

Public Document Pack

Mid Devon District Council

Community Policy Development Group

Tuesday, 2 August 2022 at 2.15 pm
Phoenix Chambers, Phoenix House, Tiverton

Next ordinary meeting
Tuesday, 27 September 2022 at 2.15 pm

PLEASE NOTE: - this meeting will take place at Phoenix House and members of the Public and Press are able to attend via Zoom. If you are intending to attend in person please contact 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 Mrs M E Squires

Cllr Mrs C Collis

Cllr W Burke

Cllr L J Cruwys

Cllr R J Dolley

Cllr R Evans

Cllr B Holdman

Cllr S Pugh

Cllr Mrs E J Slade

A G E N D A

Members are reminded of the need to make declarations of interest prior to any discussion which may take place

1 Apologies and Substitute Members

To receive any apologies for absence and notices of appointment of

substitute Members (if any).

- 2 **Declarations of Interest under the Code of Conduct**
To record any interests on agenda matters.
- 3 **Minutes of the Previous Meeting** (*Pages 5 - 8*)
To consider whether to approve the minutes as a correct record of the meeting held on 7th June 2022.
- 4 **Public Question Time**
To receive any questions relating to items on the Agenda from members of the public and replies thereto.
Note: A maximum of 30 minutes is allowed for this item.
- 5 **Chairmans Announcements**
To receive any announcements that the Chairman may wish to make.
- 6 **Performance and Risk Outturn Report** (*Pages 9 - 56*)
To consider the Performance and Risk Outturn report which was presented to the Cabinet on 12th July 2022.
- 7 **Mid Devon as a Trauma Informed Council** (*Pages 57 - 66*)
To receive a report on Mid Devon District Council (MDDC) becoming a Trauma Informed Council, with a trained trauma aware workforce, as requested by the Community Policy Development Group (PDG) held on 22 March 2022.
- 8 **Recommendations from the Anti Social Behaviour Working Group** (*Pages 67 - 78*)
To agree the recommendations from the Anti-Social Behaviour Working Group and recommend them to the Cabinet
- 9 **Workplan** (*Pages 79 - 80*)
To receive the Community Work Plan for 2022-2023 and make any suggestions for inclusion.

Stephen Walford
Chief Executive
Monday, 25 July 2022

Meeting Information

From 7 May 2021, the law requires all councils to hold formal meetings in person. The Council will enable all people to continue to participate in meetings via Zoom.

If you want to ask a question or speak, email your full name to Committee@middevon.gov.uk by no later than 4pm on the day before the meeting. This will ensure that your name is on the list to speak and will help us ensure that you are not missed. 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 Carole Oliphant on:

Tel: 01884 234209

E-Mail: coliphant@middevon.gov.uk

Public Wi-Fi is available in all meeting rooms.

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MID DEVON DISTRICT COUNCIL

MINUTES of a **MEETING** of the **COMMUNITY POLICY DEVELOPMENT GROUP**
held on 7 June 2022 at 2.15 pm

Present

Councillors

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

Also Present

Councillor(s)

B A Moore

Also Present

Officer(s):

Stephen Walford (Chief Executive), Karen Trickey (District Solicitor and Monitoring Officer), Andrew Busby (Corporate Manager for Property, Leisure and Climate Change), Paul Deal (Corporate Manager for Finance), Matthew Page (Corporate Manager for People, Governance and Waste), Carole Oliphant (Member Services Officer) and Jessica Watts (Member Services Apprentice)

1 ELECTION OF CHAIRMAN (CHAIRMAN OF THE COUNCIL IN THE CHAIR)

Cllr Mrs M E Squires was duly elected Chairman for the municipal year.

2 ELECTION OF VICE CHAIRMAN (0.04.51)

Cllr Mrs E Slade was duly elected Vice Chairman for the municipal year

3 APOLOGIES AND SUBSTITUTE MEMBERS (0.06.09)

There were no apologies or substitute members

4 DECLARATIONS OF INTEREST UNDER THE CODE OF CONDUCT (0.06.20)

Members were reminded of the need to make declarations where appropriate

5 MINUTES OF THE PREVIOUS MEETING (0.06.35)

The Minutes of the Meeting held on 22nd March 2022 were approved as a correct record and **SIGNED** by the Chairman.

6 PUBLIC QUESTION TIME (0.08.10)

There were no questions from members of the public present.

7 CHAIRMANS ANNOUNCEMENTS (0.08.23)

The Chairman advised that the Anti-Social Behaviour Working Group were finalising their recommendations which would be presented to the Group.

8 **START TIME OF MEETINGS (0.09.15)**

The start time of meetings was agreed as 2.15pm for the remainder of the municipal year

9 **THE CREDITON AREA HISTORY & MUSEUM SOCIETY (0.10.05)**

The Group had before it a *business case requesting funding for a summer 2023 exhibition by the Crediton Area History and Museum Society.

Tony Gale addressed the Group and outlined the project aims and objectives. He confirmed that the exhibition would initially run for 6 months and would then be supported by a book and on line resources. He confirmed that the project was seeking funding from Mid Devon District Council and would be grateful for any funds awarded.

The Chief Executive explained that the PDG had previously allocated funding for Community Grants for a period of two years which was within the current budget. If the PDG wanted to adjust the set budget 'in year' to award an additional amount to the project then they would need to have the change agreed through the Cabinet and Council. He explained that there was no surplus funds available through the Community Grant Scheme in the current budget.

The PDG advised the Society that although direct funding was not available the Council could assist by promoting the exhibition and they were advised to approach Crediton Town Council and Tiverton Museum for financial support.

The PDG wished the Society every success for the exhibition.

Note: *business case previously circulated and attached to the minutes

10 **REVENUE AND OUTTURN REPORT (0.32.15)**

The Group had before it, and **NOTED**, the Revenue and Capital Outturn *report from the Deputy Chief Executive (S151).

The Corporate Manager for Finance outlined the contents of the report and explained that it provided a summary of the net service costs of the General Fund and Housing Revenue Account and was subject to audit.

He explained that the General Fund underspend of £29k was an excellent return and showed a good degree of financial forecasting.

Consideration was given to:

- Reduced levels of income due to the pandemic including car parks and business rates
- The reduction in levels of Government support received
- Higher contract staffing levels due to sickness and unfulfilled vacancies

- The significant grants provided by the Government which were passed onto residents
- The General Fund was circa 10% above minimum requirements
- Members concerns with reduced opening hours of Phoenix House having an effect on customers' ability to pay any monies owed to the council
- Members request that the Cabinet seek clarification that capital projects would be completed within the timeframes stated

Note: *report previously circulated and attached to the minutes

11 **UNAUTHORISED ENCAMPMENT POLICY (0.46.26)**

The Group had before it a *report from the Corporate Manager for Property, Leisure and Climate Change presenting the 3 yearly review of the Unauthorised Encampment Policy.

The officer outlined the contents of the report and stated that the Policy ensured that the Council acted lawfully.

Consideration was given to:

- There had been 4 unauthorised encampments in the past 3 years which had a cost to the Council circa £3k
- Legal Services had reviewed the policy and had updated the Equality Act, sections 77-78
- A minimum of 13 permanent sites would be delivered in the District within the next 2-3 years
- The location of pitches had been determined during the initial planning process
- The Council had a duty to provide both permanent and transit pitches and Members would be provided with an update on the current situation

It was therefore **RECOMMENDED** to the Cabinet that the updated Unauthorised Encampment Policy and procedure for managing and enforcing unauthorised encampments as detailed in annex A be adopted

(Proposed by the Chairman)

Note: *Policy previously circulated and attached to the minutes

12 **CORPORATE PLAN MID POINT REVIEW (0.58.40)**

The Group had before it a *report from the Chief Executive presenting the Corporate Plan 2020-2024 Mid-Point Review.

The Chief Executive explained that the report had previously been presented to the Cabinet and that it was now being shared with the PDG's in order that they could feed back any priorities that they felt needed to be highlighted.

He explained that the Corporate Plan had been agreed just prior to the pandemic and therefore it was not as far along as originally hoped but that some progress had been

made. He informed Members that it was now prudent to revisit the plan to establish what could be realistically completed in the timeframe to 2024.

He stated that he would listen to any viewpoints that Members had and he would encourage them to contact either him directly or via the PDG Chairman within the next 10 days in order that these could be fed back to the Cabinet.

Members highlighted the following priorities:

- Council to continue to influence the provision of post 16 education in the District
- Members would like to see a cycleway between Tiverton and Exeter and the Council should work with partners to promote this

Note: *report previously circulated and attached to the minutes

13 **PDG WORK PROGRAMME AND POLICY DEVELOPMENT FOR 2022/23 (1.20.15)**

The Group had before it, and **NOTED**, a *report from the District Solicitor and Monitoring Officer outlining the PDG's work programme for 2022/2023.

The officer outlined the contents of the report and invited the PDG to consider what it wished to focus on for the forthcoming year, taking account of its Corporate Plan priorities and residents' feedback. The report also provided Members with suggestions on items that they could investigate during the year.

Members discussed the possible projects and agreed that an examination of effective community integration would be of interest and would be a worthwhile project. Members agreed that they wished to broaden the scope of the project to include refugees, asylum seekers and new residents in new housing estates. The PDG wanted to investigate how new communities were formed in practical terms.

The Chief Executive confirmed that the Forward Planning had undertaken some new residents' surveys and that the results of the last survey could feed into the project.

The Group agreed that the District Solicitor would produce a terms of reference which would be presented back to the PDG for agreement on how the project should be structured and conducted.

The Group discussed the current work programme and agreed that reports for noting should be replaced by information sheets which were to be sent informally to Members. If the information sheets required additional discussion these would be brought to the next formal meeting of the Group.

Note: *report previously circulated and attached to the minutes

(The meeting ended at 4.20 pm)

CHAIRMAN

COMMUNITY PDG
DATE: 2ND AUGUST 2022

PERFORMANCE AND RISK OUTTURN REPORT FOR 2021/22 (LEADERS REPORT)

Cabinet Leader Cllr Bob Deed
Responsible Officers Matthew Page, Corporate Manager for People, Governance & Waste
Nicola Cuskeran, Interim Corporate Performance and Improvement Manager

Reason for Report: To provide Members with an annual review of the Council's performance against the corporate plan, service objectives and targets for 2021/2022.

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

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

Financial Implications: 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 more focused 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.

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

Equality Impact Assessment: Customer feedback can help the council identify any groups of people who may potentially be experiencing a less satisfactory level of service when compared 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.

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

1.0 Introduction

- 1.1 This report provides a year end analysis of the overall performance position for the period of 2021/2022.
- 1.2 As outlined in the reports to the Cabinet throughout the year, the pandemic led to a step change being taken to ensure effective service delivery was maintained through staff working remotely and the use of digital platforms. In December 2021 ICT services increased the bandwidth (in computing terms is the maximum rate of data transfer) doubling the existing speed of connection and made some changes to the firewall to improve performance. As of April 2022 ICT services have rolled out 3CX telephony system to support and aid remote working and improve the customer experience by being able to converse with officers.
- 1.3 The attached KPI appendices cover the entire financial year. Progress is monitored throughout the year by reporting against the declared aims for each priority identified.
- 1.4 In terms of the priorities for the coming year, the Cabinet will be focused on embedding a recovery from the pandemic, whilst ensuring that delivery against the corporate plan is maintained and improved.
- 1.5 A mid-point review of the Corporate Plan has been published and was presented at Cabinet on 5 April 2022. The report will also be presented to Audit committee, Cabinet and the Policy Development Groups (PDG's) during June 2022.

2.0 Environment Appendix 1

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

- 2.1 A trial of three weekly residual waste collection in parts of the District took place between July and October 2021. This demonstrated 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. This informed the decision taken by the Cabinet in February 2022 to commence 3 weekly collections as standard practice from late September 2022.
- 2.2 Encouragement was drawn from a survey carried out with affected residents after the trial where 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. A communication and soft enforcement plan will be presented to all members on the 14 June 2022 will emphasise the importance of each household directly contributing to the District reducing its carbon footprint and achieving carbon zero net status through greater reusing, reducing and recycling of waste.
- 2.3 Household recycling rates in Mid Devon for 2021/2022 was 53.4% which was better than the target. The total of residual waste collected was slightly above the target at 364.5Kg per household.

- 2.4 The number of households who pay for their garden waste to be collected at the kerbside increased by 229 customers. The percentage of missed refuse and organic waste collections reported was slightly above target at 0.02%.
- 2.5 The revised Public Spaces Protection (Dog Control) Order (PSPO) was reviewed and a public consultation took place. The Environment PDG recommended the fixed penalty for breaches of the PSPO would be set at the maximum of £100 and the Cabinet approved the recommendation.

