

# Public Document Pack

Mid Devon District Council

## Homes Policy Development Group

Tuesday, 13 June 2023 at 2.15 pm  
Phoenix Chambers, Phoenix House, Tiverton

Next meeting  
Tuesday, 8 August 2023 time to be confirmed

**Please Note:** this meeting will take place at Phoenix House and members of the Public and Press are able to attend via Teams. 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 C Adcock  
Cllr E Buczkowski  
Cllr J Cairney  
Cllr C Connor  
Cllr A Glover  
Cllr C Harrower  
Cllr F W Letch  
Cllr N Letch  
Cllr H Tuffin

## A G E N D A

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

- 1 Election of Chairman**  
To elect a Chairman of the Policy Development Group for the municipal year 2023 – 2024.
- 2 Election of Vice Chairman**  
To elect a Vice Chairman of the Policy Development Group for the municipal year 2023 – 2024.

- 3       **Start time of meetings**  
To agree the start time of meetings for the remainder of the municipal year.
- 4       **Apologies and Substitute Members**  
To receive any apologies for absence and notice of appointment of substitutes.
- 5       **Public Question Time**  
To receive any questions relating to items on the Agenda from members of the public and replies thereto.
- 6       **Declaration of Interests under the Code of Conduct**  
To record any interests on agenda matters.
- 7       **Minutes** *(Pages 5 - 8)*  
To consider whether to approve the minutes as a correct record of the meeting held on 21 March 2023.
- 8       **Chairman's Announcements**  
To receive any announcements that the Chairman may wish to make.
- 9       **Revenue and Capital Outturn Report** *(Pages 9 - 56)*  
To receive a report from the Deputy Chief Executive (S151) presenting the Revenue and Capital Outturn figures for the financial year 2022/23 for both the General Fund (GF) and the Housing Revenue Account (HRA).
- 10      **Mid Devon Housing Service Delivery Report** *(Pages 57 - 74)*  
To receive a report from the Corporate Manager for Public Health, Regulation and Housing providing a quarterly update to Members on enforcement and other activity undertaken by Mid Devon Housing and includes a summary of the final Q4 and outturn for 2022/23.
- 11      **Mid Devon Housing Anti-Social Behaviour Policy Update** *(Pages 75 - 116)*  
To receive a report from the Corporate Manager for Public Health, Regulation and Housing. Under the Neighbourhood and Community Standard, The Regulator of Social Housing (RSH) requires all registered providers to publish a policy setting out, how in consultation with their tenants, they will maintain and improve the neighbourhood's associated with their homes. Registered suppliers are required to publish a policy on how they work with relevant partners to prevent and tackle Anti-Social Behaviour (ASB). An updated, draft policy on ASB within the Council's housing stock is presented to Members.
- 12      **Mid Devon Housing Complaints Handling Annual Report 2022-2023**  
*(Pages 117 - 160)*  
To receive a report from the Corporate Manager for Public Health, Regulation and Housing presenting the Mid Devon Housing Complaints

Handling Annual Report for 2022-2023.

- 13 **Presentation on the Homes for Ukraine Scheme**  
To receive a presentation from the Corporate Manager for Public Health, Regulation and Housing.
- 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:
- Neighbourhood Management Policy
  - Damp and Mould Policy
  - Planned and future housing programme
  - Update on Refugee Schemes

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

**Stephen Walford**  
Chief Executive  
Monday, 5 June 2023

## 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 Teams.

If you want to ask a question or speak, email your full name to [Committee@middevon.gov.uk](mailto:Committee@middevon.gov.uk) by no later than 4pm on the day before the meeting. This will ensure that your name is on the list to speak and will help us ensure that you are not missed. Notification in this way will ensure the meeting runs as smoothly as possible.

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Public Wi-Fi is available in all meeting rooms

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## MID DEVON DISTRICT COUNCIL

**MINUTES** of a **MEETING** of the **HOMES POLICY DEVELOPMENT GROUP** held on 21 March 2023 at 2.15 pm

### **Present**

#### **Councillors**

R J Dolley (Chairman)  
J Cairney, S J Clist, D R Coren, R Evans and R F Radford

### **Apologies**

#### **Councillors**

J Bartlett and P J Heal

### **Present**

#### **Officers**

Jill May (Director of Business Improvement and Operations), Simon Newcombe (Corporate Manager for Public Health, Regulation and Housing), Sue Hanwell (Operations Manager for Housing) and Sarah Lees (Member Services Officer)

## 58 **Apologies and Substitute Members**

Apologies were received from:

- Cllr J Bartlett
- Cllr P J Heal

It was also noted that Cllr Barnell was no longer a member of the Group as he had become a Cabinet Member since the last meeting.

## 59 **Public Question Time**

No members of the public had registered to ask a question.

## 60 **Declaration of Interests under the Code of Conduct**

No interests were declared under this item.

## 61 **Minutes**

The minutes of the meeting held on 17 January 2023 were **AGREED** as a true and accurate record and signed by the Chairman.

## 62 **Chairman's Announcements**

The Chairman had the following announcements to make:

He thanked his fellow Policy Development Group Members for their kind words regarding his Chairmanship.

He commented that he was somewhat 'sad' that it had not been possible to create more housing during the past 4 years but hoped that some of these ambitions could be progressed under the new administration.

### 63 **The use of Flexible Tenancies (00:07:00)**

The Group had before it a report \* from the Corporate Manager for Public Health, Regulation and Housing.

The officer outlined the contents of the report and highlighted the following:

- There were challenges using the Flexible Tenancy scheme as it currently existed and officers were keen to undertake further research to determine the best way forwards. The arguments for and against the use of Flexible Tenancies, as set out in the report, were reiterated. An analysis needed to be undertaken as to whether the current scheme should continue in its current format, or whether a more blended approach would be helpful or whether to phase the scheme out completely and replace it with something more workable. More research was needed.
- A number of legislative changes had taken place over the past 10 years however the Council would continue to offer 1-year introductory tenancies and long-term secure tenancies if flexible tenure was removed.
- Many other registered providers were reviewing Flexible Tenancies such as other stock holding local authorities and a change of approach was seen to be developing across the sector.

Discussion took place regarding:

- A tenant's income, savings and household budget being taken into account in relation to any decision about whether or not to renew a flexible tenancy.
- The number of private letting facilities available.
- Concerns regarding the workload in trying to manage lots of different tenants with different tenancy arrangements and durations.
- Tenants were involved at the heart of decision making and the Tenant Involvement resource had been strengthened.
- The critical stage was the first year where a lot could be understood about the ability of a new tenant to sustain a tenancy.
- There was no automatic transfer of tenancy should a tenant pass away.

The Group **AGREED** for the development of a project plan setting out proposals to consult tenants and other stakeholders on the continued use of flexible tenancies by Mid Devon Housing for discussion and agreement at a future meeting of the Homes Policy Development Group.

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

### 64 **Mid Devon Housing Service Delivery Report (00:30:00)**

The Group had before it, and **NOTED**, a report \* from the Corporate Manager for Public Health, Regulation and Housing providing the regular, quarterly update to Members on enforcement and other activity undertaken by Mid Devon Housing.

The officer outlined the contents of the report with particular reference to the following:

- Areas of improvement were referenced such as gas safety checks and fire risk assessments.
- The new regulatory regime was outlined and the tenant satisfaction measures explained.
- Future reporting on service delivery would be in a revised format and centred around the new regulations with a draft format coming forward at a future policy development group meeting for member consideration.

Consideration was given to:

- The cost of living crisis and the effect of this on tenants.
- Early engagement with tenants was key should rent arrears become an issue, circumstances were looked at as holistically as possible.

It was **AGREED** that the thanks of the Group be taken back to the Rent Recovery team who were working so hard and compassionately to engage with tenants at an early stage concerning outstanding rent arrears.

It was also **NOTED** that Mid Devon Housing had recently been nominated for the 'Resolve ASB 2022-2023 Team of the Year' award.

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

65 **Chairman's Annual Report for 2022 - 2023 (00:41:00)**

The Group had before it and **AGREED** the Chairman's Annual Report for 2022 – 2023.

There being no comments this would now go forward to full Council for approval at its next meeting.

66 **Identification of items for the next meeting (00:45:00)**

Members **NOTED** the items listed in the work programme for the next meeting. In addition it was also requested that, following the election, the new membership of the Homes Policy Development Group receive an update on the current and planned housing programme and that the Group be brought fully up to speed.

(The meeting ended at 3.01 pm)

**CHAIRMAN**

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**Report for: Homes Policy Development Group**

**(Please note: This report will be presented to the Cabinet on 6 June 2023)**

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Date of Meeting:	13 June 2023
Subject:	<b>REVENUE AND CAPITAL OUTTURN 2022/23</b>
Cabinet Member:	Cllr James Buczkowski, Cabinet Member for Finance
Responsible Officer:	Andrew Jarrett, Deputy Chief Executive (S151)
Exempt:	N/A
Wards Affected:	All
Enclosures:	Appendix 1a – General Fund Summary Appendix 1b – General Fund Service Variances Appendix 2 – HRA Summary and Variance Analysis Appendix 3 – Movement in Earmarked Reserves Appendix 4 – Capital Programme Summary

## **Section 1 – Summary and Recommendation(s)**

To present the Revenue and Capital Outturn figures for the financial year 2022/23 for both the General Fund (GF) and Housing Revenue Account (HRA).

### **Recommendation(s):**

**That Cabinet consider the finance position reported and:**

- 1. Note the General Fund Outturn achieved in 2022/23 which shows an overall over spend of £190k (1.38% on the Net Cost of Services Budget) and the Housing Revenue Account which shows an under spend of £312k (2.90% on the Total Direct Expenditure Budget).**
- 2. Approve the transfer of the £190k General Fund over spend to the General Fund Reserve which will decrease the balance to £2,025k; above the**

minimum recommended level of £2,000k. Similarly, approve the transfer of the £312k Housing Revenue Account surplus to the ring-fenced HRA Earmarked Reserves.

