

## MID DEVON DISTRICT COUNCIL

**MINUTES** of a **MEETING** of the **COMMUNITY POLICY DEVELOPMENT GROUP**  
held on 2 August 2022 at 2.15 pm

### **Present**

**Councillors** Mrs M E Squires (Chairman)  
Mrs C Collis, W Burke, R J Dolley,  
B Holdman, S Pugh and Mrs E J Slade

### **Apologies**

**Councillor(s)** R Evans

### **Also Present**

**Councillor(s)** R M Deed, J Buczkowski, S J Clist, Mrs C P Daw and  
D J Knowles

### **Also Present**

**Officer(s):** Jill May (Director of Business Improvement and Operations), Simon Newcombe (Corporate Manager for Public Health, Regulation and Housing), Matthew Page (Corporate Manager for People, Governance and Waste), Nicola Cuskeran (Interim Corporate Performance Manager & Safeguarding Officer), Julia Ryder (Community Safety & Emergency Planning Officer), Clare Robathan (Policy and Research Officer), Carole Oliphant (Member Services Officer) and Jessica Watts (Member Services Apprentice)

## 14 **APOLOGIES AND SUBSTITUTE MEMBERS (02.49)**

Apologies were received from Cllr R Evans

## 15 **DECLARATIONS OF INTEREST UNDER THE CODE OF CONDUCT (02.57)**

Members were reminded of the need to make declarations where appropriate

## 16 **MINUTES OF THE PREVIOUS MEETING (03.06)**

The Minutes of the Meeting held on 7<sup>th</sup> June 2022 were approved as a correct record and **SIGNED** by the Chairman.

## 17 **PUBLIC QUESTION TIME (04.42)**

The following questions were received from Nick Quinn a local resident:

Concerning Agenda Item: 6 (Performance and Outturn Report)

In paragraph 5.4 of the overarching Performance and Outturn report, it is stated that 404 complaints were received in 2021/22 and that 91% of these were resolved within 10 to 12 weeks.

This level of response is considered to be above target.

Appendix 4, gives the detail for the Community PDG Performance Indicators over this period.

My questions are:

Q1: Are Members concerned to see that the total of 404 Complaints in this year has increased from 273 in the previous year?

Q2: Are Members concerned that one in ten Complainants are having to wait more than three months for an outcome?

Q3: Are Members concerned that the Complaints performance figures for the first quarter of 2022/23 (which have been published and are being presented to Audit later today) show that the Complaint resolution rate has now dropped well below 90%?

Q4: Do Members think it appropriate to use The Number of Complaints Received as the only Performance Indicator for Community Involvement?

The Corporate Manager for People, Governance and Waste provided the following responses:

Q1. Expected rise post-pandemic and nearer pre-pandemic numbers, however they have increased.

Resource is being put to additional monitoring and analysis of complaints as part of the Continuous Improvement portfolio and commences at the beginning of August.

Q2. All complaints are monitored against our policy of maximum 12 weeks. However, occasionally there are some complaints which are complex and require a legal response/outcome. In these instances, the complainant is kept informed of progress.

Q3. Many services are now under pressure due to continuing vacancies. The additional resource as per Q1 will help clarify where services may be slower to respond and reported to the portfolio holder for Continuous Improvement.

Training with staff will be revisited due to staff turnover.

Q4. Performance indicators will be reviewed ready for the next financial year as monitoring improves in discussion with the Portfolio Holder for Continuous Improvement.

The Leader confirmed that the Council was concerned but that it was addressing the issues and that the PDG could request additional performance indicators if it so wished.

## 18 CHAIRMANS ANNOUNCEMENTS (14.44)

The Chairman had no announcements to make

## 19 **PERFORMANCE AND RISK OUTTURN REPORT (14.48)**

The Group had before it, and **NOTED**, the \*Performance and Risk Outturn report for 2021/2022 from the Corporate Manager for People, Governance and Waste.

The Interim Corporate Performance and Improvement Manager outlined the contents of the report and explained that it provided Members with an annual review of the Council's performance against the corporate plan, service objectives and targets for 2021/2022.

In response to a question asked about the 3 Rivers Developments Board report and action plan recommendations the Leader confirmed that an updated report would be presented to the Audit Committee and he encouraged Members to attend to receive the results.

Note: \*report previously circulated and attached to the minutes

## 20 **MID DEVON AS A TRAUMA INFORMED COUNCIL (20.45)**

The Group had before it a \*report from the Corporate Manager for Public Health, Regulation and Housing providing detail on how Mid Devon District Council (MDDC) could become a Trauma Informed Council.

The officer explained that the report provided more detail on the process for the Council to become trauma informed.

Consideration was given to:

- Trained staff members would not replace healthcare professionals but would have a better understanding of when and where to refer instances to the correct services

It was therefore **RESOLVED** to recommend to the Cabinet that:

1. It recommended to Full Council the degree of investment the Council would require towards becoming a Trauma Informed Council
2. Subject to recommendation 1 that it recommended to Full Council a stepped approach was adopted, as set out in annex 1

(Proposed by the Chairman)

**Reason for the decision:** To ensure that MDDC services suitably and satisfactorily accommodate the needs of service users

Note: \*report previously circulated and attached to the minutes

## 21 **RECOMMENDATIONS FROM THE ANTI SOCIAL BEHAVIOUR WORKING GROUP (31.45)**

The Group had before it a \*report from the Policy and Research Officer presenting the recommendations of the Anti-Social Behaviour (ASB) Working Group.

Cllr S Pugh, the Chairman of the Working Group outlined the project outline and that the recommendations had been formed with input from the appropriate service areas and external contributors.

It was therefore **RESOLVED** to recommend to the Cabinet:

1. That Members of the ASB working group are consulted on the review of the Housing ASB policy (due to take place this year, and to be incorporated into Neighbourhood and Community Standard Policy) through an informal, in-depth discussion with the Corporate Manager for Public Health, Regulation and Housing and other officers.
2. That information around ASB and how to report it is clearly communicated to Members and the public.
3. That the Mid Devon Senior Inspector is requested to provide Members with a monthly update on policing in the District and consideration is given to other ways to engage with members.
4. That the Community Safety Partnership (CSP) review the Community Trigger process.

(Proposed by the Chairman)

**Reason for the decision:** A key priority for the Council is promoting sustainable and prosperous communities. The impact of ASB can cause distress and suffering for victims, and it is key concern for Mid Devon residents.

Note: \*report previously circulated and attached to the minutes

## 22 **WORKPLAN (41.54)**

The Group had before it, and **NOTED**, the Community PDG Work Plan for 2022-2023.

The Policy and Research Officer explained that a Terms of Reference for a review into effective integration of new residential communities would be brought to the next meeting of the PDG

Note: \*Work Plan previously circulated and attached to the minutes

(The meeting ended at 2.58 pm)

**CHAIRMAN**