

Public Document Pack

Mid Devon District Council

Scrutiny Committee

Monday, 13 April 2015 at 2.15 pm
Exe Room, Phoenix House

Next ordinary meeting
Monday, 15 June 2015 at 2.15 pm

Those attending are advised that this meeting will be recorded

Membership

Cllr Mrs J Roach
Cllr E J Berry
Cllr Mrs J Rendle
Cllr T W Snow
Cllr Mrs M E Turner
Cllr N A Way
Cllr A V G Griffiths
Cllr Mrs S Griggs
Cllr T G Hughes
Cllr M R Lee

A G E N D A

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

- 1 **APOLOGIES AND SUBSTITUTE MEMBERS**
To receive any apologies for absence and notices of appointment of substitute Members (if any).

- 2 **PUBLIC QUESTION TIME**
To receive any questions relating to items on the Agenda from members of the public and replies thereto.

Note: A maximum of 30 minutes is allowed for this item.

- 3 **MEMBER FORUM**
An opportunity for non-Cabinet Members to raise issues.

- 4 **MINUTES OF THE PREVIOUS MEETING** (*Pages 5 - 10*)
To approve as a correct record the Minutes of the last meeting of this Committee (attached).

The Committee is reminded that only those members of the Committee present at the previous meeting should vote and, in doing so, should be influenced only by seeking to ensure that the minutes are an accurate record.

5 **DECISIONS OF THE CABINET**

To consider any decisions made by the Cabinet at its last meeting that have been called-in.

6 **CHAIRMAN'S ANNOUNCEMENTS**

To receive any announcements that the Chairman of Scrutiny Committee may wish to make.

7 **POLICE DETECTION RATES**

Inspector Jane Alford-Mole of the Devon and Cornwall Police, who covers the Tiverton, Crediton and Cullompton areas, will be attending the meeting to answer questions raised regarding crime detection rates.

8 **PERFORMANCE AND RISK** *(Pages 11 - 28)*

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

9 **PERFORMANCE MANAGEMENT GUIDANCE** *(Pages 29 - 34)*

The Committee to receive information regarding Performance Management Guidance from the Head of Communities and Governance.

Members are asked to give feedback or comments on the document. It is proposed that this document be circulated to all Councillors following the election. It would be particularly useful to have Members comments in relation to section 6 – Members role in performance management. Do members feel that it is useful or are there things that could be added to improve further?

10 **PLANNING POLICY PROCEDURES**

The Head of Planning and Regeneration will be attending the meeting to update the Committee on Planning Committee Procedures and enforcement matters.

11 **HIGH STREET INNOVATION FUND** *(Pages 35 - 36)*

The Committee to receive an update from the Head of Communities and Governance regarding the High Street Renovation Fund.

12 **NIGHT TIME ECONOMY** *(Pages 37 - 38)*

To receive an update with recommendations from the Night Time Economy Working Group.

13 **CHAIRMAN'S ANNUAL REPORT** *(Pages 39 - 40)*

To receive the Chairman's draft annual report on the work of the Committee since May 2014, which will be submitted to Council on 29 April 2015.

14 **IDENTIFICATION OF ITEMS FOR THE NEXT MEETING**

Members are asked to note that the following items are already identified in the work programme for the next meeting:

Legal Services – six monthly update
Performance and Risk
Whistle Blowing update
Leaders Annual Report
Cabinet Member for the Environment
Election of Vice Chair
Minutes of the meeting of the Joint East and Mid Devon Crime and Disorder Panel

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

Kevin Finan
Chief Executive
Thursday 2 April 2015

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

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

Members of the public are welcome to attend the meeting and listen to discussion. Lift access to the Council Chamber on the first floor of the building is available from the main ground floor entrance. Toilet facilities, with wheelchair access, are also available. There is time set aside at the beginning of the meeting to allow the public to ask questions.

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

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

Tel: 01884 234209

Fax:

E-Mail: jstuckey@middevon.gov.uk

Public Wi-Fi is available in all meeting rooms.

MID DEVON DISTRICT COUNCIL

MINUTES of a **MEETING** of the **SCRUTINY COMMITTEE** held on 16 March 2015 at 2.15 pm

Present

Councillors

Mrs J Roach (Chairman)
M D Binks (substituting for E J Berry),
A V G Griffiths, Mrs S Griggs, T G Hughes,
M R Lee, Mrs J Rendle, T W Snow and
N A Way

Apologies

Councillor

E J Berry

Also Present

Officers:

Andrew Jarrett (Head of Finance), Amy Tregellas (Head of Communities and Governance and Monitoring Officer), Liz Reeves (Head of Customer Services) and Julia Stuckey (Member Services Officer)

150 **APOLOGIES AND SUBSTITUTE MEMBERS**

Apologies were received from Councillor E J Berry who was substituted by Councillor M D Binks.

151 **PUBLIC QUESTION TIME**

There were no questions from members of the public present.

152 **MINUTES OF THE PREVIOUS MEETING**

The Minutes of the last meeting were approved as a true record and signed by the Chairman.

153 **MEMBER FORUM**

There were no issues raised under this item.

154 **DECISIONS OF THE CABINET**

The Committee **NOTED** that none of the decisions made by the Cabinet at their last meeting had been called in.

155 **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman informed the Committee that the local Police Inspector was attending the next meeting to update them on crime detection rates. The Chairman asked that questions for the Inspector be submitted to the clerk in advance of the meeting date.

156 MEETING MANAGEMENT

The Chairman informed the Committee that she intended to take agenda item 11, Safeguarding, after agenda item 8, to allow the Officer to return to her work.

157 PANNIER MARKET, TIVERTON (00:04:06)

The Committee had before it a briefing paper * from the Head of Communities and Governance. The Officer outlined actions that had been taken to bring people into the market, explained the issues and challenges and detailed what was taking place at the present time.

The Officer informed the Committee that since she had written the report an advert had been placed, and a press release issued regarding the Street Food Market, asking for expressions of interest. Following the closing date of 29 March 2015 the applications would be short listed and applicants invited to attend to discuss their proposals. An agreement would be in place with the first event taking place on 2 May 2015 and would be for a period of 6 months.

She also informed the Committee that Facebook 'likes' were now at over 500 and that the page was growing rapidly.

