

# Public Document Pack

Mid Devon District Council

## Homes Policy Development Group

Tuesday, 31 May 2022 at 2.15 pm  
Exe Room, Phoenix House, Tiverton

Next meeting  
Tuesday, 26 July 2022 at 2.15 pm

**PLEASE NOTE:** - this meeting will take place at Phoenix House and members of the Public and Press are encouraged to attend via Zoom wherever possible. The Protocol for Hybrid Meetings explains how this will work. Please do not attend Phoenix House without contacting the committee clerk in advance, in order that numbers of people can be appropriately managed in physical meeting rooms.

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## Membership

Cllr G Barnell

Cllr J Bartlett

Cllr J Cairney

Cllr S J Clist

Cllr D R Coren

Cllr R J Dolley

Cllr P J Heal

Cllr S Pugh

Cllr R F Radford

## **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      **Election of Chairman**  
To elect a Chairman of the Homes Policy Development Group for the municipal year 2022/2023.
- 2      **Election of Vice Chairman**  
To elect a Vice Chairman of the Homes Policy Development Group for the municipal year 2022/2023.
- 3      **Apologies and Substitute Members**  
To receive any apologies for absence and notice of appointment of substitutes.
- 4      **Public Question Time**  
To receive any questions relating to items on the Agenda from members of the public and replies thereto.
- 5      **Declaration of Interests under the Code of Conduct**  
To record any interests on agenda matters.
- 6      **Minutes** *(Pages 5 - 10)*  
To consider whether to approve the minutes as a correct record of the meeting held on 15 March 2022.
- 7      **Chairman's Announcements**  
To receive any announcements that the Chairman may wish to make.
- 8      **Start time of meetings for 2022/2023**  
To agree the start time of meetings for the remainder of the municipal year.
- 9      **Revenue and Capital Outturn Report for 2021 - 2022** *(Pages 11 - 52)*  
To receive a report from the Deputy Chief Executive presenting the Revenue and Capital Outturn figures for the financial year 2021/22 for both the General Fund (GF) and Housing Revenue Account (HRA).
- 10     **PDG work programme and policy development for 2022/23** *(Pages 53 - 60)*  
To receive a report from the District Solicitor and Monitoring Officer on the role of the PDG including the results of the residents survey and the current work programme.

- 11 **Corporate Plan Mid Point Review** *(Pages 61 - 76)*  
To receive a report from the Chief Executive considering the progress against delivery for the Corporate Plan 2020-2024 at its midway point (previously presented to the Cabinet). This report reflects on performance against achievement of the priorities over the past two years, undertakes a brief gap analysis to understand where delivery is untracked via existing KPIs, identifies a range of challenges to delivery moving forward and, ultimately, recommends a refreshed corporate plan be brought back to cabinet for consideration and onward recommendation to full council as appropriate.
- 12 **Mid Devon Housing Complaints Handling Report** *(Pages 77 - 126)*  
To receive a report from the Corporate Manager for Public Health, Regulation and Housing providing an overview of Mid Devon Housing's (MDH) plan to implement and promote a positive complaint handling culture and drive service improvement through lessons learned from complaints, to Members.
- 13 **Homes for Ukraine Scheme**  
To receive a verbal update from the Corporate Manager for Public Health, Regulation and Housing on the Homes for Ukraine Scheme.
- 14 **Identification of items for the next meeting**  
Members are asked to note that the following items are already identified in the work programme for the next meeting:
- Housing Strategy update and progress against action plan
  - Meeting Housing Needs SPD
  - Neighbourhood & Community Standard Policy
  - HRA Fees and Charges
  - Performance and Risk Outturn for 2021/2022

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

**Stephen Walford**  
Chief Executive  
Monday, 23 May 2022

### 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: [REVISEDMeetingProtocolupdateMay2022.docx.pdf \(middevon.gov.uk\)](#)

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

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

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

Public Wi-Fi is available in all meeting rooms.

## MID DEVON DISTRICT COUNCIL

**MINUTES** of a **MEETING** of the **HOMES POLICY DEVELOPMENT GROUP** held on 15 March 2022 at 2.15 pm

### **Present**

#### **Councillors**

R J Dolley (Chairman)  
G Barnell, J Bartlett, J Cairney, S J Clist,  
D R Coren and S Pugh

### **Apology**

#### **Councillor**

R F Radford

### **Also Present**

#### **Councillors**

Mrs C P Daw, R M Deed, R Evans and B G J Warren

### **Also Present**

#### **Officers**

Jill May (Director of Business Improvement and Operations), 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), Sally Gabriel (Member Services Manager) and Sarah Lees (Member Services Officer)

## 49 **APOLOGIES AND SUBSTITUTE MEMBERS**

Apologies were received from Cllr R F Radford.

Cllr Cairney was not able to attend the meeting in person but attended via Zoom.

## 50 **PUBLIC QUESTION TIME**

No members of the public were present and none had registered a question in advance.

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

Cllr S E Pugh declared a personal interest in that he had received correspondence regarding the 70 proposed homes at the Post Hill site in Tiverton.

No other interests were declared under this item.

## 52 **MINUTES**

The minutes of the meeting held on 18 January 2022 were approved as a correct record of the meeting and signed by the Chairman.

## 53 CHAIRMAN'S ANNOUNCEMENTS

The Chairman formally thanked Cllr Mrs Eileen Andrews for the service she had given to the Homes PDG between May 2011 and February 2022. She had always been keen, helpful and provided useful comment. This was endorsed by the Vice Chairman and the Group as a whole.

## 54 PROGRESS REPORT ON THE DEVELOPMENT OF PLANS FOR 70 HOMES AT POST HILL, TIVERTON (00:07:00)

The Group had before it, and **NOTED**, a briefing paper \* from the Corporate Manager for Property, Leisure and Climate Change providing an update on the progress with the development of land at Post Hill, Tiverton.

The following key points of information were provided:

- The site was on the eastern edge of Post Hill just south of the A361.
- The proposal was for 70 dwellings, 8 for social rent, 62 for affordable rent.
- The land was now in Council ownership.
- The ambition was for Passivhaus House Accreditation providing very low energy homes for years to come.
- The map showed various points of note including the underground water mains, surface water attenuation areas, access roads, footpath links and and Local Equipped Areas for Play (LEAP).
- Talks were underway with Devon County Council regarding the purchase of additional land to improve highway safety and visibility splays.
- Public engagement events would be held towards the end of April at Tiverton Golf Club to which all Members would also be invited.
- The site did not lend itself to external funding and was the subject of a S106 agreement.
- The 70 homes would be retained as part of the Council's HRA stock.

Consideration was given to:

- Whether there was any scope to re-examine the 8/62 split between social and rented housing? However, it was explained that it had been an exceptionally expensive site to bring forward and decisions had had to be made about what was sustainable for the HRA.
- A desire to complete the project to predicted timescales if not before.
- The size of gardens provided was applauded.
- The opportunity this and other projects provided the Council to re-balance the under provision of Council houses in recent decades.
- Recent national figures for a 3 bedroom house showed that affordable rent per month was in the region of £630 compared to market rent which was approximately £983.
- The vital need for a joined up approach with other agencies such as Devon County Council and our own Planning Authority when it came to matters such as road safety.

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

## 55 HOUSING STRATEGY 2021-2025 DELIVERY (00:42:00)

The Group had before it, and **NOTED**, a report \* from the Corporate Manager for Public Health, Regulation and Housing providing an update on how delivery of the strategy will be monitored and provided for going forward.

The following was highlighted within the report:

- The 40 objectives and targets within the strategy.
- An officer delivery group had been reconvened which would include input from the Director for Corporate Affairs and Business Transformation as well as the Cabinet Member for Housing and property Services.
- The PDG would be updated twice a year on progress with delivering the housing strategy, in May and November.

Discussion took place regarding:

- The Group needed to see the phasing proposals for the schemes coming forward. It was confirmed that when that detail was available it would be shared with the Group.
- The need for the Council to engage with all manner of other agencies to bring schemes forward such as the NHS, Homes England, neighbouring authorities and Town and Parish Councils. All matters needed to be given sufficient consideration.

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

## 56 MODULAR HOUSING SCHEME UPDATE (00:55:00)

The Corporate Manager for Public Health, Regulation and Housing provided the Group with a verbal update on several recent and future modular housing schemes.

This included the following key points:

- The St Andrews scheme application had been approved last month and had passed through the legal stage. The Council was now in a position to award a contract later this week.
- The Shapland Place application would be determined by the Planning Committee the following day. Both schemes were for social rent.

Consideration was given to:

- Contractors would be appointed on a 'scheme by scheme' basis, The Council was not bound to use one contractor for all schemes.
- The Group could be informed about future potential projects but due to having to be careful about naming sites, these discussions might need to be held in Part II.
- A request that 'Homes' targets and 'Planning' targets be amalgamated and shown as an overall figure presented to Members as art of performance information so that Members could see information regarding an integrated

delivery. It was confirmed that this integrated information would be presented in 2021/2022 performance data provided to the Group.

Note: Cllr R J Dolley declared a personal interest in that the Shapland application was in his Ward and he would be speaking to it as Ward Member at the Planning Committee the following day.

## 57 MID DEVON HOUSING DELIVERY REPORT AND UPDATE (01:05:00)

The Group had before it, and **NOTED**, a report from the Corporate Manager for Public Health, Regulation and Housing providing an update to Members on tenancy and building services performance and activity within Mid Devon Housing.

The following was highlighted within the report:

- This was the first combined report covering the tenancy function as well as building repairs and maintenance now coming under the umbrella of Mid Devon Housing.
- The format of future reports may need to change as a result of tenancy satisfaction measures which were now out for public consultation.

The Group discussed the fact that performance data in Annexe 1 showed very good results especially in the area of debt collection. Officers now engaged with tenants at a much earlier stage, providing advice and support wherever they could as early as possible. As a result there were far fewer fraud cases and far fewer evictions. Officers were congratulated for the approach taken and the effort it involved.

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

## 58 WORK PROGRAMME FOR 2022 - 2023 (01:13:00)

The Group had before it, and **NOTED**, the work programme \* for 2022/23.

The following issues were raised as areas that the Group also needed to discuss in the short and medium term:

- MEES which stood for 'Minimum Energy Efficiencies Standard'.
- The Ukrainian Refugee crisis and the extent to which the Council would need to become involved in providing accommodation and support to displaced individuals and families. It was recognised that new information regarding the resettlement scheme was being released by the Government on a daily basis and very little detail had been provided to local authorities at the current time. Officers would do all they could but there was serious concern regarding the extent and capacity of current available resources within the Council without some additional help from Government. It was hoped more information would be available at the May meeting.
- Community Housing schemes in rural locations and the need for a report from Principal Housing Enabling and Forward Planning Officer as part of the work programme for the coming year.

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



59 **CHAIRMAN'S ANNUAL REPORT FOR 2021 - 2022 (01:27:00)**

The Group had before it, and **NOTED**, the draft report \* from the Chairman summarising the work of the Homes Policy Development Group for 2021/22. A final copy of the report would be submitted to full Council on 27 April 2022.

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

60 **IDENTIFICATION OF ITEMS FOR THE NEXT MEETING (01:28:00)**

In addition to the items already listed in the work programme for the next meeting the Group requested that they receive an update with regard to the Ukrainian Refugee crisis and the role of the local authority within this.

It was stated that the latest ONS figures (Office for National Statistics) showed that between 42% and 56% of pre-tax incomes were being used on rental and associated rental properties. A request was made by Cllr Clist that this be born in mind by officers when writing future reports given that inflation was also rapidly rising.

(The meeting ended at 3.45 pm)

**CHAIRMAN**

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## HOMES POLICY DEVELOPMENT GROUP 31 MAY 2022

### REVENUE AND CAPITAL OUTTURN 2021/22

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

**Reason for Report:** To present the Revenue and Capital Outturn figures for the financial year 2021/22 for both the General Fund (GF) and Housing Revenue Account (HRA).

**RECOMMENDATION(S):** That Homes PDG notes and reports and feeds back to Cabinet any areas of concern.

**Relationship to the Corporate Plan:** The financial resources of the Council impact directly on its ability to deliver the Corporate Plan prioritising the use of available resources carried forward from 2021/22. The Outturn Report indicates how the Council's resources have been used to support the delivery of budgetary decisions. All future spending will be closely linked to four key priority areas identified in the 2020 – 2024 Corporate Plan.

**Financial Implications:** Good financial management and administration underpin the entire document. A surplus or deficit on the Revenue Budget will impact on the Council's General Fund balances. The Council's financial position is constantly reviewed to ensure its continued financial health.

**Legal Implications:** None.

**Risk Assessment:** Regular financial monitoring information mitigates the risk of over or underspends at year-end and allows the Council to direct its resources to key corporate priorities. Members will be aware that the Council continues to face a financially difficult and uncertain future. As such, the Strategic Risk Register (monitored by Audit Committee) includes a specific risk relating to this issue:

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

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

#### 1 Executive Summary

- 1.1 This report contains information relating to the Council's overall financial performance for the 2021/22 financial year. The Outturn figures included are provisional and subject to external audit; the findings of which are expected to be reported to Audit Committee in November this year.
- 1.2 Monitoring the Budget is an important part of the Council's performance management framework. The aim is to keep a tight control on spending on services within a flexible budget management framework.
- 1.3 The Revenue Outturn position for the financial year 2021/22 is as follows:

- The General Fund (GF) Revenue Outturn position for 2021/22 is a net under spend of £29k as shown in **Appendix 1a**. The table below assumes this is transferred to the General Fund Reserve.
  - The HRA is a “Self-Financing” account for the Council’s Housing Landlord function, which is budgeted to “breakeven” (net of approved transfers to/from HRA Reserves). The HRA Outturn for 2021/22 is a net under spend of £67k as shown in **Appendix 2**. It is assumed the £67k will be transferred to the ring-fenced HRA Earmarked Reserves, therefore the balance held on the HRA Reserve is unaffected.
- 1.4 Members should note that officers have also identified areas where the carry-forward of some unspent budgets where it will be beneficial to help mitigate the impact of financial pressures and commitments in 2022/23. These are proposed to be transferred into Earmarked Reserves. These are identified within the individual service summaries and within **Appendix 3**.
- 1.5 The Council continued to feel the financial effects of Covid-19 in 2021/22, leading to some significant variances in expenditure incurred, income collected and funding received. The Council has again lost income across Business Rates and Service Fees and Charges and has incurred additional spend in providing support to businesses and local communities. The lost Business Rates income and officer time undertaking the grant payments has been largely compensated by a wide variety of additional grant and compensation schemes. However the lost fee income has only been partially offset as the Government’s Income Compensation was only live during the first quarter of the year.
- 1.6 The Capital Outturn position for 2021/22 is an under spend of £32,340k with the vast majority carried forward as shown in Section 6. A summary is included within **Appendix 4**.
- 1.7 A summary of the Council’s Treasury Management year end position is shown in Section 7.

## 2 Introduction

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

- 2.3 During the budget setting process, Budget Holders / Accountants continue to ensure that Revenue and Capital Budgets are set on a robust basis and take a prudent view of the likely levels of income and expenditure.

### **3 Covid-19**

- 3.1 The Covid-19 Pandemic continued to have a significant impact on the Council's finances. During the year, the country has been in various degrees of restrictions – ranging from full lock down and cautious social distancing measures. This has affected our staffing levels with additional short term agency support often required to continue to deliver services such as waste collection. Income generated in services such as Leisure and Car Parking was also reduced. Also, the Council has continued to be the vehicle chosen by Government to distribute various grants to local businesses and residents affected by the pandemic. This has significantly diverted team's attention and required additional staffing to cope with the additional requirements placed upon the Council.
- 3.2 Despite these significant impacts, the financial support from Government has been markedly lower in 2021/22 than in the first year of the pandemic. Unring-fenced grant support reduced to £408k (£1,184k in 2020/21) and income compensation was only available during the first quarter of the year. Therefore the amount of compensation reduced from £2,019k in 2020/21 to just £363k in 2021/22. There has however been a number of one-off grants to mitigate the impact on staffing costs arising from the additional requirements such as the grant distribution. These requirements, and the associated financial support, looks set to continue in 2022/23.
- 3.3 Despite this, our financial position has remained robust and our Revenue Outturn position is very close to Budget, at £28k or 0.28% under spent. Each aspect of the overall finances are covered across the following sections.
- 3.4 In 2021/22 the Council has received additional Covid-19 related funding during the year (across 6 grant schemes with a value of circa £9.2m) to help businesses and local communities with financial hardship. The Council treats these funds differently depending on the control it has over the funds.
- Some of the funding, such as the Business Rates Grants are directly passported to Businesses through the claim scheme the Council has put in place. As such the Council is only acting as an "Agent" for this funding and therefore has no control over it. Any unclaimed funding is to be returned to Government. These funds are not included within the "funding" of the Council and any unspent element is held as a creditor on the Balance Sheet.
  - The Council has greater control over other aspects of the additional funding, such as the generic Support Grant tranches and discretionary elements of grant schemes. Here the Council is acting as a "Principal". These are therefore recognised as "funding" for the Council. However as these schemes have now closed they are subject to reconciliation with the Government and any balance due to be returned is now held as a Creditor in the Balance Sheet.
- 3.5 In 2020/21, the Government legislated that the Collection Fund deficits should be smoothed over three years. The Government provided grant funding to smooth the

cashflow implication of this. Therefore £3,171k for Business Rates and £115k for Council Tax has been drawn down from reserves to offset the impact of this deficit in year. This process will also occur in 2022/23.

- 3.6 However, the easing of restrictions from the 1 April 2022 hopefully signals the phasing out of these issues and encourages a return to “normal” pre-pandemic activity levels. The economic effects of Covid-19 will continue into 2022/23 and probably beyond. In the medium term, external income levels will need to return to pre-pandemic levels, as without this, it will be necessary for the service budgets within the Medium Term Financial Plan (MTFP) to be adjusted in future years.

## 4 The General Fund

- 4.1 The summarised General Fund Revenue Outturn Position is provided in **Appendix 1a**, with more detail provided on a service-by-service basis shown in **Appendix 1b**.
- 4.2 Detailed budget monitoring reports were provided to both senior managers and Members throughout 2021/22. This monitoring focused on significant budget variances (+/- £20k), including any remedial action where necessary leading to an estimated overall Outturn position. The final written monitoring report considered by the Cabinet gave a detailed position as at 31 December 2021 and predicted an end of year under spend of £30k for the General Fund. Therefore the final position has remained static.
- 4.3 The table below shows the overall Budget, Actual and Variance, summarised for 2021/22.

Financial Summary for 2021/22	2021/22 Budget £	2021/22 Actual £	2021/22 Variance £
Total Net Cost of Services	12,915,724	10,114,000	(2,801,724)
Other Income and Expenditure	(4,314,110)	(29,135)	4,284,975
<b>Total Budgeted Expenditure</b>	<b>8,601,614</b>	<b>10,084,865</b>	<b>1,483,251</b>
<b>Total Funding</b>	<b>(8,601,614)</b>	<b>(10,113,416)</b>	<b>(1,511,802)</b>
<b>Net Income and Expenditure</b>	<b>0</b>	<b>(28,551)</b>	<b>(28,551)</b>

- 4.4 As described above, there have been some significant variances at an individual service level. A summary explanation of these key variances is shown in **Appendix 1a**, service by service. **Appendix 1b** also provides the detail of the key variances at individual service level to enable full transparency of the position.
- 4.5 Key Variances from the Original Budget

- 4.5.1 **Car parks** – Car parking income is reduced due to lower activity as a result of Covid-19 restrictions and less travel to work or shops. Part of this has been reclaimed under the government’s sales, fees and charges re-imbursement scheme which only ran for the first Quarter of 2021/22. Therefore the lost income for the year is £118k.
- 4.5.2 **Public Health** – This large underspend is largely due to additional S106 income mainly related to Pollution. In addition there were additional Covid-19 related grants received to offset costs incurred. The

majority of these variances have been earmarked to offset expenditure in 2022/23.

- 4.5.3 **General Fund Housing** – This variance is due to a mechanical change in the funding of the expenditure. Previously, the Homelessness Grant funding received was added to an earmarked reserve for the following year, therefore there was a lag in the use of the grant. The 2021/22 Grant has been now used in 2021/22 and the planned drawdown from reserves is not required and has been returned to the EMR.
- 4.5.4 **Planning & Regeneration** – similar to Public Health, significant additional S106 income has been received which is proposed to be added to an earmarked reserve. Planning income has also over achieved by nearly £200k on budget, reflecting the current boom in the housing market. Delays incurred in the HAZ project and the Statutory Plan along with additional funding received have contributed £375k to the under spend.
- 4.5.5 **Property Services** – Salary underspends and delays in completing maintenance projects are partially offset by reductions in rental income from the commercial property portfolio.
- 4.5.6 **Revenues & Benefits** – As stated above, additional grant funding has been received to compensate for the additional workload required to make the payments for the various Covid-19 related grant schemes. Housing Benefit overpayment recovery has been better than forecast.
- 4.5.7 **Recreation & Sport** – Similar to Car Parks, fee income is significantly lower than budget (£570k) as a result of Covid-19 restrictions in the early part of the year and lower usage during the remainder of the year. This has been partially offset by savings on utility bills and delays in maintenance projects. These savings have been earmarked for 2022/23.
- 4.5.8 **Waste Services** – the main reason for this overspend is the need for additional agency staffing to cover absences through vacancies, holiday, sickness and training. This is partially offset by a significant increase in the income from recycling materials, particularly for aluminium and cardboard. However the return from the Shared Savings Scheme across Devon was lower than expected. This also includes the reduction experienced in 2020/21 but notified to the Council after the year end.
- 4.5.9 **Non-Service Area** – Interest on investments were significantly higher than forecast due to higher lending to 3 Rivers Developments Ltd that generated interest of £558k and the rise in interest rates in the latter part of the year. The Minimum Revenue Provision was also £65k lower than forecast due to lower than expected capital expenditure.
- 4.5.10 **Pay Award and Thank-you payment** – the 2021/22 Pay Award was approved in March 2022. Previously this had been forecast using a 2% increase and reported under Corporate Management. By making the agreed 1.75% payment in March, the costs have been charged to the individual service areas, and the forecast removed from Corporate Management. In January 2022 Council staff were thanked for their hard work

and dedication during the pandemic and received a payment of £250 in recognition of the outstanding work done. This is again included within each service area.

- 4.6 During the last quarter of the year, a virement was completed to move £18k of budgeted grant funding from Revenues and Benefits into the Council Tax Funding area as it was clarified to not be service specific.
- 4.7 On 1 February 2022, Cabinet agree a move to 3-weekly waste collections (1-2-3 Recycle, Reuse, Reduce). Part of that change is to provide households with a wheeled bin for their waste. Approval is sought to add £750k one-off expenditure to the 2022/23 Revenue Budget, fully funded from Earmarked Reserves, for the purchase of these bins. The cost of the bins are increased slightly since February reflecting the current economic conditions.

## 5 Reserves

- 5.1 The General Fund Reserve is the major Revenue Reserve of the Council. It is increased or decreased by the surplus or deficit generated on the General Fund in the year. This reserve held a balance of £2,186k at the start of the year. In 2021/22 the final £29k surplus generated in year is proposed to be transferred to this Reserve leaving a balance of £2,215k. If this is approved, the General Fund Reserve will still remain above the recommended minimum level of £2,000k as required by Cabinet agreement on 16 January 2020.

<b>2021/22 Revenue Outturn Position</b>	<b>31 March 2021 £k</b>	<b>In year movement £k</b>	<b>31 March 2022 £k</b>
General Fund Reserve	2,186	29*	2,215

\* Pre Audit

- 5.2 In addition to the General Fund Reserve, the Council holds a number of Earmarked Reserves (EMRs) where service underspends are kept so that they can be used to help fund anticipated future expenditure commitments. The net movement of £408k to these reserves and the end of year balances held on them are shown in Appendix 3.
- 5.3 As described above, in 2020/21 a significant amount of s31 Covid-19 grant funding was transferred to the EMR to smooth of the Collection Fund Deficit. For Business Rates, £3,171k has been used to smooth the impact in 2021/22 and the balance of £304k will be drawdown equally in 2022/23 and 2023/24. In addition, a further £1,563k contribution to the smoothing reserve is proposed this year to mitigate the 2021/22 deficit that will impact in 2022/23. For Council Tax, £115k has been used to smooth 2021/22 and the balance of £125k will be drawdown equally in 2022/23 and 2023/24.
- 5.4 The Council (in common with other public bodies) continues to face a difficult financial climate, therefore, it is prudent to retain robust balances to smooth the potential effect to the tax payer of further cuts. The level of Earmarked Reserves in this report further supports the forward planning of the organisation. This approach to financial management will help to deliver our corporate priorities during the short to medium term whilst mitigating the effect of any future cuts in Government funding as we move towards becoming a self-financing organisation.



## 6 Housing Revenue Account (HRA)

- 6.1 This is a ring-fenced reserve in respect of the Council's housing landlord function. It is increased or decreased by the surplus or deficit generated on the HRA in the year. For 2021/22 the Outturn is a net surplus of £67k and Members are requested to approve a transfer to HRA reserves to bring this to zero.
- 6.2 Some of the key variances within this surplus are explained in paragraph 6.4 and the effect of it on the HRA balance is shown below.

### HRA Balance

<b>HRA Reserve Summary</b>	<b>£k</b>
<b>HRA balance @ 31/03/2021</b>	<b>(2,000)</b>
Budget saving achieved in 2021/22	(67)
Net transfer to HRA ring-fenced reserves	67
<b>HRA balance @ 31/03/2022</b>	<b>(2,000)</b>

- 6.3 Given the positive closing financial position delivered in 2021/22, it is recommended to transfer a sum of £67k into the ring-fenced HRA reserves. Inclusive of budgeted contributions, this has resulted in a net contribution to the Housing Maintenance Fund of £742k. The above position leaves the HRA balance of £2,000k untouched as at 31 March 2022.
- 6.4 Main budget variances during 2021/22 giving rise to the surplus of £67k include:
- £160k Lower Rental Income due to a higher number of RTBs and delays in processing of the voids backlog; this should improve going forward;
  - £286k salary savings due to delays in filling vacancies;
  - £361k the budgeted transfer to the Major Repairs Reserve is the higher of the actual spend on maintenance, or the depreciation charge for the year. This year depreciation has been transferred as maintenance spending was reduced due to Covid-19.