3. Approve the Net Transfers from Earmarked Reserves of £2,496k detailed in the General Fund Service Budget Variance Reports shown in Appendix 1a and 1b and summarised in Appendix 3. Similarly, approve the Net Transfers to HRA Earmarked Reserves of £312k as detailed in the HRA Budget Variance Report shown in Appendix 2 and summarised in Appendix 3.
4. Approve the slippage of £7,229k from the 2022/23 Capital Programme and the £29,940k for the schemes to be delivered in 2023/24 or later years. Also approve the virement as explained in para Error! Reference source not found. for the amalgamation of budgets for the modular developments.
5. Note the procurement waivers used in Quarter 4 of 2022/23, as outlined in Section Error! Reference source not found..

## Section 2 – Report

### 1.0 Executive Summary

- 1.1 This report contains information relating to the Council's overall financial performance for the 2022/23 financial year. The Outturn figures included are provisional and subject to external audit; the findings of which are expected to be reported to Audit Committee in October this year.
- 1.2 Monitoring the Budget is an important part of the Council's performance management framework. The aim is to keep a tight control on spending on services within a flexible budget management framework.
- 1.3 The Revenue Outturn position for the financial year 2022/23 is as follows:
  - The General Fund (GF) Revenue Outturn position for 2022/23 is a net over spend of £190k as shown in **Appendix 1a**. The table below assumes this is transferred to the General Fund Reserve. An explanation of variances at service level is included within **Appendix 1b**.
  - The HRA is a "Self-Financing" account for the Council's Housing Landlord function, which is budgeted to "breakeven" (net of approved transfers to/from HRA Reserves). The HRA Outturn for 2022/23 is a net under spend of £312k as shown in **Appendix 2**. It is assumed this will be transferred to the ring-fenced HRA Earmarked Reserves, therefore the balance held on the HRA Reserve is unaffected.
- 1.4 Members should note that officers have also identified areas where the carry-forward of some unspent budgets will be beneficial to help mitigate the impact of financial pressures and commitments in 2023/24. These are proposed to be

transferred into Earmarked Reserves. These are identified within the individual service summaries and within Appendix 3.

- 1.5 The Council continued to feel some legacy financial effects of Covid-19 in 2022/23 with income levels still recovering to pre-pandemic levels. It has also incurred costs in supporting the Government deliver various grant schemes, particularly in relation to the Cost of Living Crisis. This has been partially compensated by a wide variety of additional grant payments, although some of this remains outstanding at the end of the year.
- 1.6 Along with all other businesses and households, the Council has had increased energy and fuel costs, along with increases in material and labour prices, leading to some significant variances in expenditure incurred, income collected and funding received.
- 1.7 Actual Capital expenditure across the financial year was £17,072k leaving a variance of £10,477k against the 2022/23 Deliverable Budget. Of which, £5,166k is an under spend, £1,918k is an over spend, and £7,229k will slip into future years. The status of the Capital Programme is shown at Appendix 4.
- 1.8 A summary of the Council's Treasury Management year end position is shown in Section **Error! Reference source not found.** Further detail on the Treasury Management position is included within a separate report on this meeting agenda.

## **2.0 Introduction**

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

### 3.0 The General Fund

- 3.1 The summarised General Fund Revenue Outturn Position is provided in **Appendix 1a**, with more detail provided on a service-by-service basis shown in **Appendix 1b**.
- 3.2 Detailed budget monitoring reports were provided to both senior managers and Members throughout 2022/23. This monitoring focused on significant budget variances (+/- £20k), including any remedial action where necessary leading to an estimated overall Outturn position. The final written in-year monitoring report considered by the Cabinet gave a detailed position as at 31 December 2022 and predicted an end of year over spend of £436k for the General Fund. Therefore the final position at £190k has improved, mainly due to the receipt of over £100k of Grant funding to compensate for the costs incurred in delivering the various grant schemes.
- 3.3 The table below shows the overall Budget, Actual and Variance, summarised for 2022/23.

<b>Financial Summary for 2022/23</b>	<b>2022/23 Budget £</b>	<b>2022/23 Actual £</b>	<b>2022/23 Variance £</b>
Total Net Cost of Services	13,778,396	13,823,811	45,415
Other Income and Expenditure	(3,517,236)	(3,111,982)	405,254
<b>Total Net Budgeted Expenditure</b>	<b>10,261,160</b>	<b>10,711,829</b>	<b>450,669</b>
<b>Total Funding</b>	<b>(10,260,160)</b>	<b>(10,521,806)</b>	<b>(261,646)</b>
<b>Net Income and Expenditure</b>	<b>0</b>	<b>190,022</b>	<b>190,022</b>

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

### 3.5 Overarching Variances

#### 3.5.1 Covid-19 and Cost of Living Crisis

The Covid-19 Pandemic continued to have a legacy impact on the Council's finances. Income generated in services such as Leisure continued to be below pre-pandemic levels, although have shown recovery during the year. Also, the Council has continued to be the vehicle chosen by Government to distribute various grants to local businesses and residents affected by the pandemic and the increase in energy prices. This has significantly diverted the team's attention and required additional staffing to cope with the additional requirements placed upon the Council. There has however been a number of one-off grants to mitigate the impact on staffing costs arising from the additional requirements such as the grant distribution. These requirements, and the associated financial support, looks set to continue in 2023/24.

### 3.5.2 **Local Government Pay Award**

During the year, the Local Government pay award was offered and accepted nationally. As a result of the Cost of Living Crisis, and the rising costs of energy, food and fuel, the uplift of £1,925 per FTE (broadly 6.5% on average) was significantly in excess of the 2% budget assumption. This added c£500k to our staffing costs within the General Fund and c£150k in the HRA.

### 3.5.3 **Agency Costs**

The Council continues to struggle with recruitment and retention and has had higher levels of sickness during the year. This has resulted in key services, particularly Waste and Planning having higher usage of agency staff than planned although this is partially offset by the vacancy underspends on the staffing establishment, leading to a net additional cost of £238k. Some of these additional agency costs will be further mitigated through the use of Earmarked Reserves.

### 3.5.4 **Bin-it 123**

In October 2022, the Council moved to collecting all non-recyclable waste every three weeks as part of the Council's drive to increase recycling and reduce waste. All other collections remain unchanged – with food waste collected weekly, dry recycling and garden waste (opt-in chargeable service) fortnightly. The implementation cost including providing the new Black Bins and recycling boxes, advertising campaign and additional staff time was £930k. This was largely covered by the planned drawdown from reserves of £762k. Recycling rates improved by 2% from 2021/22, placing us in the top 15% of Councils in the Country.

### 3.5.5 **Homes for Ukraine / Homelessness**

Across 2022/23 the Council managed the Homes for Ukraine scheme on behalf of the Government. During 2022/23 we assisted 282 Ukrainians through local host families, community support and subsistence payments at a cost of £650k. A number of staff have been deployed to support this scheme, therefore £80k of the funding has been allocated to cover that staffing cost.

We successfully bid for £141k of funding under the Rough Sleeping Initiative grant scheme and prevented 75 people from becoming rough sleepers.

### 3.5.6 **Leisure VAT**

In March 2023, the long awaited outcome of the legal challenge concluded that local authorities' leisure services are provided under a statutory framework and can therefore be treated as non-business for VAT purposes. As such, a significant refund dating back to 2011 is likely. This also means that moving forward, 20% VAT no longer needs to be passed to Government, meaning £300k+ on income is retained.

### 3.5.7 **3 Rivers Developments Ltd (3Rivers)**

The Council's subsidiary company, 3 Rivers Developments Ltd, has had a challenging year. It, along with all development companies, has suffered significant price increases for labour and materials. This has put pressure on the budgets for their live developments and on the potential future opportunities. Alongside, also as a consequence of the Cost of Living Crisis, the housing market has stagnated, adding further pressure as sales income is likely to be reduced.

In addition, towards the end of the financial year the council rejected three submitted business plans, only agreed to support the completion of the live development projects and agreed to commission an option appraisal report externally. This uncertainty has had a financial and confidence impact on the company's 2022/23 trading position and potential future going concern.

The company are currently finalising their trading accounts for the year and this will be made available once completed.

## 3.6 Key Service Variances from the Original Budget

3.6.1 **Car parks** – Car parking income has recovered a little from the reduced lower activity as a result of Covid-19 restrictions and less travel to work or shops. Overall, income was £69k above budget and over £100k above the previous year. This has been achieved across all areas of Pay & Display, Permits and Penalty Notices.

3.6.2 **Public Health** – This underspend is due to vacancy savings, additional S106 income mainly related to Pollution and additional grant funding to cover the additional costs of delivering Government schemes re Covid-19 and Homes for Ukraine. This was offset by agency costs to cover vacancies and the project costs incurred in developing the town centre CCTV solution with Exeter City Council. The majority of these variances have been earmarked to offset expenditure in 2023/24.

3.6.3 **General Fund Housing** – There has been a significant increase in the need to provide temporary accommodation. This has been offset by increases in rental income from those placed in the temporary accommodation and additional homelessness and rough sleeping grant funding.

3.6.4 **Human Resources** – the under spend has been driven by the decision to no longer upgrade the HR Software system. In addition, the service have received income for Apprenticeships and won an award for its outstanding commitment and contribution to the development of apprentice programmes.

3.6.5 **Legal and Democratic Services** – the elections service has had a number of unbudgeted events including a Boundary Review, a District and Parliamentary

by-election. This has been more than offset by vacancy savings and lower costs including lower member allowance payments.

- 3.6.6 **Planning & Regeneration** – similar to Public Health, significant additional S106 income has been received which is proposed to be added to an earmarked reserve. Planning income has also over achieved by over £160k on budget. In addition, £800k of additional grant was received for further feasibility work on J28. The S106 funding and the majority of the grant funding has been earmarked to offset expenditure in 2023/24. This is partially offset by the costs incurred through a planning appeal, which is part funded through a reserve created following previously lost appeals, but will now require replenishing. There is also significant delayed expenditure against planned projects, Crediton Masterplan, Cullompton HAZ and the Local Plan. This has also been earmarked to be spent in 2023/24.
- 3.6.7 **Property Services** – Salary underspends and delays in completing maintenance projects are partially offset by the increases in energy costs and minor reductions in rental income from the commercial property portfolio. The under spend has been earmarked to offset expenditure in 2023/24.
- 3.6.8 **Revenues & Benefits** – As stated above, additional grant funding has been received to compensate for the additional workload required to make the payments for the various Covid-19 and energy support related grant schemes. The reduction in Housing Benefit payments was greater than the reduction in the subsidy claim, giving a £40k gain. Similarly, there was an under spend against the Household Support Fund grant.
- 3.6.9 **Recreation & Sport** – Membership and fee income was £236k lower than budget as the service continues its recovery from the reduction in patronage as a result of Covid-19. The service has also been impacted by the higher than budgeted pay award, higher energy costs and increases in material prices. Priority over some planned maintenance work was given to moving two of the centres off mains gas to reduce their carbon footprint, which has been covered by Salix Funding and from Earmarked Reserves. The planned maintenance projects will now be undertaken in 2023/24.
- 3.6.10 **Waste Services** – the main reason for this overspend is the additional salary expenditure with over £300k additional cost across the Pay Award and the need for additional agency staffing to cover absences through vacancies, holiday, sickness and training. In addition, the service suffered from the significant increase in fuel costs. The roll out of Bin-it 123 was largely covered by the planned draw from the Earmarked Reserve, as was the vehicle maintenance and damage repairs. As a result of the increased recycling, income from recycling materials was significantly above budget, as was Garden and Bulky Waste, Trade Waste and the contribution from the Devon Shared Savings scheme.

