post Hill, Tiverton	8,800	2,200					Original timescales/costs have been assumed - subject to scheduling of delivery provider. Planning application to be submitted Jan/Feb 2022
Homes	Old Road Depot remodelling options - forecast expenditure to maintain operations	50	50	250	100	50		11,000 Assumed Costs to keep building operational
	GRAND TOTAL HRA PROJECTS	29,462	19,930	17,790	21,830	17,100	106,112	
	GRAND TOTAL GF + HRA Projects	54,620	58,223	34,803	35,880	24,674	208,200	

PDG Committee		Estimated Capital Programme 2022/23 £k	Estimated Capital Programme 2023/24 £k	Estimated Capital Programme 2024/25 £k	Estimated Capital Programme 2025/26 £k	Estimated Capital Programme 2026/27 £k	Total £k	Notes
	FUNDING							
	MDDC Funding Summary							
	General Fund							
	EXISTING FUNDS	2022/23 £k	2023/24 £k	2024/25 £k	2025/26 £k	2026/27 £k	Total £k	
	Capital Grants Unapplied Reserve	577	581	661	665	594	3,078	
	Capital Receipts Reserve	130	130	65	0	0	325	
	NHB Funding	181	237	110	0	50	578	
	Other Earmarked Reserves	418	200	265	0	0	883	
	HIF Funding (Tiverton & Cullompton schemes)	6,465	10,550	0	0	0	17,015	
	Levelling Up funding bid (Cullompton Relief Road Project)	6,436	3,438	0	0	0	9,874	
	DCC Funding (Cullompton Relief Road Project)	153	250	597	0	0	1,000	
	Subtotal	14,360	15,386	1,698	665	644	32,753	
	NEW FUNDS							
	PWLB Borrowing (50 years)	750	6,000	0	0	0	6,750	
	PWLB Borrowing (25 years)	758	1,851	610	1,310	1,930	6,459	
	PWLB Borrowing (10 years)	330	0	555	75	0	960	
	PWLB Borrowing (5 years)	0	230	150	0	0	380	
	PWLB Borrowing (3 years)	8,960	12,926	14,000	12,000	5,000	52,886	
	Tiverton HIF Scheme - Assumed funded through borrowing from Public Works Loan Board		1,900				1,900	Funding options to be explored - subject to acceptable Business Case/Financial appraisal
	Subtotal	10,798	22,907	15,315	13,385	6,930	69,335	
	Total General Fund Funding	25,158	38,293	17,013	14,050	7,574	102,088	
	Housing Revenue Account							
	EXISTING FUNDS	2022/23 £k	2023/24 £k	2024/25 £k	2025/26 £k	2026/27 £k	Total £k	
	Homes England Funding	5,862	6,300	6,255	5,848	5,393	29,658	
	Capital Grants Unapplied Reserve	170	168	168	168	168	842	
	Capital Receipts Reserve	1,380	1,071	1,187	1,975	1,015	6,628	
	NHB Funding	21	21	21	21	21	105	
	HRA Housing Maintenance Fund	0	0	0	0	0	0	
	Other Housing Earmarked Reserves	2,804	2,615	2,635	2,655	2,675	13,384	
	Subtotal	10,237	10,175	10,266	10,667	9,272	50,617	
	NEW FUNDS	2022/23 £k	2023/24 £k	2024/25 £k	2025/26 £k	2026/27 £k	Total £k	
	PWLB Borrowing (50 years)	19,225	9,755	7,524	11,163	7,828	55,495	
	Subtotal	19,225	9,755	7,524	11,163	7,828	55,495	
	Total Housing Revenue Account Funding	29,462	19,930	17,790	21,830	17,100	106,112	
	TOTAL FUNDING	54,620	58,223	34,803	35,880	24,674	208,200	

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MID DEVON DISTRICT COUNCIL
HRA MEDIUM TERM FINANCIAL PLAN 2021-22 TO 2026-27

