

# Public Document Pack

Mid Devon District Council

## Community Well Being Policy Development Group

Tuesday, 27 January 2015 at 2.15 pm  
Exe Room, Phoenix House

Next ordinary meeting  
Tuesday, 24 March 2015 at 2.15 pm

Those attending are advised that this meeting will be recorded

## Membership

Cllr Mrs H Bainbridge  
Cllr E J Berry  
Cllr Mrs S Griggs  
Cllr Mrs C Heal  
Cllr M R Lee  
Cllr P F Williams

## A G E N D A

*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 notices of appointment of substitute Members (if any).
- 2     **Public Question Time**  
To receive any questions relating to items on the Agenda from members of the public and replies thereto.  
Note: A maximum of 30 minutes is allowed for this item.
- 3     **Minutes of the Previous Meeting** *(Pages 5 - 10)*  
To approve as a correct record the minutes of the meeting held on (attached).
- 4     **Chairmans Announcements**  
To receive any announcements that the Chairman may wish to make.
- 5     **Grant Funded Agencies** *(Pages 11 - 18)*  
Representatives from the Grant Western Canal and the CAB will attend the meeting to give a short presentation about their work.
- 6     **Budget Update** *(Pages 19 - 22)*

To receive a report from the Head of Finance requesting that Members consider options available in order for the Council to move towards a balanced budget for 2015/16.

7 **Single Equalities Scheme** (Pages 23 - 34)

The Head of Communities and Governance will present a report regarding the Single Equalities Scheme.

8 **Performance and Risk** (Pages 35 - 38)

To consider a report of the Head of Communities and Governance providing Members with an update on performance against the corporate plan and local service targets for 2014/15 as well as providing an update on the key business risks.

9 **CCTV Update** (Pages 39 - 44)

The Public Health Manager will present an annual report regarding CCTV.

10 **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:

Financial Monitoring 2014/15  
Chairman's annual report for 2014/15  
Performance and Risk  
Grant Recipient Presentation

**Kevin Finan**  
Chief Executive  
Monday, 19 January 2015

Anyone wishing to film part or all of the proceedings may do so unless the press and public are excluded for that part of the meeting or there is good reason not to do so, as directed by the Chairman. Any filming must be done as unobtrusively as possible from a single fixed position without the use of any additional lighting; focusing only on those actively participating in the meeting and having regard also to the wishes of any member of the public present who may not wish to be filmed. As a matter of courtesy, anyone wishing to film proceedings is asked to advise the Chairman or the Member Services Officer in attendance so that all those present may be made aware that is happening.

Members of the public may also use other forms of social media to report on proceedings at this meeting.

Members of the public are welcome to attend the meeting and listen to discussion. Lift access to the Council Chamber on the first floor of the building is

available from the main ground floor entrance. Toilet facilities, with wheelchair access, are also available. There is time set aside at the beginning of the meeting to allow the public to ask questions.

An induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter. If you require any further information, or

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

Tel: 01884 234209

Fax:

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

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## MID DEVON DISTRICT COUNCIL

### MINUTES of a MEETING of the COMMUNITY WELL BEING POLICY DEVELOPMENT GROUP held on 2 December 2014 at 2.15 pm

#### Present

##### Councillors

Mrs H Bainbridge (Chairman)  
Mrs S Griggs (Vice Chairman), M R Lee and F R Rosamond

#### Apologies

##### Councillors

E J Berry

#### Also Present

##### Councillors

R M Deed and C R Slade

#### Present

##### Officers:

Rob Fish (Principal Accountant), Andrew Jarrett (Head of Finance), Jill May (Head of HR and Development), Nick Sanderson (Head of Housing and Property Services), Julia Stuckey (Member Services Officer) and Amy Tregellas (Head of Communities and Governance)

Member	Minute No	Type of Interest

#### 34 APOLOGIES AND SUBSTITUTE MEMBERS

No apologies were given.

#### 35 PUBLIC QUESTION TIME

There were no members of the public in attendance.

#### 36 MINUTES OF THE PREVIOUS MEETING

The minutes of the last meeting were approved as a correct record and **SIGNED** by the Chairman.

#### 37 CHAIRMAN'S ANNOUNCEMENTS

The Chairman informed the Group that the Community Council for Devon had recently changed its name to Devon Communities Together.

#### 38 COMMUNITY SAFETY 00:02:29

The Committee had before it a report\* from the Head of Housing and Property Services regarding the Anti-Social Behaviour Crime and Policing Act 2014.

The Officer explained that the reforms contained within the report were designed to put victims at the heart of any response to anti-social behaviour and give Councils, Police and Social Landlords a wider and more flexible provision to deal with any given situation. The Act came into effect on 20 October 2014, except for Civil Injunctions which had been delayed until early 2015.

The Officer further explained that the Act was intended to consolidate and simplify tools that were already in place to prevent anti-social behaviour.

Discussion took place regarding:-

- The process to be followed;
- Training that had been provided for both Police Officers and Officers from Mid Devon;
- How victims would be supported through the process;
- The website would be updated to explain the new procedures;
- No additional funding had been provided;
- A fixed penalty notice of £100 could be issued, with offenders being taken to court for non-payment of fines or serious incidents;
- If Members witnessed dog fouling or littering offences they could provide a statement.

It was **AGREED** that the Head of Housing and Property Services would provide an update to the Group regarding performance for anti-social behaviour, to include comparisons with other authorities, on an annual basis.

**RECOMMENDED to the Cabinet that:**

1. The Anti-social Behaviour, Crime and Policing Act 2014 be adopted.
2. Delegated authority be given to Chief Executive for the appointment of Officers under the Act and to coordinate a consistent level of fines across all Devon authorities.

(Proposed by the Chairman)

Note: \*Report previously circulated, copy attached to minutes.

**39 FINANCIAL MONITORING 00:21:15**

The Group had before it, and **NOTED**, a report\* of the Head of Finance detailing the financial monitoring for the six months to 30 September 2014 in respect of the services within this PDG's remit.

The Principal Accountant outlined the potential deficit of £172K and explained that the main area contributing to this was waste. He further explained that monitoring for October showed little change to the overall picture.

Discussion took place regarding areas specific to this Group:

- Tiverton Market - At the request of this Group income from the Market was now being shown on the report. A Market Assistant had recently been recruited to undertake administrative duties so that the Market Supervisor could concentrate on increasing income.
- Leisure Services – Income was forecast to be on budget. An open day at Exe Valley Leisure Centre had proved successful, was well supported and new memberships were sold. Work was being carried out to improve retention of members.
- Fuel – The Accountant anticipated that there would be fuel savings across the Council due to both the reduction in the cost of fuel and fuel saving measures that had been put in place.

Note: - Report previously circulated, copy attached to signed minutes.

#### 40 BUDGET 2015-16 00:37:00

The Committee had before it and **NOTED** a report \* of the Head of Finance requesting that Members consider options available in order for the Council to set a balanced budget for 2015/16.

The Officer explained that since 2010/11 the Council had seen its Formula Grant reduced by circa £2.6m or 42% from £6.2m to the provisional figure of £3.6m announced for 2015/16. Going forward the current Government had maintained its pledge to continue the austerity programme, with most public sector commentators estimating further cuts of at least 10% per annum for the next 3 – 4 years. Once this was factored in to the Council's Medium Term Financial Plan it was predicted that there would be a funding deficit of circa £2.1m by 2018/19. This highlighted the need to take steps to plan for further reductions to ongoing expenditure levels.