3.6.11 **Non-Service Area** – Interest received on treasury investments were significantly higher (£229k) than budget due to rapid increase in interest rates following setting the budget. Increased interest charges on lending to 3 Rivers Developments Ltd also generated an additional £241k.

3.6.12 The Council has considered its outstanding loans to 3Rivers given the information available to it regarding the economic conditions and has concluded that it needs to impair some of the loans. If sales proceeds vary from the current forecasts, and if the Council agree a new Business Plan for the company that enables them to progress with new developments, the position will be reviewed again. To mitigate the financial impact of the impairments, the Council will use the leisure VAT refund and remove/reduce the earmarked reserves set aside for Covid-19 recovery and a new Waste Depot site. The opportunity cost of utilising these funds means that should the Council still require a new Waste Depot, it will need to find alternative funding, most likely through borrowing, at additional cost.

#### 4.0 Reserves

4.1 The General Fund Reserve is the major Revenue Reserve of the Council. It is increased or decreased by the surplus or deficit generated on the General Fund in the year. This reserve held a balance of £2,215k at the start of the year.

4.2 In 2022/23 the final £190k deficit generated in year is proposed to be transferred to this Reserve leaving a balance of £2,025k; above the recommended minimum level of £2,000k as agreed by Cabinet / Full Council as part of the budget recommendations.

4.3 During the 2023/24 budget setting process a number of late changes were required in order to agree the budget. Given the timing of these changes, it required funding to be taken from the General Fund Reserve, which will reduce the balance below the minimum £2,000k requirement. Cabinet, in consultation with the Deputy Chief Exec (S151), will need to consider whether the minimum level remains appropriate and assuming so, have a plan as to how and over what period it will be replenished back to the £2,000k minimum.

<b>General Fund Reserve</b>	<b>Movement</b>	<b>Balance Held</b>
<b>Balance @ 31 March 2022</b>		<b>£2,215</b>
In Year Movement (* Pre Audit)	(£190k)	
<b>Balance @ 31 March 2023</b>		<b>£2,025</b>
2023/24 Budget Drawdown	(£625k)	
<b>Balance @ 1 April 2023</b>		<b>£1,400</b>

4.4 In addition to the General Fund Reserve, the Council holds a number of Earmarked Reserves (EMRs) where service underspends are kept so that they can be used to help fund anticipated future expenditure commitments. The net



movement is a reduction of £2,496k in these reserves and the end of year balances held on them are shown in Appendix 3.

- 4.5 The Council (in common with other public bodies) continues to face a difficult financial climate, therefore, it is prudent to retain robust balances to smooth the potential effect to the tax payer of further cuts. The level of Earmarked Reserves in this report further supports the forward planning of the organisation. This approach to financial management will help to deliver our corporate priorities during the short to medium term whilst mitigating the effect of any future cuts in Government funding as we move towards becoming a self-financing organisation.

## 5.0 Housing Revenue Account (HRA)

- 5.1 This is a ring-fenced reserve in respect of the Council's housing landlord function. It is increased or decreased by the surplus or deficit generated on the HRA in the year. For 2022/23 the Outturn is a net surplus of £312k and Members are requested to approve a transfer to HRA reserves to bring this to zero.

- 5.2 Main budget variances during 2022/23 giving rise to the surplus of £312k include:

- £226k salary savings due to delays in filling vacancies, net of pay award;
- £151k lower recharge to the Disabled Facilities Grant due to lower demand for works;
- £350k additional materials costs due to inflationary pressures;
- £149k reduction in service recharges from the General Fund;
- £120k additional Rental Income received and lower bad debt write off;
- £247k additional investment income receipts due to increased interest rates;
- £101k lower interest charges than budgeted;
- £262k depreciation costs higher than budgeted;
- £799k additional Grant funding received from Homes England and One Public Estate to support the modular development projects.

For further details, please see the HRA Outturn Summary for 2022/23, which is attached as **Appendix 2** to this report.

- 5.3 Given the positive closing financial position delivered in 2022/23, it is recommended to transfer a sum of £312k into the ring-fenced HRA reserves, as shown below. This therefore leaves the HRA balance of £2,000k untouched as at 31 March 2023.

## HRA Balance

HRA Balances Summary	Movement	Balance Held
<b>HRA balance @ 31/03/2022</b>		<b>(£2,000)</b>
Outturn saving achieved in 2022/23	(£312k)	
Net transfer to Renewable Energy Fund Reserve	£59k	
Net transfer to Affordable Rent Surplus Reserve	£11k	
Net transfer to Housing Maintenance Fund Reserve	£242k	
<b>HRA balance @ 31/03/2023</b>		<b>(£2,000)</b>

5.4 In addition to the above, the HRA holds a number of other Earmarked Reserves. The movements on these during 2022/23 and their closing balances are shown on Appendix 3. This money is effectively “ring-fenced” and will be held to meet expenditure during 2023/24 and beyond.

### 6.0 The Collection Fund

6.1 Mid Devon is a Collection Authority for Council Tax and Non-Domestic Rates, and as such, is required to produce a Collection Fund Account for the Mid Devon area.

6.2 The Council collects Council Tax on behalf of Devon County Council, Devon Fire and Rescue Service, Devon & Cornwall Police and the Town/Parish Councils. The Council Tax collection rate for 2022/23 was 97.1% (96.6% in 2021/22). The budget was based upon a collection rate of 97.5% and therefore this resulted in a closing collection deficit of £553k for the year, with Mid Devon’s share of this amounting to £73k.

6.3 The Non-Domestic Rates collection rate was 96.8% for 2022/23 (98.6% in 2021/22). This has resulted in a closing collection deficit of £267k for the year, with Mid Devon’s 40% share of this amounting to £107k. In addition to this, the Devon Business Rates Pool is forecast to collectively make a surplus and Mid Devon’s share is forecast as £168k.

6.4 This demonstrates how our Revenues section has consistently been effective in collecting the annual charge in extremely challenging economic times.

### 7.0 Capital Outturn

7.1 It is important to recognise the difference between a Revenue and Capital under spend; Revenue is an under spend against a cash budget, Capital is an under spend against an outline approval. Therefore this does not necessarily result in a cash balance to carry forward, instead it generally leads to a lower Capital Financing Requirement (in essence lower borrowing).

7.2 A Capital Outturn summary is attached as Appendix 4 to this report. The total Capital Programme Approval was £70,896k, although much of this is planned to be spent in future years. Therefore a Deliverable Programme for 2022/23 of £27,549k was set. These schemes will continue to be funded as before through a mix of unspent Capital Grants, Capital Earmarked Reserves or Prudential Borrowing.

7.3 At the year-end £17,072k has been spent leaving a variance of £10,477k against the 2022/23 Deliverable Budget. Of which, £5,166k is an under spend, £1,918 is an over spend, and £7,229k will slip into future years. This can be explained by the following key variances.

#### **£5,166k Under spend**

- £3,929k 3Rivers Knowle Lane development following rejection of their Business Plan;
- £500k 3Rivers Post Hill development following rejection of their Business Plan the company could not submit their tender bid;
- £290k net lower than expected Right-to-Buy properties.

#### **£1,918k Over spend**

- £694k 3Rivers St George's development, due increased materials prices arising from the Cost Of Living Crisis;
- £86k additional Renewable Energy works;
- £111k upfront costs against a development scheme (Project 41) which has budget approved in 2023/24;
- £607k Post Hill development – tender submissions are currently being reviewed.

#### **£7,229k Slippage into future years**

- £3,642k Cullompton Town Centre Relief Road (HIF project) – following the second rejection of a bid for Levelling-up Funding – alternative funding options continue to be explored;
- £1,863k 3Rivers projects including Park Road should the Council approve further work for the company;
- £167k various projects planned to be completed within Leisure – prioritisation has been given to the Salix decarbonisation projects;
- £300k remodelling works and other minor works across the property portfolio – due to resourcing;
- £177k various IT infrastructure works – due to resourcing;
- £62k refurbishment works on the 2 recently purchased House of Multiple Occupation (HMO) to bring them into use;
- £744k various HRA development projects to be completed largely in 2023/24.

7.4 The expenditure has been funded by the use of £865k of Capital Receipts (including 1-4-1 receipts), £5,080k grant funding, £3,905k Revenue

Contributions such as S106 or utilisation of reserves and £7,222k through internal borrowing. No further external borrowing has been required during the year.

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

<b>Capital Receipts Reserve Summary</b>	<b>£k</b>
<b>Balance at 1 April 2022</b>	<b>(6,529)</b>
Sale of Council Houses (12)	(1,610)
General Fund Sales	(35)
Pooling of Housing Capital Receipts to Government	0
Capital Receipts applied in year	865
<b>Balance at 31 March 2023</b>	<b>(7,309)</b>

Note – the remaining balance of £7,309k is committed in order to fund any slippage, specific projects in ICT and Private Sector Housing and to balance the Capital Medium Term Financial Plan.

7.6 Only £40k was required from the Capital Earmarked Reserve to fund capital projects; therefore the balance on this reserve remains at £215k as shown in Appendix 3. This remaining balance is committed to fund any slippage and to balance the Capital Medium Term Financial Plan.

7.7 The Council also holds New Homes Bonus which can be used for either Revenue or to support future Capital Programmes, the balance held at 31 March 2023 is £2,883k as shown in Appendix 3; again, of this remaining balance, £993k is committed to support the Capital Medium Term Financial Plan.