Discussion took place regarding:

- The Action Plan and how it would differ from previous plans. The Officer explained that the Plan was in the process of being drawn up and project costed. It would be a five year rolling plan which would be reviewed and fed into the business plan every year. There was a plan to set up a stakeholder forum which would comprise of representatives from the Town Council, Portas Group and Local Trader Group to agree if the focus was in the right area at the right time. Regular updates would be presented to the Community Well Being Policy Development Group;
- Governance of the Market. In the past the Pannier Market had been under the governance of the Borough Council. When the Borough Council ceased to exist responsibility passed to the District Council. The officer explained that if the Town Council were interested in taking over the Pannier Market an approach would need to be made;
- The size and design of the Market. Members felt that the design of the market, with the glass and narrowing of the building was not best use. The Officer explained that it was necessary to make the best of what was available;
- The Corporate Plan. The focus of the Corporate Plan for 2012-15 had been a thriving economy and regeneration. The Officer was asked if the Pannier Market had achieved this. The Officer explained some of the issues that had occurred, such as stall holders not turning up for events that they had booked a pitch for. She also explained the actions that had been taken to rectify this. There was an ongoing 'chicken and egg' issue of stall holders not attending if there were not enough public but the public not attending if there were not enough stalls. The Officer explained that the Market was now open for 6 days

per week and that the Deli Shack and Café had reported that they were seeing new customers on the extra days. There had been concerns that opening for more days would simply dilute the existing number of customers over more days. A package was being put together to try and encourage stall holders to stay;

- Bench marking had taken place against other successful markets in Devon;
- It was agreed that the Pannier Market should be a hub for the community and should benefit the town as a whole. The market was not yet a driver for the town but that this was the long term intention;
- The website, which was not run by the Council, was out of date with Christmas events still listed. The Officer explained that this website was not run by the Council but there was a plan to build a new website which would be controlled by officers;
- Comparisons were made to other market towns;
- Frustrations that planned works had not been carried out. The Officer explained that work to convert an undercover area into stalls was planned and works were due to take place. This had been chased up. The planned works for a covered area, with a canvas roof, had been delayed due to changes to the design. There had been planning issues that had prevented the original cover, which had been budgeted for and new plans would require further funding. European grants were being explored for this project;
- Work was being undertaken to hold continental markets and other themed events. A model railway event had been planned which it was hoped would attract more customers.

It was **RESOLVED** that the Pannier Market Strategy be reviewed by the Scrutiny Committee in June to identify any concerns and then be reviewed every three months.

(Proposed by Councillor T G Hughes and seconded by Councillor Mrs S Griggs)

Note: - * Report previously circulated and attached to Minutes.

158 **HIGH STREET INNOVATION FUND (00:58:15)**

The Head of Communities and Governance had been invited to the meeting to update the Committee on the High Street Innovation Fund.

The Officer explained that the authority had received £100k from the Government to spend on high street renovation. The Authority had consulted with Councillors, Town Councils and trade groups for views on how to spend and administer the fund.

Fifteen bids had been received and ten successful bids had been identified with an agreed amount totalling £88,141.00. Examples of these were signage to local businesses in Bampton, Cullompton Street Market and ACTIV Rickshaw scheme in

Tiverton. The Rickshaw project had not taken place due to access issues and the money had been put back in the pot.

Other successful bids that had not come to fruition included Tiverton Town Team performance and footfall monitoring, Crediton Chamber's website and the Crediton Chambers Shoppers magazine. The funding for this had been reallocated.

Discussion took place regarding:

- Crediton Chamber of Commerce and funds that had been reallocated to the Crediton Town Team;
- £20k allocated for small business loans to Tiverton Trade Association. Although 5 applications were received for these loans none of the applicants completed their application due to the volume of paperwork required;
- £15k had been allocated by the Cabinet to a shop front enhancement scheme in Tiverton which was due to be launched shortly;
- Whether or not remaining funds could be allocated to the Pannier Market;
- The Business Advice Services which was funded by the Authority and could provide advice on all aspects of running a business:
- The amount available to be claimed currently stood at approximately £13k.

It was **RECOMMENDED** to the Cabinet that information about the amount of monies outstanding in the High Street Innovation Fund be circulated to those that had bid in the past to invite further bids for the funds.

(Proposed by Councillor M Binks and seconded by Councillor Mrs S Griggs)

Note: - Councillor Mrs S Griggs declared a personal interest as she was the Chairman of the Tiverton Portas Group.

159 **UPDATES AND OUTSTANDING ITEMS TO NOTE REGARDING OUTSTANDING ITEMS - SAFEGUARDING**

The Head of Communities and Governance informed the Committee that she was a member of the Devon Districts Safeguarding Group. She was not aware of any Child Sexual Exploitation issues in the Mid Devon area. She confirmed that the Devon Safeguarding Board were keeping a close eye on the situation and had been looking at the Jay Report and ensuring that policies were up to date. There was also guidance on anti-terrorism.

County Council Members had been invited to awareness meetings and it was **AGREED** that the Member report back to this Committee.

The Officer confirmed that Safeguarding training would be provided for all Members on the new Council.

160 **CABINET MEMBER FOR FINANCE (01:34:30)**

The Committee had before it and **NOTED** a report * from the Cabinet Member for Finance. The Cabinet Member had been invited to attend the meeting to update Members regarding areas covered by his remit.

The Member informed the Committee that he considered that it had been a good year and that the year-end accounts would be a balanced, excluding the payments made for redundancy. He also confirmed that the Authority had received good audit reports for both governance and value for money.

Reserves were held at £2.3m, which maintained the optimum level in case of disaster but did not mean sitting on funds for the sake of it.

Discussion took place regarding:

- The cost of changes to the waste scheme;
- Government grants were continuing to be reduced;
- Tiverton Town Centre Regeneration as a long term vision;
- Partnership agreements and progress made. The lead role in IT was currently shared with North Devon and other avenues were being investigated. The Waste Service was working in partnership with Teignbridge DC for procurement of waste containers.

The Chairman thanked the Cabinet Member for his report.

Note: - * Report previously circulated and attached to Minutes.

161 **HIDING IN PLAIN SIGHT: BARRIERS TO EFFECTIVE SCRUTINY (01:52:00)**

The Committee had before it a document * from the Centre for Public Scrutiny (CfPS) 'Hiding in plain sight: barriers to effective council scrutiny'.

The Head of Customer Services reported that as she was new in post, along with the Clerk, she had attended Scrutiny Committee meetings at another Local Authority to observe how their Scrutiny function was carried out.

The Officer informed the Committee that she had witnessed some areas of the meetings that were carried out in a better way but had also returned from the meetings reassured that Mid Devon was operating well. A suggested area of improvement was that questions were submitted in advance of meetings so that the Officer presenting the report could make sure they were in possession of the facts to answer at the meeting, rather than reporting back at a later date. The Chairman had agreed with this and had subsequently asked for questions to the Chief Inspector for the next meeting of the Committee to be submitted to the Clerk in advance.

Discussion took place regarding:

- Political balance of the Committee;

- The reluctance of the Cabinet to be scrutinised;
- Affective scrutiny that had taken place;
- The lack of officer support;
- The fact that effective scrutiny could save the authority money.

It was **RECOMMENDED** to the Cabinet that officer time to the Scrutiny Committee be increased.

(Proposed by Councillor T W Snow and seconded by Councillor N A Way)

Note: - * Document previously circulated and attached to Minutes.

162 **UPDATES AND ITEMS TO NOTE REGARDING OUTSTANDING ITEMS - PLANNING PROCEDURES (02:19:20)**

The Chairman informed the Committee that she had received an email informing her that there had been further delay in preparing the Planning Procedures report which would be considered by the Planning Committee. They would not be reviewed by the Planning Committee until after the election.