The Head of Finance explained that at this stage the budget for 2015-16 was draft due to a number of unknowns. The Formula Grant would not be known until late in December, along with the referendum limit and the Council Tax Freeze Grant.

Senior Officers had looked at where savings could be made and these had been factored into the budget. He further explained that Leisure Services were not achieving predicted savings and that he had not yet estimated savings for the new Waste and Recycling scheme.

#### Reconciliation of 2015/16 budget variances

Variations	Amount £000
Savings identified in savings exercise	(983)
Cost pressures identified in savings exercise	659
Formula grant cut	656
Leisure savings not realised	218
Waste and recycling currently at 14/15 budget and known service pressures	97
Pay and price inflation – incl. pensions & NI	160
Interest adjustment from HRA	41
Council Tax property growth + 1.5% and reduction in Council Tax reduction grant	(136)
Transfer from New Homes Bonus to fund 2 new officers	(99)
Other costs	37
<b>Draft budget gap for 2015/16</b>	<b>650</b>

#### General Fund Summary

	2014/15 £'000	2015/16 £'000	2016/17 £'000	2017/18 £'000	2018/19 £'000
Total Gross Expenditure	36,710	37,012	37,623	38,037	38,520
Total Income	(27,618)	(28,130)	(28,591)	(28,307)	(28,551)
<b>Net Cost of Services</b>	<b>9,092</b>	<b>8,882</b>	<b>9,032</b>	<b>9,730</b>	<b>9,969</b>
Investment Interest/MRP	(44)	45	(12)	(43)	(75)
Cont. to/(from) Reserves		(99)	(99)		
Contribution to Capital	125	125	125	125	125
<b>Total Budget Requirement</b>	<b>9,173</b>	<b>8,953</b>	<b>9,046</b>	<b>9,812</b>	<b>10,019</b>
Funded by:					

Collection Fund Surplus	(75)	(50)	(50)	(50)	(50)
Formula Grant (1)	(4,181)	(3,525)	(3,128)	(2,816)	(2,534)
Council Tax	(4,917)	(5,114)	(5,168)	(5,253)	(5,339)
<b>Total Funding</b>	<b>(9,173)</b>	<b>(8,689)</b>	<b>(8,346)</b>	<b>(8,119)</b>	<b>(7,923)</b>
<b>Cumulative (Surplus)/Deficit</b>	<b>Nil</b>	<b>264</b>	<b>700</b>	<b>1,693</b>	<b>2,096</b>

Discussion took place regarding:

- A Town Centre Manager post would be funded, using the New Homes Bonus;
- Feedback from the public confirmed that the area's most important to them had not changed;
- Updated costs for waste and recycling would be brought to the January meeting of this Group;
- The Grants budget had been reduced by £20k;
- Areas under this PDG showed an improvement of £80K on last year;
- In the summer budget meetings the Leisure Service had been targeted with achieving savings of £300K. The current savings figure shown in the report totalled £82K. This position had not been helped by changes to pension legislation which added circa £33K to salary costs.
- Universal Credit would not be implemented in Devon until 2017/18. There were ongoing problems in the pilot areas.

An update on the budget would be provided at the next meeting of this Committee.

Note: - Report previously circulated, copy attached to signed minutes.

#### 41 LEADER FUNDING 01:29:52

The Head of Communities and Governance informed the Group that she had sent an email to all Members on Friday to tell them that she had received an indication from DEFRA that the LEADER bid had been successful. This was subject to contract which would be agreed in early 2015 with it being likely that funds would be available from April 2015. Unfortunately there had been a report regarding this in the local paper, which she hoped would not damage the agreement.

The Officer explained that a Local Action Group, made up of local business people and members of local community and voluntary groups would approve funding bids. Full details had yet to be received but it was believed that funding would be approved for bids that would improve the rural economy, such as forestry or farming and community projects that would increase business turnover or employee levels.

The Officer informed the Group that publicity would be carried out following the signing of the contract to promote the funding and staff would be trained on who could claim the fund and how to do so.

The Head of Communities and Governance would update Members when she had received official confirmation from DEFRA, following the signing of the contract.

#### 42 IDENTIFICATION OF ITEMS FOR THE NEXT MEETING: 27 JANUARY 2015

- CCTV Annual Report
- Single Equalities Scheme
- Performance and Risk
- Grant updates – Grand Western Canal, CAB



- Budget Update

(The meeting ended at Time Not Specified)

**CHAIRMAN**

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**COMMUNITY WELL BEING PDG  
27 JANUARY 2015**

**AGENDA ITEM**

## **PRESENTATIONS BY EXTERNAL AGENCIES IN RECEIPT OF AN ANNUAL COUNCIL GRANT**

**Cabinet Member:** Councillor Colin Slade  
**Responsible Officer:** Grants & Funding Officer

**Reason for Report:** To set out the format for external agencies to provide a short presentation on their work and the value of the District Council's annual grant award at this and future Community Well Being Policy Development Group meetings.

**RECOMMENDATIONS:** That the Policy Development Group consider the presentations from the Citizens Advice Bureau and Grand Western Canal and endorses the future schedule of presentations.

**Relationship to Corporate Plan:** The allocation of grants provides support to external agencies delivering services that advance the Council's corporate priorities. Grant allocations tend to be most closely aligned to the Empowering our Communities priority, although they also have a bearing on other strategic objectives, such as Economic Development, including tourism, and Housing.

**Financial Implications:** Presentations by agencies in receipt of an annual grant award will enable the Policy Development Group to form a better understanding of their work and the benefit of the Council's grant allocation. This will lead to more informed decision making when the PDG is asked to recommend grant award levels for 2016/17.

**Risk Assessment:** There is minimal risk to the Council in receiving presentations from annually grant funded agencies, although the Policy Development Group will need to take into account that the current term of the Corporate Plan, against which grant awards are assessed, ends in 2015.

### **1.0 Introduction**

- 1.1 In 2015/16 the Council will award grants totalling £178,225 to twelve agencies providing fourteen services (Tiverton Museum of Mid Devon Life also delivers a tourist information service from the museum, while Tiverton and District Community Transport Association also manages community transport services in Crediton and its rural hinterland).
- 1.2 Over the last five financial years, grant payments to external agencies have been reduced from £240,290 (2011/12) to £178,225, representing a 26% decrease.
- 1.3 There is an ongoing requirement to identify savings from all Council services to accommodate an assumed 10% reduction in government grant for 2016/17.

- 1.4 The Council has established a track record of carefully managing grant reductions in order that the impact on agencies providing services to the district's most vulnerable residents is minimised. Over the last two years, more severe decreases in annual grant to individual agencies have been avoided by reducing the Seed Fund budget. However, as the Seed Fund budget stands at £1,075 for 2015/16, it cannot be deployed to protect agencies against reductions in 2016/17.
- 1.5 Should the PDG be required to recommend savings from the grant budget for 2016/17, it may be faced with challenging and potentially unpopular choices.
- 1.6 The purpose of introducing presentations by annually grant funded agencies is to help Members form a better understanding of the work and services each agency provides, and how the Council's grant enables the delivery of these services to take place.

## 2.0 Presentation Framework

- 2.1 Two external agencies will be invited to each give a 15 minute presentation on their work, plus 5 minutes for questions and answers. The style and content of each presentation will be for individual agencies to determine.
- 2.2 Agencies will be invited in order of the size of their annual grant, with the recipients of the largest grant asked to present first.