7.8 Approval is sought to transfer £500k budget from the Garages Redevelopment to the modular developments at St Andrew's and Shapland Place. These projects are interlinked and have always been considered one development project.

## **8.0 Treasury Management**

8.1 A review of the 2022/23 investment performance, including the details of interest payable, are included within the separate 2022/23 Treasury Outturn Report on this meeting agenda.

8.2 During the year, the Council maintained an average balance of £28,619k of internally managed funds. These internally managed funds earned interest of £539k giving an average rate of return of 1.84%. The comparable performance indicator is the 365 days backward looking SONIA rate, which was 0.9159%.

8.3 As at the 31 March 2023, the Council had short term cash investments totalling £16,000k. In addition, the Council held £5,000k invested in Churches, Charities

and Local Authorities (CCLA) Property Funds earning dividends of £201k (4.02%) in 2022/23.

- 8.4 The Authority holds a 100% interest in 3 Rivers Development Limited, a private limited company engaged in construction in the Mid Devon area. The Authority advances funds to the Company to facilitate operations with the intention that they are repaid from the proceeds of the sale of the developments.
- 8.5 During the year ended 31 March 2022, a further £6,540k was loaned to the Company and the total outstanding loan value at this date was £20,075k. During the year £856k interest was charged by the Authority in respect of these loans.
- 8.6 These loans are subject to overarching management review on a regular basis with any impairments made reported within both the periodic monitoring reports and in the year-end financial statements. The year-end review, carried out in compliance with IFRS 9 Financial Instruments, concluded that it was prudent to increase the impairment provision above and beyond the £790k impairment made in 2019/20 in respect of one of the project loans and the working capital loan was necessary. A further £4,527k has been impaired.

## **9.0 South West Mutual (SWM)**

- 9.1 As reported within the Quarter 2 Monitoring Report, the South West Mutual (SWM) continues to struggle to gain legal approval to become a regional bank and secure a banking licence. Although a small number of new investment partners have had discussions, nothing firm has been secured. As such the Board are considering future options. One is to dissolve the Society. However the Board strongly favours effectively putting the organisation into hibernation, minimising costs etc. until such time as significant political or economic changes might present an opportunity to recommence a refreshed version of SWM and continue the work already completed. The Board will meet in May to agree next steps.

## **10.0 Procurement Waivers**

- 10.1 In exceptional circumstances, there are sometimes justifiable reasons to act outside the contract procedure regulations. These include the following reasons:
- I. The work, goods or materials are urgently required, and loss would be entailed by delay arising from advertising;
  - II. The work, goods or materials required are of such special nature that no advantage would accrue by inviting competitive tenders;
  - III. There is no effective competition for the goods or materials required by reason of the fixing of prices under statutory authority or that such goods or materials are patented or proprietary articles or materials;

IV. Transactions, which, because of special circumstances, may (either individually or as a class) be excepted from time to time by the Cabinet of the Council.

10.2 In such circumstances, prior written approval of the Deputy Chief Executive (S151) is required and Cabinet will be informed. Below is a list of the Procurement Waivers utilised during the third quarter of this financial year:

Ref	Subject of the Waiver	Approximate Value £	Reason Code
1	ICT Opentext RKYV Document Management System software maintenance renewal.	£18k	I, II and III
2	ICT – IDOX Core System Software Licence and maintenance.	£92k	I, II and III
3	Housing – Electronic Housing Management System, now Housing Enterprise, provided by MRI, formerly Orchard Housing System.	£48k	II
4	Housing – Housing Jigsaw Software, used for Housing Options.	£10k	I
5	HR & Payroll – Zellis Software, extension to contract until new CRM is in place and future requirements are understood.	£118k	I and II
6	HRA – Link Group – financial options appraisal for largescale development works	£15k	I and II
7	Leisure – Renewal of Public Surveillance System (PSS) CCTV at Lords Meadow	£15k	II

## 11.0 Conclusion

11.1 Members are asked to note the Revenue and Capital Outturn figures for the financial year 2022/23 and agree the proposed transfers to and from Earmarked Reserves of both surplus funds generated by in-year savings from both the General Fund and the HRA and funding required to offset planned or additional expenditure where necessary.

11.2 In addition, Members are requested to approve the ongoing projects on the 2022/23 Capital Programme be rolled forward into the 2023/24 Capital Programme.

11.3 Finally, Members are asked to note the use of Procurement Waivers as outline in Section 10.

11.4 Achieving an Outturn position close to budget is a significant achievement given the legacy impacts of Covid-19, the Cost of Living Crisis and the implications of the pay award settlement on the finances and is a credit to the financial management of the organisation.

## Financial Implications

Good financial management and administration underpin the entire document. A surplus or deficit on the Revenue Budget will impact on the Council's General Fund

balances. The Council's financial position is constantly reviewed to ensure its continued financial health.

### **Legal Implications**

None.

### **Risk Assessment**

Regular financial monitoring information mitigates the risk of over or underspends at year-end and allows the Council to direct its resources to key corporate priorities. Members will be aware that the Council continues to face a financially difficult and uncertain future. As such, the Strategic Risk Register (monitored by Audit Committee) includes a specific risk relating to this issue (CR7).

### **Impact on Climate Change**

The General Fund, Capital Programme and the Housing Revenue Account all contain significant investment in order to work towards the Council's Carbon Reduction Pledge.

### **Equalities Impact Assessment**

No equality issues identified for this report

### **Relationship to Corporate Plan**

The financial resources of the Council impact directly on its ability to deliver the Corporate Plan prioritising the use of available resources carried forward into 2023/24. The Outturn Report indicates how the Council's resources have been used to support the delivery of budgetary decisions

## **Section 3 – Statutory Officer sign-off/mandatory checks**

### **Statutory Officer: Andrew Jarrett**

Agreed by or on behalf of the Section 151

**Date: 23/05/2023 via Leadership Team meeting**

### **Statutory Officer: Maria De Leburne**

Agreed on behalf of the Monitoring Officer

**Date: 23/05/2023 via Leadership Team meeting**

### **Chief Officer: Stephen Walford**

Agreed by or on behalf of the Chief Executive/Corporate Director

**Date: 23/05/2023 via Leadership Team meeting**

### **Performance and risk: Dr Stephen Carr**

Agreed by the Corporate Performance & Improvement Manager

**Date: 24/05/2023**

**Cabinet member notified:** No – awaiting confirmation of new Portfolio Holder.

## **Section 4 - Contact Details and Background Papers**

**Contact:** Paul Deal, Corporate Manager for Finance, Property and Climate Change

Email: [pdeal@middevon.gov.uk](mailto:pdeal@middevon.gov.uk)

Telephone: 01884 23(4254)

**Background papers:** Quarterly Monitoring reports to Cabinet  
2022/23 Budget Report to Cabinet



## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

	Budget 2022/23 £	Actual 2022/23 £	Variance 2022/23 £	To / (From) Earmarked Reserves 2022/23 £	variation after Earmarked Reserves 2022/23 £
Community Development	208,820	208,997	177	0	177
Corporate Management	1,702,694	1,006,330	(696,364)	(1,062,800)	(1,759,164)
Car Parks	(489,680)	(529,139)	(39,459)	25,000	(14,459)
Customer Services	749,318	706,394	(42,924)	0	(42,924)
Public Health	948,074	786,404	(161,670)	52,231	(109,439)
Finance and Procurement	773,070	794,864	21,794	(16,720)	5,074
Grounds Maintenance	559,523	528,245	(31,278)	(11,316)	(42,594)
General Fund Housing	269,192	175,628	(93,564)	5,099	(88,465)
Human Resources	616,470	510,636	(105,834)	0	(105,834)
I.T. Services	1,337,150	1,361,715	24,565	(40,891)	(16,326)
Legal and Democratic Services	1,182,601	1,069,825	(112,776)	0	(112,776)
Planning and Regeneration	1,921,549	6,102	(1,915,447)	1,756,318	(159,129)
Property Services	1,610,240	1,070,756	(539,484)	542,785	3,301
Revenues and Benefits	608,000	461,461	(146,539)	(19,999)	(166,538)
Recreation and Sport	903,485	1,482,360	578,875	35,867	614,742
Waste Services	1,905,790	2,880,908	975,118	(761,219)	213,898
<b>ALL GENERAL FUND SERVICES</b>	<b>14,806,296</b>	<b>12,521,486</b>	<b>(2,284,810)</b>	<b>504,355</b>	<b>(1,780,455)</b>
Net recharge to HRA	(1,714,560)	(1,565,938)	148,622	0	148,622
Statutory Adjustments (Capital Charges)	686,660	2,868,262	2,181,602	96,720	2,278,323
<b>NET COST OF SERVICES</b>	<b>13,778,396</b>	<b>13,823,811</b>	<b>45,415</b>	<b>601,075</b>	<b>646,490</b>
					0
Finance Lease Interest Payable	152,600	156,995	4,395	0	4,395
Interest Charged Between GF and HRA	(41,952)	(39,450)	2,502	0	2,502
Interest Receivable / Payable on Other Activities	(35,405)	85,612	121,017	0	121,017
Interest Receivable on Investments	(915,256)	(1,401,464)	(486,208)	0	(486,208)
Transfers into Earmarked Reserves (see Appendix 3)	1,759,064	5,507,521	3,748,457	27	3,748,484
Transfers from Earmarked Reserves (see Appendix 3)	(4,436,287)	(8,003,059)	(3,566,772)	0	(3,566,772)
Revenue contribution to fund 2022/23 Capital Programme	0	581,861	581,861	(581,861)	0
<b>TOTAL EXPENDITURE</b>	<b>10,261,160</b>	<b>10,711,828</b>	<b>450,668</b>	<b>19,241</b>	<b>469,909</b>
<b>FUNDED BY:-</b>					
<b>Business Rates</b>					
Non-Domestic Rates	(1,082,910)	(1,223,594)	(140,684)	0	(140,684)
S31 Grant associated with Covid-19 Reliefs	(2,449,280)	(2,328,582)	120,698	162,445	283,143
Non-Domestic Rates Prior Year (Surplus)/Deficit	1,677,640	1,648,280	(29,360)	0	(29,360)
Business Rates Benefit from Devon Pool	0	(168,000)	(168,000)	0	(168,000)
<b>Council Tax</b>					
Council Tax - (Band D at £213.84)	(6,523,930)	(6,523,929)	1	0	1
Collection Fund Prior Year (Surplus)/Deficit	(401,030)	(401,035)	(5)	0	(5)
S31 Grant - Family Annexe	(21,000)	(34,484)	(13,484)	0	(13,484)
<b>Unringfenced Grants</b>					
New Homes Bonus Grant	(719,072)	(719,072)	0	0	0
Rural Services Delivery Grant	(489,742)	(489,742)	0	0	0
Lower Tier Services Grant	(99,272)	(101,242)	(1,970)	0	(1,970)
2022/23 Services Grant	(152,564)	(152,564)	0	0	0
Other Grants	0	(27,842)	(27,842)	0	(27,842)
<b>TOTAL FUNDING</b>	<b>(10,261,160)</b>	<b>(10,521,806)</b>	<b>(260,646)</b>	<b>162,445</b>	<b>(98,201)</b>
<b>NET INCOME AND EXPENDITURE</b>	<b>0</b>	<b>190,022</b>	<b>190,022</b>	<b>181,686</b>	<b>371,708</b>