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

- 2.6 Through the Devon Solar Together initiative, the number of solar panels installed is 253 (this succeeded the pre-set target of 250).
- 2.7 All 5 Council-owned locations for 10 fast charger points under the Deletti scheme were approved and the lead partner Devon County Council has prepared for procurement with installations taking place during 2022. The total usage of electric car charging was well above the target (2,300) at 4,639.

Aim – Encourage retro-fitting of measures to reduce energy use in buildings.

- 2.8 The Council's Property Services team has carried out improvement works at all 3 leisure sites. The measures will mean that over the life of the assets, CO2 emissions will be cut by 520 tonnes, with an annual reduction of around £40,000 - £50,000 in electricity charges, as well as reduced maintenance costs.

Aim - Encourage new housing and commercial developments to be 'exemplars' in terms of increasing biodiversity and reducing carbon use.

- 2.9 The Council's planned modular housing development in Cullompton has been shortlisted for four awards in the South West's Construction Excellence Awards. This is being delivered in partnership with innovative modular house builder Zed Pods Ltd. The zero carbon homes are set to be installed on a council-owned site on the St Andrew's estate in Cullompton and, once completed, will be an exemplar social housing scheme.

3.0 Homes Appendix 2

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

- 3.0 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. This new approach has created a multi-disciplinary Housing Strategy Delivery team.

- 3.1 Our Housing Strategy sets out a clear direction, for the next five years, to offer more housing with more choice by developing new homes and improving existing homes and communities. There is a particular focus on affordable and social rent properties alongside a strong commitment to having low-carbon, accessible and adaptable homes. This means we can support our most vulnerable residents to access and maintain good quality housing which meets their needs. This will help our hamlets, villages and towns to be sustainable in the longer term and contribute to the district's prosperity and wellbeing.
- 3.2 The percentage of emergency repairs to our tenants properties completed on time met its target of 100%. The percentage of urgent repairs completed on time was above the target (95%) at 99.3%. The percentage of routine repairs completed on time was above the target (95%) at 98.8%.
- 3.3 During the last year the council has commissioned contracts following approval of our planning applications for 3 homes in Tiverton, 6 modular carbon-zero homes in Cullompton, 8 modular carbon-zero homes in Tiverton and the projects are currently being commissioned. In the next few weeks a major planning application submission for 70 homes on land at Post Hill Tiverton will become part of Mid Devon's housing stock.

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

- 3.4 During 2021-2022 a total of 54 empty homes were brought back into use while in 2020-2021 the total of empty homes reintroduced was 101. The combined total exceeds the target of 72 homes each year (155 compared to the target of 144).

4.0 Economy Appendix 3

Aims - Identify strategic and tactical interventions to create economic and community confidence and pride in the places we live. This includes a continued focus on Town Centre Regeneration. Develop and deliver regeneration plans for all 3 main towns in partnership with Town and Parish Councils, private and third sector organisations and communities.

- 4.1 The Minister of State for Transport has discussed the importance of regional connectivity as proposals to reopen a station in Cullompton gather momentum. The importance of regional connectivity and the role that railways play in terms of connecting people and places, people in their communities, people and jobs and opportunities.
- 4.2 During the last year the District Council launched two rounds of Love Your Town Centre funding. Both rounds received bids from local businesses, town councils or organisations across Crediton, Cullompton and Tiverton, with proposals to generate and support the town centres economic recovery. The scheme has proved vital this year, providing funding for quick-win projects and supporting footfall return to the town centres, which has been welcomed by community groups.

- 4.3 Over the last year the Cullompton High Street Heritage Action Zone has achieved:
- Higher Bullring Public Realm Enhancement scheme - concept design work is underway following the appointment of consultants last autumn, in partnership with Devon County Council and Historic England.
 - The Cultural Consortium 'Creative Cullompton' were successful in their bid to Historic England and awarded a grant of £90,000 to support local cultural and historic activities in the town centre as part of the High Street Heritage project.
 - The updated Cullompton Conservation Area Appraisal (CAMP) has been completed.
 - The Building Grants Scheme is progressing and the High Street Heritage Officer is working with owners of various properties to develop eligible projects for funding. Properties have been identified following a Condition Survey and the preparation of a Building Priority list.

Aim – Work with developers to secure our ambitious plans for the J27 'Devon Gateway' development site

- 4.4 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 which include using Junction 27 to create a gateway to Devon / North Devon in a highly accessible location on the strategic highway network.
- 4.5 The Council was one of the first to go live nationally across the UK and first in Devon and Somerset with applications on the 12 March 2022 for the Council Tax Energy Scheme, payments could not be made until on or after 01 April 2022 as per Government guidance. As at 16 May 2022 the Council has paid out a total of £3,505m to eligible Mid Devon households this is 84% of the total budget.
- 4.6 Mid Devon have issued millions of pounds of assistance in business rate grants over the past 2 years.
- 4.7 The Benefits Service delivered the test & trace scheme where £500 was paid out to more vulnerable people when they had to isolate.
- 4.8 The community response to support the 74 Asylum Seekers, accommodated at Tiverton Hotel, as part of the Government's Initial Asylum Seekers Accommodation has concluded.
- 4.9 The government has launched the 'Homes for Ukraine Scheme' to support the refugees seeking a safe home in our communities whilst fleeing from the war in the Ukraine. Team Devon are working closely together to deliver a wraparound package of support (access to benefits; health services; education; wellbeing).

5.0 **Community Appendix 4**

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

- 5.1 There was an increase in the number of Health Referral Initiatives across our Leisure centres last year. Conversations have taken place at a regional level through the Active Devon group, supported by Sport England, to ensure a consistent approach to this element of the Leisure provision.

Aim – Encourage communities to deliver their own projects to reduce carbon emissions

- 5.2 The State of the District Debate this year returned and was on the subject of the Climate Change Agenda. A number of topic specialists provided valuable insights, speaking on themes such as energy advice for our homes, impacts on farming and successful green projects that are taking place within the district. The debate was well received and Members will be considering what was discussed and will look at ways to work with communities to address the issues raised.

Aim - Promote new, more integrated approaches to promoting good health and healthier living especially in the context of planned new developments.

- 5.3 The Council consulted on the Plan Mid Devon 2023 – 2043 Issues Paper between 31st January and 28th March 2022, involving both on-line and face to face public engagement events. This is the first stage in preparing the new Local Plan, in which views have been invited about what the new Local Plan will include and how Mid Devon should be planned for in the future. Consultation responses are currently being considered and work is now progressing across a range of technical evidence that will be used to help inform the preparation of a Draft Policies and Site Options Report that will be consulted on in mid-2023.

Aim – Promote community involvement in Council activity

- 5.4 The number of complaints received during 2021/2022 was 404 and the percentage of complaints resolved within the timescales of 10 to 12 weeks was 91%, slightly above target.

6.0 Corporate Appendix 5

- 6.1 The Planning KPIs are all on target or better than target. Considering the relatively undiminished volume of applications, this is a significant success.
- 6.2 The Building Control service has exceeded their performance targets relating to the assessment of full plans and applications examined within 3 weeks.
- 6.3 The response rate to FOI requests answered on time was 98% against 100% for the previous two years.

- 6.4 The Council's own industrial units had 98% occupancy rates at the end of the year.
- 6.5 Collection rates for Council tax in the financial year of 2021/2022 had a target of 96% with the team securing a rate of 96.69%.
- 6.6 NNDR rates (Business Rates) in the financial year of 2021/2022 had a target of 96% with the team securing a rate of 98.62%. The service has worked very hard to secure a 1.5% increase on the pre-set target.
- 6.7 In 2021/2022 an average of 7.47 days per fte were lost due to sickness absence which is an increase compared to 5.80 days in 2020/2021. There were fewer formal restrictions during the autumn and winter months of 2021/22 which led to increased amounts of sickness and COVID related infection amongst the workforce.

Despite these pressures all services were maintained during this difficult period including the collection of all waste and recycling despite a third of the workforce having COVID-19 in the last quarter of 21/22.

- 6.8 An independent staff survey was carried out in the autumn of 2021 to assess staff feedback on key components of their employment experience and to compile an all staff action plan which was presented to Scrutiny in April 2022. All local authorities including Mid Devon have a considerable challenge as we emerge from the pandemic and face the current cost of living crisis to recruit and retain our most vital asset; our people.

7.0 Risk

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

- 7.1 The Corporate risk register is regularly reviewed by both the Corporate Management Team and Leadership Team and updated as required.
- 7.2 Risk reports to committees include strategic risks with a current rating of 10 or more in accordance with the Risk and Opportunity Management Strategy. (Appendix 6)
- 7.3 Operational risk assessments are job specific and flow through to safe systems of work. These risks go to the Health and Safety Committee biannually with escalation to committees where serious concerns are raised.
- 7.4 Like all local authorities the council is facing the challenge of increased turnover and high level of vacancies. Part of this challenge is down to wage stagnation due to current levels of inflation vastly outstripping the cost of living rise that local authorities cannot afford to make. Talks are being conducted nationally across the regions on what can be achieved to address the situation.

- 7.5 There is a risk of the 'Homes for Ukraine scheme' failing should the host relationship breakdown and re-matching is not an option. Where refugees cannot afford to pay for private accommodation the council has a Homelessness Duty.
- 7.6 This would see an increase in the need for our homelessness service to find suitable alternative safe temporary accommodation at a cost to the authority and that may be some distance from the location of the original hosting arrangement due to availability pressures.
- 7.7 There is a risk around safeguarding vulnerable individuals and children who may fall outside of the 'Homes for Ukraine scheme' by not having their needs met and /or refugees being vulnerable to exploitation.

8.0 Recommendations

- 8.1 That the Community PDG review the performance and risks and feeds back any areas of concern.

Contact for more Information: Matthew Page, Corporate Manager for People, Governance & Waste email: mpage@middevon.gov.uk, Nicola Cuskeran, Interim Corporate Performance and Improvement Manager email: ncuskeran@middevon.gov.uk

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

Corporate Plan PI Report Environment

Monthly report for 2021-2022
 Arranged by Aims
 Filtered by Aim: Priorities Environment
 For MDDC - Services

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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* indicates that an entity is linked to the Aim by its parent Service

Corporate Plan PI Report Environment

Priorities: Environment

Aims: Increase recycling and reduce the amount of waste

Performance Indicators

Title	Prev Annual Year End	Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Residual household waste per household (measured in Kilograms) (figures have to be verified by DCC)</u>	379.8	362.0	33.7	62.3	93.1	124.2	154.3	185.2	213.3	243.9	272.1	306.3	333.3	364.5	Darren Beer	(April - March) Vt slightly ov target however : 3.06% decrease comparec pervious year contributi to the 3.2 decrease overall waste arisings. (LD)
<u>Number of Fixed Penalty Notices (FPNs) Issued (Environment)</u>	10		0	0	0	0	0	0	0	0	0	0	0	0	Darren Beer	(March) Manager post now and a change to team members (NC)
<u>% of Household Waste Reused, Recycled and Composted (figures have to be verified by DCC)</u>	53.5%	54.5%	52.1%	51.4%	53.6%	53.8%	53.9%	54.8%	54.9%	54.6%	54.0%	53.8%	53.6%	53.4%	Darren Beer	(March) Household recycling tonnage h decrease by 3.04% comparec last year; residual waste has also decrease resulting i 3.24% reduction waste arisings. The effec on the recycling rate is therefore 0.1% poir reduction comparec the previc year. Results fr the recent trial indica that the introducti of three weekly collection will have : considera

Corporate Plan PI Report Environment																
Priorities: Environment																
Aims: Increase recycling and reduce the amount of waste																
Performance Indicators																
Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
																positive impact on the recycl rate. (LD)
Number of Households on Chargeable Garden Waste	11,653	11,200	11,620	11,620	11,620	11,791	11,861	11,879	11,888	11,713	11,695	11,691	11,758	11,882	Darren Beer	(March) A increase of 229 customer: compare 2020/21 (LD)
% of missed collections reported (refuse and organic waste)	0.02%	0.03%	0.02%	0.02%	0.02%	0.02%	0.02%	0.02%	0.03%	0.03%	0.02%	0.02%	0.02%	0.02%	Darren Beer	(March) Within target for the year (LD)
% of Missed Collections logged (recycling)	0.02%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	Darren Beer	(March) C target for year (LD)

Corporate Plan PI Report Climate Change

Monthly report for 2021-2022
 Arranged by Aims
 Filtered by Aim: Priorities Climate Change
 For MDDC - Services