	Current Base					
	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27
	£	£	£	£	£	£
Employee costs						
Cost pressures - New posts + Recruitment/Retention funding		185,000	-	-	-	-
Savings		-	-	-	-	-
Base budget	2,976,890	3,088,523	3,338,994	3,405,774	3,473,889	3,543,367
<i>Inflation base</i>	2,976,890	3,273,523	3,338,994	3,405,774	3,473,889	3,543,367
One off initiatives						
Total in year cost	2,976,890	3,273,523	3,338,994	3,405,774	3,473,889	3,543,367
Premises costs						
Cost pressures - Post Grenfell Legislation Costs, Fire Risk Assessment Audit Recommendations, Carbon Reduction Initiatives		450,000	-	-	-	-
Savings		-	-	-	-	-
Base budget	235,500	242,565	713,342	734,742	756,784	779,488
<i>Inflation base</i>	235,500	692,565	713,342	734,742	756,784	779,488
One off initiatives						
Total in year cost	235,500	692,565	713,342	734,742	756,784	779,488
Transport related costs						
Cost pressures - Vehicle Leasing Sinking Fund		50,000	-	-	-	-
Savings		-	-	-	-	-
Base budget	238,860	246,026	304,907	314,054	323,475	333,180
<i>Inflation base</i>	238,860	296,026	304,907	314,054	323,475	333,180
One off initiatives						
Total in year cost	238,860	296,026	304,907	314,054	323,475	333,180
Supplies and services						
Cost pressures		-	2,320	-	-	-
Savings - Impairment Allowance - balance returning to normal post Covid-19		-	(50,000)	-	-	-
Base budget	2,106,640	2,169,839	2,234,934	2,252,872	2,320,458	2,390,072
<i>Inflation base</i>	2,106,640	2,169,839	2,187,254	2,252,872	2,320,458	2,390,072
One off initiatives						
Total in year cost	2,106,640	2,169,839	2,187,254	2,252,872	2,320,458	2,390,072
Support services	1,501,410	1,546,452	1,592,846	1,640,631	1,689,850	1,740,546
Total gross expenditure	7,059,300	7,978,406	8,137,343	8,348,073	8,564,457	8,786,652
Rents , fees, charges and grants						
Income reductions - Units lost through Right-to-Buy		64,834	66,455	67,452	68,464	69,491
Income increases - Growth in units		(26,000)	(398,180)	(430,370)	(714,560)	(414,750)
Base budget	(13,218,490)	(13,615,045)	(13,915,616)	(14,461,050)	(15,046,328)	(15,927,810)
<i>Inflation base</i>	(13,218,490)	(13,576,210)	(14,247,340)	(14,823,968)	(15,692,424)	(16,273,070)
One off initiatives						
Total in year cost	(13,218,490)	(13,576,210)	(14,247,340)	(14,823,968)	(15,692,424)	(16,273,070)
NET COST OF SERVICES	(6,159,190)	(5,597,805)	(6,109,998)	(6,475,895)	(7,127,967)	(7,486,417)
Capital Financing	973,660	973,660	1,182,160	1,617,600	1,768,080	1,991,340
Interest Payable (PWLb)	974,570	1,197,770	1,543,530	1,718,170	1,929,790	2,156,800
Interest Payable HRA to GF	44,190	41,952	39,654	37,294	34,869	32,377
Interest Payable (finance leases)	7,670	7,670	7,670	7,670	7,670	7,670
Contribution to Capital - MRA	2,260,000	2,596,290	2,596,290	2,596,290	2,596,290	2,596,290
Renewable energy surplus	105,000	128,750	132,610	136,590	140,690	144,910
Affordable Rent surplus	144,790	149,134	152,862	155,155	157,482	159,845
Principal adjustment	753,820	803,282	854,210	906,646	960,635	1,016,223
Utilisation of the 30 Year Maintenance Programme	-	(200,000)	(200,000)	(200,000)	(200,000)	(200,000)
External Funding from Decarbonisation Scheme	-	(200,000)	(200,000)	(200,000)	(200,000)	(200,000)
Transfer to Housing Maintenance Fund (HMF)	895,490					
Indirect costs/reserve transfers	6,159,190	5,498,507	6,108,986	6,775,414	7,195,505	7,705,454
Annual (Surplus) / Savings to be found	0	(99,298)	(1,012)	299,519	67,539	219,036
Cumulative (Surplus) / Savings to be found	0	(99,298)	(100,310)	199,209	266,748	485,785

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HOMES POLICY DEVELOPMENT GROUP 9 NOVEMBER 2021

HOUSING SERVICE DELIVERY REPORT AND UPDATE

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

Reason for Report & Recommendation: To provide an update to Members on enforcement and other activity undertaken by Officers in the Housing Service teams of Mid Devon Housing.