For further details, please see the HRA Outturn Summary for 2021/22, which is attached as Appendix 2 to this report.

- 6.5 The Outturn includes a number of accounting entries 'below the line' that don't affect the revenue position for the HRA, such as Depreciation. For presentational purposes these items have been excluded from the report. Members should note that these items will be shown in full in the Statement of Accounts.
- 6.6 In addition to the above, the HRA holds a number of Earmarked Reserves. The movements on these during 2021/22 and their closing balances are shown on Appendix 3. This money is effectively "ring-fenced" and will be held to meet expenditure during 2022/23 and beyond.

## **7 The Collection Fund**

- 7.1 Mid Devon is a Collection Authority for Council Tax and Non-Domestic Rates, and as such, is required to produce a Collection Fund Account for the Mid Devon area.
- 7.2 The Council collects Council Tax on behalf of Devon County Council, Devon Fire and Rescue Service, Devon & Cornwall Police and the Town/Parish Councils. The Council Tax collection rate for 2021/22 was 96.6% (97.0% in 2020/21). This demonstrates how our Revenues section has consistently been effective in collecting the annual charge in extremely challenging economic times. The budget was based upon a collection rate of 96% and therefore this resulted in a closing collection surplus of £2,274k for the year, with Mid Devon's share of this amounting to £303k.
- 7.3 The Non-Domestic Rates collection rate was 98.6% for 2021/22 (96.8% in 2020/21). Again, this demonstrates how our Revenues section has consistently been effective in collecting the annual charge in extremely challenging economic times. This has resulted in a closing collection deficit of £4,348k for the year, with Mid Devon's share of this amounting to £1,739k. This deficit has been offset by the award of additional s31 Grant during the year.

## **8 Capital Outturn**

- 8.1 It is important to recognise the difference between a Revenue and Capital under spend; Revenue is an under spend against a cash budget, Capital is an under spend against an outline approval. Therefore this does not necessarily result in a cash balance to carry forward, instead it generally leads to a lower Capital Financing Requirement (in essence lower borrowing).
- 8.2 A Capital Outturn summary is attached as Appendix 4 to this report. The total Capital Programme is £43,963k, although much of this is planned to be spent in future years. These schemes will continue to be funded as before through a mix of unspent Capital Grants, Capital Earmarked Reserves or Prudential Borrowing.
- 8.3 At the year-end £11,623k has been spent against that total programme. This expenditure has been funded by the use of £1,484k of Capital Receipts (including 1-4-1 receipts), £1,367k grant funding, £2,889k utilisation of reserves and £5,883k through internal borrowing. No further external borrowing has been required during the year.
- 8.4 Of the remaining Budgeted Capital Programme, £30,763k is proposed to be rolled forward into 2022/23 and future years in order to complete on-going projects. In addition there is a net £174k that can be returned to reserves for future prioritisation, consisting of £217k HRA Renewable Energy and an additional £44k drawn down from Disabled Facilities Grant (this includes £106k underspend in year offset by a drawdown of £150k to fund the Lendology loans scheme).
- 8.5 The remaining net £1,403k is the under or over spend on completed projects, or release of funding that is no longer required. The most significant being Round Hill, which has been sufficiently delayed and altered and therefore

required to be resubmitted for consideration in future years and is therefore included in the MTFP. Whereas HRA Regeneration Scheme 1 has been used to deliver the two new Modular Housing schemes in Tiverton and Cullompton.

- 8.6 The movement on the Capital Receipts Reserve for the year is given below:

<b>Capital Receipts Reserve Summary</b>	<b>£k</b>
<b>Balance at 1 April 2021</b>	<b>(5,498)</b>
Sale of Council Houses (29)	(2,733)
General Fund Sales	(17)
Pooling of Housing Capital Receipts to Government	235
Capital Receipts applied in year	1,484
<b>Balance at 31 March 2022</b>	<b>(6,529)</b>

Note – the remaining balance of £6,529k is committed in order to fund any slippage, specific projects in ICT and Private Sector Housing and to balance the Capital Medium Term Financial Plan.

- 8.7 There were no revenue contributions to or from the Capital Earmarked Reserve required to fund capital projects; therefore the balance on this reserve remains at £255k as shown in Appendix 3. This remaining balance is committed to fund any slippage and to balance the Capital Medium Term Financial Plan.
- 8.8 The Council also holds New Homes Bonus which can be used for either Revenue or to support future Capital Programmes, the balance held at 31 March 2022 is £3,295k as shown in Appendix 3; again this remaining balance is fully committed against a mix of support to both the General Fund Revenue Budget and the Capital Medium Term Financial Plan.
- 8.9 Approval is sought to transfer the freehold land at Post Hill, Tiverton from the General Fund to the HRA. On 6 July 2016, the Planning Committee resolved to discharge market housing developers from all affordable housing requirements, upon the completion of the Council's land purchase of part of the site in order for the Council to be the affordable housing provider and meet the policy requirements and wider aspirations of the Tiverton Eastern Urban Extension. The transfer of the land was completed on 6 October 2020. Therefore this is more appropriate to be categorised as an HRA asset. This will transfer the liabilities associated with this site including any capital financial implications to the HRA. However the HRA will also retain all of the benefits generated from its development.

## **9 Treasury Management**

- 9.1 A review of the 2021/22 investment performance, including the details of interest payable, are included within the separate 2021/22 Treasury Outturn Report on this agenda.
- 9.2 During the year, the Council maintained an average balance of £29,796k of internally managed funds. These internally managed funds earned interest of

£54k giving an average rate of return of 0.18%. The comparable performance indicator is the 3 month LIBID rate<sup>1</sup>, which was 0.0605%.

- 9.3 As at the 31 March 2022, the Council had short term cash investments totalling £27,000k. In addition, the Council held £5m invested in Churches, Charities and Local Authorities (CCLA) Property Funds earning dividends of £183k (3.67%) in 2021/22.
- 9.4 The Authority holds a 100% interest in 3 Rivers Development Limited, a private limited company engaged in construction in the Mid Devon area. The Authority advances funds to the Company to facilitate operations with the intention that they are repaid from the proceeds of the sale of the developments.
- 9.5 During the year ended 31 March 2022, a net £3,373k was loaned to the Company and the total outstanding loan value at this date was £13,590k. During the year £558k interest was received by the Authority in respect of these loans.
- 9.6 These loans are subject to overarching management review on a regular basis with any impairments made reported within both the periodic monitoring reports and in the year-end financial statements. The year-end review, carried out in compliance with IFRS 9 Financial Instruments, concluded that no further impairments above and beyond the £790k impairment made in 2019/20 in respect of one of the project loans and the working capital loan was necessary.
- 9.7 During 2021/22, the Council lent £2,175k to help build the new NHS hub known as Redlands Primary Care, Crediton. Interest of £47k has been earned from this loan during the year.

## **10 Procurement Waivers**

- 10.1 In exceptional circumstances, there are sometimes justifiable reasons to act outside the contract procedure regulations. These include the following reasons:
- I. The work, goods or materials are urgently required, and loss would be entailed by delay arising from advertising;
  - II. The work, goods or materials required are of such special nature that no advantage would accrue by inviting competitive tenders;
  - III. There is no effective competition for the goods or materials required by reason of the fixing of prices under statutory authority or that such goods or materials are patented or proprietary articles or materials;
  - IV. Transactions, which, because of special circumstances, may (either individually or as a class) be excepted from time to time by the Cabinet of the Council.
- 10.2 In such circumstances, prior written approval of the Deputy Chief Executive (S151) is required and Cabinet will be informed. Below is a list of the Procurement Waivers utilised during the third quarter of this financial year:

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<sup>1</sup> The London Interbank Bid Rate (LIBID) is the average interest rate at which major London banks bid for Eurocurrency deposits from other banks in the interbank market.

Ref	Subject of the Waiver	Approximate Value £	Reason Code
1	Housing Options – specialist staff training provided by HQN	£15k	III
2	ICT – Desk phones and headsets ensuring they are compatible with new telephony software being rolled out and delivered in time	£9k	I
3	Planning SLA for ecological advice from Devon County Council	£15k	II
4	Planning – Ecological and ecosystems expertise to support the Culm Garden Village Masterplan	£37k	I

## 11 Conclusion

- 11.1 Members are asked to note the Revenue and Capital Outturn figures for the financial year 2021/22 and agree the proposed earmarking of surplus funds generated by in-year savings from both the General Fund and the HRA. In addition, Members are requested to approve the ongoing projects on the 2021/22 Capital Programme be rolled forward into the 2022/23 Capital Programme and the transfer of the land at Post Hill, Tiverton from the General Fund to the HRA. Finally, Members are asked to note the use of Procurement Waivers as outline in Section 10.
- 11.2 Achieving an outturn position on budget is a significant achievement given the impacts of Covid-19 on the finances and is a credit to the financial management of the organisation. Collection rates have improved during the year on Business Rates and the Council has made thousands of payments to businesses and local residents across a wide variety of Government Grant schemes helping support them with the financial effects of Covid-19. It has also been possible to make provision for the cost of living pressures that are affecting the Council and outturn with a small under spend. This has been the Council a strong starting position for 2022/23.

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### Background Papers:

**Circulation of the Report:** Cllr Andrew Moore, Cabinet Member for Finance  
Leadership Team

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	Budget 2021/22 £	Actual 2021/22 £	Variance 2021/22 £	Net contributions To / (From) Earmarked Reserves 2021/22 £	Total Expenditure variation after Earmarked Reserves 2021/22 £
GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2021/22					
Community Development	217,920	199,271	(18,649)	(5,621)	(24,270)
Corporate Management	1,434,470	1,507,435	72,965	0	72,965
Car Parks	(529,250)	(456,339)	72,911	51,340	124,251
Customer Services	774,360	727,608	(46,752)	10,791	(35,961)
Public Health	977,744	219,887	(757,857)	600,897	(156,960)
Finance and Procurement	832,210	806,895	(25,315)	20,000	(5,315)
Grounds Maintenance	555,436	514,917	(40,519)	(11,811)	(52,330)
General Fund Housing	396,640	(20,808)	(417,448)	375,305	(42,143)
Human Resources	501,100	528,057	26,957	0	26,957
I.T. Services	1,038,930	985,919	(53,011)	70,622	17,611
Legal and Democratic Services	1,103,783	1,068,826	(34,957)	44,572	9,615
Planning and Regeneration	2,025,473	594,177	(1,431,296)	1,068,054	(363,242)
Property Services	1,130,620	1,006,599	(124,021)	48,968	(75,053)
Revenues and Benefits	618,080	205,228	(412,852)	134,279	(278,572)
Recreation and Sport	906,999	1,170,626	263,627	173,985	437,612
Waste Services	1,700,899	1,860,916	160,017	(133,978)	26,039
ALL GENERAL FUND SERVICES	13,685,414	10,919,215	(2,766,199)	2,447,403	(318,797)
Net recharge to HRA	(1,501,410)	(1,476,150)	25,260		25,260
Statutory Adjustments (Capital Charges)	731,720	670,935	(60,785)	0	(60,785)
NET COST OF SERVICES	12,915,724	10,114,000	(2,801,724)	2,447,403	(354,322)
					0
Finance Lease Interest Payable	159,410	151,087	(8,323)	141,147	132,824
Interest Charged Between GF and HRA	(46,400)	(41,519)	4,881		4,881
Interest Receivable / Payable on Other Activities	140,520	90,486	(50,034)		(50,034)
Interest Receivable on Investments	(633,170)	(815,615)	(182,445)		(182,445)
Transfers into Earmarked Reserves (see Appendix 3)	2,361,372	5,426,154	3,064,782	369,000	3,433,782
Transfers from Earmarked Reserves (see Appendix 3)	(5,446,321)	(5,855,736)	(409,415)		(409,415)
Net Budgeted Contribution to/(from) New Homes Bonus Reserve	(849,521)	(725,521)	124,000		124,000
Contribution to NDR Collection Fund Smoothing Reserve*	0	1,563,344	1,563,344		1,563,344
Revenue contribution to fund 2021/22 Capital Programme	0	178,184	178,184	(178,184)	0
TOTAL EXPENDITURE	8,601,614	10,084,865	1,483,251	2,779,366	4,262,617
FUNDED BY:-					
Business Rates					
Non-Domestic Rates	(3,150,000)	(1,874,365)	1,275,635		1,275,635
S31 Grant associated with Covid-19 Reliefs*	0	(2,787,222)	(2,787,222)	1,563,344	(1,223,877)
Non-Domestic Rates (Surplus)/Deficit	3,171,340	3,171,340	0		0
Business Rates Benefit from Devon Pool	0	(145,453)	(145,453)		(145,453)
Council Tax					
Council Tax - (Band D at £213.84)	(6,114,620)	(6,114,622)	(2)		(2)
Collection Fund (Surplus)/Deficit	115,109	115,109	(0)	0	(0)
S31 Grants	(18,000)	(24,217)	(6,217)		(6,217)
Unring-fenced Grants					
New Homes Bonus Grant	(958,750)	(959,279)	(529)		(529)
Rural Services Delivery Grant	(489,742)	(489,742)	0		0
Lower Tier Services Grant	(179,252)	(179,252)	0		0
Other Grants	0	(20,000)	(20,000)		(20,000)
Covid-19 Related Funding					
Covid-19 Grant	(407,699)	(392,147)	15,552		15,552
Covid-19 Income Compensation Scheme	(570,000)	(413,564)	156,436		156,436
TOTAL FUNDING	(8,601,614)	(10,113,416)	(1,511,802)	1,563,344	51,543
NET INCOME AND EXPENDITURE	0	(28,551)	(28,551)	4,342,711	4,314,160

\* These lines have been included to transparently show the additional Section 31 Grant received in respect of reduced NNDR, the majority of this has been placed in an EMR to be release to cover the 2021/22 deficit that will be realised in 2022/23.

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## Community Development

Code	Community Development	2021/22 Budget £	2021/22 Actual £	Variance £	Variance %
1,000	Employees	83,040	78,178	(4,862)	-5.9%
2,000	Premises	48,730	45,778	(2,952)	-6.1%
3,000	Transport	0	0	0	0.0%
4,000	Supplies and Services	160,710	154,869	(5,841)	-3.6%
<b>Total Direct Expenditure</b>		<b>292,480</b>	<b>278,825</b>	<b>(13,655)</b>	<b>-4.7%</b>
7,000	External Income	(74,560)	(79,554)	(4,994)	-6.7%
<b>Net Direct Expenditure</b>		<b>217,920</b>	<b>199,271</b>	<b>(18,649)</b>	<b>-8.6% (a)</b>
<b>Total Community and Development Expenditure</b>		<b>217,920</b>	<b>199,271</b>	<b>(18,649)</b>	<b>-8.6%</b>
<b>Community and Development - Service units</b>					
CD200	Community Development	138,500	140,724	2,224	1.6%
CD300	Tiverton Pannier Market	79,420	58,437	(20,983)	-26.4%
CD305	Market - Electric Nights	0	110	110	0.0%
CD400	Crediton Market Square	0	0	0	0.0%
<b>Total Community and Development Expenditure</b>		<b>217,920</b>	<b>199,271</b>	<b>(18,649)</b>	<b>-8.6%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>(18,649) (a)</b>
<b>Major Cost Changes</b>					<b>0</b>
<b>Major Cost Savings</b>					<b>0</b>
<b>Major Changes in Income Levels</b>					<b>0</b>
<b>Minor Variations</b>					<b>(18,649)</b>
<b>Total Expenditure Variation</b>					<b>(18,649) (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2020/21</b>					
	EQ701 - release to fund Communities Together Fund Grant paid out			(2,200)	
CD300	EQ699 Release to fund Crediton Town Square resurfacing			(3,421)	
<b>Proposed contribution c/fwd to 2022/23</b>					
<b>Net movement in earmarked reserves</b>					<b>(5,621)</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(24,270)</b>

## Corporate Management

		2021/22 Budget	2021/22 Actual	Variance	Variance
Code	Corporate Management	£	£	£	%
1,000	Employees	1,328,170	1,350,364	22,194	1.7%
2,000	Premises	0	0	0	0.0%
3,000	Transport	2,210	273	(1,937)	-87.7%
4,000	Supplies and Services	104,090	248,668	144,578	138.9%
Total Direct Expenditure		1,434,470	1,599,305	164,835	11.5%
7,000	External Income	0	(91,870)	(91,870)	0.0%
Net Direct Expenditure		1,434,470	1,507,435	72,965	5.1% (a)
Total Corporate Expenditure		1,434,470	1,507,435	72,965	5.1%
Corporate Management Service Units					
CM100	Leadership Team	406,590	460,180	53,590	13.2%
CM210	Performance, Governance and Data	95,740	62,245	(33,495)	-35.0%
CM300	Corporate Fees/charges	144,440	212,199	67,759	46.9%
CM340	Unison	8,010	308	(7,702)	-96.2%
CM600	Pension Back funding	779,690	772,503	(7,187)	-0.9%
CM800	Tiverton Hub	0	0	0	0.0%
Total Corporate Expenditure		1,434,470	1,507,435	72,965	5.1%
				£	£
Total Expenditure Variation					72,965 (a)
Major Cost Changes					
Director of Place post not budgeted				49,342	
Budgeted net corporate vacancy savings included within Service Variances				100,000	
Additional external audit fees				36,300	
					185,642
Major Cost Savings					
					0
Major Changes in Income Levels					
Unring-fenced grant received to partially offset additional Audit Fees and Transparency requirements				(27,037)	
Bad Debt Provision for the year has reduced to reflect lower levels of long term debt				(62,900)	
					(89,937)
Minor Variances					(22,740)
Total Expenditure Variation					72,965
EARMARKED RESERVES					
Utilised 2020/21					
Proposed contribution c/fwd to 2022/23					
Net movement in earmarked reserves					0
Total Expenditure variation after Earmarked Reserves					72,965

## Car Parks

		2021/22 Budget	2021/22 Actual	Variance	Variance
Code	Car Parks	£	£	£	%
1,000	Employees	0	0	0	0.0%
2,000	Premises	254,720	208,654	(46,067)	-18.1%
3,000	Transport	0	0	0	0.0%
4,000	Supplies and Services	71,800	72,629	829	1.2%
Total Direct Expenditure		326,520	281,282	(45,238)	-13.9%
7,000	External Income	(855,770)	(737,622)	118,148	13.8%
Net Direct Expenditure		(529,250)	(456,339)	72,911	13.8% (a)
Total Car Park Expenditure		(529,250)	(456,339)	72,911	13.8%
Car Park - Service units					
CP520	Multi-Storey Car Park (MSCP)	(81,410)	(81,383)	27	0.0%
CP530	Amenity Car Parks	38,530	16,197	(22,333)	-58.0%
CP540	Paying Car Parks	(486,370)	(391,153)	95,217	-19.6%
Total Car Park Expenditure		(529,250)	(456,339)	72,911	13.8%
				£	£
Total Expenditure Variation					72,911 (a)
Major Cost Changes					
					0
Major Cost Savings					
CP530/540	Underspend on specific premises maintenance projects			(51,340)	
					(51,340)
Major Changes in Income Levels					
CP520/540	Reduction in P&D car parking income			134,980	
CP520/540	Increased income from permits			(8,510)	
CP540	Increased income from parking fines due to reductions in outstanding debt			(6,740)	
					119,730
Minor Variations					4,521
Total Expenditure Variation					72,911 (a)
EARMARKED RESERVES					
Utilised 2021/22					
Proposed contribution c/fwd to 2022/23					
CP530	EQ707 Specific premises project maintenance for Amenity car parks			25,000	
CP540	EQ708 Specific premises project maintenance for P&D car parks			26,340	
Net movement in earmarked reserves					51,340
Total Expenditure variation after Earmarked Reserves					124,251

## Customer Services

		2021/22 Budget	2021/22 Actual	Variance	Variance
Code	Customer Services	£	£	£	%
1,000	Employees	704,460	683,669	(20,791)	-3.0%
2,000	Premises	0	0	0	0.0%
3,000	Transport	1,290	0	(1,290)	-100.0%
4,000	Supplies and Services	68,610	44,207	(24,403)	-35.6%
Total Direct Expenditure		774,360	727,876	(46,484)	-6.0%
7,000	External Income	0	(268)	(268)	0.00%
Net Direct Expenditure		774,360	727,608	(46,752)	-6.0% (a)
Total Customer Services Expenditure		774,360	727,608	(46,752)	-6.0%
Customer Services - Service units					
CS200	Communications	97,510	91,883	(5,627)	-5.8%
CS900	Central Photocopying	4,530	4,288	(242)	-5.3%
CS902	Central Postage	18,820	15,435	(3,385)	-18.0%
CS910	Customer Services Admin	0	424	424	0.0%
CS930	Customer First Management	168,330	175,028	6,698	4.0%
CS932	Customer First	485,170	440,551	(44,619)	-9.2%
Total Customer Services Expenditure		774,360	727,608	(46,752)	-6.0%
				£	£
Total Expenditure Variation				(46,752)	(a)
Major Cost Changes					
0					
Major Cost Savings					
CS932	Computer software, reduced costs for switch charges and cash collection			(15,635)	
CS932	Salaries - Apprentice post not filled, 0.5FTE post relinquished, vacant posts			(28,580)	
				(44,215)	
Major Changes in Income Levels					
0					
Minor Variations				(2,537)	
Total Expenditure Variation				(46,752)	(a)
EARMARKED RESERVES					
Utilised 2021/22					
CS932	CS Replacement Scanners CS932 EQ770			(10,000)	
Proposed contribution c/fwd to 2022/23					
CS932	Customer Services Staffing CS932 ER008			20,791	
Net movement in earmarked reserves				10,791	
Total Expenditure variation after Earmarked Reserves				(35,961)	

## Public Health

Code	Public Health	2021/22 Budget £	2021/22 Actual £	Variance £	Variance %
1,000	Employees	885,914	961,862	75,948	8.6%
2,000	Premises	301,310	191,703	(109,607)	-36.4%
3,000	Transport	33,770	25,808	(7,962)	-23.6%
4,000	Supplies and Services	118,280	170,792	52,512	44.4%
	S106 Expenditure		54,830	54,830	0.0%
	<b>Total Direct Expenditure</b>	<b>1,339,274</b>	<b>1,404,996</b>	<b>65,722</b>	<b>4.9%</b>
7,000	External Income	(361,530)	(672,962)	(311,432)	-86.1%
	S106 contributions		(512,146)	(512,146)	0.0%
	<b>Net Direct Expenditure</b>	<b>977,744</b>	<b>219,887</b>	<b>(757,857)</b>	<b>-77.5% (a)</b>
	<b>Total Public Health Expenditure</b>	<b>977,744</b>	<b>219,887</b>	<b>(757,857)</b>	<b>-77.5%</b>
	<b>Public Health - Service units</b>				
ES100	Cemeteries	(79,660)	(100,528)	(20,868)	-26.2%
ES101	Cemetery Lodge	(7,560)	(4,410)	3,150	41.7%
ES110	Bereavement Services	24,590	26,186	1,596	6.5%
ES200	CCTV Initiatives	45,200	(32,988)	(78,188)	-173.0%
ES250	Community Safety	6,220	1,125	(5,095)	-81.9%
ES252	Building Safer Community Fund	0	(2,465)	(2,465)	0.0%
ES260	Food Protection	(200)	(8,592)	(8,392)	-4195.9%
ES270	Water Quality Monitoring	(24,000)	(15,608)	8,392	35.0%
ES354	Private Sector Housing	(3,630)	(29,291)	(25,661)	-706.9%
ES360	Dog Warden	3,990	4,509	519	13.0%
ES361	Public Health	0	0	0	0.0%
ES450	Parks and Open Spaces	67,534	67,332	(202)	-0.3%
ES455	Amory Park	24,440	11,115	(13,325)	-54.5%
ES460	Play Areas	108,880	98,967	(9,913)	-9.1%
ES500	Emergency Planning	8,150	(19,087)	(27,237)	-334.2%
ES550	Licensing	(86,090)	(106,363)	(20,273)	-23.5%
ES580	Pool Car Running Costs	280	7,823	7,543	2693.9%
ES600	Pest Control	5,000	512	(4,488)	-89.8%
ES660	Control of Pollution	9,470	(475,871)	(485,341)	-5125.0%
ES670	Local Air Pollution	(10,050)	(9,434)	616	6.1%
ES730	Environmental Enforcement	132,130	155,502	23,372	17.7%
ES733	Environmental Health	618,480	515,973	(102,508)	-16.6%
ES740	Licensing Unit	134,570	135,480	910	0.7%
PS480	MDDC Footpaths and Railway Walks	0	0	0	0.0%
	<b>Total Public Health Expenditure</b>	<b>977,744</b>	<b>219,887</b>	<b>(757,857)</b>	<b>-77.5%</b>
				<b>£</b>	<b>£</b>
	<b>Total Expenditure Variation</b>				<b>(757,857) (a)</b>
	<b>Major Cost Changes</b>				
ES730	Legal consultancy			19,000	
ES200	CCTV Salary overspend to be offset by grant income & contributions from Town Council			23,550	
ES733	Public Health salary overspend on Agency offset by grant income received in year			24,000	
ES733	Covid-19 Enforcement salary costs within Public Health offset by EMR			30,000	
ES660	Overspend on Control of Pollution equipment is offset by grant income received within Public Health			11,000	
					<b>107,550</b>
	<b>Major Cost Savings</b>				
ES100	Cemetery specific premises maintenance project underspend			(20,000)	
ES200	CCTV specific premises maintenance project underspend			(23,900)	
ES455	Amory Park specific maintenance project underspend			(10,000)	
ES450	Play Area specific maintenance project underspend			(39,830)	
ES733	Mileage underspend within Public Health due to Covid-19 restrictions throughout the year on inspections			(7,000)	
ES733	Salary underspend due to Partnership working with DCC on Covid-19			(46,920)	
					<b>(147,650)</b>