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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* indicates that an entity is linked to the Aim by its parent Service

Corporate Plan PI Report Climate Change																
Priorities: Climate Change																
Aims: Green Sources of Energy																
Performance Indicators																
Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>New Solar Initiatives</u>	251	250	n/a	n/a		n/a	n/a		n/a	n/a		n/a	n/a	253	Jason Ball, Andrew Busby	(Quarter 4) Thus far, through the Devon Solar Together initiative, the number of solar panels installed is 246; and 31 kWh of battery storage capacity, across 7 installation sites. (JB)
<u>Electric Car Charger usage</u>	1,867	2,300	279	633	1,017	1,442	1,918	2,322	2,768	3,130	3,546	3,838	4,194	4,639	Jason Ball, Andrew Busby	
<u>Electric Car Charger Units</u>	0	8	n/a	n/a	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a	0	Jason Ball, Andrew Busby	(Quarter 4) The installation and operation contract for the Deletti partnership scheme has now been procured by Devon County Council (as the lead partner) and chargepoint installations are expected to begin in May 2022 (completion before end

Corporate Plan PI Report Climate Change																
Priorities: Climate Change																
Aims: Green Sources of Energy																
Performance Indicators																
Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
																of 2022). (JB)

Aims: Biodiversity																
Performance Indicators																
Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Corporate Tree Planting Scheme</u>	0	500	n/a	n/a	0	n/a	n/a	0	n/a	n/a	35	n/a	n/a	650	Jason Ball, Andrew Busby	(Quarter 1) Winter 2020-2021 planned planting was deferred due to pandemic restrictions. Planting planned for winter 2021-2022 and we are working to secure funding. (JB)
<u>Community climate and biodiversity grants</u>	No	Agree funding. Options paper to be considered by Env PDG.	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	No	Jason Ball, Andrew Busby	(2021 - 2022) 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. (NC)

Aims: Retro-fitting measures																
Performance Indicators																
Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Corporate Renewable Energy Projects</u>	1	4	n/a	n/a	0	n/a	n/a	0	n/a	n/a	1	n/a	n/a	6	Jason Ball, Andrew Busby	(Quarter 4) 2020-2021: Carlu Close solar PV project completed. 2021-2022: Retrofit of ASHP (Air Source Heat Pump) at Lords Meadow Leisure Centre; retrofit energy saving light installations at all 3 leisure centres; retrofit energy saving lighting measures installed at Tiverton multi-storey car park. The hydro project is a live planning application at present. (JB)
<u>ECO Flex</u>	1,028	300	133	191	259	289	322	375	413	438	469	503	555	625	Simon Newcombe	
<u>Housing Assistance Policy</u>	5	5	0	0	0	2	3	6	7	7	13	15	18	28	Simon Newcombe	
<u>Home Improvement Loans</u>	10	10	n/a	n/a	2	n/a	n/a	3	n/a	n/a	4	n/a	n/a	5	Simon Newcombe	

Aims: Other																
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Corporate Plan PI Report Climate Change																
Priorities: Climate Change																
Aims: Other																
Performance Indicators																
Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Community Schemes</u>	0	4	n/a	n/a	4	n/a	n/a	4	n/a	n/a	6	n/a	n/a	8	Jason Ball, Andrew Busby	(Quarter 4) Active liaison with at least 8 groups across the district, e.g. online workshops, correspondence, events, promoting their activities on the Climate and Sustainability website, and outreach to ask for their input on Council activities. (JB)
<u>Council Carbon Footprint</u>	19,407	18,250	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		Jason Ball, Andrew Busby	(2021 - 2022) Quarter 4 - we are waiting for the figures to be checked before we can publish them. (NC)

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Corporate Plan PI Report Homes

Monthly report for 2021-2022
 Arranged by Aims
 Filtered by Aim: Priorities Homes
 For MDDC - Services

Key to Performance Status:

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

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

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Corporate Plan PI Report Homes																
Priorities: Homes																
Aims: Deliver Housing																
Performance Indicators																
Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
Net additional homes provided	335	393	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		Tristan Peat	(2021 - 2022) Data not yet available until May 2022, due to lag time in receiving Building Control completion notices and the need for data quality checks (TP)
Self Build Plots	1	5	n/a	n/a	6	n/a	n/a	6	n/a	n/a	12	n/a	n/a		Tristan Peat	(Quarter 3) Permission granted on 1.10.2021 for a dwelling at Bow, Crediton (application reference: 21/01088/FULL), and 5 CSB plots at the Tiverton EUE (21/00128/MFUL) on 11.11.2021 (TP)
Gypsy & Traveller Pitches delivered	1	2	n/a	n/a	0	n/a	n/a	1	n/a	n/a	1	n/a	n/a	1	Tristan Peat	(Quarter 2) Retrospective planning permission granted for one pitch at Yeoford (TP)
Number of affordable homes delivered (gross)	30	94	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		Tristan Peat	(2021 - 2022) Data not yet available until May 2022, due to lag time in receiving Building

Corporate Plan PI Report Homes

Priorities: Homes

Aims: Deliver Housing

Performance Indicators

Title	Year End	Target	Act	Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
																Control completion notices and the need for data quality checks (TP)
<u>New Social Rent Council Houses</u>	0	17	n/a	n/a	0	n/a	n/a	0	n/a	n/a		n/a	n/a	6	Andrew Busby, Simon Newcombe	(Quarter 4) A total of 6 homes, 5 were buy back and 1 was a new home. (NC)
<u>Number of Homelessness Approaches</u>	587		n/a	n/a	144	n/a	n/a	316	n/a	n/a	493	n/a	n/a	675	Simon Newcombe	

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Aims: Community Land Trusts

Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Community Land Trusts Assisted</u>	2	1	n/a	n/a	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a	1	Tristan Peat	(Quarter 4) Release of £500 from the Council's Community Led Housing Fund to the Chawleigh Community Trust, as part of approved grant support. (TP)

Aims: Private Sector Housing

Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Deliver homes</u>	101	72	0	9	16	20	20	30	35	42	43	45	48	54	Simon	(January) In the last 12 months

Corporate Plan PI Report Homes

Priorities: Homes

Aims: Private Sector Housing

Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>by bringing Empty Houses into use</u>															Newcombe	and has been delivering a national pilot project relating to the enforcement of the Minimum Energy Efficiency Standards in the private rented sector. As a service we've clearly also been tasked with supporting our core Public Health role regards the Covid pandemic which has diverted resources across the team, especially in the last 12-months. This has meant that the focus of the team has not been on empty homes. This decision to prioritise of statutory, high-risk duties versus lower risk and largely non-statutory work was taken at a corporate level in consultation with the relevant portfolio holders and was wholly consistent with regulatory guidance provided by MHCLG (now DLUHC) at the time. Despite this we have continued to monitor properties and intervene where there has been a serious impact on neighbours. 2 properties that

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Corporate Plan PI Report Homes

Priorities: Homes

Aims: Private Sector Housing

Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
																have caused problems have been listed for sale through our property auction partner this year. Going forward we are introducing a new role that will have a greater focus on empty homes work and we have a clear commitment to tackling empty homes from 2022/23 under the new Housing Strategy. (SN)
<u>Houses in Multiple Occupation (HMOs) investigations</u>	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Simon Newcombe	
<u>Landlord engagement and Support</u>	14	9	n/a	n/a	1	n/a	n/a	4	n/a	n/a	10	n/a	n/a	14	Simon Newcombe	(Quarter 4) 1 x mailout re MEES, 2 x press releases and media engagement, 1 x pinpoint news bite (TW)

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Aims: Council Housing

Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Tenant Census</u>	34%		n/a	n/a		n/a	n/a		n/a	n/a		n/a	n/a		Simon Newcombe	(Quarter 4) Team are

Corporate Plan PI Report Homes

Priorities: Homes

Aims: Council Housing

Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
																developeing an action plan as part of the Housing Strategy 2021-2025 (NC)
% Emergency Repairs Completed on Time	104.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	Simon Newcombe	
% Urgent Repairs Completed on Time	99.9%	95.0%	99.0%	99.5%	99.7%	99.6%	99.6%	99.4%	99.4%	99.3%	99.3%	99.2%	99.3%	99.3%	Simon Newcombe	
% Routine Repairs Completed on Time	99.6%	95.0%	97.7%	98.3%	98.7%	98.8%	98.9%	99.0%	99.0%	98.6%	98.8%	98.7%	98.7%	98.8%	Simon Newcombe	
% Properties With a Valid Gas Safety Certificate	99.4%	100%	100%	99%	99%	99%	99%	100%	100%	99%	99%	100%	100%	99%	Simon Newcombe	
% Complaints	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.5%	98.6%	97.6%	97.9%	98.2%	98.4%	98.6%	98.8%	Simon Newcombe	

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Corporate Plan PI Report Homes

Priorities: Homes

Aims: Council Housing

Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Responded to On Time</u>																

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Corporate Plan PI Report Economy

Monthly report for 2021-2022
 Arranged by Aims
 Filtered by Aim: Priorities Economy
 For MDDC - Services

Key to Performance Status:

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

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

Corporate Plan PI Report Economy

Priorities: Economy

Aims: Incubator and start-up space

Performance Indicators																
Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Incubator and Start-up space</u>	0	2	n/a	n/a	0	n/a	n/a	0	n/a	n/a	n/a	n/a	n/a	0	Adrian Welsh	(Quarter 4) This indicator is being reviewed informed by the emerging recovery plan work. (AW)
<u>Sites for Commercial Development</u>	0	2	n/a	n/a	0	n/a	n/a	0	n/a	n/a	n/a	n/a	n/a		Keith Ashton, Andrew Busby	

Aims: Improve and regenerate our town centres

Performance Indicators																
Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Number of business rate accounts</u>	3,356	3,358	3,362	3,366	3,375	3,381	3,384	3,405	3,429	3,436	3,424	3,426	3,426	3,426	Dean Emery	
<u>Business Rates RV</u>	£45,601,082	£45,614,697	£45,572,772	£45,572,772	£46,111,792	£46,092,812	£46,128,787	£46,258,944	£46,312,564	£46,354,264	£46,303,869	£46,384,114	£46,305,114	£46,305,114	Dean Emery	
<u>Empty Business Properties</u>	244					250	250	242	249	232	240	242	236	231	Dean Emery	
<u>Tiverton Town Centre Masterplan</u>			n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Adrian Welsh, Angharad Williams	(2021 - 2022) Tiverton Town Centre Masterplan second round consultation scheduled to follow outcome of CRF bid - Cabinet March 2022 (AW)
<u>Cullompton Town Centre Masterplan</u>	n/a				Yes		Yes	Yes							Adrian Welsh, Angharad Williams	(September) Delivery Plan being developed (CY)
<u>Crediton Town Centre Masterplan</u>	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Angharad Williams	(2021 - 2022) Procurement March 2022 (AW)
<u>Pannier Market Regular Traders</u>	53.2%	85%	63%	73%	75%	76%	78%	80%	81%	82%	82%	82%	82%	82%	Jim Bray, Adrian Welsh	(May) First full month after easing of restrictions (JB)
<u>West Exe North and South</u>	13		n/a	n/a	13	n/a	n/a	13	n/a	n/a	14	n/a	n/a	13	Keith Ashton, Andrew Busby	(Quarter 4) Quarter 4 - one vacancy in West Exe North (NC)
<u>Fore St Tiverton</u>	4		n/a	n/a	5	n/a	n/a	5	n/a	n/a	5	n/a	n/a	5	Keith Ashton, Andrew Busby	(Quarter 4) 100% occupancy (NC)
<u>Market Walk Tiverton</u>	14		n/a	n/a	14	n/a	n/a	14	n/a	n/a	15	n/a	n/a	15	Keith Ashton, Jason Ball,	(Quarter 4) 100% occupancy (NC)

Corporate Plan PI Report Economy

Priorities: Economy

Aims: Improve and regenerate our town centres

Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
															Andrew Busby	

Aims: Community Land Trusts

Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Community Land Trusts Assisted</u>	2	1	n/a	n/a	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a	1	Tristan Peat	(Quarter 4) Release of £500 from the Council's Community Led Housing Fund to the Chawleigh Community Trust, as part of approved grant support. (TP)

Aims: Digital Connectivity

Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Digital connectivity</u>			n/a	n/a	0	n/a	n/a		n/a	n/a		n/a	n/a		Adrian Welsh	(Quarter 4) Progress with the town centre wi-fi projects has been hampered by Covid 19, but is due to be delivered by 1st Qtr of 2022. Econ Dev Project Manager also working to ensure maximum uptake of FTTP through 2nd Phase CDR rollout through Airband (JB)