The Committee had been waiting for these procedures for a considerable length of time and it was possible that some of the Members that had worked on them, or submitted comments, would no longer be with the Authority when they were submitted to planning for approval.

It was **RESOLVED** that the Planning Procedures, in their current form, be put to the next meeting of the Scrutiny Committee for review.

(Proposed by the Chairman)

163 **IDENTIFICATION OF ITEMS FOR THE NEXT MEETING**

Legal Services – update
 Performance and Risk
 Crime Detection Rates
 Joint East and Mid Devon Crime and Disorder Panel Minutes
 Planning Policy Procedures
 Performance Management Guidance.

(The meeting ended at 4.50 pm)

CHAIRMAN

SCRUTINY COMMITTEE

13 APRIL 2015:

PERFORMANCE AND RISK FOR THE FIRST THREE QUARTERS OF 2014-15

Cabinet Member Cllr Clive Eginton
Responsible Officer Head of Communities & Governance

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

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

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

Financial Implications: None identified

Legal Implications: None

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

1.0 Introduction

1.1 Appendices 1-6 provide Members with details of performance against the Corporate Plan and local service targets for the 2014/15 financial year.

1.2 Appendix 7 shows the higher impact risks from the Corporate Risk Register. This includes operational and Health and Safety risks where the score meets the criteria for inclusion

2.0 Performance

Managing the Environment Portfolio - Appendix 1

2.1 Performance is below target this quarter. The missed collections logged are now restored to normal low levels.

2.2 Where benchmarking information is available for the previous year it is included.

Decent and affordable Homes Portfolio - Appendix 2

- 2.3 All Repairs PIs remain either at or above target for the year meaning that performance continues to be good. There were 4 properties without a valid gas certificate at the end of December; all had appointments for the service to be carried out.
- 2.4 Rent Collection performance is also very good with both PIs above target.
- 2.5 141 homes were non- decent at the end of December, a third without access. (As at end of February all are decent except 82 without access.)

Community Well Being Portfolio - Appendix 3

- 2.6 In quarter 3 the number of empty shops for Crediton has stayed on target, Tiverton has 1 less empty shop this quarter and is above target but Cullompton has 2 more and is below target.
- 2.7 The Leisure performance is slightly below target but has improved over the course of the year.

Planning and Regeneration Portfolio - Appendix 4

- 2.8 The Planning performance is taken from the last report to Planning Committee.

Working Environment Portfolio - Appendix 5

- 2.9 The performance regarding complaints is below target; the CRM upgrade will improve the monitoring process and be accompanied by refresher training for staff. Other PIs are above target except working days lost due to sickness. The Health & Safety Committee continues to monitor the statistics for any trends which need attention.

Finance Portfolio - Appendix 6

- 2.10 All PIs are above target.

3.0 Risk

- 3.1 The Corporate risk register is reviewed by Management Team (MT) and updated quarterly. Risk reports to Audit Committee, Cabinet and Scrutiny continue to include risks with a total score of 15 or more and all those with an impact score of 5. (Appendix 7)
- 3.2 The Waste and Transport Manager is in the process of reviewing all the risk assessments for his entire area of responsibility. Operational risk assessments will be job specific and flow through to safe systems of work. These are not yet completed.

3.3 The profile of these risks for this quarter is:

Impact	5	14	3			
	4					
	3					
	2					
	1					
		1	2	3	4	5
		Likelihood				

4.0 Conclusion and Recommendation

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

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

Circulation of the Report: Management Team and Cabinet Member

MTE PDG Performance Report - Appendix 1

Quarterly report for 2014-2015

No headings

For Environment - Cllr Neal Davey Portfolio

For MDDC - Services

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

Key to Performance Status:

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

MTE PDG Performance Report - Appendix 1

Performance Indicators									
Status	Quartile	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Well below target	2014-2015 No Data Available	<u>Increase Dry Recycling Rate to 20% by 2015</u>	14.89%	20.00%	20.00% (3/4)	13.46%	14.13%	14.71%	
Management Notes:									
Below target	2012-2013 Best Performing District Councils	<u>Residual household waste per head</u>	482.3	455.0	341.3 (3/4)	115.8	223.7	348.8	
Management Notes: (Quarter 1 - 3) Currently waiting for figures to be verified by Waste Data Flow at DCC. (AW)									
Below target	2012-2013 Above Median District Councils	<u>% of Household Waste Reuse, Recycled and Composted</u>	46.7%	50.0%	50.0% (3/4)	50.5%	51.6%	49.2%	
Management Notes: (Quarter 3) Currently waiting for figures to be verified by Waste Data Flow at DCC. (AW)									
No Target	2014-2015 No Data Available	<u>Number of Missed Collections logged per Quarter (refuse and organic waste)</u>	661			1,190	1,542	1,682	
Management Notes:									
No Target	2014-2015 No Data Available	<u>Number of Missed Collections logged per Quarter (Recycling)</u>	652			719	976	1,056	
Management Notes:									

DAH PDG Performance Report - Appendix 2

Quarterly report for 2014-2015

No headings

For Decent and Affordable Homes - Cllr Ray Stanley Portfolio

For MDDC - Services

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

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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DAH PDG Performance Report - Appendix 2

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Well below target	<u>Deliver 15 homes per year by bringing Empty Houses into use</u>	16	15	11 (3/4)	2	6	8	
Management Notes:								
Well below target	<u>Number of affordable homes delivered (gross)</u>	68	80	60 (3/4)	1	5	21	
Management Notes:								
On target	<u>% Emergency Repairs Completed on Time</u>	99.74%	100.00%	100.00% (9/12)	100.00%	100.00%	100.00%	
Management Notes:								
On target	<u>% Urgent Repairs Completed on Time</u>	100.00%	100.00%	100.00% (9/12)	100.00%	100.00%	100.00%	
Management Notes:								
On target	<u>% Routine Repairs Completed on Time</u>	99.96%	100.00%	100.00% (9/12)	100.00%	100.00%	100.00%	
Management Notes:								
Above target	<u>% Repairs Completed at First Visit</u>	99.86%	99.90%	99.90% (9/12)	100.00%	100.00%	99.93%	
Management Notes:								
Above target	<u>Ratio of expenditure between planned and responsive repairs</u>	76.24	70.30	70.30 (3/4)	53.46	57.43	71.29	
Management Notes:								
Above target	<u>Rent Collected as a Proportion of Rent Owed</u>	100.66%	100.50%	100.50% (9/12)	98.09%	100.62%	100.83%	
Management Notes:								
Well above target	<u>Rent Arrears as a Proportion of Annual Rent Debit</u>	0.72%	1.00%	1.00% (9/12)	1.11%	1.00%	0.83%	
Management Notes:								
Below target	<u>% Decent Council Homes</u>	83.45%	100.00%	100.00% (9/12)	81.55%	89.20%	95.39%	
Management Notes:								
Below target	<u>% Properties With a Valid Gas Safety</u>	100.00%	100.00%	100.00% (9/12)	99.91%	99.72%	99.81%	