The schedule of presentations up to 2 February 2016 will be:

27 January 2015	(1) Citizens Advice Bureau and (2) Grand Western Canal
24 March 2015	(1) Tiverton Museum of Mid Devon Life and (2) Tiverton and District Community Transport Association (including Crediton and District Community Transport).
30 June 2015	(1) Involve – Voluntary Action in Mid Devon and (2) Churches Housing Action Team.
18 August 2015	(1) Age UK Mid Devon and (2) Tourism Information Service.
13 October 2015	(1) Market Centre Youth Drop-In, Tiverton and (2) Community Housing Aid Nightstop Service.
8 December 2015	(1) Crediton Arts Centre and (2) Sunningmead Community Association.
2 February 2016	Blackdown Support Group

- 2.3 If an agency declines an invitation, the invitation will be passed to the next on the list and the agency that has declined will be added to the bottom of the list.
- 2.4 Each presenting agency has been briefed in advance and asked to keep to their allocated time. Any outstanding questions can be answered outside of the meeting. Agencies have been asked specifically to explain why the

Council's grant is important to them and what it enables them to do, matching their services against the Council's Corporate Plan priorities where appropriate.

### **3.0 The Citizens Advice Bureau**

3.1 The Citizens Advice Bureau provides free information and advice on a wide range of subjects, including welfare benefits, employment, debt, housing, consumer matters, family and relationship issues, legal help, discrimination, immigration, education and health. It has offices in Tiverton, Crediton and Cullompton, with weekly opening hours of 18, 15 and 3 respectively.

3.2 The Council's annual grant award to the Citizens Advice Bureau since 2009/10 has been:

<b>Financial year</b>	<b>Grant awarded</b>
2009/10	£54,060
2010/11	£54,060
2011/12	£54,060
2012/13	£50,000
2013/14	£50,000
2014/15	£50,000
2015/16	£47,500

3.3 £14,500 is deducted at source from the annual grant to cover rental and service costs at Tiverton Town Hall and Crediton Council Offices.

3.4 The Citizens Advice Bureau's performance information for its Mid Devon operation, covering the period 1 July 2012 to 31 August 2104, is attached as Appendix 1.

### **4.0 The Grand Western Canal**

4.1 The Grand Western Canal Country Park and Local Nature Reserve extends 11.25 miles from the canal basin in Tiverton to the east of Holcombe Rogus. It provides opportunities for a range of leisure pursuits, including walking, cycling and fishing, and supports a number of businesses such as the Tiverton Canal Company and Abbotshood Cycle Hire. It is one of the district's leading tourist attractions and the only park to have received a Green Flag Award (Green Flag is a prestigious national award scheme that recognises well managed parks and open spaces for all to enjoy).

4.2 The Council's annual grant award to the Grand Western Canal since 2009/10 has been:

<b>Financial year</b>	<b>Grant awarded</b>
2009/10	£54,070
2010/11	£54,070
2011/12	£54,070
2012/13	£50,000

2013/14	£45,000
2014/15	£45,000
2015/16	£45,000

4.3 The Grand Western Canal's performance information for the period 1 April 2011 to 30 September 2014 is attached as Appendix 2.

**Contact for more information:** Paul Tucker (Grants and Funding Officer, ext. 4930; email: [ptucker@middevon.gov.uk](mailto:ptucker@middevon.gov.uk)).

**Circulation of the report:** Management Team, Cllr C Slade, Head of Communities and Governance, Head of Finance and Section 151 Officer, Community Development and Regeneration Manager.

**APPENDIX 2 COMMUNITY WELL BEING POLICY DEVELOPMENT GROUP JANUARY 2015**

**GRAND WESTERN CANAL PERFORMANCE INFORMATION 1 April 2011 to 31 September 2014**

#	Performance Indicator	Data for period 1 April 2011-31 March 2012	Data for period 1 April 2012-31 March 2013	Data for period 1 April 2013-31 March 2014	Data for period 1 April 2014– 30 September 2014	Additional Information/Comment
1	Total number of visitors.	250,000	275,000	275,000	192,500	Estimates based on data from vehicle counters located in the two principle car parks
2	Total number of canal based businesses supported.	Data not collected	5	5	5	3 businesses entirely based on canal (Tiverton Canal Co., Canal Tea Rooms and Garden, and Mid Devon Moorings, 2 largely based on canal (Abbotshood Cycle Hire and Minnows Touring Park).
3	Total number of school children visiting as part of arranged school visits.	400	400	106 school pupils / 30 youth group members	344 school pupils / 54 youth group members	Fewer school pupils and youth group children attended ranger-led visits in 2013 as the Ranger who leads on delivering these activities was on maternity leave throughout the year.
4	Total number of volunteering hours provided (excluding the Friends of the Grand Western Canal).	2,512	3,248	2,910 hours	2,827.5 hours	Volunteer hours have been boosted since April this year due to extra volunteering based around the Canal's bicentenary celebrations.

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**APPENDIX 1 COMMUNITY WELL BEING POLICY DEVELOPMENT GROUP JANUARY 2015**

**MID DEVON CITIZENS ADVICE BUREAU PERFORMANCE INFORMATION 1 July 2012 to 30 August 2014**

#	Performance Indicator	Data for period 1 July 2012-31 March 2013	Data for period 1 July 2013-31 March 2014	Data for period 1 April 2014– 30 August 2014	Additional Information/Comment
1	Number of opening hours per week for offices in: a) Tiverton b) Crediton c) Cullompton	a) 18 b) 15 c) 3	a)18 b)15 c) 3	a)18 b)15 c) 3	
2	Total number of clients in: a) Tiverton & Cullompton b) Crediton Total	2,567	a)1236 b) 445 1,681	a)749 b)255 1,004	We do not collect statistics separately for Cullompton – they are recorded with Tiverton
3	Total number of clients that are Mid Devon District Council housing tenants in: a) Tiverton & Cullompton b) Crediton Total	358	a)13 b)11 24	a) 9 b) 5 14	
4	Total number of contacts in: a) Tiverton & Cullompton b) Crediton Total	8,496	a)2414 b) 957 3,171	a)1291 b) 457 1,748	
5	Total number of enquiries across Mid Devon District against the following categorisations: (a) Benefits; (b) Work; (c) Debt and Money; (d) Consumer; (e) Relationships; (f) Laws and Rights; (g) Discrimination; (h) Tax;	(a) 3232 (b) 686 (c) 1346 (d) 212 (e) 453 (f) 264 (g) N/A (h) 94	(a)2994 (b) 622 (c)1741 (d) 214 (e) 383 (f)282 (g) N/A (h) 69	(a)613 (b)162 (c)507 (d) 58 (e)115 (f)86 (g) N/A (h)22	We do not record discrimination as a separate category as it occurs across many different issues.  The second column covers 5 months of 2014/15

	(i) Healthcare; (j) Education	(i) 60 (j) 1	(i)135 (j) 28	(i)99 (j)6	
6	Number of clients supported/represented at tribunal or other meetings across Mid Devon district.	89	648	449	Clients given specialist advise and support including Tribunal representation
7	Average benefit entitlement realised per client across Mid Devon district.	£3,622	£345.55	£1836.20	Dependant on having staff to follow up clients
8	Number of volunteers trained.	5		7	Training started in 2013 and completed in 2014
9	Total number of volunteer hours provided in: (a) Tiverton & Cullompton (b) Crediton	(a) 6186 (b) 3069	(a)6012.15 (b)2293.5	(a)2589 (b) 930	

## Cabinet & Policy Development Groups 8 January 2015

### Budget 2015/16 - Update

**Portfolio Holder** Cllr Peter Hare-Scott  
**Responsible Officer** Head of Finance

**Reason for Report:** To consider options available in order for the Council to move towards a balanced budget for 2015/16.