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## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## Community Development

Code	Community and Development	2022/23 Budget £	2022/23 Actual £	Variance £	Variance %
1000	Employees	86,560	87,162	602	0.7%
2000	Premises	47,980	63,147	15,167	31.6%
3000	Transport	0	0	0	0.0%
4000	Supplies and Services	161,570	152,030	(9,540)	-5.9%
	<b>Total Direct Expenditure</b>	<b>296,110</b>	<b>302,338</b>	<b>6,228</b>	<b>2.1%</b>
7000	External Income	(87,290)	(93,341)	(6,051)	-6.9%
	<b>Net Direct Expenditure</b>	<b>208,820</b>	<b>208,997</b>	<b>177</b>	<b>0.1% (a)</b>
	<b>Total Community and Development Expenditure</b>	<b>208,820</b>	<b>208,997</b>	<b>177</b>	<b>0.1%</b>
	<b>Community and Development - Service units</b>				
CD200	Community Development	138,500	138,500	0	0.0%
CD300	Tiverton Pannier Market	70,320	71,219	899	1.3%
CD305	Market - Electric Nights	0	(722)	(722)	0.0%
CD400	Crediton Market Square	0	0	0	0.0%
	<b>Total Community and Development Expenditure</b>	<b>208,820</b>	<b>208,997</b>	<b>177</b>	<b>0.1%</b>
				£	£
	<b>Total Expenditure Variation</b>				<b>177 (a)</b>
	<b>Major Cost Changes</b>				
	<b>Major Cost Savings</b>				<b>0</b>
	<b>Major Changes in Income Levels</b>				<b>0</b>
	<b>Minor Variations</b>				<b>177</b>
	<b>Total Expenditure Variation</b>				<b>177 (a)</b>
	<b>EARMARKED RESERVES</b>				
	<b>Utilised 2022/23</b>				
	<b>Proposed contribution c/fwd to 2023/24</b>				
	<b>Net movement in earmarked reserves</b>				<b>0</b>
	<b>Total Expenditure variation after Earmarked Reserves</b>				<b>177</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## Corporate Management

Code	Corporate	2022/23 Budget £	2022/23 Actual £	Variance £	Variance %
1000	Employees	1,487,354	1,495,763	8,409	0.6%
2000	Premises	0	0	0	0.0%
3000	Transport	1,200	1,262	62	5.2%
4000	Supplies and Services	214,140	2,621,947	2,407,807	1124.4%
<b>Total Direct Expenditure</b>		<b>1,702,694</b>	<b>4,118,973</b>	<b>2,416,279</b>	<b>141.9%</b>
7000	External Income	0	(3,112,643)	(3,112,643)	0.0%
<b>Net Direct Expenditure</b>		<b>1,702,694</b>	<b>1,006,330</b>	<b>(696,364)</b>	<b>-40.9% (a)</b>
<b>Total Corporate Expenditure</b>		<b>1,702,694</b>	<b>1,006,330</b>	<b>(696,364)</b>	<b>-40.9%</b>
<b>Corporate Management Service Units</b>					
CM100	Leadership Team	534,019	514,415	(19,604)	-3.7%
CM205	Performance and Improvement	0	82,883	82,883	0.0%
CM210	Data Protection	100,260	66,313	(33,947)	-33.9%
CM300	Corporate Fees/charges	258,730	(356,549)	(615,279)	-237.8%
CM310	Corporate Performance	0	0	0	0.0%
CM340	Unison	8,205	1,917	(6,288)	-76.6%
CM350	Housing Commission	0	(97,200)	(97,200)	0.0%
CM600	Pension Backfunding	801,480	794,551	(6,929)	-0.9%
<b>Total Corporate Expenditure</b>		<b>1,702,694</b>	<b>1,006,330</b>	<b>(696,364)</b>	<b>-40.9%</b>
<b>Total Expenditure Variation</b>					<b>(696,364) (a)</b>
<b>Major Cost Changes</b>					
CM205	Salary costs for new posts			82,700	
CM210	Consultancy costs as interim supprt			7,200	
CM100	Executive Assistant post not budgeted			15,300	
CM300	Overspend on bank transaction fees			30,700	
CM300	Additional external audit fees - Previous years			9,500	
CM300	Additional external audit fees - Current financial year			22,000	
CM300	Adjustment to impairment provision			2,341,500	
					<b>2,508,900</b>
<b>Major Cost Savings</b>					
CM210	Salary savings due to restructure			(40,500)	
CM100	Recharge of salaries to capital project			(23,500)	
CM100	Salary underspend excl. Executive Assistant post			(7,500)	
CM300	Apprenticeship levy underspend			(8,000)	
CM300	Underspend in Unison budget			(6,280)	
CM300	Underspend on past service costs - pension			(5,500)	
CM300	Bad Debt Provision for the year has reduced to reflect lower levels of long term debt			(10,000)	
					<b>(101,280)</b>
<b>Major Changes in Income Levels</b>					
CM300	Corporate VAT refund			(2,998,700)	
CM350	Devon Housing Commission Pool - Contributions			(97,200)	
					<b>(3,095,900)</b>
<b>Minor Variances</b>					<b>(8,084)</b>
<b>Total Expenditure Variation</b>					<b>(696,364) (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2022/23</b>					
CM300	EQ791 – Post Covid-19 Income Recovery - no longer required			(500,000)	
CM300	EQ769 – Waste Infrastructure – partial offset of impairment adjustment			(660,000)	
<b>Proposed contribution c/fwd to 2023/24</b>					
CM350	ER011 - Devon Housing Commission Pool			97,200	
<b>Net movement in earmarked reserves</b>					<b>(1,062,800)</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(1,759,164)</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## Car Parks

Code	Car Parks	2022/23 Budget £	2022/23 Actual £	Variance £	Variance %
1000	Employees	0	0	0	0.0%
2000	Premises	214,450	229,066	14,616	6.8%
3000	Transport	0	0	0	0.0%
4000	Supplies and Services	71,400	86,337	14,937	20.9%
<b>Total Direct Expenditure</b>		<b>285,850</b>	<b>315,403</b>	<b>29,553</b>	<b>10.3%</b>
7000	External Income	(775,530)	(844,542)	(69,012)	-8.9%
<b>Net Direct Expenditure</b>		<b>(489,680)</b>	<b>(529,139)</b>	<b>(39,459)</b>	<b>-8.1% (a)</b>
<b>Total Car Park Expenditure</b>		<b>(489,680)</b>	<b>(529,139)</b>	<b>(39,459)</b>	<b>-8.1%</b>
<b>Car Park - Service units</b>					
CP520	Multi-Storey Car Park (MSCP)	(94,980)	(63,072)	31,908	-33.6%
CP530	Amenity Car Parks	16,740	18,993	2,253	13.5%
CP540	Paying Car Parks	(411,440)	(485,060)	(73,620)	17.9%
<b>Total Car Park Expenditure</b>		<b>(489,680)</b>	<b>(529,139)</b>	<b>(39,459)</b>	<b>-8.1%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>(39,459) (a)</b>
<b>Major Cost Changes</b>					
CP540	Additional income collection fees			16,000	<b>56,000</b>
<b>Major Cost Savings</b>					
CP520	Specific maintenance projects underspend (off-set by EMR)			(25,000)	<b>(25,000)</b>
<b>Major Changes in Income Levels</b>					
CP540	Increase in pay & display income			(12,000)	
CP540	Increase in permit income			(37,000)	
CP540	Increased income from penalty charge notices			(19,000)	<b>(68,000)</b>
<b>Minor Variations</b>					<b>(2,459)</b>
<b>Total Expenditure Variation</b>					<b>(39,459) (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2022/23</b>					
<b>Proposed contribution c/fwd to 2023/24</b>					
CP520	EQ706 - Specific project maintenance underspend			25,000	
<b>Net movement in earmarked reserves</b>					<b>25,000</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(14,459)</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## Customer Services

Code	Customer Services	2022/23 Budget £	2022/23 Actual £	Variance £	Variance %
1000	Employees	693,218	654,283	(38,936)	-5.6%
2000	Premises	0	0	0	0.0%
3000	Transport	1,290	0	(1,290)	-100.0%
4000	Supplies and Services	54,810	52,352	(2,458)	-4.5%
<b>Total Direct Expenditure</b>		<b>749,318</b>	<b>706,634</b>	<b>(42,684)</b>	<b>-5.7%</b>
7000	External Income	0	(240)	(240)	0.00%
<b>Net Direct Expenditure</b>		<b>749,318</b>	<b>706,394</b>	<b>(42,924)</b>	<b>-5.7% (a)</b>
<b>Total Customer Services Expenditure</b>		<b>749,318</b>	<b>706,394</b>	<b>(42,924)</b>	<b>-5.7%</b>
<b>Customer Services - Service units</b>					
CS200	Communications	97,580	107,346	9,766	10.0%
CS900	Central Photocopying	4,530	3,194	(1,336)	-29.5%
CS902	Central Postage	19,190	27,418	8,228	42.9%
CS930	Customer First Management	176,572	185,201	8,629	4.9%
CS932	Customer First	451,446	383,236	(68,210)	-15.1%
<b>Total Customer Services Expenditure</b>		<b>749,318</b>	<b>706,394</b>	<b>(42,924)</b>	<b>-5.7%</b>
<b>Total Expenditure Variation</b>				<b>£</b>	<b>£</b>
					<b>(42,924) (a)</b>
CS200	Pay award and software costs			9,700	
CS902	Equipment purchase and Maintenance costs			8,200	
CS930	Pay award and overtime costs			10,200	
					<b>28,100</b>
<b>Major Cost Savings</b>					
CS932	Salary underspend due to vacancies			(55,660)	
CS932	Supplies and Services underspend			(12,200)	
					<b>(67,860)</b>
<b>Major Changes in Income Levels</b>					
					<b>0</b>
<b>Minor Variations</b>					
					<b>(3,164)</b>
<b>Expenditure Variation</b>					<b>(42,924) (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2022/23</b>					
<b>Proposed contribution c/fwd to 2023/24</b>					
<b>Net movement in earmarked reserves</b>					<b>0</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(42,924)</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## Public Health