DAH PDG Performance Report - Appendix 2

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
	<u>Certificate</u>							
Management Notes:								
Above target	<u>Average Days to Re-Let Local Authority Housing</u>	19.9days	17.0days	17.0days (9/12)	21.0days	22.6days	15.3days	
Management Notes:								
Printed by: Catherine Yandle			SPAR.net		Print Date: Monday, March 09, 2015 10:22			

CWB PDG Performance Report - Appendix 3

Quarterly report for 2014-2015

No headings

For Community Well-Being - Cllr Colin Slade Portfolio

For MDDC - Services

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

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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CWB PDG Performance Report - Appendix 3

Performance Indicators								
Status	Definition	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Well above target	<u>Target is a maximum of 8.00% empty shop units out of total shop units (as per Planning Use Classes). (TIVERTON)</u>	18	20	20 (3/4)	15	16	15	
Management Notes: (Quarter 3) October 2014 no. empty units = 15 / 244 (September 2009 = 30 / 245) (ZL)								
On target	<u>Target is a maximum of 8.00% empty shop units out of total shop units (as per Planning Use Classes). (CREDITON)</u>	7	10	10 (3/4)	12	10	10	
Management Notes: (Quarter 3) October 2014 no. empty shop units = 10 / 118 (September 2009 = 17 / 114) (ZL)								
Below target	<u>Target is a maximum of 15.00% empty shop units out of total shop units (as per Planning Use Classes). (CULLOMPTON)</u>	12	14	14 (3/4)	12	13	15	
Management Notes: (Quarter 3) October 2014 no. empty shop units = 15 / 94 (September 2009 = 17 / 91) (ZL)								
Below target	<u>The percentage of Leisure's operational expenditure recovered through customer receipts</u>	88.18%	87.50%	87.50% (3/4)	86.51%	86.08%	86.57%	
Management Notes:								
Below target	<u>% of Leisure members retained from month beginning to month end.</u>	95.2%	95.50%	95.50% (3/4)	94.30%	94.90%	95.07%	
Management Notes:								

PLANNING PERFORMANCE 2014-15 QUARTER THREE

1.0 PLANNING PERFORMANCE

Set out below are the Planning Service performance figures for quarter three 1st October to 31st December 2014 of the current financial year together with previous quarters for comparison and the year 13/14. The performance data is published quarterly on the Councils web site at <http://www.middevon.gov.uk/index.aspx?articleid=4026>. The performance over the last twelve months is set out below. The last three quarters have seen a significant increase in performance in processing Major, Minor and Other applications and all are currently above central Government targets.

Planning Service Performance	Target	2013/ 14	2014/15			2014 /15 ^¾ year to date
			Q1	Q2	Q3	
			Apr- Jun	Jul- Sep	Oct- Dec	
Major applications determined within 13 weeks	60	37	50	75	57	61
Minor applications determined within 8 weeks	65	54	64	71	68	68
Other applications determined within 8 weeks	80	76	84	77	83	81
Householder applications determined in 8 weeks	85	83	91	82	89	88
Listed Building and Conservation Area Consents	80	71	68	66	77	71
Enforcement Site Visits undertaken within 15 days of complaint receipt	87	89	100	100	80	93
Delegated Decisions	90	93	94	95	96	95
Applications over 13 weeks old without a decision (less than)	<45	53	28	34	30	31
Major applications determined within 13 weeks (over last 2 years)	>40 %	67	57	53	50	64
Determine all applications within 26 weeks (per annum – Government Guarantee)	100	94	94	95	96	97
Building Regulation Applications examined within 3 weeks	95	87	70	92	88	83
Building Regulation Full Plan applications determined in 2 months	95	99	100	99	93	97

Working Environment Portfolio Performance - Appendix 5

Quarterly report for 2014-2015

No headings

For Working Environment and Support Services - Cllr Brenda Hull Portfolio

For MDDC - Services

Filtered by Performance Status: Exclude PI Status: Data not due, Data not entered

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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Working Environment Portfolio Performance - Appendix 5

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
No Target	<u>Number of phone calls to CF per month</u>	11,929	For Information Only	For Information Only	14,160	13,843	12,877	
Management Notes:								
Above target	<u>Number of visitors per month < 4,500</u>	4,257	4,500	4,500 (9/12)	4,480	4,397	4,228	
Management Notes:								
Above target	<u>Satisfaction with front-line services</u>	80.33%	80.00%	80.00% (3/4)	77.00%	79.50%	81.67%	
Management Notes:								
Not calculable	<u>% complaints acknowledged w/in 3 days</u>	71%	80%	80% (3/4)	43%	44%	45%	
Management Notes: (Quarter 3) the upgrade to the crm, makes acknowledgement of complaints mandatory when the complaint is logged. (LR)								
Well below target	<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	73%	90%	90% (3/4)	81%	69%	74%	
Management Notes: (Quarter 3) the upgrade of the CRM will verify data for the report is correct and includes as within timescale those claims that have required additional time to complete inline with the complaintrns policy. (LR)								
Above target	<u>% Emails received by Customer Services responded to within 5 days</u>	99.3%	95.0%	95.0% (3/4)	99.0%	99.0%	98.0%	
Management Notes:								
Not calculable	<u>Number of Complaints</u>	n/a	For information only	For information only	193	122	69	
Management Notes:								
Not calculable	<u>Number of Digital Contacts</u>	n/a	For information only	For information only	9,172	9,928	8,515	
Management Notes:								
Well	<u>Working Days Lost Due</u>	8.64days	7.00days	5.25days (3/4)	2.38days	4.63days	7.17days	

Working Environment Portfolio Performance - Appendix 5

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
below target	<u>to Sickness Absence</u>							
Management Notes:								

Finance Portfolio Performance - Appendix 6

Quarterly report for 2014-2015
No headings
For Finance - Cllr Peter Hare-Scott Portfolio
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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Finance Portfolio Performance - Appendix 6

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Data not due	<u>Percentage of Council Tax collected (BVPI 009)</u>	97.56%	98.00%	98.00%	n/a	n/a	n/a	
Management Notes:								
Data not due	<u>Percentage of NNDR collected (BVPI 010)</u>	98.40%	98.00%	98.00%	n/a	n/a	n/a	
Management Notes:								
Well above target	<u>% total Council tax collected - monthly</u>	97.56%	98.00%	73.50% (9/12)	29.31%	56.58%	88.95%	
Management Notes:								
Well above target	<u>% total NNDR collected - monthly</u>	98.40%	98.00%	73.50% (9/12)	29.70%	57.74%	85.02%	
Management Notes:								
Above target	<u>Percentage of Invoices Paid on Time</u>	94.13%	97.50%	97.50% (1/2)	n/a	99.34%	n/a	
Management Notes: (April - September) Six- monthly (CY)								
Well above target	<u>Time taken to process Housing Benefit/Council Tax Benefit new claims and change events</u>	8days	14days	14days (3/4)	9days	9days	9days	
Management Notes:								

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Print Date: Monday, March 09, 2015 10:49

Risk Report Appendix 7

Report for 2014-2015

Filtered by Flag:Include: * CRR 5+ / 15+

For MDDC - Services

Not Including Risk Child Projects records or Mitigating Action records

Key to Performance Status:

Risks: No Data (0+) High (15+) Medium (5+) Low (1+)

Risk Report Appendix 7

Risk: Asbestos Health risks associated with Asbestos products such as lagging, ceiling/wall tiles, fire control.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Nick Sanderson

Review Note: Following recent events procedures have been scrutinised and recommendations from the HSE are in the process of being implemented.