**RECOMMENDATION:** To consider and agree the updated budget proposals for 2015/16 included in Appendix 1.

**Relationship to Corporate Plan:** To deliver our Corporate Plan's priorities within existing financial resources.

**Financial Implications:** Now the Council has received notification of its Formula Grant Settlement it is imperative that it matches current and ongoing expenditure plans to estimated sources of income/funding.

**Legal Implications:** It is a statutory requirement for the Local Authority to set a balanced budget.

**Risk Assessment:** Service Managers and Finance staff have assessed volatility in income and large contractor budgets, taking account of current and estimated future demand patterns. This position has been revised based on an additional 2 months of financial monitoring information. In addition prudent levels of reserves will also continue to be maintained.

#### 1.0 Introduction

1.1 On the 18 December 2014 the Council received formal confirmation of its Formula Grant Settlement (but no provisional notification for 2016/17 – which clearly doesn't assist any future financial planning) and details relating to a Council Tax Freeze Grant and the Referendum Limit.

#### 2.0 2015/16 general Fund Budget - Revised Position

2.1 Since the first round of PDGs and Cabinet meetings the Finance team and service managers have been revisiting a range of budgets to strive to deliver more savings or increased income levels.

2.2 This process (excluding the Formula Grant Settlement) has improved the General Fund budget by circa £468k (see Appendix 1) and now only leaves a budget gap of £99k. This reflects a lot of hard work and constructive negotiation over the past 2 months.

### **3.0 Conclusion**

3.1 The Council still has approximately 1 month until the Cabinet will meet on the 5 February 2015 to formally recommend the overall budget and level of Council Tax for 2015/16 and officers will continue to work towards delivering a balanced budget position.

3.2 As the Head of Finance has discussed on a number of occasions over the past few years, the Council's financial future is only going to become increasingly challenging, not helped by receiving no indicative grant figures for 2016/17 and it therefore remains apparent that difficult decisions will have to be made in the future where we attempt to balance the needs of our residents with the available funding at our disposal. This will be a very challenge for our new Council in May 2015 – but at least the Council is in a strong/healthy financial position at the current stage and has demonstrated a solid track record of delivering significant savings over the last 4-5 years and still delivers a wide range of high performing services.

**Contact for more information:** Andrew Jarrett – Head of Finance  
**Background Papers:** Draft 2015/16 Budget Papers  
Grant Settlement Email 18/12/14

**File Reference:**

**Circulation of the Report:** Management Team, Members & Relevant Service Managers

15/16 Budget Changes (since PDG's)

Cost Centre	Description	£
	Budget gap estimated at November/December PDGs and Cabinet	650,178
Housing Benefit	HB Admin Grant - Circa £10k reduction - awaiting confirmation	10,000 Revised figure from DWP
Corporate Fees/Charges	Sector fees overbudgeted in first draft	-9,050
Collection Fund	Projected C/Fund surplus (at 05/12/14) lower than budgeted	6,670
Community Development - Grants	Reduction in group 1 and 2 grants as agreed	-6,475
Community Development - Grants	Reduction in seed fund to offset savings not achieve on grants	-13,825
Car parks	Updated with current income levels	-10,000
RCCO reduce - as NHB funding capital shortfall		-125,000
Waste/recycling - new scheme savings	Agreed to set a global figure of £200k	-200,000 1/2 year savings + set up costs
Revised Formula Grant		-83,000
Rev'd leisure income/costs		-25,000
E/Health Riams Webbase Software	Web base software for Health	2,000
Feed in tariff (Leisure sites)		-30,000
Dev Control Fees	Note - JC recommended £40k further increase	-70,000
Pollution Licenses Income	Budget set too high in 14/15	2,500 £13.5 - Reduced to £11k
	<b>Total changes to be agreed</b>	<b>-551,180</b>
	<b>New budget gap after the above changes/revisions</b>	<b>98,998</b>

Notes

Formula grant agreed on 18/12/14 - confirming a grant cut of £574k - which was £83k better than the provisional sum announced 12 months earlier  
Council tax freeze grant offered for 2015/16 @ 1% - so circa = £50k. Note - if Ctax freeze grant accepted budget gap increases by £25k  
Referendum limit agreed at 2% for 2015/16  
Nothing included at the moment for: shared ICT work, Mkt Walk or Fore St properties

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## COMMUNITY WELLBEING PDG 27 JANUARY 27 2015

### SINGLE EQUALITY SCHEME

**Cabinet Member:** Cllr Colin Slade  
**Responsible Officer** Community Development & Regeneration Manager

**Reason for Report:** To remind Members of the Council's statutory duties under the Equality Act 2010, and to seek members' approval for the revised Single Equality Scheme and Equality Objective.

**RECOMMENDATION(S):** That Members approve the Single Equality Scheme together with the Equality Objective for 2015-16.

**Relationship to Corporate Plan:** The Equality Objective reflects the Corporate Plan priority under Empowering our Community: To work with our partners to maximise the potential of all our citizens by tackling social disadvantage and deprivation.

**Financial Implications:** The Single Equality Scheme does not have any financial implications beyond those identified in individual service equality impact assessments.

**Legal Implications:** Not complying with the Council's statutory duties with regard to equality could open the Council to legal challenge.

**Risk Assessment:** Approving the Single Equality Scheme and Equality Objective reduces the risk of legal challenge.

#### 1.0 Introduction

- 1.1 Under the Equality Act 2010 local authorities have a duty to have 'due regard' to:
- a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act;
  - b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
  - c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 1.2 The way a local authority shows it has 'due regard' is by evidencing how equality is considered as part of its decision-making processes. The Single Equality Scheme indicates how this will be done.
- 1.3 Local authorities also have specific duties under the Act to publish Equality Information annually and 'Equality Objectives' at least every four years.

## 2.0 **Single Equality Scheme Action Plan**

- 2.1 Equality Information is being collated and will be available on the Mid Devon District Council website by 31 March. The Council's Equality Objective will be published as part of the Single Equality Scheme Action Plan.
- 2.2 The Single Equality Scheme has been partially revised to reflect current thinking and changes in legislation. The Single Equality Scheme tries to balance the Council's commitment to improve services to vulnerable individuals with our reducing capacity to meet those needs.
- 2.3 The Single Equality Scheme includes an Equality Action Plan (section 12), which shows what the Council will do in the coming year. In line with the current budgetary constraints, the action plan only includes those actions necessary to fulfil our statutory duties under the Act, together with the statutory 'Equality Objective'.

## 3.0 **Equality Objective**

- 3.1 It is recommended that the Council's 'Equality Objective' this year should focus on the training needs of staff and members, to ensure they have the right knowledge and tools to fulfil their responsibilities under the Act. It is therefore recommended that the 'Equality Objective' should be:

"To ensure all staff and members of the Council receive the appropriate level of training on equality issues."

- 3.2 Consultation has taken place with the Corporate Equality Group. Their comments have been incorporated into the Scheme.

**Contact for more Information:** John Bodley Scott (01884 234363 – [jbodleyscott@middevon.gov.uk](mailto:jbodleyscott@middevon.gov.uk))

**Circulation of the Report:** Members of Community Wellbeing PDG, Cllr Slade, Management Team



# Single Equality Scheme

Mid Devon District Council's Single Equality Scheme (SES) sets out how we are working to implement the equality duties that are set out in the Equality Act 2010.