## Public Health (continued)

		£	£
	<b>Major Changes in Income Levels</b>		
ES200	Welcome back funding, Town Council & Police contributions toward CCTV enhancement projects	(79,831)	
ES354	MEES grant income received offset salary spend within Public Health	(33,628)	
ES354	Repayments of Grant income within Private Sector Housing	(4,508)	
ES550	Expected Covid-19 losses in Licensing income did not materialise	(29,000)	
ES733	COMF (Containment Outbreak Management Fund) grant income used against budgeted salary costs in Public Health	(105,213)	
			<b>(252,180)</b>
	<b>Minor Variations</b>		<b>(8,261)</b>
	<b>SERVICE MOVEMENT BEFORE STATUTORY ADJUSTMENTS</b>		<b>(300,541)</b>
ES460	Net S106 receipts and grants (see EMR below) Play Areas		40,943
ES660	Net S106 receipts and grants (see EMR below) Control of Pollution		(498,259)
	<b>Total Expenditure Variation</b>		<b>(757,857) (a)</b>
	<b>EARMARKED RESERVES</b>		
	<b>Utilised 2021/22</b>		
	S106 - Air Quality	(13,888)	
	S106 - Public Open Space	(40,943)	
ES580	Reduction in release from EQ756 to fund fleet contract	450	
ES730	Reduction in release from EQ756 to fund fleet contract	(325)	
ES733	Release of EQ784 Covid-19 Enforcement grant	(30,976)	
ES450	Release EQ767 for Park Lodge Window replacement	(9,875)	
ES200	Release EQ709 CCTV Salary	(5,000)	
	<b>Proposed contribution c/fwd to 2022/23</b>		
	S106 - Air Quality	512,146	
ES733	EQ718 Post Entry Training Corporate Underspend HR200	4,700	
ES100	EQ766 Cemetery specific premises project underspend	20,000	
ES200	EQ709 CCTV specific premises project maintenance underspend and contribution income	78,400	
ES455	ER005 Amory Park specific premises project maintenance underspend	10,000	
ES460	EQ715 Play Area specific premises project maintenance underspend	39,830	
ES354	ER002 Remaining MEES grant	3,901	
ES354	EQ711 Repayment of Private Sector Housing grant income	4,508	
ES733	ER003 Remaining COMF grant	26,049	
ES252	EQ710 Remaining Community Safety grant	1,920	
	<b>Net movement in earmarked reserves before statutory adjustments</b>		<b>600,897</b>
	<b>Total Expenditure variation after Earmarked Reserves</b>		<b>(156,960)</b>



## Finance and Procurement

Code	Finance and Procurement	2021/22 Budget £	2021/22 Actual £	Variance £	Variance %
1,000	Employees	606,090	591,880	(14,210)	-2.3%
2,000	Premises	0	0	0	0.0%
3,000	Transport	1,170	0	(1,170)	-100.0%
4,000	Supplies and Services	225,950	229,580	3,630	1.6%
<b>Total Direct Expenditure</b>		<b>833,210</b>	<b>821,460</b>	<b>(11,750)</b>	<b>-1.4%</b>
7,000	External Income	(1,000)	(14,565)	(13,565)	-1356.48%
<b>Net Direct Expenditure</b>		<b>832,210</b>	<b>806,895</b>	<b>(25,315)</b>	<b>-3.0% (a)</b>
<b>Total Finance and Performance Expenditure</b>		<b>832,210</b>	<b>806,895</b>	<b>(25,315)</b>	<b>-3.0%</b>
<b>Finance and Performance - Service units</b>					
FP100	Accountancy Services	533,720	534,722	1,002	0.2%
FP200	Internal Audit	94,410	95,000	590	0.6%
FP300	Procurement	113,470	83,551	(29,919)	-26.4%
FP400	Purchase Ledger	45,840	46,684	844	1.8%
FP500	Sales Ledger	44,770	46,938	2,168	4.8%
<b>Total Finance and Performance</b>		<b>832,210</b>	<b>806,895</b>	<b>(25,315)</b>	<b>-3.0%</b>
				£	£
<b>Total Expenditure Variation</b>					<b>(25,315) (a)</b>
<b>Major Cost Changes</b>					
Procurement partnership - offset by salary savings				17,000	
					<b>17,000</b>
<b>Major Cost Savings</b>					
Procurement manager post removed from structure				(46,480)	
					<b>(46,480)</b>
<b>Major Changes in Income Levels</b>					
					<b>0</b>
<b>Minor Variations</b>					
					<b>4,165</b>
<b>Total Expenditure Variation</b>					<b>(25,315) (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2021/22</b>					
FP100	EQ755 return of unused budgeted release of earmarked reserve funds			20,000	
<b>Proposed contribution c/fwd to 2022/23</b>					
<b>Net movement in earmarked reserves</b>					<b>20,000</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(5,315)</b>

## Grounds Maintenance

		2021/22 Budget	2021/22 Actual	Variance	Variance
Code	Grounds Maintenance	£	£	£	%
1,000	Employees	517,740	452,547	(65,193)	-12.6%
2,000	Premises	0	0	0	0.0%
3,000	Transport	85,430	113,799	28,369	33.2%
4,000	Supplies and Services	21,350	22,546	1,196	5.6%
<b>Total Direct Expenditure</b>		<b>624,520</b>	<b>588,891</b>	<b>(35,629)</b>	<b>-5.7%</b>
7,000	External Income	(69,084)	(73,974)	(4,890)	-7.08%
<b>Net Direct Expenditure</b>		<b>555,436</b>	<b>514,917</b>	<b>(40,519)</b>	<b>-7.3% (a)</b>
<b>Total Grounds Maintenance Expenditure</b>		<b>555,436</b>	<b>514,917</b>	<b>(40,519)</b>	<b>-7.3%</b>
<b>Grounds Maintenance - Service units</b>					
GM960	Grounds Maintenance	555,436	514,917	(40,519)	-7.3%
<b>Total Grounds Maintenance Expenditure</b>		<b>555,436</b>	<b>514,917</b>	<b>(40,519)</b>	<b>-7.3%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>(40,519) (a)</b>
<b>Major Cost Changes</b>					
Purchase of 3 x trailers - EMR utilised				12,915	
Additional vehicle maintenance				7,896	
					<b>20,811</b>
<b>Major Cost Savings</b>					
Salaries - savings due vacant posts. Savings to be offset against additional costs in Waste				(56,000)	
Post entry training not undertaken due to Covid-19				(9,300)	
					<b>(65,300)</b>
<b>Major Changes in Income Levels</b>					
No longer receiving income from Town Councils towards contributions for flower beds.				13,000	
Internal income - no budget set for 2021-22				(12,000)	
					<b>1,000</b>
<b>Minor Variations</b>					<b>2,970</b>
<b>Total Expenditure Variation</b>					<b>(40,519) (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2021/22</b>					
GM960	EQ760 - release to purchase 3 x trailers			(12,915)	
GM960	Release from EQ756 to fund fleet contract			(7,896)	
<b>Proposed contribution c/fwd to 2022/23</b>					
EQ718 Post Entry Training Corporate Underspend HR200				9,000	
<b>Net movement in earmarked reserves</b>					<b>(11,811)</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(52,330)</b>



## General Fund Housing

Code	General Fund Housing	2021/22 Budget £	2021/22 Actual £	Variance £	Variance %
1,000	Employees	362,550	348,914	(13,636)	-3.8%
2,000	Premises	23,180	20,312	(2,868)	-12.4%
3,000	Transport	7,690	3,156	(4,534)	-59.0%
4,000	Supplies and Services	429,900	519,649	89,749	20.9%
<b>Total Direct Expenditure</b>		<b>823,320</b>	<b>892,032</b>	<b>68,712</b>	<b>8.3%</b>
7,000	External Income	(426,680)	(912,840)	(486,160)	-113.94%
<b>Net Direct Expenditure</b>		<b>396,640</b>	<b>(20,808)</b>	<b>(417,448)</b>	<b>-105.2% (a)</b>
<b>Total General Fund Housing Services Expenditure</b>		<b>396,640</b>	<b>(20,808)</b>	<b>(417,448)</b>	<b>-105.2%</b>
<b>General Fund Housing - Service units</b>					
HG320	Housing and Homelessness Advice	119,910	(96,052)	(215,962)	-180.1%
HG345	Rough Sleeping Initiative	90,290	(92,895)	(183,185)	-202.9%
HG349	Domestic Abuse Duty	0	(27,518)	(27,518)	0.0%
HG350	Community Alarms	(113,590)	(96,994)	16,596	14.6%
HG373	Homelessness and Enabling Team	251,180	259,898	8,718	3.5%
HG376	Ivor Macey House Project	48,850	32,752	(16,098)	-33.0%
<b>Total General Fund Housing Services Expenditure</b>		<b>396,640</b>	<b>(20,808)</b>	<b>(417,448)</b>	<b>-105.2%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>(417,448) (a)</b>
<b>Major Cost Changes</b>					
HG320	Increased cases of Homelessness have resulted in an overspend in B&B temp accommodation costs - offset by increased income received in rental licence fees			113,700	
<b>Major Cost Savings</b>					
HG345/373	Salary savings due to vacant post during the year			(11,300)	
HG376	Ivory Macey House running costs lower than budgeted			(16,000)	
					<b>86,400</b>
<b>Major Changes in Income Levels</b>					
HG320	Increased income from Rent Licence fees to offset B&B costs and improvement in Homelessness debt provision			(86,000)	
HG320	Flexible Homelessness support grant			(197,431)	
HG320	Top-up Homelessness support grant & other smaller one off grants			(49,944)	
HG345	Rough Sleepers Initiative grant (RSI) & Vaccinate & Protect grant			(162,207)	
HG349	Domestic Abuse grant			(32,455)	
HG350	Community Alarms Income below target			43,000	
					<b>(485,037)</b>
<b>Minor Variations</b>					
					<b>(18,811)</b>
<b>Total Expenditure Variation</b>					<b>(417,448) (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2021/22</b>					
HG373/376	EQ742 return of unused budgeted release of earmarked reserve funds			108,180	
<b>Proposed contribution c/fwd to 2022/23</b>					
HG320	EQ742 Flexible Homelessness support grant			174,000	
HG320	EQ742 Top-up Homelessness support grant			41,397	
HG345	EQ743 RSI grant			24,228	
HG349	ER004 Domestic Abuse grant			27,500	
<b>Net movement in earmarked reserves</b>					<b>375,305</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(42,143)</b>

## Human Resources

Code	Human Resources	2021/22 Budget £	2021/22 Actual £	Variance £	Variance %
1,000	Employees	461,120	476,811	15,691	3.4%
2,000	Premises	0	0	0	0.0%
3,000	Transport	3,200	1,275	(1,925)	-60.1%
4,000	Supplies and Services	36,780	56,355	19,575	53.2%
<b>Total Direct Expenditure</b>		<b>501,100</b>	<b>534,441</b>	<b>33,341</b>	<b>6.7%</b>
7,000	External Income	0	(6,384)	(6,384)	0.00%
<b>Net Direct Expenditure</b>		<b>501,100</b>	<b>528,057</b>	<b>26,957</b>	<b>5.4% (a)</b>
<b>Total Human Resources Expenditure</b>		<b>501,100</b>	<b>528,057</b>	<b>26,957</b>	<b>5.4%</b>
<b>HR - Service units</b>					
HR100	Human Resources	348,530	377,090	28,560	8.2%
HR200	Staff Development Training	29,870	21,556	(8,314)	-27.8%
HR300	Payroll	36,370	40,714	4,344	11.9%
HR400	Learning and Development	47,500	50,685	3,185	6.7%
HR600	Health and Safety Officer	38,830	38,012	(818)	-2.1%
<b>Total Human Resources Expenditure</b>		<b>501,100</b>	<b>528,057</b>	<b>26,957</b>	<b>5.4%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>26,957 (a)</b>
<b>Major Cost Changes</b>					
HR100	Staff survey and recruitment graphics on vehicles			10,800	
HR100/300	Salary - pay award, acting up pay, holiday pay and staff starting on higher scale points			27,050	
HR100	Zellis upgrade costs			9,000	
					<b>46,850</b>
<b>Major Cost Savings</b>					
HR100	Vacant apprentice post			(9,800)	
					<b>(9,800)</b>
<b>Major Changes in Income Levels</b>					
HR200	Funding from Petroc and Education & Skills			(5,500)	
					<b>(5,500)</b>
<b>Minor Variations</b>					<b>(4,593)</b>
<b>Total Expenditure Variation</b>					<b>26,957 (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2021/22</b>					
<b>Proposed contribution c/fwd to 2022/23</b>					
<b>Net movement in earmarked reserves</b>					<b>0</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>26,957</b>

I.C.T. Services

		2021/22	2021/22	Variance	Variance
Code	ICT Services	Budget	Actual		
		£	£	£	%
1,000	Employees	593,760	566,185	(27,575)	-4.6%
2,000	Premises	0	0	0	0.0%
3,000	Transport	1,020	692	(328)	-32.2%
4,000	Supplies and Services	444,750	498,468	53,718	12.1%
Total Direct Expenditure		1,039,530	1,065,345	25,815	2.5%
7,000	External Income	(600)	(79,426)	(78,826)	-13137.67%
Net Direct Expenditure		1,038,930	985,919	(53,011)	-5.1% (a)
Total ICT Services Expenditure		1,038,930	985,919	(53,011)	-5.1%
ICT - Service units					
IT100	Gazetteer Management	70,500	77,021	6,521	9.3%
IT300	Central Telephones	36,500	31,735	(4,765)	-13.1%
IT400	ICT Network and Hardware	98,140	58,284	(39,856)	-40.6%
IT500	ICT Software Support and Maintenance.	237,860	255,346	17,486	7.4%
IT600	ICT Staff Unit	329,760	360,045	30,285	9.2%
IT700	Cyber Security	43,690	(19,740)	(63,430)	-145.2%
IT800	Phoenix House Printing	11,300	11,459	159	1.4%
IT900	Digital Services	211,180	211,769	589	0.3%
Total ICT Services Expenditure		1,038,930	985,919	(53,011)	-5.1%
				£	£
Total Expenditure Variation					(53,011) (a)
Major Cost Changes					
IT600	Consultancy to provide support to cover vacant posts			60,270	
IT600/900	IT Recruitment costs			15,700	
IT600/900	Salary overspend due to unbudgeted pay award			12,750	
IT500	Inflation on annual software costs			16,800	
IT700	Cyber security hardware and licencing required by audit			10,350	
IT900	Inflation on annual software costs			6,600	
					122,470
Major Cost Savings					
IT600/900	Salary underspend due to vacancies			(52,000)	
IT400	Delayed spend on IT Equipment due to staff vacancies			(20,800)	
IT400	Reduced line rental and internet costs			(19,400)	
					(92,200)
Major Changes in Income Levels					
IT700	Cyber Security Resilience Grant			(75,000)	
					(75,000)
Minor Variations					(8,281)
Total Expenditure Variation					(53,011) (a)
EARMARKED RESERVES					
Utilised 2021/22					
IT100	EQ719 release to fund staff training			(2,550)	
Proposed contribution c/fwd to 2022/23					
IT700	ER001 contribution - Cyber Security Resilience Grant			73,172	
Net movement in earmarked reserves					70,622
Total Expenditure variation after Earmarked Reserves					17,611

## Legal and Democratic Services

		2021/22 Budget	2021/22 Actual	Variance	Variance
Code	Legal and Democratic Services	£	£	£	%
1,000	Employees	589,433	775,021	185,588	31.5%
2,000	Premises	0	16,540	16,540	0.0%
3,000	Transport	17,700	5,265	(12,435)	-70.3%
4,000	Supplies and Services	524,190	540,434	16,244	3.1%
<b>Total Direct Expenditure</b>		<b>1,131,323</b>	<b>1,337,261</b>	<b>205,938</b>	<b>18.2%</b>
7,000	External Income	(27,540)	(268,435)	(240,895)	-874.71%
<b>Net Direct Expenditure</b>		<b>1,103,783</b>	<b>1,068,826</b>	<b>(34,957)</b>	<b>18.2% (a)</b>
<b>Total Legal and Democratic Services</b>		<b>1,103,783</b>	<b>1,068,826</b>	<b>(34,957)</b>	<b>18.2%</b>
<b>Legal and Democratic Services - Service units</b>					
LD100	Electoral Registration	230,820	187,558	(43,262)	-18.7%
LD200	Election costs	0	46,134	46,134	N/A
LD300	Democratic Rep and Management	375,440	351,387	(24,053)	-6.4%
LD400	Committee Services	129,020	141,229	12,209	9.5%
LD600	Legal Services	368,503	342,517	(25,986)	-7.1%
<b>Total Legal and Democratic Services</b>		<b>1,103,783</b>	<b>1,068,826</b>	<b>(34,957)</b>	
				£	£
<b>Total Expenditure Variation</b>					<b>(34,957) (a)</b>
<b>Major Cost Changes</b>					
LD200	Unbudgeted spend on district by-elections			46,130	
LD200	Unbudgeted elections staffing recharged to other authorities & central government			146,300	
LD200	Unbudgeted elections costs (excl staffing) recharged to other authorities & central government			64,100	
LD400	Salary overspend due to new apprentice post and unbudgeted pay award			11,900	
LD600	Salary overspend due to restructure			9,045	
					<b>277,475</b>
<b>Major Cost Savings</b>					
LD100	Computer software underspend - no longer using mobile canvasser app			(10,270)	
LD100	Underspend on parish boundary review, to be spent in 2022/23			(33,072)	
LD300	Savings against member car mileage due to reduced travelling during pandemic			(13,400)	
LD300	Savings against member allowances due to vacant seats during the year			(7,005)	
LD600	Computer software underspend - Legal Case Management System not yet implemented			(10,080)	
					<b>(73,827)</b>
<b>Major Changes in Income Levels</b>					
LD200	Income received from other authorities & central government to cover elections held in 2021/22			(210,400)	
LD600	Increased income S106 Fees and Court Costs and Fees			(20,970)	
					<b>(231,370)</b>
<b>Minor Variations</b>					<b>(7,235)</b>
<b>Total Expenditure Variation</b>					<b>(34,957) (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2021/22</b>					
LD100	Reduction in budgeted release from EQ788 - Boundary Review			33,072	
<b>Proposed contribution c/fwd to 2022/23</b>					
LD600	ER006 Legal Services - Additional Staffing Costs			11,500	
<b>Net movement in earmarked reserves (other than budgeted)</b>					<b>44,572</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>9,615</b>

## Planning and Regeneration

Code	Planning and Regeneration	2021/22 Budget £	2021/22 Actual £	Variance £	Variance %
1,000	Employees	1,959,800	2,026,943	67,143	3.4%
2,000	Premises	0	787	787	0.0%
3,000	Transport	32,540	16,668	(15,872)	-48.8%
4,000	Supplies and Services	1,182,723	1,002,997	(179,726)	-15.2%
	S106 Expenditure	0	95,353	95,353	0.0%
	<b>Total Direct Expenditure</b>	<b>3,175,063</b>	<b>3,142,747</b>	<b>(32,316)</b>	<b>-1.0%</b>
7,000	External Income	(960,900)	(1,328,816)	(367,916)	-38.3%
	S106 contributions	0	(832,003)	(832,003)	0.0%
	Grant funding	(188,690)	(387,751)	(199,061)	-105.5%
	<b>Net Direct Expenditure</b>	<b>2,025,473</b>	<b>594,177</b>	<b>(1,431,296)</b>	<b>-70.7% (a)</b>
	<b>Total Planning and Regeneration Expenditure</b>	<b>2,025,473</b>	<b>594,177</b>	<b>(1,431,296)</b>	<b>-70.7%</b>
	<b>Planning and Regeneration - Service units</b>				
PR100	Building Regulations	57,690	(17,583)	(75,273)	-130.5%
PR110	Enforcement	91,780	115,358	23,578	25.7%
PR200	Development Control	433,320	(361,056)	(794,376)	-183.3%
PR210	Local Land Charges	(16,970)	(36,612)	(19,642)	-115.7%
PR220	Tiverton EUE	55,210	57,275	2,065	3.7%
PR225	Garden Village Project	336,890	226,769	(110,121)	-32.7%
PR400	Business Development	386,820	306,997	(79,823)	-20.6%
PR401	Reopening High Street Fund	0	(11,752)	(11,752)	0.0%
PR402	Cullompton HAZ	167,340	59,814	(107,526)	-64.3%
PR600	Forward Planning Unit	263,550	236,946	(26,604)	-10.1%
PR810	Statutory Development Plan	248,103	16,829	(231,274)	-93.2%
PR820	Assets of community value	0	170	170	0.0%
PR900	Dangerous Buildings And Trees	1,740	1,020	(720)	-41.4%
	<b>Total Planning and Regeneration Expenditure</b>	<b>2,025,473</b>	<b>594,177</b>	<b>(1,431,296)</b>	<b>-70.7%</b>
				£	£
	<b>Total Expenditure Variation</b>				<b>(1,431,296) (a)</b>
	<b>Major Cost Changes</b>				
PR110	Enforcement - staffing, agency support for project work tackling backlogged cases - (see EMR utilisation)			35,000	
PR200	Development Management - staffing, agency for interim replacements and cover staff to clear backlogs, - partially covered from vacancies, grant receipt and EMR release - (see EMR utilisation below)			26,000	
PR200	Development Management - National Design Model Testing - (see EMR utilisation below)			50,000	
PR200	Development Management - provision adjustment			200,000	
PR220	Tiverton EUE - consultancy and agency spend fully funded by HIF grant receipt			36,500	
PR225	North West Cullompton development - consultancy and agency spend fully funded by HIF grant receipt			43,341	
PR400	Love Your Town Centre grants awarded			25,825	
PR600	Forward Planning - LGA funded tool for Housing and Planning Policy - (see EMR utilisation below)			20,000	
					<b>436,666</b>
	<b>Major Cost Savings</b>				
PR200	Development Management - underspend on consultancy			(27,500)	
PR210	Local Land Charges - underspend on DCC Land Searches and supplies & services			(11,940)	
PR225	Cullompton Garden Village - delayed consultancy expenditure until 2022/23 - (see return to EMR below)			(37,000)	
PR400	Crediton Masterplan - delayed spend until 2022/23 - (see budgeted release returned to EMR below)			(60,000)	
PR400	Growth & Economic Development - delayed project work - (see EMR contribution below)			(74,000)	
PR402	Cullompton HAZ project - delayed project spend mainly through uptake on grants - (see EMR transactions)			(183,000)	
PR810	Statutory Plan - cost savings, delayed spend, delivering from existing resource or from new grant receipts			(191,653)	
PR810	Greater Exeter Strategic Partnership - saving on costs following withdrawal from partnership			(37,500)	
					<b>(622,593)</b>



## Planning and Regeneration (continued)

	£	£
<b>Major Changes in Income Levels</b>		
PR100 Building Control - overachievement on income	(65,000)	
PR200 Development Management - overachievement on income	(196,000)	
PR200 Development Management - recovered costs on Harlequin Valet	(85,500)	
PR200 Development Management - Biodiversity Grant receipt - ( See EMR contribution below)	(10,047)	
PR220 Tiverton EUE - HIF grant receipt	(36,500)	
PR225 Cullompton Garden Village - Capacity funding grant receipt - (See EMR contribution below)	(80,000)	
PR225 Cullompton Garden Village - HIF grant receipt	(43,341)	
PR402 Cullompton HAZ project - delayed spend has impacted on profiled grant receipts	75,500	
PR600 Forward Planning - LGA Housing Advisor grant receipt - (See EMR contribution below)	(25,000)	
		<b>(465,888)</b>
<b>Minor Variations</b>		
		<b>(42,830)</b>
<b>SERVICE MOVEMENT BEFORE STATUTORY ADJUSTMENTS</b>		<b>(694,645)</b>
PR200 Net S106 Receipts and Grants (also see EMR below)		(736,651)
<b>Total Expenditure Variation</b>		<b>(1,431,296) (a)</b>
<b>EARMARKED RESERVES</b>		
<b>Utilised 2021/22</b>		
PR110 EQ790 release to fund staffing on Enforcement	(34,500)	
PR200 S106 - Public Open Space	(95,353)	
PR200 EQ790 release to fund staffing on Development Management	(64,000)	
PR200 EQ782 release to fund National Design Model testing expenditure	(50,000)	
PR220 EQ820 release to fund overspend on Tiverton EUE	(2,065)	
PR225 EQ656 release to fund MDDC contribution towards the reopening of Cullompton Rail Station	(5,838)	
PR225 EQ824 return of unused budgeted release of earmarked reserve funds	37,068	
PR400 EQ722 release to fund agency staffing	(9,500)	
PR400 EQ722 release to fund Love Your Town Centre Grants	(25,825)	
PR400 EQ728 release to fund Cullompton Masterplan consultancy spend	(12,695)	
PR400 EQ728 return of unused budgeted release of earmarked reserve funds	60,000	
PR402 EQ653 return of unused budgeted release of earmarked reserve funds	124,000	
PR402 EQ652 return of unused budgeted release of earmarked reserve funds	15,000	
PR402 EQ722 release to fund Cullompton HAZ expenditure	(29,814)	
PR600 EQ780 release to fund LGA funded tool for Housing and Planning Policy	(20,000)	
PR600 EQ741 release to fund Community Housing Grant	(500)	
PR810 EQ728 return of unused budgeted release of earmarked reserve funds	80,500	
PR810 EQ726 return of unused budgeted release of earmarked reserve funds	36,260	
PR810 EQ729 return of unused budgeted release of earmarked reserve funds	45,000	
PR810 EQ821 return of unused budgeted release of earmarked reserve funds	2,120	
<b>Proposed contribution c/fwd to 2022/23</b>		
PR100 EQ775 - Contribution from underspend for future costs associated with changes in regulations	31,000	
PR200 S106 - Public Open Space	825,348	
PR200 EQ782 contribution - Biodiversity Grant	10,047	
PR200 EQ718 Post Entry Training Corporate Underspend HR200	1,800	
PR225 EQ824 contribution - Capacity funding grant receipt	80,000	
PR400 EQ722 contribution - Love Your Town Centre Grants and promoting Visit Mid Devon in 2022/23	45,000	
PR600 EQ780 contribution - LGA Housing Advisor grant receipt	25,000	
<b>Net movement in earmarked reserves</b>		<b>1,068,054</b>
<b>Total Expenditure variation after Earmarked Reserves</b>		<b>(363,242)</b>