Risk Report Appendix 7

Risk: Breaches in HR Legislation Failure to keep Council policies up to date, that complement the appropriate legislation

Failure to develop staff knowledge and competence regarding legislation/changes

Effects (Impact/Severity): - The Council could face poor reports from assurance bodies

- Failure to meet statutory duties could result in paying penalties, stretching already thin financial resources

- Failure to comply with legislation could lead to legal challenge against individuals or the Council as a whole

- Future legislation changes, their impact on services and the cost of implementing changes to policies, procedures and service delivery

Causes (Likelihood):

Service: Human Resources

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Jill May

Review Note: The council employs four Chartered Ins of Personnel and Development (CIPD) staff who undertake regular employment law updates. All policies are reviewed on an three year programme which has slipped lately due to pressure of work (reorganisations, consultations and redundancies) however we always prioritise legislative change. Therefore whilst this is a huge risk it is a risk which is managed.

Risk: Breaches of Legislation Breaches of Anti-Money Laundering or Bribery Act both could result in a criminal conviction.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Audit

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Amy Tregellas

Review Note:

Risk: Chemicals Staff using chemicals incorrectly.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status:
Medium (10)

Current Risk Severity: 5 - Very
High

Current Risk Likelihood: 2 -
Low

Head of Service: Jill May

Review Note:

Risk Report Appendix 7

Risk: Council Finances - Banking Arrangements Problems with banks and online services may affect ability to access funds when we need to or receive / process payments on a timely basis

Effects (Impact/Severity): Unable to promptly pay suppliers or treasury commitments

Causes (Likelihood): ICT systems down at Council or Bank so impossible to review cash position or make urgent payments

Service: Financial Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Andrew Cawdron, Andrew Jarrett

Review Note:

Risk: Council Finances - Investments Failure to invest in the Council's funds in an efficient and effective manner may cause potential of a loss of monies invested

Effects (Impact/Severity): • Could result in cash flow loss of up to £3M

Causes (Likelihood): • Future banking collapses

Service: Financial Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Andrew Cawdron, Andrew Jarrett

Review Note:

Risk: Council Finances - Treasury Management Failure to comply with the CIPFA Code of Practice on Treasury Management /local authority accounting would be a breach in statutory duty

Effects (Impact/Severity):

Causes (Likelihood):

Service: Financial Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Andrew Cawdron, Andrew Jarrett

Review Note:

Risk Report Appendix 7

Risk: Digital transformation - Local Plan Jeopardisation of the Local plan consultation timetable due to problems with the website

Effects (Impact/Severity):

Causes (Likelihood):

Service: Management Team

Current Status:
Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Head of Service: Jonathan Guscott, Liz Reeves

Review Note:

Risk: Digital Transformation - No Website The complete failure of the Council website

Effects (Impact/Severity):

Causes (Likelihood):

Service: Management Team

Current Status:
Medium (5)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 1 - Very Low

Head of Service: Christina Cross, Liz Reeves

Review Note: the security patch has been successfully applied to Goss.

Risk: Document Retention If documents fail to be retained for the statutory period then we may face financial penalties

Effects (Impact/Severity):

- The Council may be disadvantaged in taking or defending legal action if prime documents are not retained;
- Performance statistics cannot be verified;
- The external auditor may not be able to verify the Council's final accounts and subsidy may be lost.
- Mismanagement of burial records

Causes (Likelihood): • "Data debris" cluttering system and storage space

Service: Management Team

Current Status:
Medium (5)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 1 - Very Low

Head of Service: Christina Cross

Review Note: no change to policy

Risk Report Appendix 7

Risk: Failure to comply with card security standards As an organisation we need to comply with the requirements of TrustWave to be authorised as card payment processors.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Management Team

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Christina Cross

Review Note: Policy now in place

Risk: Fire and Explosion Risks associated with storage of combustible materials, fuels and flammable substances and sources of ignition, as well as emergency procedures (existence, display and knowledge of), accessibility (or obstruction) of emergency exits and walkways to. Also, risks associated with use of fire extinguishers, having correct type in location, in date and trained operatives on site.

Effects (Impact/Severity): Very High (5) – Although the risk is low, a fire in the server or storage room could potentially cause loss of life, have serious financial implications and severely impact the councils ability to provide services due to loss of IT infrastructure.

Causes (Likelihood): Very Low (1) – The likelihood of a fire within ICT is extremely low. No quantities of combustible materials are stored within the work area. There is easy access to the emergency exit and all staff have received fire awareness training.

Service: I C T

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Christina Cross

Review Note: we had an incident 7 pm Tuesday evening and our heat sensors and recovery team worked all as it should and problem averted

Risk: Information Security Inadequate Information Security could lead to breaches of confidential information, damaged or corrupted data and ultimately Denial of Service. The council fails to have an effective information strategy in place.

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

Effects (Impact/Severity):

Causes (Likelihood):

Service: I C T

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Christina Cross

Review Note: no changes since last risk review. Users are aware and regularly reminded

Risk Report Appendix 7

Risk: <u>Legionella</u> Legionella		
Effects (Impact/Severity):		
Causes (Likelihood):		
Service: Leisure Services		
Current Status: Medium (5)	Current Risk Severity: 5 - Very High	Current Risk Likelihood: 1 - Very Low
Head of Service: Jill May		
Review Note:		

Risk: <u>Lifeguard Training</u> Poor quality training. Improper use of rescue equipment		
Effects (Impact/Severity):		
Causes (Likelihood):		
Service: Leisure Services		
Current Status: Medium (5)	Current Risk Severity: 5 - Very High	Current Risk Likelihood: 1 - Very Low
Head of Service: Jill May		
Review Note:		

Risk: <u>Plant Rooms</u> plant rooms		
Effects (Impact/Severity):		
Causes (Likelihood):		
Service: Leisure Services		
Current Status: Medium (5)	Current Risk Severity: 5 - Very High	Current Risk Likelihood: 1 - Very Low
Head of Service: None		
Review Note:		

Risk: <u>Waste Collection - Health and Safety</u> Inadequate training with regards to Manual Handling and workplace hazards (eg contact with broken glass) could result in Health and Safety risks		
Effects (Impact/Severity):		
Causes (Likelihood): - Increasing demand and service costs due to increasing population, consumer society and an increasing amount of waste		
Service: Street Scene Services		
Current Status: Medium (10)	Current Risk Severity: 5 - Very High	Current Risk Likelihood: 2 - Low
Head of Service: None		
Review Note:		

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Performance Management Guide



1.0 BACKGROUND

- 1.1 The ability to manage the performance of a council is critical to its success. It enables members and officers to assess whether the organisation is achieving what it set out to do, delivering value for money (VFM) and making life better for its citizens
- 1.2 This guide gives details of the Council's performance management framework as well as information on how performance is monitored and reported.
- 1.3 Performance management involves gathering, analysing and acting on performance information to improve services and the quality of people's lives in the local community. Managing performance is a continuous part of the day-to-day role of councillors and all staff.
- 1.4 To effectively manage performance, Members and staff must be able to demonstrate that:
 - They know what they are aiming for
 - They know what they must do to achieve these aims
 - They know how to measure progress towards the aims
 - They are able to detect and take action to solve problems that occur
- 1.5 Effective performance management requires a coordinated approach to planning and review, to enable key decision makers, both political and managerial, to take action and make decisions, based on facts about performance.