Code	Public Health	2022/23 Budget £	2022/23 Actual £	Variance £	Variance %
1000	Employees	945,570	888,317	(57,253)	-6.1%
2000	Premises	236,640	324,120	87,480	37.0%
3000	Transport	29,944	25,200	(4,744)	-15.8%
4000	Supplies and Services	120,640	167,104	46,464	38.5%
	S106 Expenditure	0	0	0	0.0%
	<b>Total Direct Expenditure</b>	<b>1,332,794</b>	<b>1,404,741</b>	<b>71,947</b>	<b>5.4%</b>
7000	External Income	(384,720)	(500,219)	(115,499)	-30.0%
	S106 contributions	0	(118,117)	(118,117)	0.0%
	<b>Net Direct Expenditure</b>	<b>948,074</b>	<b>786,404</b>	<b>(161,670)</b>	<b>-17.1% (a)</b>
	<b>Total Public Health Expenditure</b>	<b>948,074</b>	<b>786,404</b>	<b>(161,670)</b>	<b>-17.1%</b>
	<b>Public Health - Service units</b>				
CB100	Cemeteries	(85,640)	(70,774)	14,866	17.4%
CB101	Cemetery Lodge	(7,560)	(7,502)	58	0.8%
CB110	Bereavement Services	25,970	27,244	1,274	4.9%
PS200	CCTV Initiatives	16,390	91,701	75,311	459.5%
PH250	Community Safety	6,070	1,925	(4,145)	-68.3%
PH252	Building Safer Community Fund	0	1,327	1,327	0.0%
PH260	Food Protection	(1,400)	(2,224)	(824)	-58.9%
PH270	Water Quality Monitoring	(23,940)	(13,846)	10,094	42.2%
EE360	Dog Warden	3,990	3,985	(5)	-0.1%
ES360	Dog Warden	0	0	0	0.0%
OS450	Parks and Open Spaces	74,260	79,032	4,772	6.4%
ES450	Parks and Open Spaces	0	0	0	0.0%
OS455	Amory Park	49,300	17,225	(32,075)	-65.1%
ES455	Amory Park	0	0	0	0.0%
OS460	Play Areas	56,630	126,288	69,658	123.0%
PH500	Emergency Planning	7,500	7,462	(38)	-0.5%
PH550	Licensing	(115,650)	(110,530)	5,120	4.4%
FM580	Pool Car Running Costs	1,884	5,648	3,764	199.8%
PH600	Pest Control	2,500	870	(1,630)	-65.2%
PH660	Control of Pollution	17,300	(97,373)	(114,673)	-662.8%
PH670	Local Air Pollution	(10,050)	(9,468)	582	5.8%
EE730	Environmental Enforcement	137,150	137,862	712	0.5%
PH733	Environmental Health	655,180	476,470	(178,710)	-27.3%
PH740	Licensing Unit	139,680	128,828	(10,852)	-7.8%
	<b>Total Public Health Expenditure</b>	<b>948,074</b>	<b>786,404</b>	<b>(161,670)</b>	<b>-17.1%</b>
				<b>£</b>	<b>£</b>
	<b>Total Expenditure Variation</b>				<b>(161,670) (a)</b>
	<b>Major Cost Changes</b>				
PH733	Public Health agency overspend to cover vacant posts (off-set by salary underspend & external grant funding)			64,000	
PH740	Licensing agency overspend to cover vacant posts (off-set by salary underspend)			34,000	
PS200	CCTV Town Centre management project spend (off-set by EMR)			78,400	
OS460	Play Areas maintenance overspend (partially off-set by EMR)			41,000	
OS460	Contribution towards play area Chestnut Drive now under Parish control (off-set by EMR)			29,784	
					<b>247,184</b>
	<b>Major Cost Savings</b>				
PH733	Public Health salary underspend due to vacant posts (off-set with agency costs above)			(102,000)	
PH740	Licensing salary underspend due to vacant posts (off-set with agency costs above)			(45,000)	
CB100	Cemetery specific project maintenance underspend (off-set by EMR)			(12,000)	
OS445	Amory Park specific project maintenance underspend (off-set by EMR)			(35,000)	
					<b>(194,000)</b>
	<b>Major Changes in Income Levels</b>			<b>£</b>	<b>£</b>
CB100	Cemetery income down against budget			19,000	
PH733	Contain Outbreak Management Fund (COMF) grant income received (off-set by EMR)			(55,000)	
PH733	Homes for Ukraine grant funding			(80,000)	
PH260	Income down for Private water sampling due to staffing vacancies			17,000	
					<b>(99,000)</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## Public Health

<b>Minor Variations</b>		<b>263</b>
<b>SERVICE MOVEMENT BEFORE STATUTORY ADJUSTMENTS</b>		<b>(45,553)</b>
PH660	S106 receipts (see EMR below) Control of Pollution	(118,117)
<b>Total Expenditure Variation</b>		<b>(163,670) (a)</b>
<b>EARMARKED RESERVES</b>		
<b>Utilised 2022/23</b>		
EE730	EQ710 - Purchase of body cameras	(1,920)
EE730	EQ756 - Vehicle maintenance and damage costs	(1,115)
PS200	EQ709 - CCTV Town Centre management project	(78,400)
OS460	EQ767 - Play Area maintenance overspend	(33,000)
OS460	EQ653 - Contribution towards play area Chestnut Drive	(29,784)
PH733	ER003 - COMF utilisation towards budgeted staffing costs	(26,049)
<b>Proposed contribution c/fwd to 2023/24</b>		
PH660	S106 - Air Quality	118,117
FM580	EQ756 - Reduced vehicle maintenance and damage costs	2,381
CB100	EQ766 - Cemetery specific project maintenance underspend	12,000
OS455	ER005 - Amory Park specific project maintenance underspend	35,000
PH733	ER003 - COMF grant income received	55,000
<b>Net movement in earmarked reserves before statutory adjustments</b>		<b>52,231</b>
<b>Total Expenditure variation after Earmarked Reserves</b>		<b>(111,439)</b>



## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## Finance and Procurement

Code	Finance and Procurement	2022/23 Budget £	2022/23 Actual £	Variance £	Variance %
1000	Employees	567,210	583,829	16,619	2.9%
2000	Premises	0	0	0	0.0%
3000	Transport	250	0	(250)	-100.0%
4000	Supplies and Services	206,110	217,989	11,879	5.8%
	<b>Total Direct Expenditure</b>	<b>773,570</b>	<b>801,818</b>	<b>28,248</b>	<b>3.7%</b>
7000	External Income	(500)	(6,954)	(6,454)	-1290.74%
	<b>Net Direct Expenditure</b>	<b>773,070</b>	<b>794,864</b>	<b>21,794</b>	<b>2.8% (a)</b>
	<b>Total Finance and Procurement Expenditure</b>	<b>773,070</b>	<b>794,864</b>	<b>21,794</b>	<b>2.8%</b>
	<b>Finance and Procurement - Service units</b>				
FP100	Accountancy Services	478,460	493,817	15,357	3.2%
FP200	Internal Audit	97,480	93,791	(3,689)	-3.8%
FP300	Procurement	101,340	103,444	2,104	2.1%
FP400	Purchase Ledger	48,460	52,879	4,419	9.1%
FP500	Sales Ledger	47,330	50,933	3,603	7.6%
	<b>Total Finance and Procurement</b>	<b>773,070</b>	<b>794,864</b>	<b>21,794</b>	<b>2.8%</b>
				£	£
	<b>Total Expenditure Variation</b>				<b>21,794 (a)</b>
FP100	Salary costs related to pay award			18,000	
FP100	AIM & ACR Software Upgrade to version 13			20,070	
					<b>38,070</b>
	<b>Major Cost Savings</b>				
FP100	Reduced CPD training requirement in 2022-23			(3,470)	
FP100	General consultancy not required in 2022-23			(3,000)	
FP300	Partnership working underspend			(3,660)	
FP100	Reduced requirement on Books/Publications/Newspapers spend			(2,280)	
					<b>(12,410)</b>
	<b>Major Changes in Income Levels</b>				
					<b>0</b>
	<b>Minor Variations</b>				<b>(3,866)</b>
	<b>Total Expenditure Variation</b>				<b>21,794 (a)</b>
	<b>EARMARKED RESERVES</b>				
	<b>Utilised 2022/23</b>				
FP100	EQ749 - AIM & ACR Software Upgrade to version 13			(16,720)	
	<b>Proposed contribution c/fwd to 2023/24</b>				
	<b>Net movement in earmarked reserves</b>				<b>(16,720)</b>
	<b>Total Expenditure variation after Earmarked Reserves</b>				<b>5,074</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## Grounds Maintenance