## Property Services

Code	Property Services	2021/22 Budget £	2021/22 Actual £	Variance £	Variance %
1,000	Employees	701,850	576,328	(125,522)	-17.9%
2,000	Premises	1,002,420	905,845	(96,575)	-9.6%
3,000	Transport	31,850	25,048	(6,802)	-21.4%
4,000	Supplies and Services	110,840	154,284	43,444	39.2%
<b>Total Direct Expenditure</b>		<b>1,846,960</b>	<b>1,661,506</b>	<b>(185,454)</b>	<b>-10.0%</b>
7,000	External Income	(716,340)	(654,907)	61,433	8.6%
<b>Net Direct Expenditure</b>		<b>1,130,620</b>	<b>1,006,599</b>	<b>(124,021)</b>	<b>-11.0% (a)</b>
<b>Total Property Services Expenditure</b>		<b>1,130,620</b>	<b>1,006,599</b>	<b>(124,021)</b>	<b>-11.0%</b>
<b>Property Services - Service units</b>					
PS160	Asset Management	40,000	1,991	(38,009)	-95.0%
PS350	Public Conveniences	63,980	26,251	(37,729)	-59.0%
PS400	Flood Defences and Land Drainage	26,430	24,500	(1,930)	-7.3%
PS600	Street Naming and Numbering	7,810	7,675	(135)	-1.7%
PS700	Contract Services - P-Health	7,920	8,619	699	8.8%
PS810	Phoenix House	262,420	222,873	(39,547)	-15.1%
PS850	Old Road Depot	74,990	55,112	(19,878)	-26.5%
PS880	Bus Station Maintenance	(15,280)	(14,145)	1,135	7.4%
PS890	10 Phoenix Lane	(10,690)	(12,295)	(1,605)	-15.0%
PS910	Grounds Maintenance Depot	0	314	314	0.0%
PS950	Climate Change	0	59,265	59,265	0.0%
PS960	Caretaking Services	112,094	76,190	(35,904)	-32.0%
PS970	Office Building Cleaning	0	32	32	0.0%
PS980	Property Services	618,876	468,516	(150,361)	-24.3%
PS990	30/38 Fore Street	(99,910)	(72,123)	27,787	27.8%
PS991	Industrial Units	(99,010)	(119,528)	(20,518)	-20.7%
PS992	Market Walk	(162,450)	(40,755)	121,695	74.9%
PS993	Lowman Green Unit	(10,000)	(10,000)	0	0.0%
PS994	Moorhayes Community Centre	0	(2,219)	(2,219)	0.0%
PS995	Coggan's Well	(19,000)	7,137	26,137	137.6%
WS770	Unit 3 Carlu Close	332,440	318,591	(13,849)	-4.2%
<b>Total Property Services</b>		<b>1,130,620</b>	<b>1,005,999</b>	<b>(124,621)</b>	<b>-11.0%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>(124,021) (a)</b>
<b>Major Cost Changes</b>					
PS950	Climate Change salary overspend is to be offset by Property Services salary underspend			50,450	
PS992	Market Walk maintenance overspend to be funded by EMR			76,910	
PS995	Coggan Well external contractors overspend to be funded from EMR			30,000	
WS770	Increased rental charges for Carlu Depot			35,000	
WS770	Increased utility costs & additional cleaning due to Covid-19 for Carlu Depot			20,000	
					<b>212,360</b>
<b>Major Cost Savings</b>					
PS960	Caretaking Services salary underspend due to vacant posts			(31,180)	
PS980	Property Services salary underspend due to vacant post and Climate Change salary coded to PS950			(148,830)	
PS350	Public Convenience rates refund and reduction in utility costs due to delayed opening due to Covid-19			(37,400)	
PS810	Phoenix House maintenance and utility underspend			(58,500)	
PS850	Old Road maintenance and utility underspend			(25,000)	
PS991	Industrial Unit maintenance underspend			(11,980)	
WS770	Specific premises project maintenance underspend			(66,000)	
					<b>(378,890)</b>
<b>Major Changes in Income Levels</b>					
PS992	Reduction in Market Walk rental income following rent reviews			48,000	
PS990	Reduction in flat rental income due to vacancies & the postponement of the Tiverton Town Centre - enhancement programme. 2 flats have not been able to be developed into rental properties			22,000	
PS160	Increased income from Easements and wayleaves			(19,000)	
					<b>51,000</b>
<b>Minor Variations</b>					<b>(8,491)</b>
<b>Total Expenditure Variation</b>					<b>(124,021) (a)</b>

Property Services (continued)

		£	£
<b>EARMARKED RESERVES</b>			
<b>Utilised 2021/22</b>			
Reduction in release from EQ756 to fund fleet contract		1,398	
PS992	Release EQ838 GF Shop EMR for works to Market Walk flat windows & Unit 17 remodel	(76,910)	
PS995	EQ772 Coggan's Well roof repairs	(30,000)	
<b>Proposed contribution c/fwd to 2022/23</b>			
PS810	EQ827 Phoenix House specific premises maintenance underspend	25,000	
PS850	EQ829 Old Road specific premises maintenance underspend	15,000	
PS991	EQ771 Industrial Units specific premises maintenance underspend	11,980	
PS980	ER007 Property Services Staffing	36,500	
WS770	EQ786 Carlu Depot specific premises maintenance underspend	66,000	
<b>Net movement in earmarked reserves</b>			<b>48,968</b>
<b>Total Expenditure variation after Earmarked Reserves</b>			<b>(75,053)</b>



## Leisure Services

Code	Leisure Services	2021/22 Budget £	2021/22 Actual £	Variance £	Variance %
1,000	Employees	2,069,309	2,051,669	(17,640)	-0.9%
2,000	Premises	1,100,020	844,835	(255,185)	-23.2%
3,000	Transport	6,400	4,040	(2,360)	-36.9%
4,000	Supplies and Services	255,600	231,701	(23,899)	-9.4%
<b>Total Direct Expenditure</b>		<b>3,431,329</b>	<b>3,132,246</b>	<b>(299,083)</b>	<b>-8.7%</b>
7,000	External Income	(2,524,330)	(1,961,620)	562,710	22.3%
<b>Net Direct Expenditure</b>		<b>906,999</b>	<b>1,170,626</b>	<b>263,627</b>	<b>29.1% (a)</b>
<b>Total Leisure Services Expenditure</b>		<b>906,999</b>	<b>1,170,626</b>	<b>263,627</b>	<b>29.1%</b>
<b>Leisure Services - Service units</b>					
RS100	Leisure Facilities Maintenance and Equipment	379,420	182,952	(196,468)	-51.8%
RS110	Leisure Management and Administration	40,630	21,028	(19,602)	-48.2%
RS140	Exe Valley Leisure Centre	221,364	455,055	233,691	105.6%
RS150	Lords Meadow Leisure Centre	183,926	284,577	100,651	54.7%
RS151	Feasibility	0	0	0	0.0%
RS155	Leisure Land Rents	(9,830)	(7,692)	2,138	21.8%
RS160	Culm Valley Sports Centre	91,489	234,706	143,217	156.5%
<b>Total Leisure Services Expenditure</b>		<b>906,999</b>	<b>1,170,626</b>	<b>263,627</b>	<b>29.1%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>263,627 (a)</b>
<b>Major Cost Changes</b>					
All sites	Decarbonisation works funded from EMR			24,670	
					<b>24,670</b>
<b>Major Cost Savings</b>					
All sites	Underspend on utility bills across all Leisure Centre			(70,000)	
RS100	Leisure specific premises maintenance project underspend			(199,000)	
All sites	Salary savings due to vacancies and reduction in certain activities during pandemic			(33,800)	
					<b>(302,800)</b>
<b>Major Changes in Income Levels</b>					
RS160	Shortfall in dual use income at CVSC due to delays in agreeing new terms with DCC			56,200	
All sites	Shortfall in income across all three leisure centres due to Covid-19			506,500	
					<b>562,700</b>
<b>Minor Variations</b>					<b>(20,943)</b>
<b>Total Expenditure Variation</b>					<b>263,627 (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2021/22</b>					
RS	EQ785 Decarbonisation works			(24,670)	
RS100	EQ764 Leisure specific project works			(5,705)	
RS140	EQ764 Leisure water dispute			(30,000)	
<b>Proposed contribution c/fwd to 2022/23</b>					
RS150/160	EQ718 Post Entry Training Corporate Underspend HR200			4,500	
RS100	EQ764 Leisure specific premises maintenance underspend			199,860	
RS	EQ764 Leisure water underspend			30,000	
					<b>173,985</b>
<b>Net movement in earmarked reserves</b>					<b>173,985</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>437,612</b>

## Revenues and Benefits

Code	Revenues and Benefits	2021/22 Budget £	2021/22 Actual £	Variance £	Variance %
1,000	Employees	697,340	757,926	60,586	8.7%
2,000	Premises	0	0	0	0.0%
3,000	Transport	4,670	3,716	(954)	-20.4%
4,000	Supplies and Services	228,230	2,600,402	2,372,172	1039.4%
	Housing Benefit Payments (RB400)	12,975,160	11,340,547	(1,634,613)	-12.6%
	<b>Total Direct Expenditure</b>	<b>13,905,400</b>	<b>14,702,590</b>	<b>797,190</b>	<b>5.7%</b>
	Income from Housing Benefit Subsidy (RB400)	(12,910,160)	(11,300,849)	1,609,311	-12.5%
	All other Income	(377,160)	(3,196,512)	(2,819,352)	747.5%
<b>7,000</b>	<b>External Income</b>	<b>(13,287,320)</b>	<b>(14,497,361)</b>	<b>(1,210,041)</b>	<b>-9.1%</b>
	<b>Net Direct Expenditure</b>	<b>618,080</b>	<b>205,228</b>	<b>(412,852)</b>	<b>-66.8% (a)</b>
	<b>Total Revenues and Benefits Expenditure</b>	<b>618,080</b>	<b>205,228</b>	<b>(412,852)</b>	<b>-66.8%</b>
	<b>Revenues and Benefits - Service units</b>				
RB100	Collection of Council Tax	460,380	423,685	(36,695)	-8.0%
RB200	Collection of Business Rates	(105,380)	(241,575)	(136,195)	-129.2%
RB300	Housing Benefit Admin	111,270	19,326	(91,944)	-82.6%
RB340	Local Welfare Assistance Scheme	15,000	900	(14,100)	-94.0%
RB400	Housing Rent Allowances	65,000	39,697	(25,303)	-38.9%
RB600	Corporate Debt Team	71,810	70,160	(1,650)	-2.3%
RB901	21-22 LCTSS Top-up	0	(106,966)	(106,966)	0.0%
	<b>Total Revenues and Benefits Expenditure</b>	<b>618,080</b>	<b>205,228</b>	<b>(412,852)</b>	<b>-66.8%</b>
				<b>£</b>	<b>£</b>
	<b>Total Expenditure Variation</b>				<b>(412,852) (a)</b>
	<b>Major Cost Changes</b>				
RB100	Collection of Council Tax Staffing - Job evaluation awards, overtime and agency staff to support - Covid-19 grant administration work - partially funded by EMR (see EMR utilisation below)			36,000	
					<b>36,000</b>
	<b>Major Cost Savings</b>				
					<b>0</b>
	<b>Major Changes in Income Levels</b>				
RB100	Collection of Council Tax - Refund of overcharged magistrate court fees paid by council tax liability orders			(28,000)	
RB100	Collection of Council Tax - increased recovery of Court Costs			(50,000)	
RB200	Collection of Business Rates - various new burdens grant receipts			(157,800)	
RB300	Housing Benefit Admin - various grant receipts from DWP & DLUHC			(92,000)	
RB901	2021/22 LCTSS Top-up grant receipt			(107,000)	
					<b>(434,800)</b>
	<b>Housing Benefits</b>				
RB400	Housing Benefit Subsidy			32,000	
RB400	Discretionary Housing Payment grant receipt less than budgeted			31,000	
RB400	Housing Benefit Overpayment recovery better than budgeted			(88,000)	
					<b>(25,000)</b>
	<b>Minor Variations</b>				<b>10,948</b>
	<b>Total Expenditure Variation</b>				<b>(412,852) (a)</b>
	<b>EARMARKED RESERVES</b>				
	<b>Utilised 2021/22</b>				
RB100	EQ787 release to fund staffing for Collection of Council Tax			(4,000)	
RB100	EQ756 reduction in release to fund fleet contract			779	
RB200	EQ787 release to fund staffing for Collection of Business Rates			(12,500)	
	<b>Proposed contribution c/fwd to 2022/23</b>				
RB200	EQ787 contribution - various new burdens grant receipts			150,000	
	<b>Net movement in earmarked reserves</b>				<b>134,279</b>
	<b>Total Expenditure variation after Earmarked Reserves</b>				<b>(278,572)</b>

## Waste Services

Code	Waste Services	2021/22 Budget £	2021/22 Actual £	Variance £	Variance %
1,000	Employees	2,711,663	3,012,363	300,700	11.1%
2,000	Premises	0	0	0	0.0%
3,000	Transport	820,240	984,294	164,054	20.0%
4,000	Supplies and Services	616,870	645,212	28,342	4.6%
	S106 Expenditure		0	0	
	<b>Total Direct Expenditure</b>	<b>4,148,773</b>	<b>4,641,869</b>	<b>493,096</b>	<b>11.9%</b>
7,000	External Income	(2,447,874)	(2,780,953)	(333,079)	-13.6%
	<b>Net Direct Expenditure</b>	<b>1,700,899</b>	<b>1,860,916</b>	<b>160,017</b>	<b>9.4% (a)</b>
	<b>Total Waste Services Expenditure</b>	<b>1,700,899</b>	<b>1,860,916</b>	<b>160,017</b>	<b>9.4%</b>
	<b>Waste Services - Cost Centres</b>				
FM100	Fleet Management	98,450	108,331	9,881	10.0%
WS650	Street Cleansing	420,440	426,881	6,441	1.5%
WS700	Refuse Collection	360,836	643,499	282,663	78.3%
WS710	Trade Waste Collection	(131,377)	(255,826)	(124,449)	-94.7%
WS725	Kerbside Recycling	684,560	676,095	(8,465)	-1.2%
WS750	Waste Management Staff Unit	267,990	261,935	(6,055)	-2.3%
	<b>Total Waste Services Expenditure</b>	<b>1,700,899</b>	<b>1,860,916</b>	<b>160,017</b>	<b>9.4%</b>
	<b>Total Expenditure Variation</b>				<b>160,017 (a)</b>
	<b>Major Cost Changes</b>				
WS700	Purchase of spare skip lorry. SFS contract requires MDDC to have spare vehicles. Funded by EMR release			7,750	
All codes	Agency Costs - reliance on agency to cover vacancies, holiday, sickness and training			248,930	
All codes	Agency cover relating to Covid-19 self-isolation cover			17,250	
All codes	Additional salary - driver retention, pay award, £250 bonus payments			86,800	
WS700	Additional salary budget savings for 3 weekly trial not realised this year			30,000	
WS725	Plant responsive maintenance - baler repairs			17,000	
All codes	Increased cost of fuel			41,250	
FM100	Agency cost to cover vacancy			23,000	
WS650	Bin purchases for town centres - grant funded			16,300	
WS650	Black bag purchases - increased costs			7,330	
All codes	Fleet maintenance - additional costs			96,228	
					<b>591,838</b>
	<b>Major Cost Savings</b>				
FM100	Salaries - savings due to a delay in recruiting posts			(29,800)	
All codes	Salaries - savings due to high turnover of staff and vacancies			(77,600)	
WS710	Waste disposal charges			(31,900)	
					<b>(139,300)</b>
	<b>Major Changes in Income Levels</b>				
WS700	Garden waste - increase in permit sales			(44,400)	
WS700	Increased sales of wheelie bins and bulky waste collections			(19,200)	
WS725	Recycling credits - rate increased by £2.04 per tonne for 2021-22			(17,300)	
WS725	Skips now ordered by service area - internal income no longer received			15,000	
WS725	Recycling materials - increased price per tonne for aluminium and cardboard. Recovery post Covid-19 better than expected.			(390,000)	
WS725	Recycling credits voluntary groups			39,130	
WS710	Trade Waste - increased recycling income			(45,460)	
WS700	DCC Shared Savings Scheme - income for 2020-21 actual £177,850. Estimate for 2021-22 provided by DCC			172,600	
FM100	Fleet Management - ceased sharing Transport Manager with Exeter City Council. MDDC requires full time contract manager			20,000	
WS650	Binrastructure grant funding			(19,500)	
					<b>(289,130)</b>
	<b>Minor Variations</b>				<b>(3,117)</b>
	<b>Total Expenditure Variation</b>				<b>160,291 (a)</b>
	<b>EARMARKED RESERVES</b>				
	<b>Utilised 2021/22</b>				
WS725	EQ744 release to fund recycling containers			(30,000)	
	Release from EQ756 to fund fleet contract			(103,978)	
	<b>Proposed contribution c/fwd to 2022/23</b>				
	<b>Net movement in earmarked reserves</b>				<b>(133,978)</b>
	<b>Total Expenditure variation after Earmarked Reserves</b>				<b>26,313</b>

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Housing Revenue Account – Detailed Outturn 2021/22

		2021/22	2021/22	Variance	Variance
Code	Housing Revenue Account	Budget	Actual		
		£	£	£	%
1,000	Employees	2,976,890	2,662,950	(313,940)	-10.5%
2,000	Premises	235,500	217,549	(17,951)	-7.6%
3,000	Transport	238,860	217,324	(21,536)	-9.0%
4,000	Supplies and Services	7,292,170	7,898,552	606,382	8.3%
Total Direct Expenditure		10,743,420	10,996,374	252,954	2.4%
7,000	External Income	(13,218,490)	-13,501,238	(282,748)	-2.1%
Net Direct Expenditure		(2,475,070)	-2,504,863	(29,793)	1.2%
5,000	Internal Recharges	1,501,410	1,476,150	(25,260)	-1.7%
6,500	Capital Charges	973,660	962,163	(11,497)	-1.2%
Total Indirect Expenditure		2,475,070	2,438,313	(36,757)	1.5%
Total HRA Expenditure		0	(66,549)	(66,549)	(a)
Income					
SHO01	Dwelling Rents Income	(12,450,680)	(12,290,502)	160,179	-1.3%
SHO04	Non Dwelling Rents Income	(559,830)	(515,272)	44,558	-8.0%
SHO07	Leaseholders' Service Charges	(23,810)	(30,365)	(6,555)	27.5%
SHO08	Contributions Towards Expenditure	(29,220)	(72,950)	(43,730)	149.7%
SHO10	H.R.A. Investment Income	(10,000)	(29,684)	(19,684)	196.8%
SHO11	Miscellaneous Income	(7,350)	(10,154)	(2,804)	38.2%
Services					
SHO13A	Repairs and Maintenance	4,133,360	4,031,336	(102,024)	-2.5%
SHO17A	Housing and Tenancy Services	2,589,970	2,191,799	(398,171)	-15.4%
Accounting entries 'below the line'					
SHO29	Bad Debt Provision Movement	150,000	98,828	(51,172)	-34.1%
SHO30	Share of Corporate And Democratic Costs	170,040	170,453	413	0.2%
SHO32	H.R.A. Interest Payable	1,026,430	1,022,784	(3,646)	-0.4%
SHO34	H.R.A. Transfers to earmarked reserves	1,899,100	1,665,394	(233,706)	-12.3%
SHO36	Financing of capital expenditure	973,660	1,262,420	288,760	29.7%
SHO37	Capital Receipts Reserve Adjustment	(19,500)	-37,700	(18,200)	93.3%
SHO38	Major Repairs Allowance	2,260,000	2,621,465	361,465	16.0%
SHO42	Accumulated absences adjustment	0	28,378	28,378	0.0%
SHO45	Renewable Energy Transactions	(102,170)	-106,231	(4,061)	4.0%
Total HRA Expenditure		0	0	0	
Total HRA Expenditure Variation					(66,549) (a)
Major Cost Changes					
SHO13A	Salary underspend due to delays in filling vacancies, this is net of the pay award			(183,000)	
SHO13A	DLO works on revenue and capital slightly above budget			(69,400)	
SHO13A	Demand for Disabled Facilities Works considerably below budget for the year			156,800	
SHO17A	Salary spend under budget due to delays in filling vacancies throughout the year, this is net of the pay award			(103,000)	
SHO17A	Anti-social behaviour budget largely underspent			(13,800)	
SHO17A	Maintenance spend on HRA shops below budget			(22,000)	
SHO17A	HRA Strategy budget not fully spent in year			(45,000)	
SHO17A	Court costs and associated costs below budget for the year			(14,100)	
SHO17A	Underspend against the annual Computer Software budget			(34,400)	
SHO17A	Various underspends on Environmental Works			(10,000)	
SHO17A	Tenant Involvement expenditure below budget due to a post not being filled until part way through the year therefore not able to fully utilise the budget			(26,800)	
SHO17A	Underspend against the sewage works budget			(41,000)	
SHO17A	Underspend against the cleaning contract budget, this was due to a refund from the contractor			(12,200)	
SHO29	Bad Debt Provision for the year below annual budget			(51,200)	
SHO38	Contribution to the Major Repairs Reserve equal to the depreciation charge for the year			361,500	
ALL	General Fund recharge below budget			(25,300)	
					(132,900)
Major Changes in Income Levels					
SHO01	Lower Rental Income due to a higher number of RTBs and delays in processing of the voids backlog which has been a legacy of Covid-19			160,200	
SHO04	Reduced Garage Rent income due to a number of units being set aside for the modernisation programme			36,500	
SHO08	Building Services have conducted more rechargeable works than anticipated therefore generated more income			(43,700)	
SHO10	Investment income above budget			(19,700)	
SHO17A	Stamp Duty refund award (net of fees)			(27,000)	
SHO37	Administration recharge for Right to Buy properties higher than forecast			(18,200)	
					88,100
Minor Variances totalling					(21,749)
Total HRA Expenditure Variation					(66,549) (a)

Housing Revenue Account – Detailed Outturn 2021/22 (Continued)

	£	£
<b>EARMARKED RESERVES (memorandum account)</b>		
<b>Transferred/(Utilised) 2021/22</b>		
Affordable Rent Surplus utilised for capital purposes	(72,000)	
Renewable Energy Fund utilised from the reserve for capital	(32,640)	
Housing Maintenance Fund transferred for capital expenditure	(195,616)	
Budgeted transfer to the Renewable Energy Fund	105,000	
Budgeted transfer to the Loan Premium Deficit reserve	753,818	
Budgeted transfer to the Housing Maintenance Fund	895,495	
Budgeted transfer to the Affordable Rent Surplus	144,787	
		<b>1,598,844</b>
<b>Proposed contribution c/fwd to 2022/23</b>		
Renewable Energy Fund	1,231	
Affordable Rent Surplus	23,327	
Housing Maintenance Fund final reserve transfer	41,991	
		<b>66,549</b>
<b>Net movement in earmarked reserves</b>		<b>1,665,393</b>
<b>Total Expenditure variation after Earmarked Reserves</b>		<b>0</b>