2.0 PURPOSE, AIMS AND OBJECTIVES

- 2.1 The purpose of this guide is to give officers and Member clear guidance as to how the Council's performance management framework operates.
- 2.2 The aims and objectives of the Council Performance Management Guide are to:
 - Embed performance management into the culture of the Council
 - Fully performance management as an integral part of the corporate and business planning process
 - Ensure that performance information provided to Members is accurate, appropriate and timely to enable them to make decisions
 - Ensure that the Council is focused on its key priorities and that areas of poor performance are challenged
 - Ensure that performance indicators are robust and are SMART i.e. specific, measurable, achievable, realistic and time-related
- 2.3 These objectives will be achieved by:
 - Establishing a clear performance management process that is communicated to all officers and Members
 - Clearly define roles and responsibilities for performance management
 - Providing performance management training to officers and members
 - Ensuring that the Cabinet, Audit Committee, Policy Development Groups and the Scrutiny Committee receive quarterly reports on performance indicators and

Performance Management Guide

takes action to ensure that corrective action is being taken to improve performance where targets are not being met

3.0 PERFORMANCE MANAGEMENT FRAMEWORK

3.1 Mid Devon District Council recognises that to be successful, it must be aware of what it is aiming for, and have a clear vision and focus. The vision for Mid Devon is:

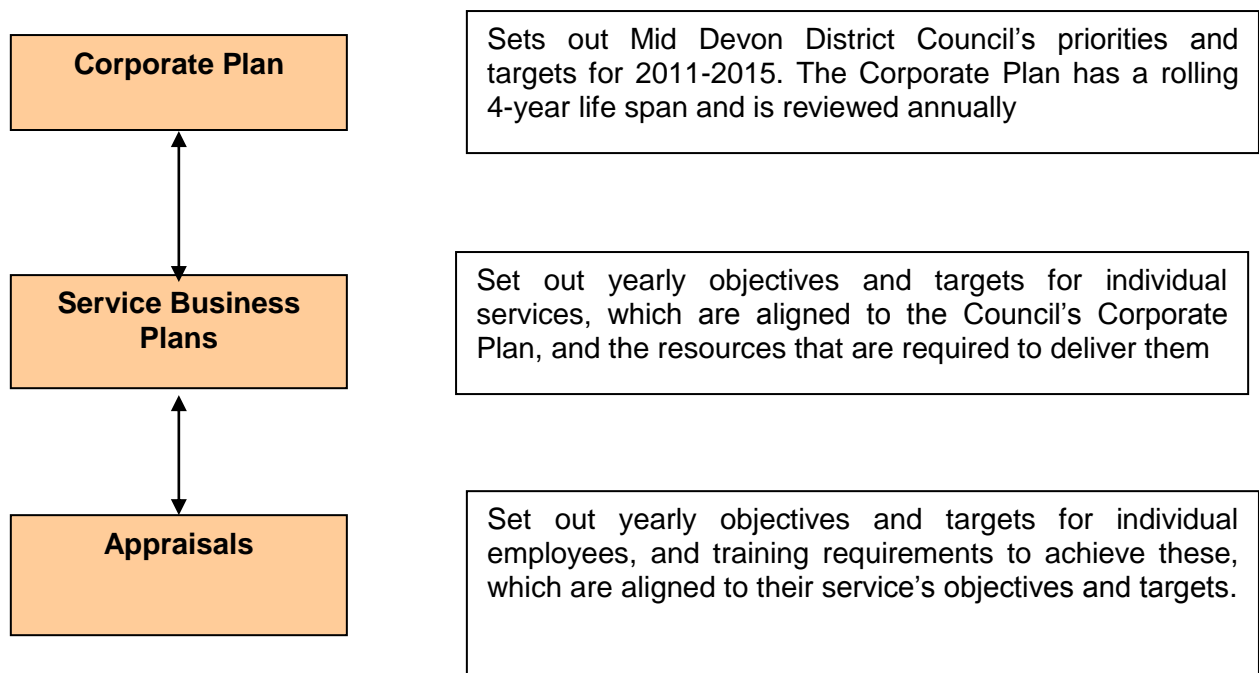
“Working to enhance the Mid Devon area and the quality of life of its citizens”

3.2 This is achieved through the Council’s Priorities, which are set out in the Corporate Plan and are:

- Thriving economy
- Better homes
- Empowering our communities
- Caring for the environment
- Managing our resources

3.3 The Council has five priority areas, and these are underpinned by actions and targets for the next four years. The targets are reviewed annually and reported on in an annual performance report published by the end of June each year. The setting of long term aims and priorities that reflect national and community aspirations is just a start, as these can only be achieved if service and individual employee objectives are aligned to them.