## 1.0 Our Vision

Mid Devon District Council is committed to providing quality services delivered in a fair and equitable way and to promoting good relations between different groups within the community. We value the positive contribution that all our residents bring to the district, and want to work with individuals and groups to continue to improve our services and to promote equality.

## 2.0 How will we achieve this?

In order to achieve our vision we will:

- Seek to understand the needs of our community
- Know our customers and their specific needs
- Involve the community in changes that might affect them
- Develop services that can respond to the requirements of different residents
- Develop an inclusive working environment
- Ensure equality in procurement and commissioning
- Promoting equality through working with others
- Recognise the needs of specific equality groups

## 3.0 Understanding our community

In order to develop services that meet people's needs we must first of all understand our community. The following gives a brief profile of the district.

### **An equality profile of Mid Devon**

Mid Devon is a rural district lying equidistant between the north and south coasts. It has three principle towns, Tiverton, Cullompton and Crediton, serving an extensive rural hinterland.

### **Population**

The population of Mid Devon, currently around 78,670<sup>1</sup>, has grown by 11% over the last 10 years. Much of this increase is due to inward migration from other parts of the UK. The largest increase is among those of retirement age, who now make up 20% of the population. A significant proportion of young people move out of the area for education or work. The Black and Minority Ethnic population is now 1.4% of the population with a further 1.3% from other EU countries. 5% of the population were born outside of the UK.<sup>2</sup>

The key issues for the population of Mid Devon are:

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<sup>1</sup> Registrar General, Mid Year Estimates 2013

<sup>2</sup> 2011 Census

## **Economy**

Mid Devon is an area of low unemployment, but jobs tend to be poorly paid and low skilled. Average earnings of employed people are almost 13% lower than the national average - £23,600 compared to £27,200 nationally<sup>3</sup>. Over a third of the resident population commutes out of the District for work, particularly from the Crediton and Cullompton areas. There are a high proportion of part-time and self-employed workers. There are also a growing number of older people who are dependent on benefits and pensions for their income.

## **Housing**

House prices have more than doubled in the last ten years, far outstripping local average wages. The average house price in June 2013 was £224,700, representing nearly 10 times the average full time wage. This situation is considerably worse in the rural areas of the District. This makes it extremely difficult for first time buyers and people on low incomes. 14% of households live in social housing. There is also an increasingly aging population, who require support to live in their own homes, and suitably adapted accommodation when they are unable to manage on their own.

## **Crime**

Mid Devon is an area of low crime. The incidence of all major crime (theft, burglary, violent crime) is well below national averages. However, concerns about crime and anti-social behaviour remain high particularly amongst the most vulnerable.

## **Education**

Most Mid Devon schools perform well against national averages, but there are concerns about the aspirations of young people in certain areas. 65.3% of 16-year old pupils achieved 5 GCSE or equivalent at grades A\* - C including English and Maths in 2013 compared to 60.6% nationally. Additionally, the proportion of people of working age who lack any qualifications is higher than the Devon average.

## **Access**

In a rural district access to vital services can be a significant problem for some people, particularly those on low income. Some 60% of the district falls into the bottom quartile of deprivation for 'Access to Housing and Services'. Over half of rural parishes do not have a post office, and access to scheduled public transport is a problem for many areas, including the edges of market towns. Despite regional programmes to increase speeds, broadband speeds remain low in many rural areas limiting the growth of home –based businesses and increasing the digital divide.

## **Health**

The residents of Mid Devon are generally healthier than the rest of the population in the UK. Life expectancy is higher than the national average both for men and women, and mortality rates for all major diseases are lower. However, there are pockets where life expectancy and mortality rates are considerably lower than would be expected. There is a growing proportion of over 75s who will put increasing demands on health and social care services, and a number of people with physical, sensory and learning disabilities whose needs and those of their carers, must be met.

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<sup>3</sup> Office of National Statistics 2013

### **Multiple disadvantage**

Although Mid Devon generally rates very well in national statistics, small parts of Tiverton, Cullompton and Crediton do disproportionately badly for income, education, skills and training when compared to other areas nationally. As noted above, 60% of the District experiences rural access problems.

Similarly, some people in Mid Devon, because of their condition or circumstances, are more vulnerable to disadvantage and poor health outcomes than the rest of the population. This may be due to their age, gender, physical, sensory or learning disability, mental illness, sexuality, race, religion or social circumstances. There are a variety of organisations that provide support to these individuals and their families, including education and training providers, health and social care agencies, employers, voluntary sector organisations.

### **Equality Priorities**

From this profile the Council recognises that there are three main equality priorities for the district:

1. Meeting the needs of an aging population
2. Overcoming the problems to vulnerable individuals caused by rural isolation
3. Overcoming the effects of multiple disadvantage in families with complex needs.

## **4.0 Knowing our customers – equality monitoring**

Mid Devon District Council recognises that it is important to know who uses our services. By comparing this with what we know about the community as a whole, we can see if there are any groups who are under-represented, highlighting where there may be barriers to overcome.

We regularly monitor the age, disability, gender, and ethnicity of our customers. Where appropriate and relevant, we also monitor religion or belief, and sexual orientation.

The equality information collected can be used to:

- review service delivery
- compare our performance over time
- assist in the development of services in line with people's needs
- monitor the impact of any service changes.

In line with current legislation we will publish relevant equality information, while maintaining customer and employee confidentiality. This information will include:

- an equality profile of the district
- workforce information, and
- service-level information for services most relevant to equality.

## 5.0 Involving the community

As part of our commitment to good consultation, we have developed a Community Engagement Strategy and an annual action plan to improve how the Council engages with the community. The Council is keen to make sure that people from different equality groups take part in consultation, and will try to find the most appropriate way to consult with them.

Mid Devon District Council will:

- work with groups representing the interests of people from different equality groups to get feedback on proposed service changes particularly relevant to them
- develop and support forms of consultation that are appropriate to the communication needs of different groups within the community
- monitor and assess the consultation methods used and where necessary adapt them to meet the needs of different participants
- publish the results of these consultations and feed them back into our decision-making processes in an open and responsible way.

### Customer feedback

Mid Devon District Council positively welcomes feedback. We want to ensure residents' views, whether positive or negative, are noted and their concerns are addressed. We are aware that the Council's formal feedback process may be inaccessible to those sections of the community who have difficulties in accessing services. The Council encourages helper organisations to act as advocates for a complainant if necessary.

## 6.0 Developing responsive services

The Council routinely undertakes Equality Impact Assessments on those service most likely to impact on the wellbeing of individuals. The impact assessment process asks 'How does this service or policy affect different groups in the community', and 'how can any adverse effects be reduced?' Each Equality Impact Assessment includes an action plan on how we will try to reduce any inequalities identified and promote equality.

A primary factor in making a service accessible is providing information and advice in a usable and convenient format.

We seek to ensure that all users:

- know about the relevant services they might need.
- are given support where necessary i.e. with completing forms
- are confident about using and contacting a service and, if necessary, complaining about it.

We will do this by:

- communicating clearly both internally and externally
- providing information in plain English
- making as many services as internet accessible as possible
- offering information in different formats on request

- providing interpretation and translation services when deemed appropriate
- ensuring that buildings that are open to the public, including leisure and community facilities, can be accessed and used by all residents
- making sure that our employees are trained and supported to deliver the highest possible levels of customer service in line with this policy.