Corporate Plan PI Report Community

Monthly report for 2021-2022
 Arranged by Aims
 Filtered by Aim: Priorities Community
 Filtered by Flag: Exclude: Corporate Plan Aims 2016 to 2020
 For MDDC - Services

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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* indicates that an entity is linked to the Aim by its parent Service

Corporate Plan PI Report Community

Priorities: Community

Aims: Health and Wellbeing

Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Annual Community Safety Partnership (CSP) Action Plan</u>	12	12	1	3	5	7	11	13	13	15	15	15	15	15	Simon Newcombe	(November) Reclaim the night - promotion of issues around safe places and violence against women and girls Workforce Development Felt Trauma - training delivered to 10 staff (TW)
<u>Safeguarding standards for drivers</u>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Simon Newcombe	
<u>Mental Health First Aiders</u>	0	5	n/a	n/a	0	n/a	n/a	2	n/a	n/a	15	n/a	n/a	15	Matthew Page	(Quarter 4) 15 were trained in the previous quarter. which has meant the numbers have remained the same which is well above the target of 5 Officers trained each year. (NC)
<u>National and regional promotions</u>	7	9	1	1	1	1	2	3	3	3	4	5	5	6	Simon Newcombe	(January) Big Energy Saving Week (TW)

Aims: Community Involvement

Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	90%	90%	100%	99%	97%	97%	96%	95%	95%	93%	93%	93%	93%	91%	Lisa Lewis, Brian Trebilcock	(March) 36 completed at 1st check (RT)
<u>Number of Complaints</u>	273		38	78	116	145	179	214	235	269	292	320	355	404	Lisa Lewis, Brian	

Corporate Plan PI Report Community																
Priorities: Community																
Aims: Community Involvement																
Performance Indicators																
Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
															Trebilcock	

Aims: Leisure Centres																
Performance Indicators																
Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Health Referral Initiative starters</u>	6	15	3	7	17	25	39	48	48	54	56	74	87	102	Corinne Parnall	(March) 15 (K)
<u>Health Referral Initiative completers</u>	0	10	3	3	3	3	3	12	12	19	23	42	53	58	Corinne Parnall	(March) 5 (K)
<u>Health Referral Initiative conversions</u>	0	5	2	2	2	2	2	11	11	16	19	24	31	33	Corinne Parnall	(March) 2 (K)

Corporate Plan PI Report Corporate

Monthly report for 2021-2022

Arranged by Aims

Filtered by Aim: Priorities Delivering a Well-Managed Council

For MDDC - Services

Key to Performance Status:

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

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

Corporate Plan PI Report Corporate

Priorities: Delivering a Well-Managed Council

Aims: South West Mutual Bank

Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>South West Mutual Bank</u>		No target set for this indicator	n/a	n/a	n/a	n/a	n/a		n/a	n/a	n/a	n/a	n/a		Paul Deal, Andrew Jarrett	(October - March) An update went to Cabinet on 26 October. A further £125,000 investment was secured during the last financial year. The length of time to obtain a Banking Licence means it will be mid-2024 before the first product openings. (NC)

Aims: Commercial Opportunities

Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Tiverton Other</u>	8		n/a	n/a	8	n/a	n/a	8	n/a	n/a	8	n/a	n/a	7	Keith Ashton, Andrew Busby	(Quarter 4) x1 void - Shoe Zone Fore Street (AB)

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Corporate Plan PI Report Corporate																
Priorities: Delivering a Well-Managed Council																
Aims: Commercial Opportunities																
Performance Indicators																
Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Industrial Units Cullompton</u>	15		n/a	n/a	14	n/a	n/a	14	n/a	n/a	15	n/a	n/a	14	Keith Ashton, Andrew Busby	(Quarter 4) Unit 4 Kingsmill is vacant (KA)

Aims: Other																
Performance Indicators																
Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
<u>Sickness absence %</u>	2.10%	2.78%	n/a	n/a	2.08%	n/a	n/a	2.45%	n/a	n/a	2.96%	n/a	n/a	2.73%	Matthew Page	
<u>Appraisals completed</u>	97%	100%	n/a	n/a	n/a	n/a	n/a	94%	n/a	n/a	n/a	n/a	n/a	62%	Matthew Page	(October - March) The deadline for the return of completed appraisals has been extended until 27 May 2022, the figure of completed appraisals was up until 31 March

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Corporate Plan PI Report Corporate

Priorities: Delivering a Well-Managed Council

Aims: Other

Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
																2022 (NC)
% total Council tax collected - monthly	96.96%	96.00%	11.02%	19.86%	28.76%	37.56%	46.15%	53.43%	64.54%	72.60%	79.81%	91.20%	96.09%	96.69%	Dean Emery	
% total NDR collected - monthly	96.81%	97.00%	9.29%	15.07%	31.84%	39.83%	45.54%	57.36%	60.58%	69.36%	75.47%	84.72%	95.65%	98.62%	Dean Emery	
New Performance Planning Guarantee determine within 26 weeks	100%	100%	n/a	n/a	100%	n/a	n/a	100%	n/a	n/a	100%	n/a	n/a	100%	Angharad Williams	
Major applications overturned at appeal (over last 2 years)	5%	10.00%	n/a	n/a	7.14%	n/a	n/a	6.30%	n/a	n/a	5.81%	n/a	n/a	5.53%	Angharad Williams	
Major applications overturned at appeal % of appeals	0.05%	10.00%	n/a	n/a	8.33%	n/a	n/a	4.51%	n/a	n/a	3.01%	n/a	n/a	2.26%	Angharad Williams	
Minor applications overturned at appeal (over last 2	2%	10.00%	n/a	n/a	0.43%	n/a	n/a	0.22%	n/a	n/a	0.36%	n/a	n/a	0.43%	Angharad Williams	

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Corporate Plan PI Report Corporate

Priorities: Delivering a Well-Managed Council

Aims: Other

Performance Indicators

Title	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Corporate Team Manager	Officer Notes
years)																
<u>Minor applications overturned at appeal % of appeals</u>	1.66%	10.00%	n/a	n/a	0.70%	n/a	n/a	0.63%	n/a	n/a	0.71%	n/a	n/a	0.78%	Angharad Williams	
<u>Response to FOI/EIR Requests (within 20 working days)</u>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Haidee Fairclough	(March) 1 late out of 53 (HF)
<u>Working Days Lost Due to Sickness Absence</u>	5.80days	7.00days	n/a	n/a	1.35days	n/a	n/a	3.20days	n/a	n/a	5.75days	n/a	n/a	7.80days	Matthew Page	
<u>Staff Turnover</u>	24.5%	15.0%	n/a	n/a	5.8%	n/a	n/a	10.7%	n/a	n/a	15.1%	n/a	n/a	21.3%	Matthew Page	

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Corporate Risk Management Report - Appendix 6 2021-2022

Report for 2021-2022

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

Filtered by Flag: Include: * Corporate Risk Register

For MDDC - Services

Filtered by Performance Status: Exclude Risk Status: Low

Not Including Risk Child Projects records, Including Mitigating Action records

Key to Performance Status:

Mitigating Action:	Milestone Missed	Behind schedule	In progress	Completed and evaluated	No Data available
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Risks:	No Data (0+)	High (15+)	Medium (6+)	Low (1+)
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Corporate Risk Management Report - Appendix 6 2021-2022

Risk: Civil Contingencies Act Responsibilities Civil Contingencies Act 2004 set certain responsibilities for category 1 responders to have in place

Service: Public Health

Mitigating Action records

No Mitigating Action records found.

Current Status: Medium (12)	Current Risk Severity: 4 - High	Current Risk Likelihood: 3 - Medium
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Service Manager: Simon Newcombe

Review Note: Contingencies and responses have been well tested over the last 18 months as a result of the pandemic. Severity remains high and likelihood increased as a result of the ongoing uncertainties around how the pandemic will impact communities with the easing of restrictions and entering the autumn months.

Corporate Risk Management Report - Appendix 6 2021-2022

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

Service: Climate Change

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
Completed and evaluated	Climate Change Strategy and Action Plan	Approved by Cabinet on 1 October 2020. The Climate Action Plan (CAP) was published December 2020. The Climate Strategy and Handbook was published December 2020 (to be updated with a link to the new Sustainable Mid Devon website). The Strategy, the CAP and Carbon Footprint (GHG Accounting Report) will be published and updated on the Sustainable Mid Devon website, on an annual basis.	Nicola Cuskeran	09/12/2020	01/05/2022	Satisfactory (2)
In progress	Consideration by the Environment PDG	This PDG was tasked with considering the Council's own policy response(s) to the Climate Change Declaration made at Full Council on 26 June 2019. Actively engaged in this work supported by the NZAG, the C&S Specialist and the Corporate Manager for Property, Leisure and Climate Change.	Nicola Cuskeran	19/07/2019	01/05/2022	Satisfactory (2)
Completed and evaluated	Devon Climate Emergency – Tactical Group	MDDC are part of the tactical group for the climate emergency that has strategic links to our own plans.	Nicola Cuskeran	18/05/2020	01/05/2022	Fully effective(1)
In progress	Net Zero Advisory Group	Meetings and minutes of these meetings are presented to the Environment PDG	Nicola Cuskeran	18/05/2020	01/05/2022	Satisfactory (2)

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Corporate Risk Management Report - Appendix 6 2021-2022						
Mitigating Action records						
Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
		through out the year. Performance Indicators relating to the Corporate Plan are updated				
Current Status: High (20)		Current Risk Severity: 5 - Very High		Current Risk Likelihood: 4 - High		
Service Manager: Jason Ball						
Review Note: The Climate and Sustainability Specialist is prioritising work streams for future consideration. A report on budget options for climate investment went to Environment PDG on 11 January 2022.						

Risk: Coronavirus Pandemic The risk to MDDC's ability to conduct business as usual						
Service: Governance						
Mitigating Action records						
Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Business Continuity Planning (BCP)	BCPs have been reviewed. Regular updates are being obtained from Public Health England and the Local Resilience Forum. Meetings of managers and Leadership Team via Skype now monthly.	Catherine Yandle	06/03/2020	02/05/2022	Satisfactory (2)
Completed and evaluated	Financial and Economic effects monitoring	To ensure that local authorities including MDDC are reimbursed in full for the Covid 19 response by Central government. Assurance has been received from Internal Audit reviews of our claims.	Catherine Yandle	13/05/2020	02/05/2022	Fully effective (1)
Current Status: High (20)		Current Risk Severity: 5 - Very High		Current Risk Likelihood: 4 - High		
Service Manager: Simon Newcombe						
Review Note: Staff absence rates are at present the highest they have been during the entire pandemic, it is expected that BCPs may need to be invoked over the next few months.						

Corporate Risk Management Report - Appendix 6 2021-2022

Risk: Culm Garden Village Possible discontinuance of Government funding support

Service: Planning

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Funding opportunities	Lobby for the creation of further funding opportunities and for further rounds of the garden communities capacity funding	Adrian Welsh	03/02/2021	29/04/2022	Satisfactory (2)
In progress	Further bids for capacity funding	To continue to secure external funding to support the project	Tristan Peat	29/03/2019	29/04/2022	Satisfactory (2)

Current Status: No Data **Current Risk Severity: 4 - High** **Current Risk Likelihood: 3 - Medium**

Service Manager: Tristan Peat, Adrian Welsh

Review Note: Future bid opportunities unknown at this stage and will be announced by Government in due course

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

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

Service: I C T

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Regular user awareness training	Staff and Member updates help to reduce the risk	Lisa Lewis	03/01/2019	28/04/2022	Satisfactory(2)
Completed and evaluated	Technical controls in place	Required to maintain Public Sector Network certification	Lisa Lewis	03/01/2019	28/04/2022	Fully effective (1)

Current Status: No Data **Current Risk Severity: 5 - Very High** **Current Risk Likelihood: 4 - High**

Service Manager: Brian Trebilcock

Review Note: Continued email warnings ongoing. DAP and MHCLG audits completed. Member briefing scheduled 28th Sept 2021 and Desktop exercise for Senior Managers/Members scheduled for 5th October. Cyber risk mitigation plan in place work programme due to be commenced shortly.

Corporate Risk Management Report - Appendix 6 2021-2022

Risk: Economic Development Service The macro economic position might necessitate a reactive response, impacting on the Council's resourcing and reducing its ability to deploy resources as planned.