## GENERAL FUND AND HOUSING REVENUE ACCOUNT EARMARKED RESERVES SUMMARY as at 31 March 2022

	Cost Centres	B/F 31/3/21 £	(Cont. To EMR) £	+ Utilisation of EMR £	Transfers £	C/F 31/3/22 £
<b>Total Miscellaneous General Fund Reserves</b>						
Revenue contribution to Capital Earmarked Reserves	EQ650	(255,165)	0	0	0	(255,165)
NNDR Reserve	EQ659	(4,045,639)	(1,963,344)	3,621,340	0	(2,387,644)
New Homes Bonus Reserve	EQ653	(3,061,331)	(958,752)	725,521	0	(3,294,562)
<b>Other General Fund Revenue Reserves</b>						
Private Sector Housing Grants EMR	EQ652	(253,130)	0	53,130	0	(200,000)
Economic Development EMR	EQ654	(101,000)	0	0	0	(101,000)
ICT Projects Reserve	EQ655	(330,329)	0	0	0	(330,329)
Cullompton Rail Station	EQ656	(160,500)	0	5,838	0	(154,662)
Flood Defence Ashleigh Park Bampton	EQ657	(67,000)	0	0	0	(67,000)
Phoenix Lane PC's Conversion	EQ658	0	0	0	0	0
Gen Reserves - Support for 2021-22 budget	EQ660	(223,746)	(10,000)	223,746	(189,102)	(199,102)
High St Innovator Payment	EQ681	(510)	0	0	0	(510)
EMR Corporate Training	EQ666	(12,000)	0	0	12,000	0
Car Park Machine Replacement	EQ686	(9,000)	(3,000)	0	0	(12,000)
Gypsies and Travellers	EQ698	0	0	0	0	0
Cred Market Square Resurfacing	EQ699	(20,000)	0	3,421	0	(16,579)
Community Dev Tap Fund Contr (CD200)	EQ701	(4,306)	0	2,200	2,106	0
Cemetery Grave Shoring Equip (ES100)	EQ705	0	0	0	0	0
Multi-Story Planned Works (CP520)	EQ706	0	0	0	0	0
Resurfacing Amenity Car Parks (CP530)	EQ707	(45,682)	(25,000)	0	0	(70,682)
Structural Surfacing P&D Car Parks (CP540)	EQ708	(2,600)	(26,340)	0	2,600	(26,340)
CCTV Initiatives Tiverton Town Centre Project (ES200)	EQ709	(5,000)	(78,400)	5,000	0	(78,400)
Community Safety Partnership (ES256)	EQ710	(11,324)	(1,920)	0	0	(13,244)
P Sector Housing (ES354)	EQ711	(24,524)	(4,508)	0	0	(29,032)
PSH - Rogue Landlord Grant	EQ712	(43,027)	0	0	0	(43,027)
Parks & O Spaces Shelter Maintenance (ES450)	EQ713	(42,381)	0	0	0	(42,381)
Parks & O Spaces Tree Inspection (ES450)	EQ714	(25,426)	0	0	0	(25,426)
Play Areas Works	EQ715	0	(39,830)	0	0	(39,830)
Air Quality Monitoring (ES660)	EQ716	(2,708)	0	0	2,708	0
Ground Maintenance Service (GM960)	EQ717	0	0	0	0	0
Corp Training (HR200)	EQ718	(8,515)	(20,000)	0	8,515	(20,000)
ICT Staff Unit Training (IT600)	EQ719	(2,550)	0	2,550	0	0
District Elections (LD201)	EQ720	(25,000)	(25,000)	0	0	(50,000)
Elected Members Training (LD300)	EQ721	(20,000)	(5,000)	0	0	(25,000)
PR400 Economic Development	EQ722	(262,189)	(45,000)	95,139	0	(212,050)
Land Charges Software Licence (PR210)	EQ723	(5,000)	0	0	5,000	0
New Burdens Grant Fund - LLC	EQ724	(19,263)	0	0	0	(19,263)
LABGI Local Authority Bus Grow Initiative (PR400)	EQ725	(12,051)	0	0	12,051	0
Brownfield Shared Plan DCLG (PR600)	EQ726	(36,263)	0	3	0	(36,260)
Statutory Development Plan (PR810)	EQ728	(506,334)	(100,000)	18,465	0	(587,869)
Custom Build Grant (PR810)	EQ729	(76,277)	0	0	0	(76,277)
Community Housing Fund	EQ741	(108,360)	0	500	0	(107,860)
Homelessness Support	EQ742	(360,390)	(215,397)	70,560	0	(505,227)
Rough Sleeping Initiative	EQ743	(91,685)	(24,228)	0	0	(115,913)
Replacement Waste Containers	EQ744	(42,000)	0	30,000	0	(12,000)
Waste Options Report	EQ745	(15,290)	0	0	0	(15,290)
Food Protection	EQ746	(14,550)	0	0	0	(14,550)
Brexit Reserve	EQ747	(32,847)	0	0	32,847	0
Finance Additional Staff Costs	EQ748	0	0	0	0	0
Finance System Improvements	EQ749	(16,720)	0	0	0	(16,720)
Fleet Contract Fund	EQ756	(783,904)	(659,600)	514,986	0	(928,518)
Livery Wraps -Waste Vehicles	EQ757	(1,700)	0	0	1,700	0
Recycling Baler Repairs	EQ758	0	0	0	0	0
Mobile Phone Contract	EQ759	(10,000)	(5,000)	0	15,000	0
Waste Infrastructure	EQ769	(2,027,700)	0	0	0	(2,027,700)
Cs Replacement Scanners	EQ770	(10,000)	0	10,000	0	0
Industrial Unit Specific Maintenance	EQ771	(20,000)	(11,980)	0	0	(31,980)
Coggans Well Roof Repairs	EQ772	(30,000)	0	30,000	0	0
Tree Works	EQ773	(27,300)	0	0	0	(27,300)
Planning Legal Expense Reserve	EQ774	(100,000)	0	0	0	(100,000)
Building Control EMR	EQ775	(17,000)	0	0	(31,000)	(48,000)
CS Customer Welfare Officer B/Fill	EQ776	(21,670)	0	19,362	2,308	0
C/Tax Smoothing Reserve	EQ777	(239,911)	0	115,109	0	(124,802)
HFX System Upgrade - HR	EQ778	(25,000)	0	0	0	(25,000)
Play Area-Paddling Pool Resin	EQ779	(30,000)	0	0	0	(30,000)



Appendix 3 – General Fund and Housing Revenue Account Earmarked Reserves Summary 2021/22

Other General Fund Revenue Reserves (Continued)	Cost Centres	B/F 31/3/21 £	(Cont To EMR) £	+ Utilisation of EMR £	Transfers £	C/F 31/3/22 £
Housing Advisers Programme	EQ780	(20,000)	(25,000)	20,000	0	(25,000)
J28 Cullompton	EQ781	(100,000)	0	0	0	(100,000)
Plan-Test Nat Model Des Codes	EQ782	(50,000)	(10,047)	50,000	0	(10,047)
Legal Case Management System	EQ783	(15,080)	0	0	0	(15,080)
C-19 Compliance & Enforcement Grant	EQ784	(30,976)	0	30,976	0	0
Climate Change Grant	EQ785	(299,421)	0	24,670	0	(274,751)
Carlu Close Specific Projects	EQ786	(15,000)	(66,000)	0	0	(81,000)
21-22 NNDR Grants Admin	EQ787	(60,000)	(150,000)	16,500	(2,308)	(195,808)
Boundary Review	EQ788	(45,000)	0	11,928	0	(33,072)
Member Services Additional Staffing	EQ789	(14,000)	0	0	0	(14,000)
Planning Improvement Programme	EQ790	(250,000)	0	98,500	0	(151,500)
Post Covid-19 Income Recovery	EQ791	(300,000)	(200,000)	0	0	(500,000)
PR400-Street Name Post Replace	EQ802	(20,000)	0	0	0	(20,000)
MHCLG Covid-19 General Grant	EQ809	0	0	0	0	0
Capacity Funding - EUE	EQ820	(15,919)	0	2,065	0	(13,854)
Neighbourhood Planning Funding	EQ821	(37,450)	0	11,080	0	(26,370)
Culm Garden Village Project	EQ824	(652,209)	(80,000)	300,932	0	(431,277)
Flood Projects (PS400)	EQ826	(32,400)	0	0	0	(32,400)
Phoenix House Replace Fire Panel (PS810)	EQ827	(76,039)	(25,000)	0	0	(101,039)
Phoenix House Meeting Rm Aircon (PS810)	EQ828	(6,400)	0	0	0	(6,400)
Old Road Depot (PS850)	EQ829	(10,000)	(15,000)	0	0	(25,000)
Property Services MS Op Vehicle (PS980)	EQ830	0	0	0	0	0
Insurance MMI (CM300)	EQ835	(86,278)	0	0	0	(86,278)
Members iPad (LD300)	EQ836	(8,275)	0	0	0	(8,275)
Property Maintenance Reserve	EQ837	(749,184)	(75,000)	27,070	0	(797,113)
GF Shops (PS)	EQ838	(207,000)	(100,000)	76,910	31,000	(199,090)
Equipment Sinking Fund	EQ684 & EQ750-755 & EQ839	(620,459)	(194,200)	128,613	0	(686,045)
Maintenance Sinking Fund	EQ685 & EQ763-767	(831,552)	(249,860)	45,580	0	(1,035,832)
Plant Sinking Fund	EQ760-761	(193,070)	(35,820)	12,915	0	(215,975)
It Government Grant	ER001	0	(73,172)	0	0	(73,172)
MEES Grant	ER002	0	(3,901)	0	0	(3,901)
COMF Grant	ER003	0	(26,049)	0	0	(26,049)
Domestic Abuse Grant	ER004	0	(27,500)	0	0	(27,500)
Amory Park	ER005	0	(10,000)	0	0	(10,000)
Legal Services - Additional Staffing Costs	ER006	0	(11,500)	0	0	(11,500)
Property Services Staffing	ER007	0	(36,500)	0	0	(36,500)
Customer Services Staffing	ER008	0	(20,791)	0	0	(20,791)
<b>Total Other GF Revenue Reserves</b>		<b>(11,129,373)</b>	<b>(2,735,543)</b>	<b>2,057,748</b>	<b>(94,575)</b>	<b>(11,901,743)</b>
<b>Section 106</b>	<b>Various</b>	<b>(1,602,771)</b>	<b>(1,331,859)</b>	<b>154,548</b>	<b>94,575</b>	<b>(2,685,507)</b>
<b>Developers Contributions - Open Space Maintenance</b>	<b>Cost Centres</b>	<b>B/F 31/3/21 £</b>	<b>(Cont To EMR) £</b>	<b>+ Utilisation of EMR £</b>	<b>Transfers £</b>	<b>C/F 31/3/22 £</b>
Developers Contribution Linear Park	EQ638	(38,468)	0	4,170	0	(34,298)
W52 Popham Close Community Fund	EQ640	(12,140)	0	1,950	0	(10,190)
W67 Moorhayes Community Development Fund	EQ641	(11,773)	0	1,630	0	(10,143)
W69 Fayrecroft Willand Ex West	EQ642	(28,740)	0	4,620	0	(24,120)
W70 Developers Contribution	EQ643	(33,108)	0	6,650	0	(26,458)
Developers Contribution Winswood Crediton	EQ644	(28,398)	0	3,080	0	(25,318)
<b>Total Developers Maintenance Reserves</b>		<b>(152,627)</b>	<b>0</b>	<b>22,100</b>	<b>0</b>	<b>(130,527)</b>
<b>Total Developers Contributions / s106 Funds</b>		<b>(1,755,398)</b>	<b>(1,331,859)</b>	<b>176,648</b>	<b>94,575</b>	<b>(2,816,034)</b>
		<b>B/F 31/3/21 £</b>	<b>(Cont To EMR) £</b>	<b>+ Utilisation of EMR £</b>	<b>Transfers £</b>	<b>C/F 31/3/22 £</b>
<b>TOTAL GENERAL FUND EARMARKED RESERVES</b>		<b>(20,246,906)</b>	<b>(6,989,498)</b>	<b>6,581,257</b>	<b>0</b>	<b>(20,655,148)</b>
<b>Net movement into General Fund Earmarked Reserves</b>						<b>(408,242)</b>
<b>HRA Earmarked Reserves</b>	<b>Cost Centres</b>	<b>B/F 31/3/21 £</b>	<b>(Cont To EMR) £</b>	<b>+ Utilisation of EMR £</b>	<b>Transfers £</b>	<b>C/F 31/3/22 £</b>
HRA Sewage Treatment Plant works	EQ691	(30,000)	0	0	0	(30,000)
Renewable Energy Fund E.M.R.	EQ692	(701,114)	(146,018)	32,640	0	(814,492)
HRA Affordable Rent Surplus	EQ693	(198,930)	(128,327)	72,000	0	(255,257)
Housing Maintenance E.M.R.	EQ694	(15,120,829)	(937,486)	195,616	0	(15,862,698)
HRA Premium Deficit for PWLB loan	EQ696	(3,516,306)	(753,819)	0	0	(4,270,125)
<b>Total HRA EARMARKED RESERVES</b>		<b>(19,567,178)</b>	<b>(1,965,650)</b>	<b>300,256</b>	<b>0</b>	<b>(21,232,572)</b>
<b>Net movement into HRA Earmarked Reserves</b>						<b>(1,665,394)</b>
<b>GRAND TOTAL OF MDDC EARMARKED RESERVES</b>		<b>(39,814,085)</b>	<b>(8,955,148)</b>	<b>6,881,513</b>	<b>0</b>	<b>(41,887,720)</b>



2021/22 Capital Programme Outturn Summary

General Fund Projects

Code	Scheme	Total Budgeted Capital Programme 2021/22 £	Actual Expenditure 2021/22 £	Slippage to 2022/23 £	To Earmarked Reserve £	(Under) / Overspend £	Notes
Leisure							
CA642	Reception infrastructure review - All sites	120,000	-	120,000		0	Projected project completion Q3 2022/23
CA643	All Leisure Etarmis - Security Swipe - (linked to security project)	30,000	-	30,000		0	Subject to feasibility. If feasible projected project completion Q2 2022/23. Highly likely this cost will be revenue in nature if project does commence
CA644	EVLC - Boilers and CHP	30,000	-	30,000		0	This project will slip - linked to Phase 3 Heating Decarbonisation Fund - Gas boilers would be removed. Projected project completion Q3 2022/23
CA645	EVLC - Fitness Studio renewal of equipment	153,000	-	153,000		0	Forecast project completion Q3 2022/23
CA646	CVSC - Remodelling of Ground Floor	204,000	-	204,000		0	Subject to feasibility and outcome of dual use agreement discussions. Projected project completion Q3 2022/23
Phoenix House							
CA487	Etarmis - Security Swipe - (linked to security project)	50,000	0	50,000		0	Forecast project completion Q3 2022/23 - subject to final design. Highly likely cost will be revenue in nature
Play Areas							
CA472	Open Space Infrastructure (incl Play Areas)	40,000	0	40,000		0	Forecast project completion Q1 2022/23
CA632	Play area refurbishment - Amory Park Tiverton	74,000	0	74,000		0	Forecast project completion Q1 2022/23
CA648	Play Area Chestnut Drive Willand	25,000	0	25,000		0	Forecast project completion Q1 2022/23
MDDC Shops & Industrial Units							
CA584	Market Walk Unit 17 - remodelling options	510,000	0	510,000		0	Forecast project completion Q4 2022/23
CA583	Market Walk - Flat roof replacement	30,000	0			(30,000)	This work as been completed under Capital diminimis and therefore charged to Revenue
Other Projects							
CA491	Fire Dampeners - Corporate sites	80,000	0	80,000		0	Forecast project completion Q1 2022/23
CA485	GP Practice NHS Hub Building	2,175,000	2,175,000			0	Project Complete
CA490	West Exe South - Remodelling - additional parking spaces	90,000	0	90,000		0	Forecast project completion Q1 2022/23
CA473	Land drainage flood defence schemes - St Marys Hemyock	50,000	0	50,000		0	Discussions required with EA and other funding partners to discuss appropriate delivery of this project
CA420	Land drainage flood defence schemes - Ashleigh Park Bampton	87,000	0	87,000		0	Discussions required with EA and other funding partners to discuss appropriate delivery of this project
CA574	Fore Street Flats refurbishment	47,000	0	47,000		0	Scheme subject to acceptable business case. Forecast Project completion in 2023/24
CA576	Tiverton Town Centre improvements	140,000	0	140,000		0	It is anticipated that this project will be completed in Q2 2022/23
CA832	Land acquisition for operational needs	1,000,000	0	1,000,000		0	Subject to securing an appropriate site
CA489	Multi Storey Car Park Phase 2	0	(10,428)			(10,428)	Retention related to 20/21 Project lower than anticipated
CA586	CCTV Equipment MSCP	0	37,498			37,498	CCTV equipment costs to be funded by an EMR
CA834	Recycling Lorry DG63FYS		22,500			22,500	Recycling vehicle over Capital diminimis level to be funded from an EMR
HIF Schemes							
CA719	Cullompton Town Centre Relief Road (HIF bid)	4,009,000	371,131	3,638,000		131	Slippage will roll into 2022/23 as currently the project is working on 'minimal costs' until further clarity on funding is available.
CA720	Tiverton EUE A361 Junction Phase 2 (HIF bid)	223,000	375,288			152,288	Per Cabinet report 03/08/21. Tendering process required for this project and revised report to be brought back to Cabinet regarding delivery contract and associated funding - at this stage forecast additional costs of Circa £1.9m
Economic Development Schemes							
CA582	Hydromills Electricity generation Project - Tiverton Weir	800,000	0	800,000		0	Subject to achieving Planning Permission and acceptable business case
* All Economic Development schemes are subject to acceptable Business Case							
ICT Projects							
CA425	Server farm expansion/upgrades	74,000	0	74,000		0	Forecast project completion Q3 2022/23
CA433	Additional Unified Communications budget	96,000	0	96,000		0	Forecast project completion Q1 2022/23. This Project will be cloud based and will be charged to Revenue
CA496	Hardware replacement of Network Core Switch	80,000	80,902	0		902	Forecast project completion Q1 2022/23, this is in relation to Phoenix House. Additional costs of circa £31k will be funded by ICT EMR in 22/23.
CA492	Final phase of Desktop estate replacement/refresh	48,000	47,712			(288)	Project Complete
CA456	CRM replacement	175,000	0	175,000		0	Forecast project completion Q4 2022/23. This Project will be cloud based and will be charged to Revenue.
CA437	Digital Transformation	33,000	0	33,000		0	Forecast project completion Q3 2022/23. This project will be used for consultancy and will be charged to Revenue
CA480	Lalpac Licensing System replacement	80,000	0	80,000		0	Project to be completed in 2022/23 and has dependency on the CRM Project (CA456).This Project will be cloud based and will be charged to Revenue.

2021/22 Capital Programme Outturn Summary (continued)

General Fund Projects (continued)

Code	Scheme	Total Budgeted Capital Programme 2021/22 £	Actual Expenditure 2021/22 £	Slippage to 2022/23 £	To Earmarked Reserve £	(Under) / Overspend £	Notes
Other General Fund Development Projects							
CA493	3 Rivers Scheme - Bampton	2,631,000	1,018,668	1,612,000		(332)	Forecast project completion 2022/23
CA462	3 Rivers Scheme - Riverside Development (rear of Town Hall) Tiverton	3,035,000	2,422,319	613,000		319	Forecast project completion 2022/23
CA486	* 3 Rivers scheme - Knowle Lane, Cullompton	8,002,000	48,434	7,954,000		434	Forecast project completion 2023/24
CA484	3 Rivers Scheme - Orchard House Halberton	495,000	102,000			(393,000)	Project complete. Underspend as sale proceeds used to fund some of the build costs
CA495	* 3 Rivers Schemes - Future Projects	1,700,000	0	1,700,000		0	Slippage until potential site(s) identified
CA581	Post Hill Tiverton	4,575,000	115,370	4,460,000		370	This project is subject to tendering for delivery provider
CA494	Park Road #	875,000	0	875,000		0	This site is sold subject to contract - expected completion of land sale during 2022/23
	* These schemes require signed loan agreements before they can be progressed further						
	# Delivery of this project is yet to be determined until conclusion of marketing exercise & therefore maybe a Capital Receipt						
Private Sector Housing Grants							
CG201	Disabled Facilities Grants-P/Sector	577,000	470,569		106,431	(0)	} Net underspend of £44k will remain in the EMR
CG208	Loans Scheme - Lendology	0	150,000		(150,000)	0	
Total General Fund Projects		32,443,000	7,426,963	24,840,000	(43,569)	(219,606)	

Housing Revenue Account Projects

Code	Scheme	Total Budgeted Capital Programme 2021/22 £	Actual Expenditure 2021/22 £	Slippage to 2022/23 £	To Earmarked Reserve £	(Under) / Overspend £	Notes
HRA Projects - Existing Housing Stock							
CA100	Major Repairs to Housing Stock	2,770,000	2,410,649	359,000		(351)	Covid-19 / Brexit has impacted on contract delivery, this will slip into 2022/23 and is mainly in relation to the modernisation contract
CA111	Renewable Energy Fund	250,000	32,640		217,360	0	This underspend will remain in the Renewable Energy EMR
CG200	Home Adaptations - Disabled Facilities	300,000	325,471			25,471	Additional spend to meet demand
Housing Development Schemes							
CA151	Garages Block - Redevelopment	408,000	0	408,000		0	This project will be completed in 2022/23 (Q2) (additional £92k flagged in 22/23 Capital Programme giving total project budget of £500k)
CA147	Affordable Housing/ Purchase of ex RTB	500,000	0			(500,000)	4 RTB Buybacks (please see lines below). 40% of total cost funded by 1:4:1 receipts
CA148	RTB Buyback 16 Somerville Park, Willand	0	190,648			190,648	Please see budget on line CA147 (above)
CA156	RTB Buyback 32 Spruce Park, Crediton	0	181,451			181,451	Please see budget on line CA147 (above)
CA157	RTB Buyback Flat 3, Butler Close, Tiverton	0	117,815			117,815	Please see budget on line CA147 (above)
CA178	RTB Buyback 1 Honiton Road, Cullompton	0	299,141			299,141	Please see budget on line CA147 (above)
CA159	Housing 1-4-1 Scheme - Project 2	0	2,031			2,031	Note in 22/23 Cap Prog - Initial enabling costs
CA152	Post Hill, Tiverton	3,217,000	0	3,217,000		0	This project will cross a number of years and is also reflected in the MTFP
CA124	Queensway (Beech Road) Tiverton (3 units)	550,000	132	550,000		132	An additional £222k approved per Cabinet Report 04/03/21. A further £22k approved per Cabinet Report 26/10/21. Forecast project completion Q3 2022/23
CA141	Round Hill Tiverton- Site	1,500,000	0			(1,500,000)	This project will commence during 2023/24 and has been included in the Capital MTFP
CA146	HRA Regeneration Scheme 1	2,000,000	0			(2,000,000)	This project is being used to deliver modular housing across 2 sites. Shapland Place Tiverton, and St Andrews Estate Cullompton - please see lines below CA154 and CA155
CA154	Modular Housing - Shapland Place, Tiverton	0	101,864	1,023,000		1,124,864	This project is expected to be complete in Q3 22/23. It is hoped that this will be funded in part by a bid to Homes England
CA155	Modular Housing - St Andrews, Cullompton	0	534,389	341,000		875,389	This project is expected to be complete in Q3 22/23
HRA Other Projects							
CA126	Sewerage Treatment Works - Washfield	25,000	0	25,000		0	Forecast project completion Q2 2022/23
Total HRA Projects		11,520,000	4,196,231	5,923,000	217,360	(1,183,409)	

	Total Budgeted Capital Programme 2021/22 £	Actual Expenditure 2021/22 £	Slippage to 2022/23 £	To Earmarked Reserve £	(Under) / Overspend £
CAPITAL PROGRAMME GRAND TOTAL	43,963,000	11,623,193	30,763,000	173,791	(1,403,016)

Capital Funding Summary

General Fund Projects

Code	Description	Total Budgeted Funding 2021/22 £	Total Actual Funding 2021/22 £
9801	S106 & Affordable Housing Contributions	50,000	-
9990	Revenue Contribution to Capital EMR	132,000	-
9990	ICT EMR	173,000	128,613
9990	Other EMR	67,000	49,570
9701	Govt Grant (DCLG passported from DCC)	577,000	620,569
9727	New Homes Bonus (GF)	1,546,000	-
9980	Contribution from existing Useable Capital Receipts	358,000	-
9942	Borrowing	28,603,000	5,881,791
9954	Other Capital Grants Unapplied	20,000	-
9959	HIF Funding	917,000	746,419
GF Total		32,443,000	7,426,963

Housing Revenue Account Projects

Code	Description	Total Budgeted Funding 2021/22 £	Total Actual Funding 2021/22 £
9980	Useable Capital Receipts	1,262,000	953,864
9980	UCR 1:4:1 replacement homes	970,000	530,243
9710	MRA Reserve	2,770,000	2,410,649
9727	New Homes Bonus (HRA)	42,000	-
9990	Renewable energy EMR	250,000	32,640
9990	Housing Maintenance Fund	1,264,000	195,616
9990	Affordable rents surplus EMR	220,000	72,000
9990	HRA EMR	25,000	-
9942	Borrowing	4,717,000	1,219
HRA Total		11,520,000	4,196,231

Grand Total

Total Budgeted Funding 2021/22 £	Total Actual Funding 2021/22 £
43,963,000	11,623,193

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## HOMES POLICY DEVELOPMENT GROUP

31 MAY 2022

### WORK PROGRAMME & POLICY DEVELOPMENT 2022/23

**Reason for Report:** To identify and prioritise the PDG's work for 2022/23.

**RECOMMENDATION:** The PDG's work programme (as currently sent out in Appendix A) be updated.

**Financial Implications:** No direct implications.

**Budget and Policy Framework:** No direct implications

**Legal Implications:** None

**Risk Assessment:** N/A

**Equality Impact Assessment:** N/A

**Relationship to Corporate Plan:** The PDG's work programme should be consistent with the Corporate Plan or recommend changes to reflect budget pressures.

**Impact on Climate Change:** No direct implications for this report.

#### 1.0 **Background**

1.1 Members of the PDG will appreciate that the PDG has a key role in investigating and advising Cabinet on 'Homes' related policy matters which:

(a) are pertinent to the Council's existing 'Homes' priorities set out in its Corporate Plan at  
<https://www.middevon.gov.uk/media/348008/20200312corporateplan2020-2024v6.pdf>

(b) are pertinent to the PDG's strategic housing service responsibilities namely:

- Council and private sector housing
- Housing needs and allocations
- Housing enabling
- Building maintenance

and

(c) look ahead and in that regard continue to be ambitious but realistic (even if demanding) particularly taking account of:

- the medium term General Fund and HRA budget forecasts; and
- the needs of and feedback from, the communities within Mid Devon.

1.2 The wide extent of such work is illustrated by the number of policy and service related matters already set out in the PDG's work programme for 2022/23 in Appendix A. This work is in addition to the Planning Policy Advisory Group's work on the development of spatial planning policy for new housing.



- 1.3 Members of the PDG are invited to review their work programme to ensure it covers the key areas which they consider need to be addressed during the year. In doing so the PDG might want to consider:
- ***Do all the matters listed in Appendix A need to come to the PDG at a formal meeting?*** Some reports might be provided by way of information sheets (which may still be publicly available) or remote member briefing events (for PDG members or all members as part of the member development programme). Could such an alternative approach to receipt of officer reports, help release more time for the PDG to focus on more pressing issues?
  - ***Does the programme ensure that the PDG will have before it all the information it needs to identify individual elements of the Homes part of Corporate Plan which it considers should be prioritised over others as part of the forthcoming budget cycle?*** Members will appreciate that the budget pressures previously outlined for 2023/24 have already indicated the need to 'prioritise the priorities' as part of its consideration of the budget at its meeting on 15 November. In preparation for this, consideration might be given to engaging key stakeholders in identifying lesser and higher priorities.
  - ***Do the results of the residents' survey indicate any potential area of work or a different approach to its work?*** Members' attention is drawn to the results of the residents' survey for 2021/22 (as set out in the remainder of this report). Section 2 provides feedback on matters affecting all aspects of the Council. The more Homes focused elements are set out in Section 3.