## **Changing services and policies**

Mid Devon District Council has a responsibility to assess the likely impact on residents and employees of policies or services it is proposing to change or introduce before they are adopted. This is to make sure that any changes do not disproportionately affect any particular group, and any adverse impacts can be reduced as much as possible.

Policies, in particular, are frequently adapted or replaced to reflect changes in the legal, social and political environment. Our objective is to build equality and diversity into the policy making process and to make that process clear, open and inclusive.

## **7.0 Developing an inclusive working environment**

The Council considers equality and diversity in all aspects of employment, from advertising vacancies, recruitment and selection, terms and conditions of employment, training and personal development, to reasons for ending employment.

We will promote equality in recruitment by:

- advertising jobs as widely as possible
- providing job details and accepting job applications in alternative formats on request as appropriate to the needs of the applicant
- monitoring recruitment processes and taking action as a result of the findings
- acknowledging that recruitment and selection decisions should be based upon objective, measurable and reasonable selection criteria
- asking only for the skills and qualities actually needed to do the job
- commitment to equality in employment and in service delivery will be reinforced in staff induction programmes for new staff
- training managers on how to recruit in a non-discriminatory way, making sure that all job applicants, whether redeployment candidates, existing employees or people who do not currently work for the District Council, demonstrate that they are qualified, motivated and competent to do the job.

We will promote equality in disciplinary procedures by:

- regularly reviewing our disciplinary and grievance procedures to ensure an appropriate mechanism is in place to deal with bullying and harassment at work.

We will promote equality in pay and conditions by:

- using a pay structure that makes sure employees are rewarded fairly and equitably.

We will promote equality in training and development by:

- providing training programmes for staff to raise awareness of equality issues and assist them in applying equality principles to their role within the Council
- recognising and supporting the potential of all employees by offering opportunities for training and personal development
- monitoring employee development to make sure that training and development opportunities continue to be open to all employees.

## **8.0 Ensuring equality in procurement and commissioning**

Mid Devon District Council is a major purchaser of services. Every year we spend over £1 million with businesses so that we can deliver our services. We recognise that our spending power gives us the chance to influence how others work and to promote equality. We will:

- require any company or business that wishes to deliver services on behalf of the Council to demonstrate appropriate consideration in their policies of equality in relation to employment and service delivery
- seek to encourage any company, business or individual wishing to provide goods or services to Mid Devon District Council, to contribute to our policy by implementing fair practices in employment and training
- review our own policies and practices and where necessary make changes to them to ensure they do not discriminate or place unfair requirements on small businesses from Mid Devon
- cease issuing contracts to, purchasing from or commissioning any contractor, business or organisation, where we believe they fail to comply with our values in relation to equality and diversity
- follow good practice by having a procurement strategy that gives a clear commitment to equality of opportunity and to tackling discrimination and disadvantage.

## **9.0 Promoting equality through working with others**

The Council recognises that it cannot meet its equality responsibilities without working closely with other public bodies, community groups and individuals.

Mid Devon District Council will:

- use our standing in the area to help shape public opinion to promote understanding between different sections of the community
- work with other public, private, voluntary and community groups in Mid Devon to ensure that equality and diversity policies and plans similar to our own are adopted and implemented more widely
- share information, experience and examples of good practice on equality through links with other public, private, voluntary and community organisations in the region
- promote equality and diversity within partnership working and in our dealings with the media
- involve people from different equality groups in influencing our work and progress on equality

- learn from the equality and diversity policies and plans of other local authorities and organisations.

## **10.0 Meeting the needs of specific equality groups**

The Council is aware that certain groups within society are particularly vulnerable to discrimination because of age, disability, gender, marital status, race, belief or sexual orientation. In order to eliminate discrimination and promote equality we recognise the need to work with representatives who can advocate on behalf of particular equality groups in order to develop services that meet their specific requirements. We also recognise that people are individuals, and that although they may be included within a particular equality group they also have individual needs that may differ from the rest of the group. We are committed to dealing with every resident as an individual with their own particular needs.

## **11.0 Monitoring**

We will monitor the progress of this Single Equality Scheme, reporting on it to our Community Wellbeing Policy Development Group.

### **Monitoring Impact and Acting on Results**

Mid Devon District Council recognises that monitoring is an important way of assessing the effects of policies in practice and is a vital part of any strategy to promote equality.

Monitoring will help us check whether our policies, operations and organisational culture are discriminating against some groups and individuals. This will help us find out why and how discrimination takes place. Where we see that any of our policies or procedures have a negative impact we will investigate the reasons for this and revise them accordingly.

### **Publishing Results**

If Mid Devon District Council is to be successful and keep public confidence, we need not only to promote equality but also to be seen to be doing so. The Council will therefore publish the results of its monitoring, assessment and consultation activities.

The Single Equality Scheme Action Plan will be updated annually to reflect the progress made. In addition a summary and assessment of equality monitoring is published in the annual Performance Plan.

## 12.0 Equality Action Plan 2015-16

The following plan outlines the actions the Council will take in the coming year to promote equality, in line with the Council's priorities to meet the needs of an aging population; overcome the problems to vulnerable individuals caused by rural isolation; and overcome the effects of multiple disadvantage in specific neighbourhoods.

			<b>Responsible Person</b>	<b>Timescale</b>
	<b>Understanding our community</b>			
1.1	Provide an annually updated equality profile of the district	Produce an equality profile as part of the publication of equality information	Community Development Manager	Mar 2015
	<b>Delivering Responsive Services</b>			
2.1	Convene quarterly meetings of the Corporate Equality Group to address issues and share good practice within the Council	Quarterly meetings	Head of Communities and Governance	2015
2.2	Undertake periodic equality audits of key services that have the greatest impact on equality groups as part of the audit cycle	Undertake an equality audit of HR Recruitment Spring 2015	Head of Communities and Governance	2015
2.3	Work with partners to respond to the needs of families with complex needs	Ensure the successful transition of the Targeted Family Support Programme into Phase 2 from April 2015	Head of Communities and Governance	April 2015
	<b>Monitoring and Evaluation</b>			
3.1	Publish Equality Information in line with statutory duties	Publish Equality Information on the Council's website by 31/3/15, and annually thereafter	Head of Communities and Governance	31 <sup>st</sup> Mar 2015
	<b>Providing Strategic Direction</b>			
4.1	Publish Single Equality Scheme	Publish Single Equality Scheme on the Council's website by 31/3/15, and revise annually thereafter	Head of Communities and Governance	31 <sup>st</sup> Mar 2015
4.2	Publish Annual Equality Action Plan	Including equality objective "to ensure all staff and members of the Council receive the appropriate level of training on equality issues."	Head of Communities and Governance	6 <sup>th</sup> April 2015



## Appendices

### Appendix 1 Summary of Equalities Legislation

Mid Devon District Council Equality Strategy complies with the following Equal Opportunities Legislation, Codes of Practice and recommendations:

- The Sex Discrimination Act 1975 and 1986
- Sex Discrimination (Gender Reassignment) Regulations 1999
- The Protection from Harassment Act 1997
- Employment Equality (Sexual Orientation) Regulations 2003
- Gender Equality Duty
- The Equal Pay Act 1970 as amended by the Equal Pay (Amendment) Regulations 1983
- Codes of Practice, including on Equal Pay
- The Race Relations Act 1976
- The Race Relations (Amendment) Act 2000
- Employment Equality (Religion or Belief) Regulations 2003
- Five Year Plan for Asylum and Immigration
- Incitement to Religious Hatred (1986 Public Order Act)
- The Macpherson Recommendations, Stephen Lawrence Inquiry
- The Disability Discrimination Act 1995
- The Disability Rights Commission (DRC) Act 1999
- Disability Equality Duty
- Special Educational Needs and Disability Act 2001
- Equal Opportunities Commission and Commission for Racial Equality Codes of Practices
- The Human Rights Act 1998.
- The Work and Families Act 2006
- Equality Act 2010

### Appendix 2 Protected Characteristics

We understand we have a duty to promote equality and eradicate discrimination in relation to the nine protected characteristics outlined in the Equality Act 2010.