Recommendations:

- 1. Members note the report**
- 2. Members agree to receive future quarterly service delivery reports covering the combined activities of both housing and building services under a single Mid Devon Housing report**

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

Budget and Policy Framework: Policies agreed by the Homes Policy Development Group govern the work of the landlord service. 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. Nonetheless, this report makes no budget or policy recommendations.

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.

Risk Assessment: The 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.

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. These are subject to ongoing review with the aim of more closely aligning them with the regulatory standards as set out in the Regulatory Framework for Social Housing. There is a regulatory requirement for registered providers of social housing to tailor

their service to meet the needs of the tenants and the Housing Service requests diversity data from tenants to enable compliance to be monitored.

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

Impact on Climate Change: We recognise that the provision of sustainable communities is important. As part of our commitment to meeting the provisions of the Tenant Involvement and Empowerment Standard within the Regulatory Framework, the Council offers a menu of involvement which provides opportunities for tenants to get involved in Service delivery. We will be reviewing our offer to tenants with regard to their involvement in the running of the Housing Service and as part of this we will be looking at ways to allow people to get involved online thereby reducing travelling expenses. 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 with a decarbonisation programme; and the need to reduce fuel poverty is also a key consideration.

1.0 Introduction/Background

- 1.1 The Housing Service has approximately 3,000 homes in management. The Neighbourhood teams are responsible for income collection; and tenancy and estate management in relation to these properties. The Officers operate in specialist roles although they work within a patch-based framework to deliver housing management services. There is a specialist HRA Income team which works alongside the Voids and Allocations Officers. This supports a risk based approach which ensures that the needs of our tenants are clearly understood. Other Neighbourhood Officers work together in the HRA Estates team and it is these Officers who are generally the first point of contact for tenants. These teams are supported by colleagues in our Housing Finance and Performance team.
- 1.2 The Regulatory Framework and the Social Housing White Paper published in November 2020 both require social landlords such as the Council to put “tenants at the heart” of everything we do. We have therefore reviewed our structure and introduced a wide range of changes as part of an approved restructure business case to bring both the Housing Services and Building Services elements of the HRA into a combined housing service business unit (to be known as Mid Devon Housing going forward). This was widely consulted upon and supported with the changes being implemented over recent months.
- 1.3 As part of these changes, a new Customer Engagement Officer (CEO) who has commenced in post on 18 October 2021. This new post was established to play a key role in delivering regulatory compliance. The CEO will work closely with the Housing Policy Officer and the Complaints Officer to further develop our approach to service improvement, the delivery of increased

customer satisfaction and related policy reviews. Supported by the Tenant Involvement Officers, the post-holder will also be involved in:

- Undertaking consultations
 - Delivering neighbourhood initiatives including work associated with the environmental improvement budget
 - Providing support to tenants who are being decanted
 - Supporting colleagues to ensure that our communications strategy meets the needs of tenants with all messages being jargon-free, and written in such a way as to ensure that they can be widely understood.
- 1.4 There are also plans to enhance our approach to tenant scrutiny to ensure that tenants have meaningful opportunities to influence the work of the Housing Service, policy changes and to comment on performance.
- 1.5 There will be a renewed emphasis on engaging with tenants across a wide age range and from a variety of different backgrounds in order to ensure that the group of engaged tenants is as diverse as it can be.
- 1.6 An informal logo for the newly combined Mid Devon Housing Service, to be used alongside the existing MDDC logo, has been developed in-house and will be used as part of our customer communications in all its various forms in the future. This logo is shown below and will be subject to further refinement especially around shading/colour depth. Its first use is likely to be within our updated Service Facebook pages and pending tenant engagement projects. We are also working with the Communications Team around other ways we can start to introduce the new look to the Service.