Code	Grounds Maintenance	2022/23 Budget £	2022/23 Actual £	Variance £	Variance %
1000	Employees	501,150	490,065	(11,085)	-2.2%
2000	Premises	0	0	0	0.0%
3000	Transport	84,717	85,564	847	1.0%
4000	Supplies and Services	22,940	49,405	26,465	115.4%
	<b>Total Direct Expenditure</b>	<b>608,807</b>	<b>625,033</b>	<b>16,226</b>	<b>2.7%</b>
7000	External Income	(49,284)	(96,788)	(47,504)	-96.39%
	<b>Net Direct Expenditure</b>	<b>559,523</b>	<b>528,245</b>	<b>(31,278)</b>	<b>-5.6% (a)</b>
	<b>Total Grounds Maintenance Expenditure</b>	<b>559,523</b>	<b>528,245</b>	<b>(31,278)</b>	<b>-5.6%</b>
	<b>Grounds Maintenance - Service units</b>				
GM960	Grounds Maintenance	559,523	528,245	(31,278)	-5.6%
	<b>Total Grounds Maintenance Expenditure</b>	<b>559,523</b>	<b>528,245</b>	<b>(31,278)</b>	<b>-5.6%</b>
				£	£
	<b>Total Expenditure Variation</b>				<b>(31,278) (a)</b>
	<b>Major Cost Changes</b>				
GM960	Agency costs to cover vacancies			28,520	
GM960	Purchases of small plant and equipment			21,500	
	<b>Major Cost Savings</b>				
GM960	Salary savings due to vacancies			(32,750)	
					<b>(32,750)</b>
	<b>Major Changes in Income Levels</b>				
GM960	Additional internal income			(31,000)	
GM960	Proceeds from sale of grave digger			(9,000)	
GM960	Additional grass cutting contributions and sponsorship			(7,350)	
					<b>(47,350)</b>
	<b>Minor Variations</b>				<b>(1,198)</b>
	<b>Total Expenditure Variation</b>				<b>(31,278) (a)</b>
	<b>EARMARKED RESERVES</b>				
	<b>Utilised 2022/23</b>				
	EQ760 - Purchase of hedge trimmer flail			(15,540)	
	EQ760 - Purchase of trailer			(3,200)	
	EQ756 - Vehicle maintenance and damage costs			(1,576)	
	<b>Proposed contribution c/fwd to 2023/24</b>				
	EQ760 - Sale proceeds used to purchase capital replacement			9,000	
	<b>Net movement in earmarked reserves</b>				<b>(11,316)</b>
	<b>Total Expenditure variation after Earmarked Reserves</b>				<b>(42,594)</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## General Fund Housing

Code	General Fund Housing	2022/23 Budget £	2022/23 Actual £	Variance £	Variance %
1000	Employees	407,477	438,514	31,037	7.6%
2000	Premises	22,240	14,808	(7,432)	-33.4%
3000	Transport	7,300	3,950	(3,350)	-45.9%
4000	Supplies and Services	438,305	758,734	320,429	73.1%
	<b>Total Direct Expenditure</b>	<b>875,322</b>	<b>1,216,006</b>	<b>340,684</b>	<b>38.9%</b>
7000	External Income	(606,130)	(1,040,377)	(434,247)	-71.64%
	<b>Net Direct Expenditure</b>	<b>269,192</b>	<b>175,628</b>	<b>(93,564)</b>	<b>-34.8% (a)</b>
	<b>Total General Fund Housing Services Expenditure</b>	<b>269,192</b>	<b>175,628</b>	<b>(93,564)</b>	<b>-34.8%</b>
	<b>General Fund Housing - Service units</b>				
PH320	Housing and Homelessness Advice	(59,490)	33,449	92,939	156.2%
PH325	Homes for Ukraine	0	0	0	0.0%
PH345	Rough Sleeping Initiative	35,380	(78,726)	(114,106)	-322.5%
PH349	Domestic Abuse Duty	9,875	(35,625)	(45,500)	-460.8%
HG350	Community Alarms	(91,433)	(91,917)	(484)	-0.5%
PH373	Homelessness and Enabling Team	329,750	334,247	4,497	1.4%
PH376	Ivor Macey House Project	45,110	13,377	(31,733)	-70.3%
PH377	1 Belmont Road	0	103	103	0.0%
PH378	5 St Paul's Street	0	721	721	0.0%
	<b>Total General Fund Housing Services Expenditure</b>	<b>269,192</b>	<b>175,628</b>	<b>(93,564)</b>	<b>-34.8%</b>
	<b>Total Expenditure Variation</b>			<b>£</b>	<b>£</b>
					<b>(93,564) (a)</b>
	<b>Major Cost Changes</b>				
PH373	Housing Options staffing overspend on agency and recruitment costs (off-set by EMR)			14,100	
PH320	Homelessness supplies & services overspend due to increase cost for temp accommodation (partially off-set by grant income & EMR)			353,200	
					<b>367,300</b>
	<b>Major Cost Savings</b>				
PH376	Ivory Macey House homelessness expenditure underspend (off-set overall Homelessness overspend)			(17,000)	
PH376	Underspend on supplies & services due to termination of YMCA contract as now done in-house (off-set by EMR)			(9,000)	
					<b>(26,000)</b>
	<b>Major Changes in Income Levels</b>				
PH320/PH376	Increased income from licence rents received from Homelessness temp accommodation			(161,700)	
PH320	Additional Homelessness support grant received			(31,845)	
PH320	Asylum grant received			(18,000)	
PH325	Homes for Ukraine income received to off-set HFU scheme			(35,757)	
PH345	Rough sleepers initiative grant received			(129,310)	
PH349	Domestic Abuse grant received			(37,760)	
PH373	Homes for Ukraine income to off-set Homelessness staffing costs			(7,953)	
PH354	Additional MEES grant & other small general fund grant repayments received			(11,500)	
					<b>(433,825)</b>
	<b>Minor Variations</b>				<b>(666)</b>
	<b>Total Expenditure Variation</b>				<b>(93,191) (a)</b>
	<b>EARMARKED RESERVES</b>				
	<b>Utilised 2022/23</b>				
PH373	ER002 - MEES funding to off-set salary overspend in Homelessness			(3,901)	
	<b>Proposed contribution c/fwd to 2023/24</b>				
PH376	EQ742 - YMCA contract underspend			9,000	
	<b>Net movement in earmarked reserves</b>				<b>5,099</b>
	<b>Total Expenditure variation after Earmarked Reserves</b>				<b>(88,092)</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## Human Resources

Code	Human Resources	2022/23 Budget £	2022/23 Actual £	Variance £	Variance %
1000	Employees	494,370	490,631	(3,739)	-0.8%
2000	Premises	0	0	0	0.0%
3000	Transport	2,230	2,174	(56)	-2.5%
4000	Supplies and Services	119,870	38,814	(81,056)	-67.6%
<b>Total Direct Expenditure</b>		<b>616,470</b>	<b>531,619</b>	<b>(84,851)</b>	<b>-13.8%</b>
7000	External Income	0	(20,984)	(20,984)	0.00%
<b>Net Direct Expenditure</b>		<b>616,470</b>	<b>510,636</b>	<b>(105,834)</b>	<b>-17.2% (a)</b>
<b>Total Human Resources Expenditure</b>		<b>616,470</b>	<b>510,636</b>	<b>(105,834)</b>	<b>-17.2%</b>
<b>Human Resources - Service units</b>					
HR100	Human Resources	456,640	369,312	(87,328)	-19.1%
HR200	Staff Development Training	25,000	11,086	(13,914)	-55.7%
HR300	Payroll	40,960	48,178	7,218	17.6%
HR400	Learning and Development	53,430	41,822	(11,608)	-21.7%
HR600	Health and Safety Officer	40,440	40,237	(203)	-0.5%
<b>Total Human Resources Expenditure</b>		<b>616,470</b>	<b>510,636</b>	<b>(105,834)</b>	<b>-17.2%</b>
<b>Total Expenditure Variation</b>				<b>£</b>	<b>£</b>
					<b>(105,834) (a)</b>
HR300	Pay award and additional pay			7,950	
					<b>7,950</b>
<b>Major Cost Savings</b>					
HR100	Salary saving due to vacancy			(16,970)	
HR100	Upgrade to HR software no longer migrating to cloud			(68,700)	
HR100	Consultancy costs for ER support not required			(6,000)	
HR400	Learning & Development software platform cost allocated to correct year			(10,200)	
					<b>(101,870)</b>
<b>Major Changes in Income Levels</b>					
Apprentice funding from Exeter College, Petroc and Department for Education				(10,500)	<b>(10,500)</b>
<b>Minor Variations</b>					
					<b>(1,414)</b>
<b>Total Expenditure Variation</b>					<b>(105,834) (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2022/23</b>					
<b>Proposed contribution c/fwd to 2023/24</b>					
<b>Net movement in earmarked reserves</b>					<b>0</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(105,834)</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## ICT Services

Code	ICT Services	2022/23 Budget £	2022/23 Actual £	Variance £	Variance %
1000	Employees	704,640	671,296	(33,344)	-4.7%
2000	Premises	0	0	0	0.0%
3000	Transport	970	541	(429)	-44.2%
4000	Supplies and Services	632,140	700,557	68,417	10.8%
<b>Total Direct Expenditure</b>		<b>1,337,750</b>	<b>1,372,394</b>	<b>34,644</b>	<b>2.6%</b>
7000	External Income	(600)	(10,680)	(10,080)	-1679.93%
<b>Net Direct Expenditure</b>		<b>1,337,150</b>	<b>1,361,715</b>	<b>24,565</b>	<b>1.8% (a)</b>
<b>Total ICT Services Expenditure</b>		<b>1,337,150</b>	<b>1,361,715</b>	<b>24,565</b>	<b>1.8%</b>
<b>ICT - Service units</b>					
IT100	Gazetteer Management	76,400	59,818	(16,582)	-21.7%
IT200	IT Projects	0	171,491	171,491	0.0%
IT300	Central Telephones	37,100	40,625	3,525	9.5%
IT400	ICT Network and Hardware	98,440	81,234	(17,206)	-17.5%
IT500	ICT Software Support and Maint.	315,290	292,870	(22,420)	-7.1%
IT600	ICT Staff Unit	381,100	442,415	61,315	16.1%
IT700	Cyber Security	151,380	58,006	(93,374)	-61.7%
IT800	Phoenix House Printing	11,300	12,482	1,182	10.5%
IT900	Digital Services	266,140	202,773	(63,367)	-23.8%
<b>Total ICT Services Expenditure</b>		<b>1,337,150</b>	<b>1,361,715</b>	<b>24,565</b>	<b>1.8%</b>
<b>Total Expenditure Variation</b>				<b>£</b>	<b>£</b>
					<b>24,565 (a)</b>
<b>Major Cost Changes</b>					
IT200	IT projects moved from Capital - fully EMR funded			171,490	
IT600	Pay award and move of post from IT900 to IT600			27,690	
IT600	Revs & Bens support costs			35,340	
					<b>234,520</b>
<b>Major Cost Savings</b>					
IT100	Salary saving due to vacancy			(12,860)	
IT400	Data lines now partially charged direct to services			(14,440)	
IT500	Multi-Factor Authentication reduced in year costs			(12,000)	
IT500	Reduced software costs			(10,700)	
IT700	Delayed IT Health Check - underspend move to EMR			(9,000)	
IT700	Delayed Disaster Recovery - underspend moved to EMR			(78,000)	
IT900	Salary saving due to vacant post and post moved to IT600. £43.6k moved to EMR			(66,500)	
					<b>(203,500)</b>
<b>Major Changes in Income Levels</b>					
					<b>0</b>
<b>Minor Variations</b>					
					<b>(6,455)</b>
<b>Total Expenditure Variation</b>					<b>24,565 (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2022/23</b>					
IT200	ER001 - Cyber Grant expenditure			(13,973)	
IT200	EQ755 - Capital projects - costs deemed to revenue			(5,684)	
IT200	EQ655 - Project spend funded by EQ655			(151,834)	
<b>Proposed contribution c/fwd to 2023/24</b>					
IT900	EQ655 - Salary saving - post removed			43,600	
IT700	EQ655 - Disaster Recovery - delayed implementation			87,000	
<b>Net movement in earmarked reserves</b>					<b>(40,891)</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(16,326)</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## Legal and Democratic Services