- Age
- Disability (including people with learning disabilities, people with a mental illness, and people living with HIV and/or AIDS)
- Gender reassignment
- Marital status, family circumstances, or caring responsibilities
- Pregnant women and mothers with young children (under 5's)
- Race, including nationality, national or ethnic origin, being a traveller or gypsy
- Religion or belief
- Sex
- Sexual orientation

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**COMMUNITY WELL-BEING PDG  
2 DECEMBER 2014:**

**AGENDA ITEM:**

## **PERFORMANCE AND RISK FOR THE FIRST TWO QUARTERS OF 2014-15**

**Cabinet Member** Cllr Colin Slade  
**Responsible Officer** Head of Communities & Governance

**Reason for Report:** To provide Members with an update on performance against the corporate plan and local service targets for 2014/15 as well as providing an update on any key business risks.

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

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

**Financial Implications:** None identified

**Legal Implications:** None

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

### **1.0 Introduction**

- 1.1 Appendix 1 provides Members with details of performance against the Corporate Plan and local service targets for the 2014/15 financial year.
- 1.2 The appendix reflects the changes suggested by the Scrutiny Working Group and is produced from SPAR, the corporate Service Performance and Risk Management system.

### **2.0 Performance**

- 2.1 In quarter 2 the number of empty shops has gone down for Crediton, which is now on target, however both Tiverton and Cullompton have 1 more empty shop this quarter compared to quarter 1.
- 2.2 The Leisure performance is slightly below target.

### **3.0 Risk**

- 3.1 The Corporate risk register is reviewed by Management Team (MT) and updated quarterly. Risk reports to Audit Committee and Cabinet continue to include risks with a total score of 15 or more and all those with an impact score of 5.

3.2 The Scrutiny Performance Working Group felt that risks should only be referred to the PDGs or Scrutiny if there is a problem that requires escalation e.g. if risks are not being mitigated adequately, or if the risk is associated with new policies, or budget cuts, or reported to the PDG as part of a decision making process.

3.3 On this basis there are no risks to report to the PDG this quarter.

#### **4.0 Conclusion and Recommendation**

4.1 That the PDG reviews the performance indicators and any risks that are outlined in this report and feedback any areas of concern to the Cabinet.

**Contact for more Information:** Amy Tregellas, Head of Communities & Governance ext 4246

**Circulation of the Report:** Management Team and Cabinet Member

## CWB PDG Performance Report - Appendix 1

Quarterly report for 2014-2015

No headings

For Community Well-Being - Cllr Colin Slade Portfolio

For MDDC - Services

Filtered by Performance Status: Exclude PI Status: Data not due, Not calculable

**Key to Performance Status:**

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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### CWB PDG Performance Report - Appendix 1

Performance Indicators								
Status	Definition	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Well above target	<b><u>Target is a maximum of 8.00% empty shop units out of total shop units (as per Planning Use Classes). (TIVERTON)</u></b>	18	20	20 (2/4)	15	16		
<b>Management Notes:</b> (Quarter 2)  July 2014 no. empty units = 16 / 244 (September 2009 = 30 / 245)  (ZL)								
On target	<b><u>Target is a maximum of 8.00% empty shop units out of total shop units (as per Planning Use Classes). (CREDITON)</u></b>	7	10	10 (2/4)	12	10		
<b>Management Notes:</b> (Quarter 2)  July 2014 no. empty shop units = 10 / 119 (September 2009 = 17 / 114)  (ZL)								
Above target	<b><u>Target is a maximum of 15.00% empty shop units out of total shop units (as per Planning Use Classes). (CULLOMPTON)</u></b>	12	14	14 (2/4)	12	13		
<b>Management Notes:</b> (Quarter 2)  July 2014 no. empty shop units = 13 / 94 (September 2009 = 17 / 91)  (ZL)								
Below target	<b><u>The percentage of Leisure's operational expenditure recovered through customer receipts</u></b>	88.18%	87.50%	87.50% (2/4)	86.51%	86.08%		
<b>Management Notes:</b> (Quarter 2)  Expenditure is over budget mainly due to increased pension costs and some equipment at Culm Valley however income at Culm Valley is over budget as well.  (SB)								
Below target	<b><u>% of Leisure members retained from month</u></b>	95.2%	95.50%	95.50% (2/4)	94.30%	94.90%		



## TIVERTON TOWN CENTRE CCTV ANNUAL REPORT FOR 2014

**Cabinet Member** Cllr Colin Slade  
**Responsible Officer** Head of HR, Learning and Development

**Reason for Report:** To update members on the annual use and performance of the Tiverton town-centre CCTV system, in accordance with the terms of reference for the CCTV management group agreed by the PDG on 27 July 2013.

**RECOMMENDATION(S):** That the Community Well-Being PDG notes the report provided including the operational and management issues going forward.

**Relationship to Corporate Plan:** None

**Financial Implications:** Tiverton town centre's CCTV is run with a very small budget that is jointly funded by MDDC and Tiverton Town Council with ad-hoc support grant funding from Devon & Cornwall Police.

**Legal Implications:** The CCTV system must be operated lawfully.

**Risk Assessment:** If CCTV is operated unlawfully Mid Devon District Council could be fined by the Information Commissioner. If the system is ineffective or not operative then it would not fulfil its function in terms of preventing or reducing crime and disorder.

### 1.0 Introduction

1.1 The current system links 16 digital cameras in the town centre which vary in capability from static cameras to those with full pan, tilt and zoom functions.

1.2 The camera locations have not significantly changed in 2014, however a review has been completed with the Police. The purpose was to tweak fixed camera angles in particular to ensure maximum possible overlap of coverage and have confidence that cameras remain effectively located in respect of reported crime and known hot-spots.

1.3 One camera on the former Twyford Inn Public House was destroyed by a fire at the premises last year. Insurance cover by the building owners at the time of the fire has compensated the Council fully for this loss. The camera been replaced onto the building at the corner of William Street/Bampton Street. Suitable locations for this camera were limited. The location finally selected was chosen on 3 points:

- To minimise wireless transmission issues that had affected the old camera
- Provide monitoring for the late night economy in that area of the town
- Permissions to locate being obtainable

- 1.4 This new camera is working and is producing excellent quality CCTV images that are proving far superior to the images from the old camera/location.
- 1.5 Procedures are in place and continue to be adhered to ensuring the CCTV system operates legally within the approved terms of reference and codes of practice.
- 1.6 All requests to view and obtain images by the Police have been carefully logged and managed in accordance with data exemptions under the Data Protection Act 1998 (Section 29 - data processed for the prevention or detection of crime) with image evidence being managed appropriately under the requirements of the Police and Criminal Evidence Act (PACE) 1984. More information on requests for image viewing and release is given Section 4 below.