## 2. **Residents' Survey**

- 2.1 There were 1683 responses to the survey. When asked how well MDDC keeps residents informed, 8% replied very well informed, 37% well informed, 37% not well informed and 14% not well informed at all; with 'don't know' covering the deficit in the 100% response. There were 48 comments about increased communication, engagement and consultation with residents. Ideas and comments included:
- Provide local written updates from the District Councillor e.g. in neighbourhood magazines;
  - Increase interaction with the local community, e.g. community events or walkabouts;
  - Greater consultation about forthcoming changes/regularly seek views;
  - Allow residents to be more involved in decisions that affect them;
  - Enable citizen participation in working groups; and
  - Revert to pre-covid opening hours of Phoenix House.
- 2.2 There were 13 comments requesting the Council ensures focus is wider than just on Tiverton. Residents asked for greater focus on rural areas and for other towns, to be treated in line with Tiverton.

- 2.3 In response to a question about the importance of tackling climate change as part of the Council's work, 67% of respondents said it is very important that the Council tackles climate change. A further 23% said it is fairly important (90% in total).

### **3. Survey Results**

#### **Housing Enabling**

- 3.1 59% of respondents said it is very important to deliver housing for local people and a further 32% said it is fairly important.
- 3.2 There were 51 comments on delivering housing in the District. These included:
- Strong support to build more social and affordable housing;
  - Request to support residents to improve the resilience and efficiency of homes (not necessarily financial assistance); and
  - Ensure that new housing is environmentally friendly.

#### **Homelessness**

- 3.3 There were 10 comments about homelessness, with residents requesting an increase in housing for the homeless and support for the most vulnerable.

#### **Increase council tax on second homes**

- 3.4 There were three requests to increase council tax on second homes.

### **4 Conclusion**

- 4.1 Taking account of the matters covered in this report, the PDG is invited to (i) discuss and reflect on the above elements of the residents' survey; and (ii) agree its work programme for 2022/23 recognising of course that ad hoc matters will also arise during the course of the year.

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

District Solicitor and Monitoring Officer: [ktrickey@middevon.gov.uk](mailto:ktrickey@middevon.gov.uk)

Policy Research Officer: [crobathan@middevon.gov.uk](mailto:crobathan@middevon.gov.uk)

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## WORK PROGRAMME HOMES PDG 2022/2023

Agenda Item	Theme	Lead Officer	Comments
<b><u>Meeting Date: 26 July 2022</u></b>			
<b>Neighbourhood &amp; Community Standard Policy:</b> To consider revised policy and if appropriate make recommendations to Cabinet on 9 August 2022	Policy development	Corporate Manager for Public Health, Regulation and Housing	
<b>Housing Strategy Update:</b> To review progress			
<b>HRA Fees and Charges:</b> To consider proposed fees and charges and if appropriate make recommendations to Cabinet on 9 August 2022	Budget – HRA income		
<b><u>Meeting Date: 20 September 2022</u></b>			
<b>Briefing on the Social Housing White Paper:</b> To note emerging central government policy	Policy development	Corporate Manager for Public Health, Regulation and Housing	
<b>Housing Assistance Policy:</b> To consider proposed review and if appropriate make recommendations to Cabinet on 4 October 2022	Policy review		
<b>Asbestos Management Plan:</b> To consider a revised plan and if appropriate make recommendations to Cabinet on 4 October 2022			
<b>Mid Devon Housing Service Delivery Report:</b> To receive a quarterly update	Performance monitoring		
<b>Private Sector Housing and Homelessness (G/F) update</b>			
<b>Private Sector Housing Fees and Charges:</b> To consider fees and charges and if appropriate make recommendations to Cabinet on 4 October 2022	Budget – general fund income		

Agenda Item	Theme	Lead Officer	Comments
<b><u>Meeting Date: 15 November 2022</u></b>			
<b>Draft budget for 2023/24</b>	Annual budget proposals	Deputy Chief Executive (S151)	
<b>HRA Service Delivery Report:</b> to receive a quarterly update	Performance monitoring	Corporate Manager for Public Health, Regulation and Housing	
<b>Private Sector Housing and Homelessness Update</b>			
<b>Briefing on Tenure:</b> Report for information	Policy development		
<b>Strategic Allocations Policy &amp; Strategic Tenancy Strategy:</b> To consider a revised strategy and if appropriate make recommendations to Cabinet on 29 November 2022	Policy review		
<b>Empty Homes Plan:</b> To consider a revised plan and if appropriate make recommendations to Cabinet on 29 November 2022			
<b>Housing Strategy update and annual review:</b> To consider a review of the strategy.			
<b><u>Meeting Date: 17 January 2023</u></b>			
<b>Tenant Involvement and Empowerment update</b>	Policy review	Corporate Manager for Public Health, Regulation and Housing	
<b>The Home Standard Policy:</b> to consider proposed policy update and if appropriate make recommendations to Cabinet on 7 February 2023			
<b>Draft budget for 2023/24</b>	Annual budget proposals	Deputy Chief Executive (S151)	

Agenda Item	Theme	Lead Officer	Comments
<b><u>Meeting Date: 21 March 2023</u></b>			
<b>The Tenancy Standard Policy:</b> To consider a revised policy and if appropriate make recommendations to Cabinet on 4 April 2023	Policy review	Corporate Manager for Public Health, Regulation and Housing	
<b>Mid Devon Housing Service Delivery Report:</b> To receive a quarterly update	Performance monitoring		

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**CABINET**  
**5 APRIL 2022**

## **Corporate Plan 2020-24 – Mid Point Review**

**Cabinet Member(s):** Leader, Cllr Bob Deed  
**Responsible Officer:** Chief Executive, Stephen Walford

**Reason for Report:** To consider the progress against delivery for the Corporate Plan 2020-2024 at its midway point. This report reflects on performance against achievement of the priorities over the past two years, undertakes a brief gap analysis to understand where delivery is untracked via existing KPIs, identifies a range of challenges to delivery moving forward and, ultimately, recommends a refreshed corporate plan be brought back to cabinet for consideration and onward recommendation to full council as appropriate.

### **RECOMMENDATIONS:**

- 1. That the Cabinet notes the progress on delivery of the Corporate Plan.**
- 2. That an updated version of the Corporate Plan be brought back to Cabinet in due course, reflecting the known gaps and refreshed delivery priorities.**

**Relationship to Corporate Plan:** This report provides an update on the current corporate plan 2020-2024.

**Financial Implications:** There are no direct financial implications arising from this report. However, if performance is not at the expected or desired level then resources may need to be reviewed or redirected to enable improved performance.

**Legal Implications:** There are no direct legal implications arising from this report. However, if performance is not at satisfactory levels, the risk of legal challenge arising increases.

**Equalities Impact Assessment:** Customer feedback can help the council identify any groups of people who may potentially be experiencing our services differently to the majority of our customers. When reviewing performance and making recommendations on priorities, the council should be minded to consider how services might impact on different sections of the community.

**Risk Assessment:** Any areas at risk of missing target are highlighted within this report. Members are asked to consider these areas and consider any proposed remedial actions.

**Climate Change:** There are no direct climate change implications arising from this report. However, some individual supporting projects reflect specific elements of the council's climate change agenda as set out in the corporate plan.

### **1.0 Introduction**

- 1.1** It is now two years since the Council adopted its second Corporate Plan, a period in which there have been major changes locally, nationally and globally. The Corporate Plan was adopted a matter of weeks before the pandemic

struck, therefore it is safe to say that the first half of this plan period is not quite what the council may have envisaged at the time of its approval in February 2020. It is therefore appropriate to take some time to reflect on the progress against the Council's Corporate Plan, to review our successes and to review the priorities where necessary as we move into the second half of the Corporate Plan (2022-2024).

- 1.2 Additionally, it has created an opportunity for the business planning and performance framework to be reviewed and realigned to the needs of the council at this point in time as it reflects on the successes of the past two years and the challenges going forward.

## **2.0 Background**

- 2.1 The Council's Corporate Plan included at Appendix A, was adopted by the Council in February 2020. It set out the Council's aims and priorities, and expanded on these with an explanation of the Council's thinking and the key actions that would deliver on these priorities.
- 2.2 The Corporate Plan is a document which sets out what the council want to achieve in the district to support and enrich our communities and businesses and the environment we live in. The Plan retained the four key priority areas that were identified in 2016 and these continue to 'map' onto the thematic 'Policy Development Groups' (PDGs) that make up part of the council's governance structure to enable targeted focus by elected members in each of those areas.

## **3.0 Pandemic Delivery**

- 3.1 The global pandemic has clearly impacted on virtually all aspects of life over the last two years. Mid Devon District Council has played an important role in responding to this challenge, along with our partner agencies to develop 'Team Devon' and support our business communities and the welfare of our residents.
- 3.2 During the pandemic the council facilitated the Mid Devon Shielding Hub for the Clinically Extremely Vulnerable and has been managing the Covid Financial Hardship Fund. With support from officers across the council (including from Leisure, Housing and Customer First) the Community Support Hub has provided essential food supplies, practical support and advice to 585 vulnerable households in need of help and during the national lockdowns delivered 236 emergency food parcels.

The Council has also administered a financial hardship fund, in partnership with CHAT and Navigate charity, with funding from Devon County Council and Central Government. The scheme has received a large number of applications, with a total of 554 applications to the fund, and has distributed over £48k in emergency relief as well as providing signposting to other emergency support and money and debt advice.

- 3.3 The council has also administered the COVID Test and Trace mandatory scheme (where of 925 applicants 42.49% received support) and the discretionary scheme (where of 827 applications 41.89% received support).
- 3.4 The pandemic led to a step change in the way the council works, with services able to continue being delivered digitally and remotely. Officers (and councillors) have made use of modern technology for example by having virtual meetings instead of face to face meetings. The Council implemented virtual meetings live streamed to the public with recordings placed on our website, making the decision process transparent and accessible. While legislation allowing remote votes has since lapsed, the council continues to broadcast its meetings and holds many non-decision making meetings in a digital way to minimise travel requirements, improve sustainability and fit better with the range of other time commitments of its members (as well as increasing public access and engagement).
- 3.5 Officers have continued to show a high level of dedication and flexibility with many taking on additional duties or being redeployed as necessary to support the numerous front line activities required as part of the response.
- 3.6 To achieve our strategic priorities within the current financial constraints, and while we continue to emerge from the pandemic, it was necessary to continue to reform how key services and activities are designed and delivered, and also how we work across the local public sector system and with our partners in the most efficient and effective way. This learning continues and while in some areas a reversion to a pre-pandemic 'normal' is returning, in others the last two years have opened a window into a new way of working that is being felt across the country from both a business and employment perspective.

#### **4.0 Gap Analysis**

- 4.1 There is a requirement to review our use of internal and external sources of data to ensure our performance can be appropriately benchmarked, compared and assessed in a specific, measurable, achievable, realistic and timely (SMART) way. A large amount of the council's operational performance (and hence strategic delivery) is tracked via a basket of key performance indicators (KPIs) reported to members regularly.
- 4.2 What is clear is that there are a range of aspects in the corporate plan where no specific KPI (or suitable proxy indicator) exists to measure performance. As part of this review, a short gap analysis was undertaken to review the existing framework and highlight any gaps that will not be addressed without intervention outside of the existing performance management framework.
- 4.3 The gap analysis can be located at Appendix B.

#### **5.0 Risks**

- 5.1 Throughout the planning and performance management cycle, risks are identified, assessed and appropriately managed. Mid Devon District Council has a comprehensive risk management framework in place with clear governance, including reporting of strategic level risks to Cabinet and the Audit



Committee. Strategic risks and operational risks are reviewed regularly, with high-scoring risks reported through the relevant corporate and council channels.

- 5.2 The latest high-scoring risks, alongside a report on performance went before the Audit Committee on 22 March 2022.

## **6.0 Successes**

- 6.1 Given the background of significant challenges posed by the pandemic, the Council has made significant progress against the aims in the plan. Achievements include:

### **6.2 Homes**

The Council has been working hard and recently developed and adopted a new, comprehensive and innovative housing strategy (2021-2025) ensuring a whole organisation approach to housing enablement, delivery and management.

- Planning consent has been secured to deliver a number of new zero carbon council houses and construction / delivery of these will take place later this year
- The creation of a multi-disciplinary Housing Strategy Delivery team
- A 5 year rolling development programme for 1-4-1 receipts
- An additional, emerging 5 year non-1-4-1 development programme
- Identification for potential areas/sites for up to 500 new social and affordable homes
- 2019-2020 – brought 138 empty homes back into use and in 2020-2021 brought back 101 empty homes, strong performance against a target of 72 each year
- Commissioned a major new Housing Revenue Account scheme of 70 new affordable homes at Post Hill and will be added to our Council Housing Stock, now at RIBA Stage 2-3;
- Regular engagement with Homes England and the Affordable Homes Programme, and
- Initiatives to focus on brownfield regeneration and sustainable development - including meeting life tenure needs through physical adapted standards and emerging neuro-diversity work to support the most vulnerable customers

### **6.3 Environment**

One of the most notable initiatives is related to the commitment to increase recycling rates and reduce the amount of residual waste being generated and collected through our waste services.

A trial of three weekly residual waste collection in parts of the District took place between July and October 2021 – demonstrating a reduction in residual waste of between 24% and 44% in the urban trial locations, and a reduction of between 6% and 30% in rural settings. Analysis suggests that the majority of this change accrues to the diversion of food waste from residual waste – aided by the trial of weekly food caddy collections.

71% of those surveyed thought that reducing the carbon footprint was the most important aspect to them when asked about the benefits of collecting non-recyclable waste every three weeks. Plans are progressing to roll out district wide 3 weekly collections. It is estimated that this will generate significant improvements in recycling rates and put us on track to meet national targets, as well as delivering a reduction in operational carbon emissions from council vehicles and deliver a revenue saving of up to £143k per annum.

Key objectives are now to ensure the communication plan effectively prepares and educates the public for the change in service delivery accompanied by in-person guidance and assistance for anticipated areas of challenge. Wider consideration of how we mobilise our workforce and transport to deliver services to expanding areas of housing development and population over the coming months and years will be an important area of efficiency planning.

The Litter Strategy was approved by Cabinet in February 2022 which asserts the importance of Education and Enforcement working hand in hand to improve public behaviours and attitudes towards litter collection and management. The new Environment and Enforcement Manager has this high on his agenda in terms of implementation.

The recruitment and retention of the workforce in this service area remains an urgent priority due to the external environment and pressures of the labour market e.g. high demand for loaders and drivers with some private firms offering an extensive range of incentives and benefits – often making direct approaches to staff while on rounds. This makes our own position challenging and the consideration for how we respond to these challenges vital.

With the Culm Garden village, various initiatives are underway; the mobility strategy seeks to identify and promote options to reduce and design-out car dependency alongside wider initiatives to reduce commuting for work and connectivity with historic Cullompton to retain the ethos of buy locally and boost the high street.

#### 6.4 Economy

The Council and Somerset West and Taunton Council together secured a portion of £5 million of funding through the 'Restoring your Railway' fund to progress plans for the re-opening of Cullompton railway station – supporting wider development initiatives within the town and the Culm Garden Village, and working in conjunction with other rail initiatives across the wider south-west network.

Work to enhance Cullompton high street have commenced and is backed by Historic England through a Heritage Action Zone. The Council was not successful in securing Levelling Up funding for the Cullompton Town Centre relief road however progress is being made to support the economic development initiatives such as the local farmers markets, and facilitating investment in many of the historic buildings making them more suitable for modern use whilst preserving them for the future.

In terms of strategic development, one of the district's most significant future development opportunities exists at Junction 27 of the M5 – where the M5 and the A361 north Devon link road intersect. The Eden project has received £250k of Community Renewal Fund monies in order to progress its outline proposals for the site – this Eden-led component having considerable scope to create a significant destination at Junction 27, creating a gateway to Devon / North Devon in a highly accessible location on the strategic highway network.

The economic development team have been promoting a campaign to shop local, 'Taste Mid Devon' seeks to encourage local producers and suppliers to interact with consumers by organising special events and local farmers markets.

Mid Devon District Council was one of 14 councils in England chosen to take part in a fully-funded pilot programme to test the Government's new National Model Design Code, the code is to give planning authorities a set of design principles to consider for new developments such as street character, building type, as well as environmental, heritage and wellbeing factors. The shortlisted councils all took part in a six-month testing programme to explore how the code could be applied in their area.

## **6.5 Community**

The council has set their own local target, following the climate declaration in 2019, where the council is aiming to become carbon neutral by a more ambitious date of 2030. We have invested in specific plant at our 3 leisure centres to reduce our utility consumption (this included a biomass boiler at one of the sites). Recently, the council has secured in excess of £300k of government funding towards decarbonising our 3 leisure centres and have circa £5 million of bids at various stages of deployment to further reduce the carbon emissions from our corporate estate and our 3,000 council houses.

The Council will hold a public 'State of the District Debate' purely on the Climate Agenda on 5 April 2022. The public will be encouraged to explore topics to reduce individual and communities' carbon footprint as the council aims for Net Zero by 2030.

The council has launched a consultation on 'Plan Mid Devon' as it works towards planning the future of Mid Devon for decades to come; the current Local Plan was adopted by the Council in July 2020 and has a lifespan up to 2033. This plan helps guide multi-million pound investment across the district and provides greater certainty about where new homes, employment, schools, roads and other supporting infrastructure will be located. It will also help us regenerate our town centres and protect and enhance those parts of Mid Devon where we do not wish to see unplanned development taking place, including the open countryside and high quality landscapes. Consultation closed at the end of March 2022.

## **7.0 Peer Review**

- 7.1 The council has recently participated in a peer challenge review under the auspices of the Local Government Association's sector-led improvement process. These reviews are an established tool that supports councils across

the country to drive improvements and efficiency in specific areas, including finance, communications, health and wellbeing, equalities, housing, planning etc.

- 7.2 These reviews are undertaken typically every 4-5 years and the council had its previous review back in early 2017. The peer team included experienced officers and members spending significant time with us to identify and address issues and challenge progress across themes including local priorities and outcomes, organisational and place leadership, governance and culture, financial planning and management and capacity for improvement.
- 7.3 This peer-led process acts as a critical friend providing feedback on how the council is performing and delivering for its communities. As a follow up to the time spent on site the council will receive a comprehensive report and recommendations which will be shared widely in order to encourage participation in opportunities for improvement.

## **8.0 Challenges**

- 8.1 The lifting of all remaining covid restrictions on 24 March 2022 could impact our service delivery; the government has removed the legal requirement for self-isolation and free testing. The focus on prevention moves to individuals and communities, and the Council has seen an increase in the number of cases both across its workforce and across Devon as a whole. The emergence of new variants will be a significant factor in determining the future path of the virus.
- 8.2 Employers across the public and private sectors continue to face growing skills shortages due to what has widely been described as a perfect storm of pressures arising from the pandemic, a change in employment priorities for many people, a reduction in foreign labour arising from Brexit, and a resultant fiercely competitive jobs market, so it's more important than ever to try and retain existing talent. Mid Devon District Council's turnover figure for 2021/2022 is approximately 20%.
- 8.3 Like many councils, our largest cost is manifested in our workforce through whom council services are delivered. We have recently experienced severe difficulties in recruiting officers in several service areas. This has led to temporary engagement of agency workers at much greater cost which is unsustainable in the long term. It is also likely to be exacerbated in the coming months as inflationary (cost of living) pressures force people to seek better paying jobs, with local government unlikely to be able to offer the same rises in salary as other sectors (and all sectors unlikely to be able to offer salaries that keep pace with inflation).
- 8.4 The council continues to face a number of challenges in the way it is funded, how it is able to manage demand for services and demographic pressures, and how it responds to policy and legislative changes. At the same time, new technology and ways of working represent opportunities to transform our business processes and systems, to work in more modern and productive ways.
- 8.5 The council began a Parish Review (formally known as a Community Governance Review) in November 2021, and the first public consultation

finished on 28 February 2022. The review is taking into consideration a number of options, for example looking at the number parishes, creating, merging, altering or grouping parishes and the number of parish / town councillors to improve the effectiveness and convenience of local government at the most local level. Any changes as a result of the review will come into effect for 2023 all out elections.

- 8.6 The challenges of unknown or unplanned tasks or priorities continues to ensure that the deployment of council resources is more reactive than we would like. The most recent example being that of government asking councils to process and deliver the £150 council tax rebate for Band D and below households; this rebate is to assist with the energy costs crisis.
- 8.7 A further challenge over the coming months is likely to the work required to support and assist with the Ukrainian refugee crisis under the Homes for Ukraine scheme. Team Devon authorities have pledged to work together to support Ukrainian refugees seeking sanctuary in the UK, albeit it remains unclear quite how significant these demands on resources could be. This is in addition to the work that continues on supporting other refugees and asylum seekers under previous national schemes.
- 8.8 Finally on the challenges, we are currently working through the Devon, Plymouth and Torbay 'county deal' devolution conversation with government to understand where there is potential to secure meaningful devolved powers, funding, influence and control closer to the democratic decision-making in Devon. This is the subject of a separate report being brought to Cabinet, however it represents an additional new workstream that may be of significant benefit to the people of Devon.

## **9.0 Business Transformation Update**

- 9.1 During the past two years there has been a significant programme of transformation taking place across our services which have looked at how we deliver our services, how we have developed our customer focused processes and systems, and how we have been meeting customer expectations and accessibility needs throughout the pandemic.
- 9.2 Appendix C outlines the achievements that various services have made during the past two years whilst dealing with a range of new challenges and finding innovative ways to deliver essential services.

## **10.0 Conclusion**

- 10.1 In conclusion, good progress has been made against many of the objectives identified in the current Corporate Plan. A key element of any plan review is to ensure it remains relevant, current, and continues to identify the key priorities.
- 10.2 In addition to considering the information contained within this report, members are asked to consider whether the proposed actions as projected/anticipated are adequate and appropriate to address concerns and improve performance to the desired level. Or, alternatively, to provide a steer on delivery priorities for the remaining two year period so that officers can bring back an updated corporate

plan for review to give clarity on delivery objectives over the remaining life of this corporate plan.

## **Appendices**

Appendix A - Corporate Plan 2020-24 ([hyperlinked](#))

Appendix B - The Corporate Plan Gap Analysis

Appendix C - Business Transformation and Improvement Activity – Corporate Plan 2020-2024

## **Appendix A – Corporate Plan 2020-24**

[Corporate Plan 2020-2024](#)



## Appendix B - Corporate Plan Gap Analysis

Corporate Plan 2020-2024 Aims with limited data available or without progress/mitigation tracking via KPIs (SPAR)

Portfolio	Aim	Deliverable in next 2 years?		Comments/updates/mitigation
		YES	NO	
<b>Climate Change</b>	1 Facilitate networking across volunteer and community groups to spread knowledge, expertise and awareness on climate issues	✓		Actively engaging with groups and individuals on work ranging from the Sustainable Mid Devon website (events, resource map, etc), to tree planting at the Tiverton Community Orchard, to public art ideas.  The 2022 State of the District Debate. Groups and networks e.g. Exeter Community Energy, CAG Devon, Blackdown Hills Transition, Sustainable Bradninch, Sustainable Crediton, Sustainable Tiverton, Uffculme Green Team.
	2 Promote sustainable farming practices in partnership with local farmers, District and County Councils; including research into best practice re better soil management and animal husbandry	✓		Research begun - calls and correspondence with local farmers, growers, land owners / managers, advisors.  Initial report due soon to Environment PDG, work expected to expand; albeit the MDDC role is likely best promotional of good practices and facilitative of existing networks and services rather than to develop and implement.
	3 Use new development as opportunities to help communities to become increasingly sustainable and self-sustaining at neighbourhood level (district heating, energy use, recycling/re-use systems etc)	✓		Strategic partnership opportunities to be identified. Neighbourhood Plans being developed in many areas; presents some opportunities.  A Sustainability Strategy is being developed for the Culm Garden Village.  MDDC housing being retrofitted with insulation and low-carbon tech to improve sustainability and affordability of energy consumption. MDDC new housing projects seek to achieve and set high standards, e.g. modular homes with Net Zero annual energy performance; looking into designs such as Passivhaus.  Private development is harder to influence, but action through the LPA and other council services/communications can make people aware of opportunities and encourage a shift towards more sustainable living.
	4 Enable communities to deliver their own projects to reduce carbon emissions	✓		Climate and Biodiversity fund is a priority in the Climate Strategy. Proposal included in the Budget Options for Climate Investment report to Environment PDG 11 Jan 2022.
<b>Environment</b>	5 Consider promoting the designation of the Exe Valley as an Area of Outstanding Natural Beauty (AONB)		✓	Preliminary research project could be devised to understand the scope and scale of the challenge, albeit early estimates suggested a timeframe of many years and a cost in excess of £250k.  No budget or resource has been identified for this work and it is not currently being progressed.
<b>Homes</b>	6 Lobby to see the abolition of the 'Right-to-Buy' or the devolvement of discounting powers to individual local housing authorities	✓		Opportunities are being taken to lobby government for positive change via operational/technical routes (service-led) and through strategic influencing routes such as MPs and the emerging county deal conversation. However, as a flagship government policy it is unlikely that radical change is on the cards; we are probably realistically aiming for greater local influence on parameters and variables rather than the policy concept itself.
<b>Economy</b>	7 Use car park pricing mechanism to effectively balance the needs of vehicular access with those of reducing car use.		✓	Cross-cutting between economy, community, climate change - so this work needs to be coordinated with the other travel / transport / sustainable community aims.  Until travel patterns (re)stabilise in the wake of the pandemic, it is unclear how much pricing policy levers are needed to influence a change / reduction in car use.
	8 Work with developers and DCC to deliver strategic cycle routes between settlements and key destinations		✓	This is a transport authority function, but opportunities will be taken to try and influence transport policy and planning priorities where possible in order to encourage active travel and healthier travel options.
	9 Promote the development of the farming economy and local food production	✓		The Economic Development team has been working on a 'Taste Mid Devon' initiative to promote the farming economic and local food production. Opportunity exists to develop this initiative further – once the team returns to full strength in light of other community priorities.
	Working in partnership with farmers to develop		✓	No budget or resource has been identified for this work and it is not currently being progressed.