- 1.7 The responsibilities of the staff in the Housing Service are many and complex. The discharge of the duties associated with the management of our own housing stock can be resource-intensive and involve significant enforcement activity. The aim of this report is to show the range of action taken over the second quarter of 2021/22 which covered the period from 1 July 2021 until 30 September 2021.
- 1.8 Annex 1 shows a summary of enforcement and other related activity and Annex 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 and priorities

- 2.1 The Regulator for Social Housing (RSH) 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 (ASB) and in line with these, RPs are expected to work in partnership with other agencies to prevent and tackle ASB in the neighbourhoods where they own homes
- 2.3 Neighbourhood Officers in the Housing Estates team are responsible for managing nuisance and ASB.
- 2.4 During the quarter, the Service Business Continuity Plan (BCP) was partially implemented in response to some significant resourcing issues which impacted the HRA Estates team. These arose as a result of unfilled vacancies, sickness and workloads. For some weeks, at the beginning of September 2021, following some staffing changes, there was a new Neighbourhood Team Leader, and only two Neighbourhood Officers who were able to work. Under the BCP, Officers prioritised tasks according to a scheme which categorised work to take account of risk. This meant putting those high risk activities at the front of what we delivered including the management of serious ASB, safeguarding and work which could impact the health and wellbeing of tenants, their household and any visitors to our estate.
- 2.5 At the same time, a new triage system was implemented. This is now managed by the Housing Business Support team. Officers in this team are able to respond to some queries by using the scripts contained in workflows. In cases involving low-to-medium risk, they are instructed to manage expectations. This involves sending appropriately-worded emails or calling in response to issues raised to explain the situation regarding resourcing in order to ensure that those contacting the Housing Service are aware of the delays in Service delivery.
- 2.6 In order to reflect these changes and short-term pressures, aligned with other external challenges such as recruitment difficulties and material supply issues, the Corporate Manager for the Service recently wrote to all tenants giving them an update to help manage expectations, and setting out ways we can work together to ease the situation. A copy of this communication is contained in Annex 3.
- 2.7 It should also be noted that the composition of the HRA Estates team has changed during the last year with only one Neighbourhood Officer having been in post since before the start of this financial year. This Neighbourhood Officer has also resigned and will be moving to alternative employment with another local housing provider. Although two of the new Officers have transferable skills and experience which supports the work that they are

employed to do now, there has been a period of “on the job” training and development and this continues.

- 2.8 As at the beginning of October 2021, the team is being supported by an experienced temporary member of staff who is working in the Neighbourhood Officer role. This individual has been tasked with undertaking the majority of Neighbourhood Walkabouts scheduled to take place during the autumn; and routine estate inspections which involve visiting our blocks of flats in order to identify and manage health and safety risks.
- 2.9 A Neighbourhood Officer post was recently advertised and offers to two successful candidates have been made. Both individuals have transferrable skills and experience but have not worked in housing management previously. As a result there will be an inevitable period of transition whilst these new Officers are inducted and undergo the appropriate training to enable them to fully understand how to discharge their new duties.
- 2.10 The table in Annex 1 shows the range of work associated with the management of ASB under the heading: “Neighbourhood and Community Standard”.
- 2.11 The table shows little activity during the second quarter of this year. However, there was considerable work behind the scenes to manage some very serious and highly complex ASB cases and this involved working in partnership with other agencies including the Police and Social Services.
- 2.12 The management of serious ASB 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.
- 2.13 The work can also be challenging given the issues which may be presented and the conflicting accounts about what is happening.
- 2.14 The work undertaken by the HRA Income Team is shown in the table at the end of Annex 1. It is now possible for RPs, such as the Council, to commence possession proceedings since the pause on this and evictions ended earlier this year. Members will recall that these activities were paused by the Government during the pandemic in order to minimise homelessness. The Team continues to work in a more collaborative way in order to help those households who may have been experiencing financial difficulty to sustain their tenancies.
- 2.15 It should be noted that following the successful appointment of one of the Neighbourhood Officers into a new role within the Service, her post was advertised. Fortunately, this resulted in the successful recruitment of an individual with suitable experience who will be commencing work in the Team during November.
- 2.16 The Team makes contact with those who owe rent to discuss their circumstances and to offer advice and information as appropriate. The Officers work closely with the Council’s Customer Welfare Officer and other

agencies, including the Department of Work and Pensions (DWP) to maximise incomes. The approach involves having open and honest conversations with those who may have multiple debts and enabling them to address them. The team signposts and refers tenants to other agencies which can help, as appropriate.