## 2.0 System Performance and Upgrading

- 2.1 There have been previously reported issues with CCTV images 'breaking down'. This has been a long term intermittent fault. A significant effort has been put into resolving this problem during the past year. As with any intermittent fault, finding the source of the problem was time consuming, more so when, as it turned out, there were multiple causes.
- 2.2 Repairs have been required to the fibre optic cable control boxes carrying camera images (and which link all the cameras) within the control and in Phoenix Lane. This work was funded out of the current operational budget. Further work was then required to replace the connector units that link the optic cables to the CCTV hardware. This required external funding from the Police via a grant of £2500 from the Proceeds of Crime Act (POCA) funding.
- 2.3 The result is that all CCTV cameras on the Tiverton town system are currently stable and fully operational.
- 2.4 Further maintenance has been completed as per operational requirements and all camera lenses were externally cleaned during December 2014 using a water-repellent silicone product designed to reduce rainwater staining/light refraction where suitable, thereby further improving images.
- 2.5 Working with Devon County Highways, trees at the top of Phoenix Lane have been thinned and cut-back to improve camera coverage at the central Phoenix Lane/Fore Street axis. Further work is required on MDDC owned trees on the northern side of the Multi-storey car park (MSCP) to improve the viewing angles on the system camera located externally at that location.
- 2.6 The CCTV system hardware continues to require overhaul and enhancement to ensure it remains technologically current and fit-for-purpose. Essential required upgrades identified for 2015 are:
  - Replacement digital video recorder (DVR) – the current DVR is at maximum capacity and cannot record all camera images at full resolution. A new system would increase both capacity and recording



image quality, enabling integration with the MSCP system into a single control set-up. This is proposed to come from operational budget identified for financial year 2015/16.

- An additional town-centre fibre-optic cable running alongside the existing ageing cable. This work should be linked into future town development and allow not only for the future CCTV needs of the town but facilitate other data transmission requirements if possible. Funding for this is subject to capital grants programme bid of £40k and is currently identified in the MTFP for financial year 2014/15.

2.7 Options to extend the current system into the Westexe area of Tiverton continue to be explored, however are not currently viable in budget terms. This is due to technical issues with wireless connection and the excessive cost of cabling to relay high-memory data images to the control room across town.

### 3.0 **System Management, Funding and Review**

3.1 The town centre system continues to be managed by Environmental Services with overall day-to-day responsibility now with the Public Health and Professional Services Manager.

3.2 The Council continues to employ one person directly to supervise and operate the system. This is the CCTV Supervisor who works 7-hours weekly on a flexible basis, typically involving a mixture of key monitoring on Saturday nights with additional time during the week. The supervisor also works as a volunteer with the Police and the Council and, as such, contributes more hours to the running of the system outside of his contract.

3.3 The Licensing and CCTV officer also contributes a flexible number of hours per week to the management of the system, in particular on funding and legal compliance issues.

3.4 The work of the above is supported and directed by the CCTV Management Group whose make-up and terms of reference were approved by the Community Well-Being PDG and Cabinet in July and September 2013, respectively. The current group membership is as follows:

- Public Health and Professional Services Manager (replaces Licensing and Community Services Manager – post redundant)
- Licensing and CCTV Officer
- Community Safety Officer
- Police representatives x2
- Elected Member (MDDC) x2
- Elected Member (Tiverton Town Council) x2
- Clerk of Tiverton Town Council
- TARCA – Tiverton Against Retail Crime Association representative

3.5 The Management Group met six-monthly during 2014. During 2015 it is proposed to change the frequency of meetings to quarterly in order to facilitate more proactive management and greater engagement from all

members. It is not proposed to change any other terms of the group however membership may be extended to include a representative from MDDC Estates Management (especially if integration with the MSCP system goes ahead) and the Tiverton Town Centre Manager (when appointed).

- 3.6 The Management Group continues to work with the Police to introduce more vetted and trained volunteers to monitor the system. Attempts were made during 2014 to set-up two new volunteers following liaison with the Police. One volunteer did not complete the vetting process and we are currently in communication with the second. However, some data security issues have arisen which may need resolution before volunteers work with the system. There are requirements to have tier-level password protection on the DVR system in order to protect access to, and the integrity of, recorded images. An option on the CCTV software is currently being explored and tested, however appropriate resolution may not be in place until the DVR is replaced.
- 3.7 The system continues to operate within a limited MDDC operational budget of approximately £8k per annum with additional support from Tiverton Town Council and ad-hoc grant funding where available. Under its terms of reference, the Management Group should continue to identify and assess the future development of the system and secure sources of funding.
- 3.8 During 2015 it is proposed to undertake a full review of the on-going management and operation of the town centre CCTV system, with a view to securing its longer-term future within a sustainable ownership and management structure. This review will be completed jointly by the Public Health and Professional Services Manager, the Head of Service (Jill May) and the Management Group in consultation with all partners and stakeholders. This review will be reported back to the Community Well-Being PDG with recommendations for consideration in due course.

#### 4.0 **System Use and Data Requests**

- 4.1 The town centre system continues to be widely supported by the public, Tiverton Town Council, traders and the Police as a vital component of preventing crime and disorder within the town and for detecting crime/securing evidence for the conviction of offenders.
- 4.2 The system operates and records images 24/7/365 and is monitored on a paid and voluntary basis as described above.
- 4.3 During 2014, as was the case in previous years, all requests to view and obtain data images came from the Police. All such requests followed formal data viewing and release procedures where each individual request was documented and signed by an appropriately ranked Police officer and then counter-signed and actioned by one of the above MDDC officers if appropriate. Images were only copied and released where there is evidence of a crime, in which case data was physically managed in accordance with logging and continuity of evidence/exhibit requirements under the PACE legislation.

- 4.4 We have recently trained an additional officer from the Environmental Health team to be competent in handling data viewing requests. This provides additional support to the small CCTV team and ensures we can respond to requests as promptly as possible. Typically, such requests follow soon after the event of a specific crime or where there is on-going intelligence that criminal and/or anti-social behaviour may occur. As such, being able to view CCTV images promptly is of a key benefit to the Police.
- 4.5 Up to 15 December 2014, we had received 50 data viewing requests from the Police during the year. Additional requests are likely over the busy Christmas period and therefore the number of requests will, in all likelihood, remain comparable with the 67 received in total during 2013.
- 4.6 Especially in the case of current investigations, it is not possible to detail all the circumstances when CCTV images were requested and where monitoring prevented crime or where evidence obtained led to the conviction of an offender. However some example cases which occurred during 2014 are given below.
- Several requests were received in connection with assaults
  - Identification and effective intervention with known individuals with a history of nuisance and anti-social behaviour
  - A request for footage in connection with vehicle interference which led to additional evidence being obtained
  - Monitoring a female handbag snatcher at the bus station where CCTV footage played a key part in her conviction
  - Dealing with a number of incidents where males gave females unwanted attention
  - Tracking and potential identification of shop-lifting offenders
  - A female was stabbed near the old railway line, footage showed the female with the offender in the town a few moments earlier clearly showing them together and confirming the victims statement of clothing and direction and at one point her trying to get away from the offender
  - Numerous Saturday late-night public order/drunkenness issues whereby active monitoring of CCTV allowed to police resources to be effectively directed (or stood down to be directed elsewhere)
  - Obtaining evidence in connection with vandalism in the town-centre

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**Circulation of the Report:** Cllr Colin Slade, Management Team

**List of Background Papers:** CCTV Code of Practice 2008 issued by Information Commissioner

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