Service: Growth, Economy and Development

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Distribution and processing of Gov business support funding.	To assist businesses during the Covid19 pandemic and to help sustain them during this time of national restrictions.	Adrian Welsh	12/05/2020	29/04/2022	No Score(0)
In progress	Hardship funding	To support individuals/households but also crucial for self employed and furloughed staff as a result of the pandemic.	Adrian Welsh	12/05/2020	29/04/2022	No Score(0)
In progress	Recovery plans	Work underway in partnership with other Devon and regional partners to develop economic recovery plans to assist positive outcomes on local economy.	Adrian Welsh	12/05/2020	29/04/2022	No Score(0)

Current Status: High (25)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 5 - Very High

Service Manager: Adrian Welsh

Review Note: The pandemic has had a critical impact on the local, national and global economy. Distribution of grant assistance again being required following the impacts of the Omicron variant. Development of a longer term approach to recovery is currently being considered by the Economy PDG.

Corporate Risk Management Report - Appendix 6 2021-2022

Risk: Economic Strategy Failure to deliver projects/outcomes in Economic Strategy

Service: Growth, Economy and Development

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Continue to seek out existing and new funding opportunities	To assist in ensuring adequate funding for delivery of COVID19 economic recovery work.	Adrian Welsh	10/06/2019	29/04/2022	Satisfactory (2)
In progress	partnership working	Continue to work closely with delivery partners to gain advance warning of difficulties so as to seek to mitigate and also to develop joint responses to COVID economic recovery	Adrian Welsh	10/06/2019	29/04/2022	Satisfactory (2)
In progress	Project Management	Continue rigorous project management, monitoring and reporting of economic development projects	Adrian Welsh	10/06/2019	29/04/2022	Satisfactory (2)
In progress	Recovery Plans	Recovery Plans will be put in place to aid recovery.	Adrian Welsh	12/05/2020	29/04/2022	Satisfactory (2)
In progress	Review and re-prioritisation	Part of review of projects for Year 2 actions and a review of the likely impacts on the economy of the pandemic. This will consider maximising investment through external funding and prioritising officer time.	Adrian Welsh	31/01/2020	29/04/2022	Satisfactory (2)
Current Status: High (20)		Current Risk Severity: 4 - High		Current Risk Likelihood: 5 - Very High		

Service Manager: Adrian Welsh

Review Note: Work is underway with regard to Economic Strategy actions with a number of projects being progressed; however many other actions will be reviewed as part of the longer term recovery plan work and the need for revised prioritisation.

Corporate Risk Management Report - Appendix 6 2021-2022

Risk: Funding Insufficient resources (including funding) to deliver growth aspirations of Corporate Plan.

Service: Growth, Economy and Development

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Actively pursue funding opportunities through Levelling Up Agenda/Shared Prosperity Fund	Work currently being undertaken to be in a state of readiness as opportunities become available	Adrian Welsh	03/02/2021	29/04/2022	Satisfactory (2)
In progress	Lobbying	Officers will continue to review funding opportunities and seek opportunities to work closely with local partners and the HotSWLEP to seek additional funding support for key infrastructure.	Adrian Welsh	12/05/2020	29/04/2022	Satisfactory (2)
In progress	Officers have reprioritised work programmes to explore new funding opportunities	End of European funding sources	Adrian Welsh	10/06/2019	29/04/2022	Satisfactory (2)

Current Status: High (16) **Current Risk Severity: 4 - High** **Current Risk Likelihood: 4 - High**

Service Manager: Adrian Welsh

Review Note: Given ongoing constraints on resource and the scale of the challenges to the GED team at this time there has been need to carefully prioritise project delivery. Funding opportunities are actively being pursued.

Risk: Health and Safety Inadequate Health and Safety Policies or Risk Assessments and decision-making could lead to Mid Devon failing to mitigate serious health and safety issues

Service: Governance

Mitigating Action records

No Mitigating Action records found.

Current Status: Medium (10) **Current Risk Severity: 5 - Very High** **Current Risk Likelihood: 2 - Low**

Service Manager: Nicola Cuskeran

Review Note: Covid working arrangements unchanged. RAs continue to be kept under review.

Corporate Risk Management Report - Appendix 6 2021-2022

Risk: Homelessness Insufficient resources to support an increased homeless population could result in failure to meet statutory duty to provide advice and assistance to anyone who is homeless.

Service: Public Health

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Multi-skilled Staff	Due to an increase in homelessness approaches more applicants with complex needs are coming through the system that require far greater staff attention than normal. In order to mitigate this, staff are expanding their training around mental health, drug and alcohol awareness, and safeguarding, in order to create a more multi-skilled and adaptable workforce. This may require a greater allocation of resources as homelessness increases.	Michael Parker	21/12/2020	27/04/2022	Satisfactory (2)
In progress	RSI funding	The number of homeless approaches and the number of rough sleepers in the District are both likely to increase as a result of the economic instability and the current outbreak of Covid19. Our success in obtaining up to £6,400 in RSI funding to deliver services during the cold weather means that we can adapt to this increased caseload and better carry out early intervention	Michael Parker	21/12/2020	27/04/2022	Satisfactory (2)

Corporate Risk Management Report - Appendix 6 2021-2022						
Mitigating Action records						
Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
		and prevention options to aid rough sleepers and prevent returning to the streets.				
Completed and evaluated	Staff Support	Officers are trained and knowledgeable and the structure of Housing Options team reviewed to build resilience.	Michael Parker	22/06/2017	27/04/2022	Fully effective(1)
In progress	Temporary Accommodation	With the rise in homelessness applicants, the overall cost of homelessness provisions will increase and therefore there is a need to make use of existing stock as temporary accommodation, as opposed to more costly alternatives such as bed and breakfast.	Tanya Wenham	21/12/2020	27/04/2022	Satisfactory (2)
Current Status: High (16)		Current Risk Severity: 4 - High		Current Risk Likelihood: 4 - High		
Service Manager: Tanya Wenham						
Review Note: Position essentially unchanged from previous review. The number of approaches continues to increase. The temporary accommodation and homelessness strategy are being reviewed alongside wider housing policies to take account of the growing need for temporary accommodation of varying types. See also Affordable Housing risk for wider update						

Corporate Risk Management Report - Appendix 6 2021-2022

Risk: Information Security Inadequate data protection could lead to breaches of confidential information and ultimately enforcement action by the ICO.

Service: Governance

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Data Protection Officer	Following the departure of the Corporate Lead for Performance, Governance and Data, a new post has been created of Data Protection Officer and is being recruited too.	Lisa Lewis	20/05/2022		No Score (0)
Current Status: Medium (12)		Current Risk Severity: 4 - High		Current Risk Likelihood: 3 - Medium		
Service Manager: None						
Review Note: IS and IS Incident policies were reviewed and approved by Cabinet on 4 January 2022. Policies updated on LMS.						

Corporate Risk Management Report - Appendix 6 2021-2022

Risk: Infrastructure delivery Inability to deliver, or delay in delivering, key transport infrastructure to unlock planned growth

Service: Growth, Economy and Development

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Close working with Devon County Council (delivery partner) over the HIF schemes	DCC is the delivery partner for the Council's HIF highway infrastructure project. Close working is taking place in order to ensure risks of project delay or cost escalation are reduced. DCC is undertaking robust project management of the projects. These actions seek to ensure the projects remain on track and any problems are raised at an early stage allowing for corrective action.	Adrian Welsh	13/01/2021	10/03/2022	Satisfactory (2)
In progress	Close working with Homes England over the HIF schemes	Grant fund agreements over the HIF funding to deliver 2 highway infrastructure schemes. These include a range of requirements and project milestones. Close liaison with Homes England is taking place via monthly project update meetings and quarterly monitoring returns. This ensures Homes England is updated on both projects, is aware of issues as they arise and any corrective actions can be taken- for example seeking the revision of project milestones to reflect the latest project programme.	Adrian Welsh	13/01/2021	10/03/2022	Satisfactory (2)
In progress	Partnership working	Close working with delivery partners to	Adrian Welsh	12/05/2020	10/03/2022	Satisfactory (2)

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Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
		attempt to mitigate risks.				
In progress	Partnership working with infrastructure providers and statutory bodies	Reduce risk of delays and communication.	Adrian Welsh	10/06/2019	10/03/2022	Satisfactory (2)
In progress	target funding opportunities	To seek to bring forward delivery	Adrian Welsh	10/06/2019	10/03/2022	Satisfactory (2)

Current Status: High (16) **Current Risk Severity: 4 - High** **Current Risk Likelihood: 4 - High**

Service Manager: Adrian Welsh

Review Note: Officers are working closely with Homes England on both HIF schemes and looking to mitigate project risks as and when they occur. The Cullompton Relief Road has been granted planning permission and the project is progressing. As Levelling Up Funding was not made available to this project in the first round, additional funding opportunities to help deliver the Cullompton Relief Road scheme are being explored.

Work on re-opening Cullompton Railway Station is progressing well, a report went before the Cabinet on 8 March 2022, proposing a transfer of the lead to Network Rail given the intricate level of rail specific knowledge and expertise required to secure timely approvals and decisions in order to meet DfT requirements and key gateways. This change to the project is seen to be a significant mitigation with regard to project risks.

Corporate Risk Management Report - Appendix 6 2021-2022

Risk: Multi Storey Car Park ASB may result in injury, may also be reputational damage if not seen to be dealing with issues.

Service: Property Services

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Essential Maintenance / Improvement Project is underway	A full review of the MSCP structure and maintenance requirements has been fully assessed and works completed. New upgraded CCTV installed.	Andrew Busby	02/05/2020	09/05/2022	No Score (0)
Completed and evaluated	MSCP Improvement Project	A full review of the MSCP structure and maintenance requirements has been fully assessed and works are completed.	Andrew Busby	23/08/2020	09/05/2022	No Score (0)

Current Status: No Data **Current Risk Severity: 4 - High** **Current Risk Likelihood: 3 - Medium**

Service Manager: Keith Ashton, Jason Ball, Andrew Busby

Review Note: Corporate Risk Assessment in place - completed in conjunction with the Health and Safety Officer. Increased risk following

Risk: Out of Hours ICT Cover Ineffective out of hours ICT cover for services (eg leisure and Pannier Market) runs reputational risk of not having full system functionality

Service: I C T

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
Completed and evaluated	Managed links in place and manual contingency plans available	to enable Leisure Centre continue to function outside of office house	Lisa Lewis	22/10/2015	06/09/2021	Fully effective (1)
Completed and evaluated	Managed links, remote access to resolve issues	Support all businesses within MDDC	Lisa Lewis	12/09/2017	06/09/2021	Fully effective (1)

Current Status: Medium (12) **Current Risk Severity: 3 - Medium** **Current Risk Likelihood: 4 - High**

Service Manager: Brian Trebilcock

Review Note: Remote connectivity limits risk/access to staff. Mitigations in place at Leisure Centres, e.g. removing door access requirements and broadband for kit run off separate adsl lines.

Corporate Risk Management Report - Appendix 6 2021-2022

Risk: Overall Funding Availability Changes to Revenue Support Grant, Business Rates, New Homes Bonus and other funding streams in order to finance ongoing expenditure needs.

Service: Financial Services

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Engaging in commercial activities	To provide additional revenue streams	Paul Deal	28/09/2017	27/04/2022	Satisfactory (2)
In progress	Medium term planning	Work to close is on-going. A range of options are being considered but Covid, business rates and uncertainty over fair funding review make the situation extremely challenging	Paul Deal	28/09/2017	27/04/2022	Satisfactory (2)
In progress	We continue to work with managers to reduce costs and explore new income streams	To close the budget gap and maintain services	Paul Deal	07/02/2019	27/04/2022	Satisfactory (2)
Current Status: High (15)		Current Risk Severity: 5 - Very High		Current Risk Likelihood: 3 - Medium		

Service Manager: Paul Deal

Review Note: The 2022/23 Finance Settlement was better than forecast, but failed to provide any information about the future funding for Local Government. At the time of review, the S151 is confident that we will balance the 2022/23 budget without significant management action required. However, a budget deficit is still forecast in future years than must be addressed. The 2023/24 progress will need to begin promptly and thoroughly review all aspect of the budget. All options identified will be Cabinet and PDG's in the Autumn 2022.