- 2.17 23 notices of seeking possession were served on the grounds of rent arrears during Quarter 2, with the aim of protecting the interests of the Council. These notices are served to make the tenant aware that they have breached the terms and conditions of their tenancy agreement. There will have been some work done prior to the Officer responsible taking this step, in line with the Court pre-action protocol. The Council is required to give tenants an opportunity to clear their rent accounts, or to make an arrangement to do, at the earliest possible stage. If a case is heard in Court, the Officer responsible for presenting it will be required to explain what they have done to raise awareness of the issue and that they have given the tenant(s) involved every opportunity to make an arrangement or to clear the debt.
- 2.18 Our integrated housing management system is used to manage rent debt. It prompts action as necessary in line with policy and procedures and also acts as a tool to record action. Records held on the system can be used to prove a breach of tenancy should a request for possession of a property on the grounds of rent arrears be made to the County Court.
- 2.19 The pause on evictions meant that the debt associated with some tenancies increased to a very high level before the property could or can be repossessed. It has taken a long time to resolve some cases where the tenant had abandoned their properties before the pandemic. This was due to the ability to seek a possession order being curtailed during most of 2020 and into 2021. Consequently, once a property is re-possessed, there could be a large debt which then becomes a former tenant debt. The HRA Income Team is now working to address these cases in a systematic way and Managers are monitoring work to ensure that, where appropriate, requests for write off are made in line with the provisions of the corporate policy relating to debt. Prior to seeking write off, Officers will liaise with other teams within the Council in order to ensure that there is a joined up approach to the management of the debt. This will always be the preferred option in cases where it would be uneconomic to pursue the debt or when someone has died with no estate.

3.0 Safeguarding Activities

- 3.1 Every Officer of the Council is required to undertake safeguarding training on a periodic basis. Safeguarding activity is given a very high priority and it can be noted that during the quarter, housing management staff opened one domestic abuse case and made seven safeguarding referrals as a result of concerns.
- 3.2 It should be noted that this area of work can impact the wellbeing of our staff. Managing such delicate and sensitive cases can be quite emotionally demanding as staff sometimes have to work with those in trauma, who are upset or who by virtue of their needs struggle to make themselves understood. Such work can also involve working with people who display

challenging behaviour and also with those who are unable to articulate what they want to say without resorting to verbal abuse of staff.

4.0 Recommendations

4.1 The following recommendations are made:

1. Members note the report
2. Members agree to receive future quarterly service delivery reports covering the combined activities of both housing and building services under a single Mid Devon Housing report

4.2 The second recommendation will enable Members to benefit from a broader report on activity across all elements of the newly combined Service (Mid Devon Housing). As result we will be able to include additional information around activities such as the newly combined, single tenant support team, repairs, voids, planned maintenance, stock management, decarbonisation and delivery of new social or affordable housing units within the HRA.

Contact for more Information: Mrs Claire Fry, Operations Manager for Housing Services, 01884 255255 (and request a call-back), email: cfry@middevon.gov.uk or Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing email: snewcombe@middevon.gov.uk.