3.4 The hierarchy of performance management is as follows:



Performance Management Guide

3.5 The annual performance management cycle is as follows:

TIMETABLE	ACTION	MONITORING
April	<ul style="list-style-type: none"> <input type="checkbox"/> Start of the new financial year and collection of data for new performance indicators <input type="checkbox"/> Closedown of accounts 	<ul style="list-style-type: none"> <input type="checkbox"/> Quarter 4 performance and risk reports to Committees
May	<ul style="list-style-type: none"> <input type="checkbox"/> Appraisals commence 	<ul style="list-style-type: none"> <input type="checkbox"/> Quarter 4 performance and risk reports to Committees
June	<ul style="list-style-type: none"> <input type="checkbox"/> Annual performance outturn report completed <input type="checkbox"/> Appraisals 	<ul style="list-style-type: none"> <input type="checkbox"/> Annual financial outturn report to Cabinet <input type="checkbox"/> Annual performance outturn report published on website
July	<ul style="list-style-type: none"> <input type="checkbox"/> Budget preparation for next financial year commenced – meetings with all service managers <input type="checkbox"/> Appraisals 	<ul style="list-style-type: none"> <input type="checkbox"/> Quarter 1 performance and risk report to committees <input type="checkbox"/> Monthly financial monitoring commences
August	<ul style="list-style-type: none"> <input type="checkbox"/> Appraisals to be completed by end of month 	<ul style="list-style-type: none"> <input type="checkbox"/> Monthly financial monitoring
September	<ul style="list-style-type: none"> <input type="checkbox"/> Members and MT discuss corporate priorities and budget options (growth and savings) for the forthcoming year 	<ul style="list-style-type: none"> <input type="checkbox"/> Monthly financial monitoring
October	<ul style="list-style-type: none"> <input type="checkbox"/> annual review of corporate plan 	<ul style="list-style-type: none"> <input type="checkbox"/> Quarter 2 performance and risk report to committees <input type="checkbox"/> Medium Term Financial Strategy to Cabinet <input type="checkbox"/> Monthly financial monitoring
November	<ul style="list-style-type: none"> <input type="checkbox"/> review of corporate plan 	<ul style="list-style-type: none"> <input type="checkbox"/> Monthly financial monitoring <input type="checkbox"/> Draft budgets reported to Committees
December	<ul style="list-style-type: none"> <input type="checkbox"/> Draft Corporate Plan discussed at MT <input type="checkbox"/> Confirmation of government grant 	<ul style="list-style-type: none"> <input type="checkbox"/> Monthly financial monitoring <input type="checkbox"/> Draft budgets reported to Committees

Performance Management Guide

TIMETABLE	ACTION	MONITORING
January	<ul style="list-style-type: none"> ❑ Service managers complete business plans 	<ul style="list-style-type: none"> ❑ Quarter 3 performance and risk report to committees ❑ Monthly financial monitoring ❑ Draft corporate plan to Cabinet ❑ Draft budgets reported to Committees
February	<ul style="list-style-type: none"> ❑ Draft Corporate Plan and budget agreed at Cabinet ❑ Full Council sets the budget and agrees Corporate Plan ❑ Service Business Plans signed off by Management Team 	<ul style="list-style-type: none"> ❑ Monthly financial monitoring
March	<ul style="list-style-type: none"> ❑ Council Tax leaflet published ❑ Service Business Plans signed off by Management Team ❑ Corporate Plan (for next 4 years) published 	<ul style="list-style-type: none"> ❑ Monthly financial monitoring

4.0 ROLES AND RESPONSIBILITIES

4.1 The following groups and individuals have the following roles and responsibilities for performance management within the Council.

GROUP	ROLE	RESPONSIBILITY
Members		
Council	Strategic role in setting vision and direction	Setting the Council's Corporate Plan and Budget
Cabinet	Take the lead role working with Management Team to set out the Council's priorities	Recommending the Council's Corporate Plan and Budget to Council
Committees	Holding officers to account on performance and budget issues and providing constructive challenge	Quarterly performance and risk reports Regular budget monitoring
Members	Keeping a watching brief on the Council's overall performance	Providing challenge on performance issues
Officers		
Management Team	Managing performance and	Setting objectives and priorities

Performance Management Guide

	setting out what the Councils wants to achieve Ensure action is being taken to deal with poor performance in their service areas	both corporately and for their service area Taking action to deal with areas of poor performance
Service Managers	Working with their Head of Service and their teams to set out what the Council wants to achieve Develop service business plans Appraise staff and ensure that they understand how they feed into the corporate objectives	Setting objectives and priorities for their service area

5.0 OFFICERS ROLE IN PERFORMANCE MANAGEMENT

5.1 Management Team and Service Managers will be involved in drafting the Council's Corporate Plan and their service business plans, communicating this information to their teams. They are also responsible to ensure that members of their team understand how their role plays a part in delivering their objectives in their service business plan and ultimately the Corporate Plan.

5.2 When looking at performance management officers need to consider the following:

- Are our performance indicators relevant to the aims and objectives set out in the Corporate Plan and Service Business Plans?
- Do our performance indicators have SMART targets?
- Are our performance indicators easy to understand and use?
- Are our performance indicators cost effective to collect?
- Are our targets challenging but achievable?
- Is the delivery against the performance indicator within our control or are we reliant on other parties?
- Are our performance indicators focusing on the right areas?
- Are we trying to achieve too many things in too shorter space of time?
- Our performance is not meeting our target – what solutions do we have for rectifying this situation?
- The use of benchmarking to compare and monitor improvement against other Councils
- Encourage scrutiny and challenge from Management Team and Members
- Actively respond to areas requiring improvement
- Ensure that all staff understand their role in managing performance and use it in their day-to-day work

6.0 MEMBERS ROLE IN PERFORMANCE MANAGEMENT

6.1 Members have an important role in managing performance. They need to be clear about what the council is wanting to achieve and how they will monitor and review performance. They also need to be prepared to challenge officers on service performance to ensure that priorities are delivered and the needs of local communities are being met. Members can support improvement by showing they are actively interested in performance and taking action based on what the performance information is telling them.

Performance Management Guide

6.2 When looking at performance information Members might wish to consider some of the following questions:

- Does this information give me a clear understanding of performance across the Council?
- Do I need training to help me understand performance management?
- Is the performance information I receive concise, accurate, balanced and presented in an easily understandable format?
- Does the information I receive allow me to challenge over and under performance and question whether we are achieving value for money?
- Are we measuring/assessing the right things?
- Is there an answer as to why performance is not meeting the target?
- Why has the variance occurred?
- What are the implications of not meeting the target?
- Is the target correct?
- Is the performance good enough?
- What performance is predicted over the short and long term?
- What action needs to be taken to see improved performance?
- Where there is under-performance when will it be back on track and will additional resources be needed to achieve this?
- Is there a more effective, efficient and economic way of doing things?
- How do others do it?
- What do our customers want? Are we delivering that?
- Is there a connection between performance, money and risk?

7.0 PERFORMANCE MANAGEMENT TRAINING AND AWARENESS

7.1 For the benefits of the Performance Management framework to be realised, it is necessary for the process to be embedded in the culture and operations of the organisation.

7.2 This guide will be available to all officers and Members and the Head of Communities and Governance will provide awareness training to officers and Members

7.3 Head of Communities and Governance will regularly raise awareness of Performance Management through the Officer newsletter (the Link), the Member newsletter (WIS) and through briefing sessions.

7.4 The Head of Communities and Governance will be involved in the induction process for new officers and Members where a session on Performance Management will be included.