Portfolio	Aim	Deliverable in next 2 years?		Comments/updates/mitigation
10	and grow markets on the principle of reducing carbon emissions and sustainability			
11	Facilitate the creation of exciting new commercial opportunities within strategic developments at Culm Garden Village and Tiverton Eastern Urban Extension	✓		Work is underway to consider how commercial development could come forwards in conjunction with the development of the new garden village at Culm and how development can also support the existing town centre in Cullompton.  Discussions are also underway in relation to Tiverton EUE in terms of both community assets and employment opportunities.
12	Promote zero carbon exemplar sites within commercial settings	✓		The Council continues to support carbon exemplar sites within the commercial settings.
13	Work with local stakeholders to initiate delivery of the new garden village at Culm	✓		Culm Garden Village has a comprehensive governance arrangements which facilitates the involvement of key stakeholders – allowing them to participate in shaping the future community and support delivery.
<b>Planning</b> 14	Work with developers to secure our ambitious plans for J27 'Devon Gateway' development site	✓		Work is underway to engage landowners in relation to development at Junction 27. It will be necessary to reflect on plans for the development in light of the effects of covid-19 – but this work will be undertaken in the coming months.
<b>Community</b> 15	Work with education providers to secure appropriate post-16 provision within the district to minimise the need to commute out for A/T level studies	✓		Work is underway to consider skills provision within the district and what interventions could be supported or promoted to support improvement or retention within the district. Early conversations around localised skills development funding is taking place as part of the devolution conversation i.e. devolving decision making a funding on skills development.
16	Work with the NHS and other health bodies to promote use of our leisure centres	✓		Leisure has been working with local GP surgeries in order to identify Covid safe systems for the provision of elements of NHS referrals during the pandemic. This conversation has also been taking place at a regional level through the Active Devon group, supported by Sport England, to ensure a consistent approach to this important although non-statutory element of the Leisure provision. Our efforts to increase the number of Referrals is on-going.
17	Lobby DCC and others to introduce 20 mph speed limits where children play, and take opportunities to pilot car-free days/routes	✓		Would need agreement from members on specific locations to target for 20mph zones or decisions on days for traffic to be restricted. No work is yet taking place on this.
18	Promote new approaches to Rural Transport in partnership with Town and Parish Councils through the deployment of emerging technologies	✓		There may be some locations where MDDC can do more by facilitating opportunities for transport hubs in larger settlements (Tiverton, Crediton and Cullompton) by considering what interventions could be delivered as we develop and deliver against masterplans for these towns. However, rural transport provision remains the responsibility of the transport authority.
19	Work with County, Town and Parish Councils to identify safer walking journeys to school	✓		We will participate as part of the consultation on safer routes to schools projects and programmes (or their equivalents) as appropriate.
20	Work with Parish and Town councils to promote the development and retention of parks and play areas across the district	✓		Work on this continues and talks with Town and Parish Councils are on-going.
<b>Corporate</b> 21	Produce business plans for the creation of a commercial Economic Development function perhaps in partnership with other agencies		✓	This concept has not been revisited since it was last considered (2018/19?) and with priorities in the economic development team this is unlikely to be taken forward in the near future.

## **Appendix C**

### **Business Transformation and Improvement Activity – Corporate Plan 2020-2024 Mid Point Assessment**

#### **Revenues**

- Provision of Citizen Access portal enabling 24/7 access to account information and ability for customers to self-serve such as, apply for discounts, moves in and out of district, apply for Council Tax Reduction, set-up Direct Debits
- Pilot of Revenues Information Service role with a view to improving customer resolution at first point of contact “there and then” service
- Service restructure and cross-training of staff to improve resilience and responsiveness
- Creation of Customer Welfare Officer

#### **Planning**

- Management changes to address perceived failures and service review in progress (planning performance now among the best in the south west for delegated decisions)
- Increased enforcement resources to address outstanding issues
- S106 - relocation of resource and responsibility to revenues - improving recovery and oversight

#### **HR**

- Improved quality and return rate of Appraisal/Personal Development Review through online portal.
- Successful introduction of Evolve project, commencing with revised staff competency measure that were recorded in online portal.
- Mobile/hybrid contract clause negotiated and agreed with Union in new staff contract to allow it to become a permanent fixture.
- Independent and online external staff survey instigated which gave comparative sector results on leadership, communication, development and wellbeing.
- New HR structure brought in including the introduction of an HR Service Desk that can provide instant advice and information to customers and employees.
- New Union Recognition agreed with the Union to prioritise meaningful consultation on all relevant employment issues.

#### **ICT**

- Restructure completed
- Skills and resource analysis - resulting in additional training and resources procured
- Review of ageing network infrastructure and replacement project underway
- Improved and improving system/data backups for resilience
- Support of hybrid working and mobilisation of workforce
- Identification of additional communication tools and work programme devised
- Provision of accessible websites and content, including Climate and infrastructure projects

#### **Customer Services**

- Increased scanning at post opening
- Removal of waste calendars with online (and downloadable/printable) alternatives
- Increased outsourcing of correspondence printing

- Customer Satisfaction Survey
- Enabling working from home
- Implementation of appointment based visits
- Facilitating changing/identified business needs with staff secondments and flexing resources e.g. Customer Welfare, Revenues Information Officer and various Grant work during pandemic.

### **Waste/Street Scene**

- Pilot of 3 weekly waste collections gauged through online feedback portal to assess resident views.
- Recycling rates assessed and reported using national Waste data flow tool. This is then available for viewing to the general public.
- Online transport portal used to collect key documents from drivers including car insurance and other information.
- Update current software in relation to vehicle tracking to improve efficiencies in relation to performance and environment targets.
- Review of some enforcement practice arising from different cases undertaken e.g. abandoned vehicles and future practice to be strengthened led by the Environment and Enforcement Manager.
- Review of Transport practice e.g. future use of electric vehicles to be led on by new Transport Manager working with Environment Officer.

### **Property**

- Multi-Storey Car Park refurbishment
- Migration of play areas to parishes
- CCTV Policy and procedures
- Capital asset/S106 spend improvements by regular stakeholder engagement (Capital Strategy Asset Group meetings)
- Revised Capital Strategy Asset Management Plan 2021-2025
- Recruitment of a Climate & Sustainability Specialist with Policy and Action Plan been costed
- Securing circa £3.1 Million from the Business, Energy and Industrial Strategy (BEIS) fund
- Merging front of house duties to the property services caretaker function for improved value for money
- Support Housing Revenue Accounts on the provision of additional homes via construction and the purchase of ex Right To Buy properties
- Providing draft plans and options for moving to mobile, agile/hybrid ways of working
- Corporate Health and Safety work on Corporate risk assessments for different ways of working during the pandemic

### **Housing**

- Review of business against new Social Housing White Paper (SHWP) and regulatory framework
- Creation of a single Mid Devon Housing service and combined tenant support team across tenancy and building functions
- Restructure and amalgamation of teams improving knowledge and resilience, new roles in response to SHWP especially regarding decarbonisation, safety, tenant engagement, policy resource and complaints management

- On-going revision and streamlining of policy framework to align with Regulator of Social Housing core standards and emerging new Tenant Satisfaction Measures
- E-lettings
- Revision and significant update to Housing Strategy – working across Planning, Public Health, Sustainability and Asset Management functions
- Innovative, zero-carbon modular social-housing solutions including new St Andrews scheme and 5-year development programme

## **Public Health**

- New 'Report it' and 'Noise' apps for complainants regarding nuisance and Anti-Social Behaviour activity
- Restructure and relocation of Housing Needs into the team
- Developing joint Private Sector Housing and Homelessness working at strategy and delivery level
- The Minimum Energy Efficiency Standard project - must not renew existing tenancies or grant new tenancies if the building has less than the minimum energy performance certificate (EPC) rating of E unless the landlord registers an exemption. For Districts, this applies to private sector residential rental properties and our regulation of housing standards in that sector.
- Covid response lead role externally including new ways of working with businesses, guidance and support via Better Business for All/HotSW working
- Contain Outbreak Management Fund: funding utilisation to support Covid outbreak mgt and enforcement including project and dedicated officer resource
- Review and restructure of technical business support into dedicated areas with improved service request triage and case management

## **Leisure**

- Business adaptation to the on-going changes with the pandemic
- Top level management restructure to create Operations Manager post
- Wider restructure underway for the whole service

## **Finance and Procurement**

- Supported the payments of Covid-19 Support Grants to businesses
- One of the first Councils in the country to publish draft accounts
- Unqualified Accounts
- Balanced the budget – no reductions in service levels
- Successfully implemented software update
- Joined the Devon Procurement Partnership
- Worked fully remotely for 2 years
- Successfully claimed over £2m from Governments Income Compensation Scheme for 2020/21
- Cross training of Exchequer staff
- Team members passed various professional exams

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## HOMES POLICY DEVELOPMENT GROUP 31 MAY 2022

### MID DEVON HOUSING COMPLAINTS HANDLING REPORT

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

**Reason for Report and Recommendation:** To provide an overview of Mid Devon Housing's (MDH) plan to implement and promote a positive complaint handling culture and drive service improvement through lessons learned from complaints, to Members.

#### **Recommendation:**

**That the review findings of compliance against the Housing Ombudsman's Complaints Handling Code (in Annex 1) be agreed.**

**Financial Implications:** No direct implications arising from this report.

**Budget and Policy Framework:** Ditto

**Legal Implications:** There is also a requirement for MDH to manage complaints in line with the recently introduced Complaints Handling Code which is issued by the HOS. Landlords are expected to self-assess against the Housing Ombudsman's Complaint Handling Code. Landlords are required to use the learning from complaints to drive service improvement.

**Risk Assessment:** Not applicable

**Equality Impact Assessment:** The Complaints Handling Code requires landlords to have an awareness of accessibility so residents can easily be able to access the complaints procedure via several routes.

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

#### **1.0 Introduction and background**

- 1.1 Increased tenant satisfaction is at the heart of major changes to the regulatory landscape for social housing that have recently been introduced or are currently being implemented by the Government. Central to this change is an enhanced complaints handling approach required of social housing providers by its regulators. Overall, it will put in place one of the most comprehensive, proactive consumer regulation regimes covering local government and private social landlords.

- 1.2 This report sets out how Mid Devon Housing (MDH) will implement and promote an effective complaints culture and meet these regulatory requirements. More information on the regulatory framework is provided in Section 2.
- 1.3 The report template will be refined going forward with the aim of providing data to the Homes Policy Development Group (PDG) on a yearly basis. It will also show how MDH will report on complaint handling and drive service improvement forward from lessons learnt.
- 1.4 The report needs to provide an overview of regulatory requirements as governed by the Regulator for Social Housing (RSH). It should also explain the reporting framework which MDH has adopted to keep members, stakeholders and tenants informed of their complaint handling processes. Finally, it will also provide an overview of MDH's compliance with the Complaints Handling Code operated by the Housing Ombudsman Service (HOS).
- 1.5 Annex 1 contains the outcome of the self-assessment against the revised Complaints Handling Code. The length, detail and format of the self-assessment are fixed by the Housing Ombudsman and provides the core, transparent basis of measuring compliance with the Code.
- 1.6 Annex 2 provides examples of lessons learned from complaint handling during the financial year 2021-22.
- 1.7 Annex 3(i) shows performance relating to complaints during the financial year 2021-2022.
- 1.8 Annex 3(ii) shows complaints closed by category during the financial year 2021-22.
- 1.9 Annex 4 shows MDH Landlord Performance Data for the financial year 2020-21.
- 1.10 Members of the PDG are asked to advise if there are any additions or amendments required to inform work on the further development of the report.
- 2.0 **The role of the Regulator**
- 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.
- 2.2 The Tenant and Empowerment Standard contains provisions relating to how landlords shall offer a range of ways for tenants to express a complaint and sets out clear service standards for responding to complaints, including complaints about performance against the standards and details of what to do if they are unhappy with the outcome of a complaint.



- 2.3 The Social Housing White Paper: Charter for Social Tenants (the White Paper), published in November 2020, placed a greater emphasis on tenants being treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants.
- 2.4 The RSH is currently consulting on a suite of Tenant Satisfaction Measures (TSMs). This is ahead of changes to the regulatory framework which will be implemented by the Government in the near future by means of new legislation. MDH will be required to submit data on TSMs to the RSH on a regular basis and this data is likely to include performance information relating to the management of complaints.
- 2.5 The RSH has also provided information on proposed changes to the regulatory framework which will have the effect of strengthening it. There will be more standards as a result of the changes but it is understood that the revised framework will still ensure that social landlords are required to manage complaints effectively and to offer redress, as appropriate.

### **3.0 Reporting Framework**

- 3.1 MDH has set out the proposal setting out how members, stakeholders and tenants will be informed about complaint handling in this paper. It also contains information on how lessons learnt from complaints will drive service improvement going forward.
- 3.2 The Plan will be kept under review on an annual basis. The aim is to provide more opportunities to promote complaint handling. This will be achieved by:
- Presenting this report to PDG yearly ensuring that ongoing work to meet responsibilities relating to complaints is kept under review;
  - Complaint performance measures will be included in the quarterly Enforcement Activity Report already presented to members;
  - Ensuring that outcomes arising from TSM data are published in MDH's Annual Report;
  - Ensuring that relevant information relating to each annual Complaints Handling self-assessment is included in the MDH annual report section on complaints handling performance;
  - Providing ad hoc opportunities to seek views of tenants and sharing lessons learnt/best practice. This will be achieved through promoting complaint handling using social media platforms, surveys, providing tenant involvement opportunities and carrying out consultation exercises.
  - Providing briefing sessions to staff to promote a positive complaint handling culture;
  - Adopting an internal action plan that sets out how we identify service failure and implement positive change, and
  - Sharing lessons learnt to drive service improve.

### **4.0 Complaints Handling Code**

- 4.1 The Complaints Handling Code requires registered providers of social housing (RPs) to inform tenants about how they use complaints to improve their

services. (RPs are expected to publish information about complaints each year, including data relating to numbers, and information on the nature and the outcome of each complaint. RPs must accept complaints made by advocates authorised to act on a tenant's/tenants' behalf.

- 4.2 The HOS expects RPs to have in place an effective and positive complaint handling process. This facilitates landlords having insight into the services provided by them and how they are perceived and received by others.
- 4.3 The lessons learned from a complaint can improve the quality and focus of services provided, whether this is to the individual tenant or to a collective group of tenants. The learning process can strengthen landlord and tenant relationships as well as provide a mechanism for encouraging positive tenant engagement.
- 4.4 The White Paper sets out the actions the government will take to ensure that residents in social housing are safe, are listened to, live in good quality homes and have access to redress when things go wrong. The new legislation planned in relation to social housing will enable the government to implement the required changes to achieve these outcomes.
- 4.5 Chapter 3 of the Charter explains how complaints should be dealt with promptly and fairly. Tenants should receive a swift and effective resolution of complaints and fair redress when needed.
- 4.6 Landlords are expected to provide residents with consistency across landlord complaint handling functions by ensuring landlords self-assess against the Housing Ombudsman Complaint Handling Code. Landlords are expected to review this on an annual basis.
- 4.7 The White Paper contains an expectation that RPs will be transparent about their performance and decision making so that tenants can hold them to account, put things right when things go wrong and listen to tenants through effective engagement.
- 4.8 The HOS expects landlords to consider their dispute resolution principles and to learn from complaint outcomes.
- 4.9 The HOS has conducted a review of the Complaints Handling Code, one year after it took effect. The Code has been strengthened to support a positive complaint handling culture.
- 4.10 Landlords are expected to raise awareness of their complaints process and those of the HOS.
- 4.11 The Code identifies good practice and says that a member of the governing body should be identified as having lead responsibility for complaints. The Cabinet Member for Housing should take on this role. Staff employed by the RP should also be given a standard objective related to effective complaint handling and, going forward, this will be covered during the annual performance and development review meetings with all Officers who deliver landlord services.

- 4.12 The Code reinforces the importance of learning from complaints and does this by stating that the self-assessment should be completed as an annual exercise.
- 4.13 These changes took effect from 1 April 2022 and landlords will have up until 1 October 2022 to become compliant. The annual self-assessment against the HOS's Complaints Handling Code recently completed is included in Annex 1 to ensure that the deadline is met.

## **5.0 Lessons Learned**

- 5.1 The report in Annex 2 shows an overview of some types of complaints the landlord has received, identifies the lessons learned and provides an example of service improvement as a result of complaints during the financial year 2021-22.

## **6.0 Performance relating to Complaints 2021-22**

- 6.1 Overall, 171 complaints were received. Of these, 144 were dealt with at Stage 1 and 27 at Stage 2. 55% or 94 complaints (84 at Stage 1 and 10 at Stage 2) were upheld and therefore 45% or 77 complaints were not upheld. This compares to 83 complaints in total for 2020-21 (of which a slightly higher 53% were upheld).
- 6.2 Consequently, there has been an increase in complaints during the financial year 2021-22 in comparison to 2020-21. This was common across almost all social housing providers nationally and with frontline services in general as a result of operating pressures and constraints in parallel with huge social upheaval with tenants experiencing second wave of lockdown and more embedded working from home changes as a result of the Covid pandemic.
- 6.3 As a result, the performance for 2021-22 is somewhat exceptional and very difficult to benchmark. It must be viewed in the context of MDH working within one of the most disruptive and challenging operating landscapes caused by Covid. In addition to those challenges noted, this also imposed rapidly stood-up new ways of working, enhanced/more complex safety practices and resource shortages (staff and material) requiring periods of working within the scope of the service Business Continuity Plans.
- 6.4 Nonetheless, to provide context, the 77 upheld complaints in 2021-22 equate to around 2.7% of our housing units (circa 3,000 units). Furthermore, during this period MDH managed over 5,300 repairs and more than 5,000 other service requests (rents/tenancy) across tens of thousands of specific issues and points of service.
- 6.5 The majority of complaints received during the financial year 2020-21 were in response to work carried out by the repairs and maintenance functions of the service. This is a common theme often seen in complaints to other RPs as seen in the information provided by the HOS.

6.6 Within the upheld complaints, some 18 specific lessons learnt were identified and actioned up as a result of the service review and continuous improvement process.

6.6 These complaints were responded to in a timely way and by upholding over half with identified lessons and outcomes it shows that the process is open and transparent and that there is a willingness to accept that things may have gone wrong.

6.7 More information is provided in Annexes 2 and 3.

## **7.0 Landlord Performance Data 2020-21**

7.1 The HOS has produced its first annual review of complaints handling. The reports relating to individual landlords shows an expected correlation between the number of complaints received the HOS and landlord size.

7.2 Annex 4 shows MDH's Landlord Performance Data for the financial year 2020-21. With 20% or 1 of 5 complaints received by the HOS regarding Mid Devon being identified as maladministration placed the service as slightly better than average where typically 25% of HOS are upheld in this category.

7.3 Typically (but not exclusively), cases referred to the HOS are some of the most complex and challenging ones.

7.4 Of the 5 complaints received by the HOS during 2020-21, just 1 was found to be as a result of maladministration by the Council. In 2 further cases no maladministration was found and 2 were found to be outside of the jurisdiction of the ombudsman.

7.5 Unfortunately, the HOS is only currently reporting landlord data for the previous year i.e. 2020-21 and does not expect to publish more comparable 2021-22 data until later this year. As a result, until 2021-22 data is ratified by the HOS then we do have more formal information on any more recent Stage 3 complaints at this stage.

7.6 Informally, we have records of just 1 complaint reaching Stage 3 during 2021-22 and being referred to the HOS. This was a particularly complex case covering some 8 specific issues and the determination letter from the HOS found 3 areas of service failure and no maladministration on the other 5 matters.

## **8.0 Recommendation**

8.1 It is recommended that the review of compliance against the HOS's Complaints Handling Code (as attached in Annex 1) be published by the Council.

**Contact for more Information:** Mrs Claire Fry, Operations Manager for Housing Services 01884 255255 [cfry@middevon.gov.uk](mailto:cfry@middevon.gov.uk) or Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing [snewcombe@middevon.gov.uk](mailto:snewcombe@middevon.gov.uk).

**Circulation of the Report:**

Cllr Stuart Penny, Cabinet Member for Housing and Property Services  
Leadership Team / Corporate Management Team

All Operations Managers / Legal Services

## Annex 1

### Complaints Handling Code Self-Assessment form

## Appendix B – Self-Assessment Form

This self-assessment form should be completed by the complaints officer and discussed at the landlord's governing body annually.

Evidence should be included to support all statements with additional commentary as necessary.

Explanations must also be provided where a mandatory 'must' requirement is not met to set out the rationale for the alternative approach adopted and why this delivers a better outcome.

### Section 1 - Definition of a complaint

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.2	A complaint must be defined as: <i>'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.'</i>	Yes	<p>The definition used by the Council, in the Mid Devon District Council's (MDDC) Complaints and Feedback Policy, as published on-line can be found at: <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/how-our-complaints-procedure-works/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/how-our-complaints-procedure-works/</a></p> <p>The Policy states the following definition: <b>"An expression of dissatisfaction about the council's action or lack of action or about the standard of a service, whether the action taken or the service was provided by the council itself or a body acting on behalf of the council".</b></p> <p>No changes are deemed to be necessary in relation to this definition due to the fact that it is very close to the definition suggested by the Housing Ombudsman Service (HOS). It is based on the definition provided by the Local Government Ombudsman.</p> <p>MDH uses the HOS definition of a complaint on their housing pages at: <a href="https://www.middevon.gov.uk/residents/housing/mid-devon-housing/">https://www.middevon.gov.uk/residents/housing/mid-devon-housing/</a></p>

1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	<p>The MDDC Complaints and Feedback Policy states under section 9 – Unreasonable, unreasonably persistent and vexatious complaints.</p> <p>In line with our policy relating to Complaints and Feedback, the Council will not treat an initial request for a service to be delivered as a complaint.</p> <p>The policy identifies situations and ways of responding where a complainant might be considered to be making complaints which are unreasonable, unreasonably persistent and vexatious.</p> <p>The policy contains explicit reference to this:  <b>“The policy is intended to assist in managing people by categorising them within these terms and agreeing the actions to be taken”.</b></p> <p>It also states that:  <b>“Officers and Members will endeavour to respond appropriately according to the individual complainant’s needs, and in compliance with our complaints policy, but this guidance is to cover occasions where nothing further can be reasonably done to assist or rectify a real or perceived problem.”</b></p> <p>The Complaints and Feedback Policy as published on-line can be found at:  <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/how-our-complaints-procedure-works/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/how-our-complaints-procedure-works/</a></p>
1.9	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman.	Yes	Mid Devon Housing (MDH) uses a standard template letter which refers to the Complaints and Feedback Policy.

## Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.4	Landlords should recognise the difference between a service request, where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received.	Yes	Examples of Service Requests are available on the Housing webpage at: <a href="https://www.middevon.gov.uk/residents/housing/mid-devon-housing/">https://www.middevon.gov.uk/residents/housing/mid-devon-housing/</a>
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Yes	MDH send out a range of tenant satisfaction surveys.  The Customer Engagement Team will follow up any expressions of dissatisfaction.



## Section 2 - Accessibility and awareness

### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	<p>MDH offers a wide range of different ways to raise a complaint.</p> <p>Information is available on the Housing webpage at:  <a href="https://www.middevon.gov.uk/residents/housing/mid-devon-housing/">https://www.middevon.gov.uk/residents/housing/mid-devon-housing/</a></p> <p>Additional information is available on the Council's webpages below:</p> <p>The Complaints and Feedback Policy states under section 8 the following:</p> <p><b>8. Assistance for complainants</b></p> <p>Complaints do not have to be in writing and can be made in whatever format is most suitable for the complainant; this can be by phone, email, writing a letter, using our on-line form, or in person.</p> <p>Information is available on the Council's webpage at  <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/</a></p>
2.3	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	<p>The Council's website is accessible. A copy of the Complaints and Feedback Policy is available online.</p> <p>Information is available on the Council's webpage at  <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/</a></p> <p>Information is available on the Housing webpage at:  <a href="https://www.middevon.gov.uk/residents/housing/mid-devon-housing/">https://www.middevon.gov.uk/residents/housing/mid-devon-housing/</a></p>
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and	Yes	<p>Information is available on the Council's webpage at  <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/</a></p>

	process must be easy to find on the website.		Information is available on the Housing webpage at: <a href="https://www.middevon.gov.uk/residents/housing/mid-devon-housing/">https://www.middevon.gov.uk/residents/housing/mid-devon-housing/</a>
<b>2.5</b>	<p>Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs.</p> <p>Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.</p>	Yes	<p>The Complaints and Feedback Policy states under section 8 the following:</p> <p><b>8. Assistance for complainants</b></p> <p>Complaints do not have to be in writing and can be made in whatever format is most suitable for the complainant; this can be by phone, email, writing a letter, using our on-line form, or in person.</p> <p>Complaints can be made on behalf of customers who are unable to make the complaint themselves. Customer First staff are available to help customers who are unsure what to do.</p> <p>Support can be provided for those who have difficulty reading or writing.</p> <p>Information about the complaints procedure can be provided in an alternative format on request.</p> <p>Information is available on the Council's webpage at <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/</a></p>
<b>2.6</b>	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	MDH publicises a range of documents on their website and provides additional information via social media and via communications with tenants.

2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	MDH complaint letters contain advice to tenants how to access the Housing Ombudsman Service.
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	MDH complaint letters contain advice to tenants how to access the Housing Ombudsman Service.