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Risk: Reduced Funding - Budget Cuts We are subject to continuing budget reductions. If we concentrate on short term cost savings, it may increase long term impact of decisions

Service: Financial Services

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Business Plans	Service Business Plans are reviewed each financial year with suggestions for revised performance targets based on budget to be agreed by Cabinet Member and PDG.	Paul Deal	28/05/2013	27/04/2022	Satisfactory (2)
In progress	Identify Efficiencies	Taking proactive steps to increase income and reduce expenditure through efficiencies, vacancies that arise and delivering services in a different way.	Paul Deal	28/05/2013	27/04/2022	Satisfactory (2)
No Data available	Reserves	Cabinet have taken the decision to recommend a minimum general reserve balance of 25% of Net annual budget.	Paul Deal	28/05/2013	27/04/2022	No Score(0)
Completed and evaluated	Set Budget	Each year as part of the budget setting process, members are consulted via PDGs in time to evaluate savings proposals, ahead of the November draft budget.	Paul Deal	28/05/2013	27/04/2022	Fully effective (1)
Current Status: High (20)		Current Risk Severity: 5 - Very High		Current Risk Likelihood: 4 - High		

Service Manager: Paul Deal

Review Note: At the time of review, the S151 is confident that we will balance the 2022/23 budget without significant management action required. However, a budget deficit is still forecast in future years than must be addressed. The 2023/24 progress will need to begin promptly and thoroughly review all aspect of the budget. All options identified will be Cabinet and PDG's in the Autumn 2022.

Corporate Risk Management Report - Appendix 6 2021-2022

Risk: Reputational damage - social media impact of reputational damage through social media is a significant risk that warrants inclusion on the Authority's risk register.

Service: Communications

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Monitoring social media	Two members of the communications team monitor the main corporate social media accounts on a rota basis. Alerts are also set up so the team receives notification of comments and can respond as appropriate. This is monitored in office hours only and the team does not provide 24 hour monitoring or a call out function. The Comms Team also works with other local authorities and takes part in social media training with other local authorities as the opportunities arise budgets permitting.	Jane Lewis	05/06/2019	25/04/2022	Satisfactory (2)

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Jane Lewis

Review Note: A new SM governance group has been formed. SM will also be included in LMS and a database of those who access will be kept. IT have been contacted to put SM access on the leavers list too.

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Risk: Resourcing Risk If the Council fails to recruit and/or retain sufficient, suitable staff it may not be able to maintain essential and/or statutory services.

Service: Human Resources

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Turnover Figure	<p>The actual turnover figure came in as 21.23% which was an increase from 14% in the year 2020/2021. The council is currently able to continue business whilst carrying a number of vacancies.</p> <p>You would expect to have a reasonable turnover during the financial year, it is natural to have a number of leavers and gives opportunities to bring in to the Council different skill set and knowledge</p>	Matthew Page	14/04/2022	14/04/2022	Satisfactory (2)

Current Status: No Data **Current Risk Severity: 4 - High** **Current Risk Likelihood: 3 - Medium**

Service Manager: Matthew Page

Review Note: The vacancy rate for the organisation is around 10% with turnover looking to come in at 18% for the 21/22 financial year. Sickness has been fairly low to date given the rise of the Omicron variant but we expect this to be more challenging in quarter 4.

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Risk: SPV - 3 Rivers - Failure of the Company This will depend on Economic factors and the Company's success in the marketplace commercially.

For MDDC the impacts will be:

3 Rivers are unable to service and repay the loan from MDDC

Not receiving the forecast additional income

Not supporting corporate objectives.

Service: Financial Services

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Board report and action plan recommendations	The Board of 3 Rivers deliver a bi-monthly report to the Cabinet which provides progress still ongoing. All 33 governance and finance recommendations from the action plan are completed.	Andrew Jarrett	28/04/2022	28/04/2022	No Score (0)
Completed and evaluated	Cabinet	Regular meetings with Shareholder Representatives and updates to Cabinet on progress with the recommendations action plan and projects.	Andrew Jarrett	09/11/2020	28/04/2022	Satisfactory (2)
Completed and evaluated	Regular monitoring	The Board of 3 Rivers deliver a half yearly report to the Cabinet which provides an update on their delivery against their business plan. We charge interest to them at a commercial rate in order to maintain an "arms-length" relationship and the interest provides some mitigation to the outstanding principal.	Andrew Jarrett	30/05/2019	28/04/2022	Satisfactory (2)

Current Status: High (16) Current Risk Severity: 4 - High Current Risk Likelihood: 4 - High

Service Manager: Paul Deal

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Review Note: The MDDC accounts (which includes 3R within the Group Accounts) was audited and no issues were identified. The company's latest business plan was recently approved by Cabinet and continues in line with that plan.

Risk: SPV 3 Rivers Reputational Impact That 3 Rivers' reputation is damaged by the actions of the council, threatening the long-term success of the company and potentially threatening the operational activity of the company through increased costs, reduced revenues, staff retention, or future claims against the council.

Service: Governance

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Work with Members	Sustained work with elected members to ensure that the necessary balance is struck between constructive challenge and debate, without bringing the company or its activity into disrepute. Awareness raising relating to the roles of the council's scrutiny committee in assuring governance outcomes, the audit committee providing assurance on risk and mitigation, and the cabinet in its decision-making as shareholder. Use of external advice when necessary to provided added assurance.	Stephen Walford	11/11/2020	28/04/2022	Satisfactory (2)

Current Status: High (15)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Service Manager: Stephen Walford

Review Note: With matters of governance now addressed, this risk sits predominantly with the actions of members who must work to balance the need for process checking, challenge and assurance.

With regular updates at Cabinet continuing, alongside auditing, members have structurally embedded a range of mechanisms to give confidence in the governance, oversight and assurance process.

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Risk: Tiverton Pannier Market Failure to maximise the economic potential of Tiverton Pannier Market

Service: Growth, Economy and Development

Mitigating Action records

Mitigation Status	Mitigating Action	Info	Responsible Person	Date Identified	Last Review Date	Current Effectiveness of Actions
In progress	Continue to retain and prioritise market budget	To ensure most efficient use of resources	Adrian Welsh	10/06/2019	29/04/2022	Satisfactory (2)
In progress	continue to work with traders on promotion	To increase footfall.	Adrian Welsh	10/06/2019	29/04/2022	Satisfactory (2)
In progress	Implement and review market strategy	Implementation of strategy will increase market's financial success and help fulfill its function as a key driver for the town.	Adrian Welsh	10/06/2019	29/04/2022	Satisfactory (2)
In progress	Masterplan Implementation	To realise benefits from the Masterplan to increase visibility of market and increase footfall.	Adrian Welsh	10/06/2019	29/04/2022	Satisfactory (2)

Current Status: Medium (12)

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Adrian Welsh

Review Note: Plans to maximise economic potential of the pannier market are being reviewed to reflect the current challenges and future opportunities arising from changing retail habits as a result of the pandemic. The Market Manager is embarking on a number of initiatives to attract more traders and customers to the market.

Printed by: Nicola Cuskeran

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Print Date: 20 May 2022 09:57

COMMUNITY POLICY DEVELOPMENT GROUP 2 AUGUST 2022

MID DEVON AS A TRAUMA INFORMED COUNCIL

Cabinet Member(s): Cllr Dennis Knowles
Responsible Officer: Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing

Reason for Report and Recommendation: To provide a more detailed report to members about Mid Devon District Council (MDDC) becoming a Trauma Informed Council, with a trained trauma aware workforce, as requested by the Community Policy Development Group (PDG) held on 22 March 2022. This follows a recommendation of the PDG Working Group on Community Safety made at the meeting that the PDG investigate adopting this informal status and strategic approach as a Council.

Recommendations:

1. That Cabinet recommend to Full Council the degree of investment the Council would be required make towards becoming a Trauma Informed (TI) Council.
2. Subject to Recommendation 1, that Cabinet recommend to Full Council a stepped approach is adopted, as set out in Annex 1

Financial Implications: See Annex 1 – Trauma Informed Stepped Approach. This outlines some delivery costs (relating to training) over a two year period that would see the Council moving towards becoming a TI Council, as summarised below.

- Year 1 – estimated training costs (if using external training providers) - £9,000
- Year 2 – estimated training costs (if using external training providers) - £3,000
Option to train in-house trainers - £2,700 per person (x 3 = £8100)
- Year 3 onwards – estimated refresher training costs – £0 – if using ‘in-house’ trainers or free e-learning packages

The associated costs for staff time to attend training is not included. There will also be cost implications for key staff to lead on this work, coordinate and manage a delivery plan and arrange consultation sessions etc. (as outlined within Annex 1).

Budget and Policy Framework: There are on-going budget implications with regard to adaptations to the TI approach for frontline services, plus a need to incorporate TI within policies and working practices.

Legal Implications: None directly arising from this report.

Risk Assessment: There is a risk that if this approach is not approved that MDDC services do not suitably and satisfactorily accommodate the needs of our service users.

Equality Impact Assessment: To become Trauma Informed (TI) across the Council would require detailed analysis of our service provision to ensure that all customer interactions are mindful of the needs of our customers. Each service area would be required to consider service provision and complete a revised EIA for any revision to policy and processes.

Relationship to Corporate Plan: Adoption of a TI approach meets with the desire to be a progressive Council that is committed to providing a high quality and sustainable service. This modification to a TI service delivery links closely with the promise for local engagement and participation, supporting good health (because of improved understanding of barriers), promotes equality of service, and supports the values that are important to the Council. More information is provided in Section 2.0.

Impact on Climate Change: None directly arising from the report.

1.0 Introduction/Background

- 1.1 As requested by Members this report outlines the following points before providing a stepped approach option to becoming a Trauma Informed Council detailed in Annex 1.
- 1.2 Evidence is growing that demonstrates that large numbers of people in contact with public services have experienced traumatic events (Greenwald, et al., 2012). Equally, evidence is emerging that people who work in human services have a high prevalence of ACEs (Adverse Childhood Experiences) scores themselves (Esaki & Larkin, 2013).
- 1.3 For MDDC to transition into a TI Council it means prioritising the building of trusting, mutual relationships above all else.

2.0 How becoming Trauma Informed links to the Corporate Plan and Priorities

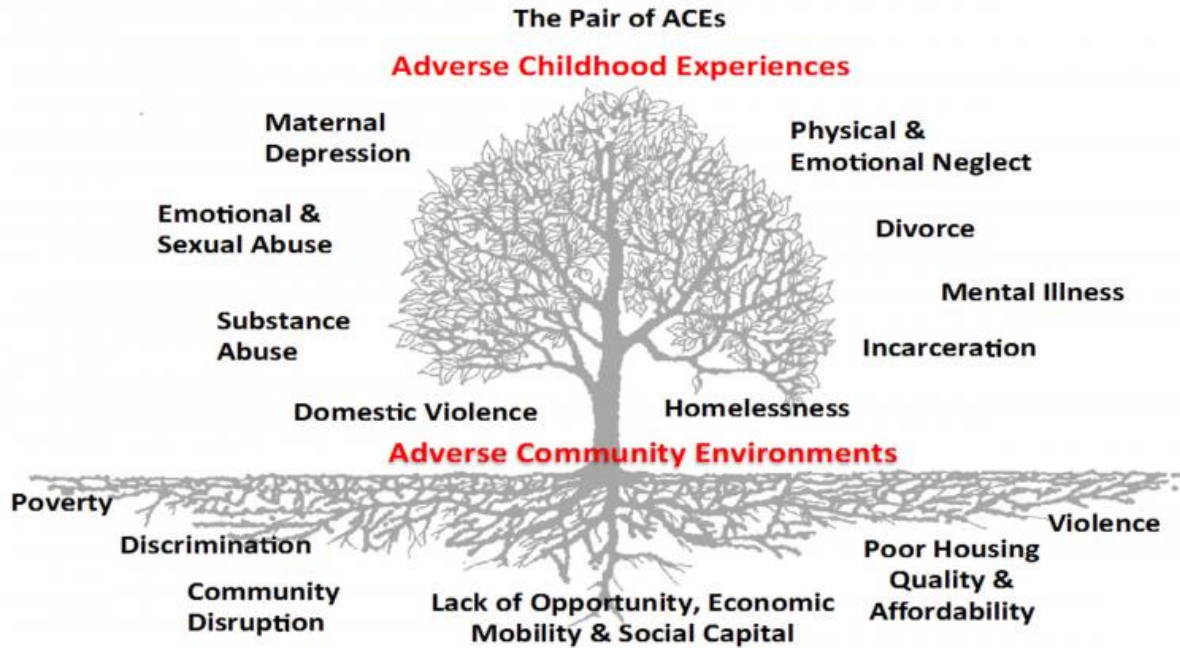
- 2.1 How becoming TI provides a wider synergy with the Council's Corporate Plan and Priorities are linked below:

Homes

- 'Support and grown active tenancy engagement' to ensure inclusivity of the most vulnerable within our tenants and communities.