High Street Innovation Fund

£100,000

EXPENDITURE DESCRIPTION	Actual £	Committed £	Comment
Bampton Business Group - signage project*	1,950		Paid 23/11/12
Crediton Chamber of Commerce - Car parking project*	800		Paid 23/11/12
Cullompton Town Council-Street Market*	17,000		Paid 17/01/13
Ac Tiv-Rickshaw Scheme for Tiverton*		15,000	committed but never paid (see reverse entry and comment below)
Tiverton Town Team-Retail performance*		20,000	committed but never paid (see reverse entry and comment below)
Tiverton Museum-pop up in empty shop*	2,500		Paid 16/01/13
Tiv Trade Association-small business*		20,000	committed but never paid (see note 1 below)
Crediton Chamber of Commerce-Cred website phase 2*		2,000	committed but never paid (see reverse entry and comment below)
Crediton Chamber of Commerce-Crediton shoppers Magazine*		6,500	committed but never paid (see reverse entry and comment below)
Crediton Chamber of Commerce-Fairs*		2,250	committed and partially paid
Crediton Arts Centre - Banner Project*	11,687		Paid 17/01/13
Crediton Chamber of Commerce - EX4 shoppers Magazine*		12,400	committed as a "maybe" project requiring more work
Crediton Chamber of Commerce- cost of running first fair	40		Paid costs of Crediton Fair directly to supplier
Crediton Chamber of Commerce - costs of running first fair	118.40		Paid costs of Crediton Fair directly to supplier
Crediton Chamber of Commerce-Cred website phase 2		-2,000	Removed from commitment list after writing to Crediton Chamber - did not deliver on project #
Crediton Chamber of Commerce-Crediton shoppers Magazine		-6,500	Removed from commitment list after writing to Crediton Chamber - did not deliver on project #
Crediton Chamber of Commerce-Fairs		-2,250	Removed from commitment list after writing to Crediton Chamber - did not deliver on project #
Crediton Chamber of Commerce - EX4 shoppers Magazine		-12,400	Removed from commitment list as Chamber did not deliver on other projects
Ac Tiv-Rickshaw Scheme for Tiverton		-15,000	Removed from the commitment list as Ac Tiv wrote confirming that they no longer wanted the funding for this project
Tiverton Town Team-Retail performance		-20,000	Removed from the commitment list as Portas team wrote confirming that they would not be pursuing this project
Crediton Town Team Christmas lights project	2,000		Delegated decision dated 27/10/13 where Cabinet Member made decision to ringfence money allocated to Crediton Chamber (those entries marked with a #) to Crediton via the Crediton Town Team
Crediton Town Team	8,000		Delegated decision dated 27/10/13 where Cabinet Member made decision to ringfence money allocated to Crediton Chamber (those entries marked with a #) to Crediton via the Crediton Town Team
Tiverton Town Centre Masterplan	15,149		incorrect coding identified
Tiverton Town Centre Masterplan	-15,149		error corrected - journal completed to transfer to the correct code
Tiverton Shop front enhancement scheme		15,000	Cabinet made decision to agree to allocating £15,000 for a shop front enhancement scheme for Tiverton - to have the same criteria as Cullompton scheme
Sum total	44,095.40	35,000	

Total High Street Innovation Fund	£100,000
Less Actuals	£44,095.40
Balance less actuals	£55,904.60
less commitments	35,000

HSIF left £20,905

Notes:

* denotes that the funding was allocated by the Head of Communities and Governance and Cabinet Member for Planning and Economic Development

following delegated authority being given by the Cabinet on 2nd August 2012

denotes the projects

note 1 - the Tiverton Trade Association (TTA) have had £20,000 allocated to them since October 2012. No loans have ever been given to small businesses by the TTA.

The Head of Communities and Governance has written to the Chairman of TTA to find out if they wish to use this money for a small loan scheme - if not the commitment will be removed meaning that there will be £40,905 available in the pot

Scrutiny Committee 31 March 2015

Report of the Night Time Economy Working Group

Why we formed a working group

Following a presentation from the Chief Executive of the Police Commissioners Officer, the Group was established to look into the night time economy of the three main towns, to identify areas of concern.

Who we were

Cllr T G Hughes (Chairman)
Cllr Mrs Jenny Roach
Cllr P F Williams
Cllr M R Lee

What was our objective?

The objective of the Group was to investigate if there was reason for concern regarding the night time economy of the three main towns.

Members spent a Saturday evening with Police Inspector Jane Alford Mole and information was gathered from the Councils Waste Service, Environmental Health Officers, Street Pastors and Licensing Team.

The Community Safety Officer informed the Group that there were areas for concern in the main towns in Devon but that there were few reports of problems with the night time economy within Mid Devon. She further explained that because the reports of late night crime were generally low in numbers any increase, however small, could give a misleading percentage increase.

What did we conclude?

The Group concluded that it was satisfied that measures in place were working well and that over recent years the situation had improved significantly. The Group had every confidence that the Councils Licencing Team, the Police Authority, door staff and Street Pastors were in a position to deal with situations should they arise.

What do we recommend?

1. That the Waste Service liaise with the Licensing Service to ensure that the litter from late night food premises is kept to a minimum. Should a problem arise with a specific premises a letter be sent to remind them of their duty to keep the area clean.

2. That the Licensing Officer liaise with the Devon and Cornwall Police with regard to Temporary Extension Notices, to ensure that they are dealt with in a timely fashion and that all of the appropriate people are aware of them.
3. The Licensing Office to ensure that measures were in place to monitor Temporary Extension Notices when offices were closed.
4. That a letter be sent to Inspector Jane Alford Mole, thanking her for her time on Saturday 28th March and commending the work of herself and her team.

Scrutiny Chairman's Report 2014-2015

Several times during the past year I have been asked whether we have an effective scrutiny committee and whether we are holding decision makers to account. My reply to those questions has been in the negative with the proviso that we have moved the committee in to a stronger position.

Notable improvements include:

All reports, unless of an urgent nature, are now written and circulated with the agenda thus enabling Members, Members of the Public and the Press to understand the nature of the issues before the committee meeting. It is impossible to debate issues fully and give proper consideration to facts if the papers have not been read in advance. I thank all the Cabinet Members for attending our meetings and providing written reports.

We have clearly established the principle that although Officers may advise against a call-in of a Cabinet decision to Scrutiny, the final decision on call in falls to members of the Council.

An increase in the number of Councillors (non-committee members) taking the time to attend Scrutiny committee meetings and raise issues of concern to them and their constituents. My thanks to them for their commitment to the scrutiny function.

The rejection of the initial report in relation to Harlequin Valet and the subsequent adoption of a report with recommendations that should improve the way the Council responds to any further incidents.

In Brief.

In any politically controlled council there can be tensions between scrutiny and the executive, it is the very nature of the beast and is recognised as a barrier to effective scrutiny by the Centre for Public Scrutiny. Whilst everyone is content for the committee to scrutinise outside agencies such as health and the police there does appear to be an unwillingness to scrutinise in house services!

There have been problems with Officers not being available to present their reports.

During the year, I met with the new Leader and the Cabinet to establish whether the Scrutiny committee could help them with their roles. On a personal note, I thank the Leader, Cllr C Eginton, for taking action on issues that were of concern to members.

I also would like to place on record my thanks to John Finn, Clinical Commissioning Group, for investing considerable time and effort in keeping us informed of key health developments in Mid Devon.

Finally, thank you to all those who have supported me through my two years as Scrutiny Chairman, it has been an interesting and valuable experience. A final but very important thank you, to Julia Stuckey for her commitment to Scrutiny, her hard work, together with her patience when members fail to respond to her emails!

Jenny Roach. 30/3/15