Circulation of the Report:

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

List of Background Papers:

The Regulatory framework for social housing:
<https://www.gov.uk/guidance/regulatory-standards>

The Government Social Housing White Paper:
<https://www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper>

Annex 1

Service Delivery – Enforcement Activities

Neighbourhood & Community Standard – Housing Revenue Account – Estates Team						
	Q1	Q2	Q3	Q4	YTD	Comments
Fraud cases opened	0	0				
Fraud cases referred to an external investigator	0	0				
Acceptable Behaviour Agreements signed	2	1				
Good Neighbourhood Agreements signed	2	0				
Community Protection Notice warnings issued	0	0				
Community Protection Notices issued	0	0				
Possession Actions commenced on grounds of ASB	0	0				
Closure Orders – obtained	0	0				
Injunctions sought	0	0				
Evictions on grounds of anti-social behaviour/ other tenancy breach	0	0				

Income Recovery – Housing Revenue Account – Income Team						
	Q1	Q2	Q3	Q4	YTD	Comments
Notice of Seeking possession served	35	23				
Judgement obtained	1	0				
Warrants issued	0	0				
Evictions on grounds of rent arrears	1	1				

Annex 2

Service Delivery – Safeguarding Activities

Neighbourhood & Community Standard – Housing Revenue Account						
	Q1	Q2	Q3	Q4	YTD	Comments
Domestic abuse cases opened	1	1				
Domestic abuse cases referred to Multi-agency Risk Assessment Conference (MARAC)	0	0				
Safeguarding referrals made (to all agencies)	2	7				

Annex 3

All tenant communication September 2021



Message from our Corporate Manager for Housing

Dear Tenant

Providing good customer service is really important to us, but this is difficult at the moment. Like many housing organisations, we're sometimes finding it hard to provide the level of service that we're committed to. I'd like to explain why.

All of our services continue to operate and we're doing all we can to minimise disruption. But a number of external factors mean that the challenges are likely to continue for a while. So we're asking you to be prepared for a longer wait for some services.

Over the last few months, our customers have reported considerably more repairs than in the period before the pandemic. And there has been an increase in the number of people looking to move home resulting in a much higher number of empty properties we need to inspect, refurbish and reallocate.

National shortages of skilled labour and materials are affecting us too and adding further pressure. Recruitment of people providing front-line services is also very difficult and we have an above average number of vacant posts as a result. The availability of materials essential for many repairs (such as timber, roof tiles, kitchen fittings, and electrical and gas components) is limited and unpredictable. For example, national shortages mean that some fencing materials won't be available for several months, which is leading to delays in certain repairs and planned works.

This is extremely frustrating for us because it means that we will sometimes fall short in our commitment to you. I would ask for your help and patience over the coming months.

If we are struggling to deliver a service in a timely way, we'll do our best to explain this to you and tell you when we expect to be able to do so. We recognise this may not be what you want to hear but as I've explained, there is a limit to how much we can influence some of these factors.

What we're asking of you

- As most of our contact channels are busier than normal, don't forget you can find an answer to your queries at <https://www.middevon.gov.uk/residents/housing/>. This can give you access information on a wide range of topics and help you undertake transactions remotely

- If you need to report a repair, our web form is the easiest way <https://www.middevon.gov.uk/residents/housing/council-housing/repairs/contact-us-about-repairs/> and only use our contact number 01884 255255 if you don't have access to this
- If you've already reported a repair and we've explained that there's a problem and it will be delayed, please don't contact us to chase it. (Of course, you should continue to get in touch if you have an emergency, or a delayed repair deteriorates and becomes a danger)
- We're progressing mutual exchanges and other tenancy and neighbourhood actions as quickly as we can, but replying to requests for updates is hampering our teams' ability to action these applications. So, again, we would ask you to limit follow-up calls here too
- Our property teams are always busier in the autumn and winter. You can help to avoid a surge in calls by checking your heating early – for example, by turning it on long enough to be sure that the radiators are working. This way, if there is a problem, you can contact us before the colder weather hits

We'll continue to prioritise emergency and essential services and to use our resources as effectively as possible.

I hope that you understand why, despite the worst of the Covid-19 pandemic being behind us case numbers are still very high and our staff are still at risk, so there are still some tough times ahead for organisations and individuals across the country.

Our staff continue to operate in Covid secure ways, which sometimes slows things down but being safe and looking after your welfare and that of our teams remains our priority. But rest assured, Mid Devon Housing at MDDC remains committed to providing the highest level of service, and to returning to better levels of service as soon as possible.

Thank you for your support and please stay safe and well.

Simon Newcombe
Corporate Manager for Public Health, Regulation and Housing
Mid Devon District Council