Community

- ‘Promote new/more integrated approaches to promoting good health and healthier living, especially in the context of planned new developments’.
 - ‘Seek opportunities to address public health issues and disparities to improve the health and wellbeing of everyone in Mid Devon’.
 - ‘Promote community involvement in Council activity’
- 2.2 Adoption of a TI approach meets with the desire to be a progressive Council that is committed to providing a high quality and sustainable service. This modification to a TI service delivery links closely with the promise for local engagement and participation, supporting good health (because of improved understanding of barriers), promotes equality of service, and supports the values that are important to the Council.
- 3.0 **Why becoming TI is important**
- 3.1 The East & Mid Devon Community Safety Partnership (CSP) have recognised and prioritised trauma awareness within current work-streams. This links with many areas of work where trauma may play a part in activities that cause concern for many partner agencies. This includes sexual violence, domestic violence and abuse, modern slavery and human trafficking, drugs and alcohol abuse, and youth vulnerability and exploitation.
- 3.2 Experience of traumatic events in childhood (ACEs) is known to have lasting impact and most likely changes in the brains wiring as the individuals struggle to deal with what they have experienced. They may experience difficulty feeling safe within their personal life, and experience barriers to feeling safe or developing trusting in their relationships with service providers. We need to change our thinking from “*what is wrong with you?*” to “*what has happened to you?*”
- 3.3 For those perpetrating dangerous, abusive and traumatic experiences on individuals (including family members) there is strong likelihood that they may have had traumatic experiences relating to these areas in their own personal history.
- 3.4 The image below, entitled ‘A Pair of ACEs’, depicts the impact of Adverse Childhood Experiences (Ellis and Dietz 2017). It firmly links to the issues of homelessness, suitable and affordable housing, and opportunities of social and economic mobility, poverty, violence and discrimination. All of which fit within our Corporate Plan and Priorities.



3.5 The Scottish Government has recognised the important impact of trauma and has developed a National Trauma Training Programme with Online Resources to support organisations make a transition to becoming TI.

3.6 The link to the following 8-minute Video called *Opening Doors: Trauma Informed Practice for the Workforce* (<https://vimeo.com/274703693>) provides a good introduction to trauma and trauma-informed practice. It was created by NHS Education for Scotland and aims to support practitioners to understand how to adapt the way they work to make a difference to people affected by trauma and adversity.

4.0 **The benefits to Mid Devon and our community**

4.1 The potential benefits of a trauma informed organisation are:

- the individual and communities that we serve will feel that they are being listened to
- positive relationships will be formed and the Council/individuals are trusted
- people feel safe and supported
- problems or issues can be addressed before they escalate
- trauma cycles within families are reduced
- neighbourhood disputes and anti-social behaviour are reduced
- reduced tenancy breaches
- barriers to support services are minimalised
- the workforce is trauma informed and aware of the role of ACEs
- we support a preventative approach
- the organisation culture changes and adapts to being trauma informed
- leadership is based upon kind relationships that are safe and collaborative acknowledgement

5.0 Suggested Delivery Plan for TI at Mid Devon District Council

5.1 Annex 1 contains further detail regarding the delivery plan and timetable for a stepped approach to adopting an organisational shift to becoming a Trauma Informed Council.

6.0 Recommendations

6.1 The first recommendation for the PDG is that Cabinet recommend to Full Council the degree of investment the Council would be required make towards becoming a TI Council.

6.2 Subject to the first recommendation, the second recommendation is that Cabinet recommend to Full Council that a stepped approach is adopted as outlined in Annex 1 to become the first Trauma Informed Council in Devon.

Contact for more Information: Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing snewcombe@middevon.gov.uk or Julia Ryder, Specialist Lead - Community Safety & Emergency Planning jryder@middevon.gov.uk

Circulation of the Report:

Cabinet Member for Community Well Being (Cllr Dennis Knowles)
Members of the Community Policy Development Group
All Leadership Team
All Corporate Management Team
All Operations Managers
Legal Services

Links to Policies

Corporate ASB and Housing ASB Policies
Housing Strategy for Mid Devon 2021-25
Safeguarding Policy
MDDC Equality Scheme (in progress) and include Equality Impacts

References and further information

Ellis, W., Dietz W. (2017). A New Framework for Addressing Adverse Childhood and Community Experiences: The Building Community Resilience (BCR) Model. Academic Pediatrics. 17, 86-99

Esaki, N., & Larkin, H. (2013). Prevalence of adverse childhood experiences (ACEs) among child service providers. Families in Society, 94(1), 31-37.

Greenwald, R., et al. (2012). Implementing trauma-informed treatment for youth in a residential facility: first-year outcomes. Residential Treatment for Children and Youth, 29(2), 141-53

Scottish Government tool-kit

<https://www.gov.scot/publications/trauma-informed-practice-toolkit-scotland/>

Plymouth City Council 2019 Cabinet paper

<https://democracy.plymouth.gov.uk/documents/s96851/2019%2006%2011%20-%20Trauma%20informed%20city%20cover%20sheet.pdf>

Plymouth Trauma Informed Network – Plymouth City Council Health & Wellbeing board paper 2021

<https://democracy.plymouth.gov.uk/documents/s108910/Trauma%20Informed%20Plymouth%20Update%20for%20HWB%20board%20002.pdf>

Annex 1

Mid Devon District Council Trauma Informed Stepped Approach

Step One – Becoming Trauma Aware

Establish a TI Delivery Group

This group will look to deliver this commitment of the Council in a timely manner and arrange for consultation with all MDDC service areas, and most importantly our Service Users.

- Terms of Reference to be agreed but recommended that this Delivery Group is led by a member of Corporate Management Team.
- Agree the methodology for delivering a TI Council
- Action Plan to be developed to consult with each service area, service users and partners.
- Ensuring staff and members are supported where discussions could be triggering
- Promotion of local support and services for signposting, linking to Safeguarding

Associated Costs – resourcing staff time

Step 1 Training			
Training Requirement	Services or Staff	Timeframe	Estimated Costs
General TI Awareness (Refresh every 2 years)	All Staff All Members	Within 6 months	Free e-learning
Broader Awareness Including links to ACEs One off	Service Consultation Group CMT Safeguarding Leads MSHT First Responders TI Delivery Group members	Within 6 months	Est £3000 if using external training providers Free e-learning, or In-house options available

Step Two – Becoming Trauma Sensitive

TI Delivery Group Activities

- Results of consultation with Service Areas and Customers will assist in identifying the areas where further TI development can lead to improved service delivery and improved customer service.
- Recommend appropriate policy change and integration of some concepts of trauma informed approach to operational ethos.
- Continuous reflective overview
- Ensuring staff and members are supported where discussions could be triggering

Associated Costs – resourcing staff time

Step 2			
Training Requirement	Services or Staff	Timeframe	Estimated Costs
Frontline Practitioner Training (suggested list at this point)	Revs & Bens x 29 Housing x 29 Customer First x 21 Public Health x 24 Total (estimate) 96	Within 12 months	½ day training with external providers Est £6000 total Free e-learning, or In-house options available
Frontline Practitioner Training on-going & for additional service areas identified	Estimated 50 staff	Within 18 months	½ day training Est £3000 total with external providers Free e-learning, or In-house options available
Refresh Training every 2 years	Estimated 150 staff	Within 24 months	2 hrs Free e-learning, or In-house options available
Trauma Informed Educators (<i>optional</i> but possibly more cost effective) i.e. Train Trainers in-house per service area	2-3 nominated staff (Source Rockpool Training)	Within 6-24 months	£2,700 pp 3x days

Step Three – Becoming Trauma Responsive

TI Delivery Group Activities

- Continued consultation with service users and service areas
- Adaptation of working practices in consideration of trauma
- Implementation of policy change to incorporate trauma
- Continuous reflective overview
- Ensuring staff and members are supported where discussions could be triggering

Associated Costs – resourcing staff time

Step 3 Training			
Training Requirement	Services or Staff	Timeframe	Estimated Costs
Trauma Informed Educators (<i>optional</i> but possibly more cost effective i.e. Train Trainers in-house per key service area)	2-3 nominated staff (Source Rockpool Training)	Within 12 months	£2,700 pp 3x days With external providers

Step Four – Trauma Informed

TI Delivery Group Activities

- Consideration of future format of group to link or merge with Corporate Safeguarding group
- Continue to promote the TI culture within the organisation, working practices and settings

Associated Costs – resourcing staff time

Step 4 Training			
Training Requirement	Services or Staff	Timeframe	Estimated Costs
On-going refresher training or appropriate training for new staff	All service areas		Free e-learning, or In-house options available

Resources

Local TI Training Providers providing services across the UK

- Zebra Collective, Plymouth
 - Trauma Informed Approaches
- Rock Pool, Torbay
 - ABC of Trauma Offers –
 - ½ day Awareness
 - 1 day Practitioner Training
 - 1 day Trauma Enhanced Training

Scottish Government – National Trauma Training Programme On-line Resources (FREE)

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COMMUNITY PDG 2 AUGUST 2022

REPORT OF ANTI-SOCIAL BEHAVIOUR WORKING GROUP

Responsible Officer: Clare Robathan, Policy and Research Officer

Reason for Report: to report on the review undertaken by the Community PDG Working Group on anti-social behaviour (ASB).

Recommendation: That the four recommendations made by the Working Group are recommended 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.

Financial Implications: No direct implications.

Budget and Policy Framework: No direct implications.

Legal Implications: No direct implications.

Risk Assessment: N/A

Equality Impact Assessment: N/A

Relationship to Corporate Plan: 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.

Impact on Climate Change: No direct implications.

1.0 Introduction/Background

1.1 The Community PDG agreed to establish a working group to ensure the Council has a targeted and effective response to ASB in the District. The final report of that Group is attached.

Contact for more Information: Clare Robathan, Policy and Research Officer

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Review of Anti-Social Behaviour

August 2022

A Review by Members of the Mid Devon District Council
Community PDG

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Introduction

Anti-social behaviour (ASB) blights peoples' lives, destroys families and ruins communities. Evidence suggests experience of ASB is on the rise and that it is a major issue nationally and locally. The impact of ASB can cause distress and suffering for victims, affecting their health, sleep, work, relationships and leaving victims feeling unsafe in their own home. ASB is key concern for Mid Devon residents and as such the Community PDG agreed to establish a working group to ensure the Council has a targeted and effective response to ASB in the District.

Methodology and approach

Members of the Working Group included: Cllr Stephen Pugh (Chairman); Cllr Wally Burke; Cllr Ben Holdman; and Cllr Margaret Squires. Cllr Ron Dolley attended Working Group meetings in his role as Chairman of Homes PDG.

The aim of the Working Group was to:

- Understand the areas of ASB that the Council can deal with and review the MDDC response;
- Understand ASB across the District, the local context, where it occurs and if there are any key areas in the District;
- Review how the Council and its partners interact to develop a cohesive response to ASB – how we engage with the police and youth offending team;
- Review of the current Policies and a consideration as to whether two separate policies are needed;
- Understand the links to the Community Safety Partnership;
- Understand the processes for reporting ASB;
- Explore what other Local Authorities are doing and what lessons can be learnt.

The working group held meetings with:

- Corporate Manager for Public Health, Regulation and Housing
- Community Safety and Emergency Planning Officer
- Operations Manager for Street Scene and Open Spaces and Environment and Enforcement Manager
- Operations Manager for Legal and Monitoring
- Lead Officer Private Sector Housing, Housing Policy Officer and Customer Engagement Officer
- Sandwell Council ASB Team Manager
- PC Simon Evans
- Mid Devon Senior Inspector Grant Leitch

What is ASB?

The Anti-social Behaviour Act 2003 and Police Reform and Social Responsibility Act 2011 says that ASB is defined as 'behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person'. There are three main categories for ASB, depending on how many people are affected:

- *Personal* ASB is when a person targets a specific individual or group.

- *Nuisance* ASB is when a person causes trouble, annoyance or suffering to a community.
- *Environmental* ASB is when a person's actions affect the wider environment, such as public spaces or buildings.

Under these main headings ASB falls into one of 13 different types:

- Vehicle abandoned.
- Vehicle nuisance or inappropriate use: including acts such as street cruising, vehicle convoys and riding or driving on land other than a road.
- Rowdy or inconsiderate behaviour.
- Rowdy or nuisance neighbours.
- Littering or drugs paraphernalia.
- Animal problems.
- Trespassing.
- Nuisance calls.
- Street drinking.
- Prostitution-related activity.
- Nuisance noise.
- Begging.
- Misuse of fireworks.