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	Yes	<p>The Complaints and Feedback Policy under sections 6 and 7 contain the following generic information:</p> <p><b>6. Confidentiality</b> All complaints will be dealt with in the strictest confidence.</p> <p><b>7. Provision of Information</b> We will protect customers' privacy both in face to face discussions and in the transfer and storage of information.</p> <p>All staff complete data protection training at induction and have regular updates on their responsibility in relation to the protection of personal information.</p> <p>Where customers provide information we will make it clear what is required and only retain as much data as is required for that purpose.</p> <p>Information is available on the Council's webpage at <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/</a></p> <p>MDH webpage provides useful information for tenants on confidentiality and privacy when communicating with its tenants via social media.</p>

			<p>Information is available on the housing webpage at: <a href="https://www.middevon.gov.uk/residents/housing/mid-devon-housing/">https://www.middevon.gov.uk/residents/housing/mid-devon-housing/</a></p> <p>Those officers that monitor both the MDH and corporate webpages understand the need to escalate complaints to the Complaints Officer.</p>
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### Section 3 - Complaint handling personnel

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the "complaints officer".	Yes	Complaints Officer in post.
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest.	Yes	The Complaints Officer is suitably qualified and meets the requirements of the job specification and description for the job role.

## Best practice 'should' requirements

Code section	Code requirement	Comply : Yes/No	Evidence, commentary and any explanations
3.3	<p>Complaint handlers should:</p> <ul style="list-style-type: none"> <li>• be able to act sensitively and fairly</li> <li>• be trained to handle complaints and deal with distressed and upset residents</li> <li>• have access to staff at all levels to facilitate quick resolution of complaints</li> <li>• have the authority and autonomy to act to resolve disputes quickly and fairly.</li> </ul>	Yes	The Complaints Officer is suitably qualified and meets the requirements of the job specification and description for the job role.

## Section 4 - Complaint handling principles

## Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.1	Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure <b>within five days of receipt.</b>	Yes	<p>MDH acknowledge all complaints within 3 working days of receipt of complaint.</p> <p>The Complaints and Feedback Policy states the following:</p> <p>All complaints will be acknowledged within three working days and resolved within 10 working days where possible (Stage 1).</p> <p>Information is available on the Council's webpage at <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/</a></p>

		<p>MDH have secure files in an electronic document management system and there is a two stage procedure in line with the policy.</p> <p>There is no pre-complaint stage.</p> <p>MDH use an integrated electronic housing management system and information about tenants and properties is held securely on that. Officers have been made aware of the need to record all relevant information. Records may also be stored in shared files or on the electronic document management system.</p>
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4.2	Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	MDH highlight what the complaint is about and how the tenant would like to resolve the complaint within their acknowledgement letter.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	The Complaints Officer investigates complaints and responds at stage 1. Should a complainant wish to escalate their complaint, the matter is reviewed by a more senior manager.
4.7	<p>The complaint handler must:</p> <ul style="list-style-type: none"> <li>• deal with complaints on their merits</li> <li>• act independently and have an open mind</li> <li>• take measures to address any actual or perceived conflict of interest</li> <li>• consider all information and evidence carefully</li> <li>• keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter.</li> </ul>	Yes	<p>The Complaints Officer job role sits in the Finance &amp; Performance Team and reports to the Housing Finance and Performance Manager who has no day to day responsibility for tenancy and estate management, repairs and maintenance or tenant involvement. Locating the Complaints Officer in a support team ensures that they are divorced from day to day decision-making relating to property and case management.</p> <p>In the event of any conflict of interest, this will be disclosed by the Complaints Officer.</p>
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	<p>MDH will tailor their communications to the preferred method of the tenant.</p> <p>MDH gathers data about tenant's individual communication preferences which are added to a housing management system.</p>



4.12	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> <li>• set out their position</li> <li>• comment on any adverse findings before a final decision is made.</li> </ul>	Yes	<p>MDH offer a wide range of opportunities for tenants and staff to discuss their complaint in more detail.</p> <p>MDH provides the tenant with a provisional outcome of investigations letter prior to finalising the complaint.</p>
4.13	<p>A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint.</p>	Yes	<p>Details are included in MDH letters.</p>
4.14	<p>A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints</p>	Yes	<p>Any refusal of a complaint will be in accordance with the Complaints and Feedback Policy.</p>

	procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.		
<b>4.15</b>	A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	Yes	MDH have secure files in an electronic document management system where this data is stored.
<b>4.18</b>	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	<p>The MDDC Complaints and Feedback Policy states under sections 9 and 10 how to deal with unreasonable, unreasonably persistent and vexatious complaints.</p> <p>Information is available on the Council's webpage at <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/</a></p>

Best practice 'should' requirements

Code section	Code requirement	Comply : Yes/No	Evidence, commentary and any explanations
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	Information is available on the Housing webpage at: <a href="https://www.middevon.gov.uk/residents/using/mid-devon-housing/">https://www.middevon.gov.uk/residents/using/mid-devon-housing/</a>
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	The Council provides a wide range of ways to report complaints which gives them the opportunity to report their complaint and how the matter can be resolved.  Any urgent actions raised are passed onto the relevant person/Team/service to act on.
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	Yes	MDH acknowledgement letter states the following:  If you would like help from someone else, there are several choices:  • Your District Councillor is there to represent you and, if you wish, you can ask him or her to help you.  • You could also contact an advisory agency such as the Citizens Advice Bureau.  The Housing Ombudsman Service also provides tenants with advice on complaints handling and they can be contacted at:  • Tel: 0300 111 3000 • Email: <a href="mailto:info@housingombudsman.org.uk">info@housingombudsman.org.uk</a> • Fax: 020 7831 1942

<b>4.8</b>	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	Tenants are referred to the terms and conditions of the Tenancy Agreement, Policies and Procedures where applicable.

<b>4.9</b>	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	MDH will identify individual members of staff or contractors only when deemed necessary.
<b>4.10</b>	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	<p>MDH issues a provisional outcome of investigations letter to the tenant prior to sending a final response to a complaint.</p> <p>The letter sets out the provisional findings of the investigation and what MDH are minded to say in response to the complaint raised.</p> <p>The letter also gives the tenant an opportunity to comment on the findings of the investigations before MDH sends the final response. MDH asks the tenant if we have missed anything, if they want us to look at something or provide additional information.</p> <p>MDH provides regular updates to the tenant about the progress of an investigation.</p>
<b>4.16</b>	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	Satisfaction surveys are sent to the tenant and feedback is logged.
<b>4.17</b>	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained.	Yes	Lessons learnt are shared with staff.

<b>4.19</b>	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	MDH will complete a Public Sector Equity Duty form where applicable.
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## Section 5 - Complaint stages

Mandatory 'must' requirementsStage

1

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
<b>5.1</b>	Landlords must respond to the complaint <b><u>within 10 working days</u></b> of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	All complaints will be acknowledged within 3 working days and resolved within 10 working days where possible (Stage 1).  Information is available on the Council's webpage at <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/</a>  Additional Information is available on the Housing webpage at: <a href="https://www.middevon.gov.uk/residents/housing/mid-devon-housing/">https://www.middevon.gov.uk/residents/housing/mid-devon-housing/</a>  MDH acknowledgement letter provides details of when the tenant can expect a response to their complaint.
<b>5.5</b>	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed.  Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	Yes	

<b>5.6</b>	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	<p>As a matter of course, MDH issues a provisional outcome of investigations letter to the tenant prior to sending a final response to a complaint. The letter sets out the provisional findings of the investigation and what MDH are minded to say in response to the complaint raised.</p> <p>The letter also gives the tenant an opportunity to comment on the findings of the investigations before sending a final letter. It also gives the tenant an opportunity to raise any points that they feel have been missed, the outcome of investigations and any relevant policy or legislative requirements that have been taken into account when investigating the complaint.</p>
<b>5.8</b>	<p>Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language:</p> <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> <li>• details of how to escalate the matter to stage two if the resident is not satisfied with the answer</li> </ul>	Yes	

Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes	The MDDC Complaints and Feedback Policy states under section 9 – Unreasonable, unreasonably persistent and vexatious complaints.  Mid Devon District Council's (MDDC) Complaints and Feedback policy as published on-line can be found at: <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/how-our-complaints-procedure-works/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/how-our-complaints-procedure-works/</a>
5.10	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	MDH uses a standard template which highlights the tenant's complaint and how they would like to resolve the complaint.
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	



5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	A senior manager not involved in the case will investigate any Stage 2 complaints.
5.13	Landlords must respond to the stage two complaint within 20 working days of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the complaint definition</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> </ul> and <ul style="list-style-type: none"> <li>• if the landlord has a third stage, details of how to escalate the matter to stage three if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied.</li> </ul>	Yes	There is no third stage in our complaints procedure as per our policy and we give information at the end of every letter regarding the next stage of the complaint if the tenant remains dissatisfied.

Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	N/A	N/A

<b>5.20</b>	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the complaint definition</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> <li>• details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied</li> </ul>	N/A	N/A
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Best practice 'should' requirements

Stage 1

<b>Code section</b>	<b>Code requirement</b>	<b>Comply: Yes/No</b>	<b>Evidence, commentary and any explanations</b>
<b>5.2</b>	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	MDH letter provides the tenant the opportunity to notify them if they don't agree with the revised deadline.
<b>5.3</b>	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	Where an agreement cannot be met between the landlord and tenant, details how to refer this to the HOS are contained in a letter.
<b>5.4</b>	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	All relevant information is taken into account during the investigation process.
<b>5.7</b>	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been	Yes	Any new complaints will be dealt within the current Stage 1 complaint or a new Stage 1 complaint will be raised and the complaint treated separately.

## Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.14	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	MDH letter provides the tenant the opportunity to notify them if they don't agree with the revised deadline.
5.15	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's Response.	Yes	Where an agreement cannot be met between the landlord and tenant, details how to refer this to the HOS are contained in a letter.

## Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.18	Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint within 20 working days of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should be provided to the resident.	N/A	N/A

5.19	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	N/A	N/A
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## Section 6 - Putting things right

### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.1	Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	Yes	The Complaints and Feedback Policy under section 5, provides the aims and objectives when dealing with a complaint.  Mid Devon District Council's (MDDC) Complaints and Feedback policy as published on-line can be found at: <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/how-our-complaints-procedure-works/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/how-our-complaints-procedure-works/</a>
6.2	Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	
6.5	The remedy offer must clearly set out what will happen and bywhen, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	
6.6	In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	Yes	The Tenant Compensation Policy has been reviewed to take into account levels of compensation including statutory payments. The Tenant Compensation Policy is available to view on the Council's website. Please refer to Annex 1 under the Tenant Involvement and Empowerment Standard Policy. This can be found at: <a href="https://www.middevon.gov.uk/residents/housing/council-housing/strategies-and-policies/">https://www.middevon.gov.uk/residents/housing/council-housing/strategies-and-policies/</a>

Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
6.3	Landlords should look beyond the circumstances of the Individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	Recommendations will be highlighted in the lessons learnt of a complaint.
6.7	In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Yes	MDH will seek legal advice where relevant.  Details of statutory compensation is available to view within the Tenant Compensation Policy on the Council's website. Please refer to Annex 1 under the Tenant Involvement and Empowerment Standard Policy. This can be found at: <a href="https://www.middevon.gov.uk/residents/housing/council-housing/strategies-and-policies/">https://www.middevon.gov.uk/residents/housing/council-housing/strategies-and-policies/</a>

## Section 7 - Continuous learning and improvement

### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	<p>MDH publish a quarterly report with details the number of complaints received and the category of complaint for each quarter.</p> <p>A Complaints Handling Report will be presented annually commencing the financial year 2022-23 to Members.</p> <p>These reports are available online at: <a href="https://democracy.middevon.gov.uk/ieListMeetings.aspx?CId=138&amp;Year=0">https://democracy.middevon.gov.uk/ieListMeetings.aspx?CId=138&amp;Year=0</a></p> <p>MDH publish relevant data on their housing webpages on a monthly basis. This can be found at: <a href="https://www.middevon.gov.uk/residents/housing/council-housing/our-performance/council-housing-performance/">https://www.middevon.gov.uk/residents/housing/council-housing/our-performance/council-housing-performance/</a></p> <p>These documents are available to be viewed online by the general public, Members and staff.</p> <p>MDH offer of tenant involvement provides opportunities for tenants to become a Complaints Champion.</p> <p>Staff involved in a complaint are provided with a copy of the lessons learnt from the complaint to support service improvement.</p>



**Best practice 'should' requirements**

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	The Cabinet Member for Housing has been appointed to support a positive complaint handling culture.
7.4	<p>As a minimum, governing bodies should receive:</p> <ul style="list-style-type: none"> <li>• Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders</li> <li>• Regular reviews of issues and trends arising from complaint handling,</li> <li>• The annual performance report produced by the Ombudsman, where applicable</li> <li>• Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales.</li> <li>• The annual self-assessment against the Complaint Handling Code for scrutiny and challenge.</li> </ul>	Yes	

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7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	Regular meetings are held with the Management Team and the Cabinet Member for Housing.
7.6	Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to: <ul style="list-style-type: none"> <li>• have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments</li> <li>• take collective responsibility for any shortfalls identified through complaints rather than blaming others</li> <li>• act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing.</li> </ul>	Yes	MDH staff appraisals for 2022/23 will set objectives in relation to complaint handling.  Wider briefing sessions on complaints handling will be available for staff in support services such as Customer First, Legal Services.

## Section 8 - Self-assessment and compliance

Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	Mid Devon Housing undertook a yearly self-assessment against the Code in April 2022.
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	Mid Devon Housing has undergone a housing restructure in 2021. A self-assessment against the Code was undertaken in April 2022.
8.3	Following each self-assessment, a landlord must: <ul style="list-style-type: none"> <li>report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should be reported to elected members</li> <li>publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents</li> <li>include the self-assessment in their annual report section on complaints handling performance</li> </ul>	Yes	<p>A Complaints Handling report is going to the Homes Policy Development Group on 31 May 2022.</p> <p>The report is: To provide an overview of Mid Devon Housing's plan to implement and promote a positive complaint handling culture and drive service improvement through lessons learned from complaints, to Members.</p> <p>To agree the publication of the review of compliance against the Housing Ombudsman's Complaints Handling Code</p> <p>The self-assessment form will be published on the Housing webpage once approved.</p> <p>The self-assessment form will be included in MDH's Annual Report.</p>

## Annex 2

### Lessons Learned relating to Complaints 2021-22

Background to service improvement	Lessons Learnt	Service improvement
1. We had not acted in accordance with the Housing Services Anti-social behaviour Policy and Procedures.	Officers to ensure that they comply with policy and procedures.	Staff have since undergone training on how to use the anti-social behaviour reporting system and the processes to follow.
2. To improve how we investigate a formal complaint in regards to noise complaints patterns and trends.	A scatter graph to be used to identify a pattern/trend of noise nuisance being reported.	Procedures are in the process of being implemented.
3. Investigations into a complaint, led to other tenancy breaches identified.	Joined up working with staff from Repairs and Estates Neighbourhood Team to ensure that where a permission has been granted where Planning Permission or/and Building Regulations is required, this is followed up.	The Triage system on Orchard has been set up to prompt officers when a permission request is due to be reviewed.
4. To improve the poor standard of cleanliness of a void property when ready to let.	The property should meet the void management standard.	The cleanliness of the property was discussed with the contractor. Due to ongoing issues, the cleaning contract has now been sub- contractor, therefore issues have been resolved.
5. To improve written communications to address the wording in a letter a tenant had previously received in relation to an offer of a good will gesture.	The wording of the letter had already been identified as not seen as good practice, however the complaint re-enforced our decision to review the letter.	The letter has been amended accordingly.
6. To improve the lack of responses to call back requests and emails.	Technical Support & Repairs Officers to implement a triage logging system.	A new triage system has been introduced which logs call back requests and correspondence, this enable MDH keep track of performance and identifies any service failures.
7. To keep track of properties that have	The Finance & Performance team to	The Finance & Performance team now

<b>Background to service improvement</b>	<b>Lessons Learnt</b>	<b>Service improvement</b>
been set up in cases where Use & Occupation Charges are to be collected and to allow for regular monitoring of such cases.	share monthly Use & Occupation reports with Neighbourhood Team Leaders.	share monthly Use & Occupation reports with Neighbourhood Team Leaders so they can address any long term Use & Occupation accounts and end the tenancies where applicable.
8. To ensure that the mutual exchange process is informed by data concerning aids and adaptations to make best use of housing stock.	Allocations & Voids Team to liaise with Repairs to check if any adaptations have been carried out property prior to making a decision relating to the mutual exchange request.	The Allocation & Voids Team have incorporated additional checks into their procedures to check for adaptations at the property to inform decision making relating to mutual exchanges.
9. To improve the complaints handling process and staff understanding of complaints.	Team Leaders/Managers to set up an appointment with Complaints Officer and new member of staff to shadow.	We have introduced a new staff induction programme on complaint handling. This explains to new members of staff how to report a complaint and the rationale behind complaint handling.
10. To improve relationships with a group of tenants impacted by delayed planned maintenance works.	Planned Maintenance to write to all tenants impacted by the delayed planned maintenance works to apologise for the delays and offer a good will gesture.	All tenants impacted by the delayed planned maintenance works were written to and an offer of a good will gesture made that acknowledged the distress and inconvenienced caused.
11. To improve tenant satisfaction, we have re-introduced satisfaction surveys following a closed complaint.	Complaints Officer to send out satisfaction surveys each month.	Complaints Officer sends out satisfactory survey's each month, which are followed up by the Tenant Involvement Team if no response received.
12. To acknowledge the impact of - service failure; - time and trouble; - distress and inconvenience caused to a tenant	Complaints Officer to be given authorisation to offer compensation and good will gestures up to the value of £250.00.	Complaints Officer offers redress when it is recognised that the tenant has been impacted by the outcome of a complaint.
Consideration was given		

<b>Background to service improvement</b>	<b>Lessons Learnt</b>	<b>Service improvement</b>
as to how this the complaint impacted on the tenant and their family.		
13. The Tenant Compensation Policy has been reviewed and updated.	The Policy Officer to review the policy taking into account the offer of good will gestures and compensation offers made by MDH.	The Tenant Compensation Policy has been reviewed and agreed.
14. To reduced the number of disrepair cases being made.	MDH to encourage tenants to consider escalating their complaint using the internal complaints process before embarking on a disrepair claim.	All tenants are referred to the internal complaints process to encourage early resolution and avoid going down the route of disrepair.
15. To encourage improved customer service with MDH	Technical Support & Repairs Officers to specialise in an area of Repairs to improve customer relationships.	The Technical Support & Repairs Officers now offer specialised knowledge and advice to tenants.
16. To encourage active tenant involvement in complaints handling	Customer Engagement Officer to create a Complaints Champion role as part of MDH's offer to Tenant Involvement.	Tenants now have the opportunity to get involved as a Complaints Champion to shape the service of MDH
17. To provide a consistent approach to complaint handling.	As part of the Housing Restructure, the service to introduce a Complaints Officer's role.	Complaints Officer now in post to deliver compliance with the HOS Complaints Handling Code. The Officer works in a support team and therefore is divorced from general case management decision-making, thereby ensuring that they can be more impartial.
18. To Contribute to the corporate Complaints and Feedback Policy to improve complaint handling across all services	Housing staff to contribute to the review of the corporate Complaints and Feedback Policy.	The corporate Complaints and Feedback Policy reflects how MDH and the Council as a whole deal with complaints.

# Annex 3

## (i) Performance relating to Complaints 2021-2022

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
<b>Stage One Complaints</b>													
% Stage One Complaints Closed On-time	100.0%	100.0%	100.0%	100.0%	93.3%	100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%
No. Stage One Complaints	12	11	15	12	15	7	10	14	17	16	16	26	171
No. Stage One Complaints Closed On-time	12	11	15	12	14	7	9	14	17	16	16	26	169
% Stage One Complaints Upheld	66.7%	72.7%	46.7%	58.3%	40.0%	85.7%	50.0%	35.7%	70.6%	43.8%	6.3%	46.2%	49.1%
No. Stage One Complaints	12	11	15	12	15	7	10	14	17	16	16	26	171
No. Stage One Complaints Upheld	8	8	7	7	6	6	5	5	12	7	1	12	84
<b>Stage Two Complaints</b>													
% Stage Two Complaints Closed On-time	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	60.0%	100.0%	100.0%	100.0%	92.6%
No. Stage Two Complaints	0	2	1	2	2	2	1	0	5	2	5	5	27
No. Stage Two Complaints Closed On-time	0	2	1	2	2	2	1	0	3	2	5	5	25
% Stage Two Complaints Upheld	0.0%	50.0%	0.0%	50.0%	50.0%	50.0%	0.0%	0.0%	40.0%	50.0%	0.0%	60.0%	37.0%
No. Stage Two Complaints	0	2	1	2	2	2	1	0	5	2	5	5	27
No. Stage Two Complaints Closed On-time	0	1	0	1	1	1	0	0	2	1	0	3	10

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## (i) Complaints closed by category 2021-22

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
<b>Complaint Types</b>													
<b>Total Complaints by Type</b>	12	11	15	12	15	7	10	14	17	16	16	26	171
No. Allocations Complaints	0	0	0	0	0	0	0	1	0	0	0	1	2
No. Anti-social Behaviour Complaints	0	2	1	0	0	0	0	0	2	1	1	0	7
No. Estate Service Complaints	0	0	0	0	0	1	0	1	0	0	0	0	2
No. Tenancy Management Complaints	3	4	4	3	8	1	4	1	4	4	5	9	50
No. Rents and Service Charges Complaints	1	1	0	1	0	0	0	0	2	0	1	2	8
No. Repairs and Maintenance Complaints	7	1	8	7	6	4	4	10	9	10	8	14	88
No. Staff and Customer Services Complaints	0	0	1	0	0	0	1	0	0	1	1	0	4
No. Other Complaints	1	3	1	1	1	1	1	1	0	0	0	0	10



Landlord Performance data 2020-21

Landlord Performance Data 2020-21

1.0 Number of Homes

Count of homes under the Housing Ombudsman Service's jurisdiction as of 31/03/2020

Landlord NameMid Devon District Council

Homes3,114

2.0 Determinations by Outcome

Cases determined between 01/04/2020 - 31/03/2021 by overall determination

2.1 Individual Landlord

Landlord NameMid Devon District Council

Overall Determination	Count	%
Maladministration	1	20%
No Maladministration	2	40%
Outside Jurisdiction	2	40%
Grand Total	5	100%

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2.0 Determinations by Outcome (continued)

Cases determined between 01/04/2020 - 31/03/2021 by overall determination

2.2 By Landlord Type

'Other' includes Co-operatives, For profit, Voluntary, Almshouse or Abbeyfield provider types

Overall Determination	Housing Association	Local Authority	Other	Grand Total
Severe Maladministration	0%	0.1%	0%	0.05%
Maladministration	25%	26%	36%	25%
Partial Maladministration	21%	24%	9%	22%
Reasonable Redress	15%	7%	0%	12%
No Maladministration	28%	28%	18%	28%
Mediation	3%	2%	0%	2%
Outside Jurisdiction	7%	12%	36%	9%
Withdrawn	1%	1%	0%	1%
Grand Total	100%	100%	100%	100%

2.3 By Landlord Size

Overall Determination	Less than 1k units	Between 1k and 10k units	More than 10k units	Grand Total
Severe Maladministration	0%	0%	0.1%	0%
Maladministration	25%	22%	26%	25%
Partial Maladministration	15%	21%	23%	22%
Reasonable Redress	9%	12%	13%	12%
No Maladministration	29%	35%	26%	28%
Mediation	2%	2%	3%	2%
Outside Jurisdiction	18%	8%	8%	9%
Withdrawn	2%	1%	1%	1%
Grand Total	100%	100%	100%	100%

3.0 Findings by Category

Findings on cases determined between 01/04/2020 - 31/03/2021 category and decision

Landlord Name		Mid Devon District Council		
Category	Decision		Outside Jurisdiction	Grand Total
	Service failure	No maladministra tion		
Property Condition	1	1	1	3
Moving to a Property			1	1
Charges		1		1
Home Ownership Issues (not new build)		1		1
Grand Total	1	3	2	6

4.0 Orders Made by Type

Orders on cases determined between 01/04/2020 - 31/03/2021 by order type

Landlord Name	Mid Devon District Council
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Order Type	Count
Compensation	1
Grand Total	1

5.0 Order Compliance Within 3 Months

Orders with compliance target dates between 01/04/2020 - 31/03/2021

5.1 Individual Landlord

Landlord Name	Mid Devon District Council	
Time to comply	Count	%
Within three months	1	100%
Grand Total	1	100%

5.2 By Landlord Type

'Other' includes Co-operatives, For profit, Voluntary, Almshouse or Abbeyfield provider types

Time to comply	Housing Association	Local Authority	Other	Grand Total
Within three months	98%	99%	100%	99%
More than three months	2%	1%	0%	1%
Grand Total	100%	100%	100%	100%

5.3 By Landlord Size

Time to comply	Less than 1k units	Between 1k and 10k units	More than 10k units	Grand Total
Within three months	99%	99%	98%	99%
More than three months	1%	1%	2%	1%
Grand Total	100%	100%	100%	100%

## 6.0 Order Compliance Within 6 Months

Orders with compliance target dates between 01/04/2020 - 31/03/2021

### 6.1 Individual Landlord

Landlord Name	Mid Devon District Council	
Time to Comply	Count	%
Within six months	1	100%
Grand Total	1	100%

### 6.2 By Landlord Type

*'Other' includes Co-operatives, For profit, Voluntary, Almshouse or Abbeyfield provider types*

Time to comply	Housing Association	Local Authority	Other	Grand Tota
Within six months	100%	99%	100%	100%
More than six months	0%	1%	0%	0%
Grand Total	100%	100%	100%	100%

6.3 By Landlord Size

Time to comply	Less than 1k units	Between 1k and 10k units	More than 10k units	Grand Total
Within six months	100%	100%	100%	100%
More than six months	0%	0.3%	0.2%	0.2%
Grand Total	100%	100%	100%	100%

7.0 Compensation Ordered

Total amount of compensation ordered in determinations made between 01/04/2020 - 31/03/2021

Landlord Name	Mid Devon District Council
Type	Order

Total    £0

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