The police recorded 2 million incidents of ASB in the year ending March 2021ⁱ. This was an increase of 48% compared with the year ending March 2020, following consistent decreases over the past ten years. This increase may, however, reflect the reporting of breaches to public health restrictions, as most police forces include breaches reported to them by members of the public as an ASB incident.

ASB in Mid Devon District Council

Mid Devon District Council works closely with the police and other agencies to tackle ASB.

The Anti-Social Behaviour, Crime and Policing Act 2014 provides Local Authorities with enforcement powers in addressing ASB. The Council has a specific responsibility to address ASB as part of wider strategies for reducing crime and disorder under the provisions of the Crime & Disorder Act 1998.

MDDC has two separate ASB policies. The first is the corporate ASB policy and provides an overarching basis to link all local services that deal with ASB, and to improve co-ordination and encourage a consistent approach to dealing with issues that arise. The second is the Housing Service ASB policy which outlines the commitment of the Housing Service to prevent, investigate, respond to and monitor incidents of ASB involving the Councils tenants.

The Community Trigger

The Anti-social Behaviour, Crime and Policing Act 2014 brought in a new additional measure for people who have been victims of repeat ASB. This legislation makes it easier for a victim or someone acting on their behalf to make an application to have their case reviewed: a review will look at every aspect of the specific case to

establish how, when and where all available and appropriate actions were carried out.

The Community Trigger is a process for problem solving and finding solutions for the victim(s), as well as providing a mechanism for multi-agency accountability which cannot be achieved through single agency involvement. The relevant bodies and responsible authorities are councils, police, clinical commissioning groups and registered providers of social housing.

In MDDC, Community Trigger applications are received and dealt with by the Community Safety and Emergency Planning Officer, who will notify all relevant agencies of the Community Trigger and seek relevant information to establish if the threshold has been met.

Recommendations

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.

Rationale – the policy is due to be reviewed in 2022 and will need to be adjusted to include new legislation that has recently come into force. Given the involvement of the Members in the ASB Working Group, it would be useful for those members to be involved in that process. This could take place in an informal, remote meeting where members review the policy in depth before feeding comments back. The final policy will go to Homes PDG before being approved by Cabinet.

2. That information around ASB and how to report it is clearly communicated to members and the public.

Rationale – members felt that it was not always clear, for members and for the public, which organisation to refer an ASB issue to.

- a. The website information should be reviewed so that there is, for example: an explanation of what ASB is, including types of ASB; list of what powers the council has; and a clear link to the Community Trigger. Where and how the Council is promoting council's ASB policy is being promoted should also be reviewed, to ensure that members of the public can access the information if needed and they know what and how to report ASB. Consider promoting through town and parish councils, libraries, doctors surgeries, members of parliament etc.
 - b. Members of the council should receive a comprehensive list of contacts to go to for specific enquiries.
3. That the Mid Devon Senior Inspector be requested to provide members with a monthly update on policing in the District and consideration is given to other ways to engage with members.

Rationale – the police have now withdrawn face to face updates with Town and Parish Councils due to lack of resource. In conversation with the Mid Devon Senior

Inspector it was proposed that a formal process by which the Council be updated would be welcome. Consideration should be given to a monthly newsletter for Members, and a bi-annual briefing from on District policing, including ASB issues.

4. That the Community Trigger process within the CSP is reviewed.

Rationale – The Community Trigger Process was last revised and approved by the CSP in Jan 2021 following an Office of the Police and Crime Commissioner (OPCC) review carried out by the CSP in 2020. There is opportunity now to assess this process against ASB Help templates and best practise to see if further revision is appropriate or necessary. A review should consider the best ways to promote the Community Trigger, a number of members, for example, stated that they had not heard of the Community Trigger. An All-Member briefing should be arranged.

Conclusion

The Council has comprehensive and effective policies on ASB, and officers are adept at tackling and resolving issues. The case studies reviewed by Members gave detailed overview of the complex nature of ASB cases, and the timelines, resources and partnership working required to effectively tackle ASB.

A Working Group on the Multi Story Car Park has been established to tackle a specific problem of ASB and appears to be working well. Actions have been taken and there has been successful partnership working. Upon discussions with the Senior Inspector for Mid Devon, however, it appears that the problem may have just moved to a wider area, which is something the CSP may want to consider.

Partnership working with the Police, CSP representatives, agencies and officers across the County is working well. Members of the Working Group felt that, whilst policies are effective, the Council could be more proactive in the promotion of policies and processes so that members and the public know how they could report ASB and to which agency.

Meeting notes

Corporate Manager for Public Health, Regulation and Housing

Members heard how ASB took many forms and were represented in several legislative regimes. Strategically the Council has various legal duties which form the basis of the current ASB policies. The Council, in its role as landlord, receives complaints from tenants which it has a statutory duty to investigate. Proactively, the Council is part of the Community Safety Partnership, which works with partners including the Police, Health Agencies and others to prevent ASB. On occasions a multi-agency response is required to instances of ASB through the CSP. The Council is also part of a monthly multi-agency youth forum which looks at how to stop behaviour escalating. The use of Acceptable Behaviour Contracts can be put in place, and those can then be escalated to a Community Protection Notice if required.

Members heard how part of the Council's role is to signpost individuals to the correct agency (such as social care or police) if it is not a direct Council responsibility.

Overview of MDDC ASB Policies

At the second meeting of the Working Group, Members looked in more detail at the two Council ASB policies – the Corporate ASB Policy and the Housing Services ASB Policy. The two policies sit alongside each other and provide detail on how the Council can act. The Corporate ASB Policy gives a steer on which agencies deal with different aspects of ASB, and the Housing Services ASB Policy deals with ASB cause by or affecting anyone living on our estates.

Members also heard information on the Community Trigger process which has been designed to give victims the right to ask agencies to deal with, and review, persistent ASB.

Upon reviewing the policies the group felt that they were comprehensive, but that the Council could be more proactive in the promotion of the policies so that people knew what and how they could report ASB.

Case studies

Members discussed three case studies on the Housing services side, and discussed steps taken by officers to resolve cases, including evidence gathering and steps to resolution. Members also discussed a number of cases where the Council was not the landlord, the majority of which were neighbourhood disputes that had escalated. Members discussed the use of Neighbourhood Contracts, which are voluntary contracts setting out type of behaviour expected, and how a breach of that contract could be used as legal evidence if a situation continued to escalate. Members also discussed the impact that the pandemic and lockdown had had on ASB and neighbourhood disputes.

Street Scene

Street Scene are responsible for ASB offences including: fly tipping; dog fouling; litter; parking issues; and abandoned vehicles. Members discussed the processes used and the powers available to officers, and how enforcement had to be proportionate in terms of ASB and comply with current legislation. Officers spend a certain proportion of time trying to catch perpetrators of ASB. The Litter strategy had just been adopted which detailed how the Council will educate people and the use of enforcement if required, and members discussed the scope for combining enforcement with education to change behaviour.

Legal Services

Members discussed the role of Legal Services and the action that can be taken. Members discussed the amount of information and witness statements required to prepare a legal case. The Council's enforcement powers are tied into the ASB, Crime and Policing Act 2014 and includes: Public Space Protection Orders; Community Protection Notices; and Criminal Behaviour Orders, Closure Orders and Civil Injunctions. Processes used are led by legislation and Home Office Guidance. Members also discussed a number of recent cases, including the use of Closure Orders for Council owned properties and civil injunctions.

In order to legally tackle ASB the Council follows the Government guidelines and legislation, in some cases the timeframes had frustrated Members and the public.

Members discussed the process for keeping concerned members of the public and Members aware of progress.

Members then heard details of the ASB Multi Story Car Park (MSCP) Working Group which met monthly to tackle ongoing issues of ASB in the MSCP. Meetings include the police, CCTV operators, Legal Services, senior officers and the Community Safety Emergency Planning Officer.

The Council had used Civil Injunctions to target the ringleaders of ASB with powers of arrest, exclusion zones. When required possession orders had also been used for ASB by our tenants. Perpetrators had been engaged with drug and alcohol services as part of the Civil Injunction.

PC Simon Evans

PC Evans gave details of the Youth Intervention Clinic which has been introduced to provide a way to provide intervention/education and referral opportunities at the earliest opportunity with the aim of reducing reoffending and to prevent young people entering the criminal justice system. This is progressed following reports of crime and ASB. A Youth ASB Action Team (ASBAT) has been developed to target and intervene with those at risk of being involved in ASB, low level crime or those at risk of being a victim. The team liaises with partner agencies to identify what support can be offered.

Members discussed the key issues around ASB and the impact of the pandemic, as well as how the Council and Police work together. The PC felt that the Council provided good support and a willingness to work together.

Mid Devon Senior Inspector Grant Leitch

The Inspector gave a detailed overview and numbers of ASB in the District, and actions taken with regards to some recent ASB in Tiverton. Members discussed the use of CCTV in Tiverton and heard how it was a real asset to the police. The Group discussed areas that the Council could assist the Police with, and the Inspector noted that ASB may be a result of the inadequate provision for young people in the District, and the changing dynamics of home life including drugs, social media pressures and the constraints young people were put under during the pandemic.

With regards to the Police no longer providing updates to the Town and Parish Councils, the Inspector stated that it was no longer feasible due to resourcing levels. The Group agreed it would be useful for a further consideration to be given on how to engage Members.

Community Trigger

The ASB Team Manager from Sandwell Council gave an overview of the Community Trigger and how it is used in Sandwell Council. Since Sandwell reviewed its Community Trigger process it has seen a significant increase in the number of applications made, which had impacted on resources. The Group discussed the processes Sandwell Council had in place, and how applications are taken forward and decisions communicated. The Team Leader gave details of how they had promoted the Community Trigger, and the impact that had had. Last year, Sandwell

had received 46 applications, with about 5% of those being taken forward for review. The Team Manager emphasised that any review of policy should consider the impact on resources if such a review resulted in increased demand.

Within MDDC, Members heard how the Community Trigger sat within the Community Safety Partnership and how ASB Leads across the County meet regularly to discuss the process. The Community Trigger process was last revised and approved by the CSP in Jan 2021 following an Office of the Police and Crime Commissioner (OPCC) review carried out by the CSP in 2020. Members heard how there is opportunity now to assess this process against ASB Help templates and best practise to see if further revision is appropriate or necessary.

MDDC has received five requests for the Community Trigger since it was launched, three of those cases went on to full case review and one of those went to the Crime Commissioners officer for further review. Members discussed how the Community Trigger is promoted and used in MDDC, and heard how there is a good multi-agency approach including engagement with the youth ASBAT meetings.

Members of the Group stated that they had not known about the Community Trigger process, and it was suggested that an All-Member briefing was organised to familiarise Members with the Trigger and the Community Safety Partnership.

Final recommendations

- 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.**

ⁱ The Crime Survey for England and Wales 2021

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COMMUNITY PDG WORKPLAN 2022-2023 - 2022 TO 2023

Meeting Date	Agenda Item	Theme	Officer Responsible	Comments
27th September 2022				
27.09.22	6 Month Leisure Update To receive an update on the Leisure Service from the Leisure Manager		Leisure Manager	
27.09.22	Update on Tiverton Police Desk Members to receive an update on the re-opening of the Tiverton Police Desk if it is possible to do so		Corporate Manager for Public Health, Regulation and Housing	
27.09.22 Page 79 .11.22	Town and Parish Charter To receive the 3 yearly review of the Town and Parish Charter		Forward Planning Team Leader Tristan Peat	
22 November 2022				
22.11.22	Medium Term Financial Plan - General Fund (GF), Housing Revenue Account (HRA) and Capital Programme To consider the updated Medium Term Financial Plan (MTFP) which covers the period 2023/2024 to 2027/2028 and options available in order for the Council to set a balanced budget.		Deputy Chief Executive (S151)	

Meeting Date	Agenda Item	Theme	Officer Responsible	Comments
24 January 2023				
24.01.23	Budget Update To receive a report of the Deputy Chief Executive (S151) reviewing the revised draft budget changes identified and discussing further changes required in order for the Council to move towards a balanced budget for 2023/2024.		Deputy Chief Executive (S151)	
28 March 2023				
28.03.23 4.04.23	Community Safety Partnership To agree the Action Plan for 2023-2024		Corporate Manager for Public Health, Regulation and Housing	
28.03.23 4.04.23	Regulation of Investigatory Powers To receive the Annual Review of the Regulation of Investigatory Powers		District Solicitor and Monitoring Officer Karen Trickey	
28.03.23 4.04.23	Single Equalities Policy and Equality Objectives To receive the annual review of the Single Equalities Policy and Equality Objectives		Corporate Manager for People, Governance and Waste Matthew Page	