Code	Legal and Democratic Services	2022/23 Budget £	2022/23 Actual £	Variance £	Variance %
1000	Employees	700,873	757,369	56,496	8.1%
2000	Premises	0	22,697	22,697	0.0%
3000	Transport	15,600	5,614	(9,986)	-64.0%
4000	Supplies and Services	485,828	624,998	139,170	28.6%
<b>Total Direct Expenditure</b>		<b>1,202,301</b>	<b>1,410,678</b>	<b>208,377</b>	<b>17.3%</b>
7000	External Income	(19,700)	(340,853)	(321,153)	-1630.22%
<b>Net Direct Expenditure</b>		<b>1,182,601</b>	<b>1,069,825</b>	<b>(112,776)</b>	<b>17.3% (a)</b>
<b>Total Legal and Democratic Services</b>		<b>1,182,601</b>	<b>1,069,825</b>	<b>(112,776)</b>	<b>17.3%</b>
<b>Legal and Democratic Services - Service units</b>					
LD100	Electoral Registration	218,278	175,074	(43,204)	-19.8%
LD200	Election costs - Parishes	0	136	136	0.0%
LD201	Election costs - District	0	15,682	15,682	0.0%
LD202	Election costs - General	0	21,596	21,596	0.0%
LD204	Election costs - County	0	(4,899)	(4,899)	0.0%
LD208	Neighbourhood Planning Referendum	0	5	5	0.0%
LD300	Democratic Rep and Management	389,968	355,200	(34,768)	-8.9%
LD400	Committee Services	154,694	147,925	(6,769)	-4.4%
LD600	Legal Services	419,661	359,102	(60,559)	-14.4%
<b>Total Legal and Democratic Services</b>		<b>1,182,601</b>	<b>1,069,820</b>	<b>(112,781)</b>	
<b>Total Expenditure Variation</b>				<b>£</b>	<b>£</b>
					<b>(112,781) (a)</b>
<b>Major Cost Changes</b>					
LD100	Unbudgeted spend on consultancy for parish boundary review			26,019	
LD201	Unbudgeted spend on 2022 district by-election, plus early spend on 2023 district elections			15,682	
LD202	Unfunded spend allocated to parliamentary by-election			21,596	
LD600	Agency costs			24,130	
					<b>87,427</b>
<b>Major Cost Savings</b>					
LD100	Salary underspend due to budgeted temporary Elections post not being used			(30,000)	
LD100	Underspends on printing, postage & stationery			(16,000)	
LD300	Underspends on Member allowances, mileage & internet access payments			(25,500)	
LD600	Salary underspend - 2 vacant posts			(74,350)	
					<b>(145,850)</b>
<b>Major Changes in Income Levels</b>					
LD100	Electoral Integrity Programme funding not budgeted for			(16,239)	
LD600	Increased income S106 and Planning Fees			(26,275)	
					<b>(42,514)</b>
<b>Minor Variations</b>					
					<b>(11,844)</b>
<b>Total Expenditure Variation</b>					<b>(112,781) (a)</b>
<b>EARMARKED RESERVES</b>					
Utilised 2022/23					
Proposed contribution c/fwd to 2023/24					
<b>Net movement in earmarked reserves (other than budgeted)</b>					<b>0</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(112,781)</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## Planning and Regeneration

Code	Planning and Regeneration	2022/23 Budget £	2022/23 Actual £	Variance £	Variance %
1000	Employees	2,005,419	2,121,145	115,726	5.8%
2000	Premises	0	0	0	0.0%
3000	Transport	24,110	9,927	(14,183)	-58.8%
4000	Supplies and Services	1,362,500	1,312,603	(49,897)	-3.7%
	S106 Expenditure	0	289,089	289,089	0.0%
	<b>Total Direct Expenditure</b>	<b>3,392,029</b>	<b>3,732,764</b>	<b>340,735</b>	<b>10.0%</b>
7000	External Income	(1,470,480)	(1,346,267)	124,213	8.4%
	S106 Contributions	0	(1,204,941)	(1,204,941)	0.0%
	Grant funding	0	(1,175,454)	(1,175,454)	0.0%
	<b>Net Direct Expenditure</b>	<b>1,921,549</b>	<b>6,102</b>	<b>(1,915,447)</b>	<b>-99.7% (a)</b>
	<b>Total Planning and Regeneration Expenditure</b>	<b>1,921,549</b>	<b>6,102</b>	<b>(1,915,447)</b>	<b>-99.7%</b>
	<b>Planning and Regeneration - Service units</b>				
PR100	Building Regulations	16,490	29,434	12,944	78.5%
PR110	Enforcement	92,800	212,369	119,569	128.8%
PR200	Development Control	219,830	(678,612)	(898,442)	-408.7%
PR210	Local Land Charges	(24,561)	(22,142)	2,419	9.8%
PR220	Tiverton EUE	58,050	75,682	17,632	30.4%
PR225	Garden Village Project	309,690	260,497	(49,193)	-15.9%
PR227	J28 Feasibility	0	(387,453)	(387,453)	0.0%
PR401	Reopening High Street Fund	0	(4)	(4)	0.0%
PR402	Cullompton HAZ	278,040	17,691	(260,349)	-93.6%
PR403	Shared Prosperity Fund	0	(50,278)	(50,278)	0.0%
PR420	Tiverton Town Centre Regen Project	0	450	450	0.0%
PR600	Forward Planning Unit	306,890	297,170	(9,720)	-3.2%
PR810	Statutory Development Plan	234,760	12,427	(222,333)	-94.7%
PR820	Assets of community value	0	61	61	0.0%
PR900	Dangerous Buildings And Trees	900	14	(886)	-98.4%
	<b>Total Planning and Regeneration Expenditure</b>	<b>1,921,549</b>	<b>6,102</b>	<b>(1,915,447)</b>	<b>-99.7%</b>
	<b>Total Expenditure Variation</b>			<b>£ (1,915,447)</b>	<b>£ (1,915,447) (a)</b>
	<b>Major Cost Changes</b>				
PR100	Share of Building Control Partnership costs			20,000	
PR110	Staffing and Agency cover (£126k funded by EMR release, see below)			130,500	
PR200	Staffing and Agency cover (£25.5k funded by EMR release, see below)			69,000	
PR200	Planning appeal costs (£100k funded by EMR release, see below)			132,000	
PR227	Project spend (funded by EMR release, see below)			412,547	
PR403	Project spend (funded by grant, see below)			31,120	
PR600	Spend on Joint Strategy procurement MDDC, Teignbridge DC, Exeter & EDDC			27,000	
PR600	Practical advice on how to support Community Land Trust (funded by EMR release, see below)			16,000	
				<b>838,167</b>	
	<b>Major Cost Savings</b>				
PR100	Staff vacancies			(49,500)	
PR225	Delayed project spend (funds returned to EMR, see below)			(49,193)	
PR400	Staffing vacancies ( £23,750 returned to EMR, see below)			(76,500)	
PR400	Underspend and delayed spend on Growth & Economic Development projects (£17,708 transferred to EMR for spend in future years, see below)			(53,500)	
PR400	Delayed spend on Crediton Masterplan (funds returned to EMR, see below)			(60,000)	
PR402	Delayed spend on Cullompton HAZ (funds returned to EMR, see below)			(260,349)	
PR600	Underspend on Neighbourhood Plan work(funds returned to EMR, see below)			(10,540)	
PR810	Delayed spend on Local Plan (funds returned to EMR, see below)			(161,073)	
PR810	Repurpose of spend to Tiverton TC Masterplan which will now be incurred in 2023/24 (Funds to be transferred to EMR)			(61,260)	
				<b>(732,416)</b>	

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## Planning and Regeneration

<b>Major Changes in Income Levels</b>		
PR100	Income less than budgeted	41,000
PR200	Income greater than budgeted (£10,400 contributed to EMR, see below)	(161,500)
PR200	Biodiversity Net Gain Grant	(26,807)
PR227	Grant receipt (transferred to EMR, see below)	(800,000)
PR403	Grant receipt (less expenditure in year transferred to EMR, see below)	(81,398)
PR600	Income from former GESP partnership to fund the Joint Strategy work (£2,943 transferred to EMR, see below)	(29,943)
		<b>(1,058,648)</b>
	<b>Minor Variations</b>	<b>(46,697)</b>
	<b>SERVICE MOVEMENT BEFORE STATUTORY ADJUSTMENTS</b>	<b>(999,594)</b>
PR200	Net S106 Receipts and Grants (also see EMR below)	(915,852)
	<b>Total Expenditure Variation</b>	<b>(1,915,447) (a)</b>
	<b>EARMARKED RESERVES</b>	
	<b>Utilised 2022/23</b>	
PR110	EQ790 - Agency staffing for Enforcement	(126,000)
PR200	S106 - Public Open Space	(289,089)
PR200	EQ790 - Agency staffing for Development Management	(25,500)
PR200	EQ774 - Planning appeal costs	(100,000)
PR220	EQ820 - Tiverton EUE costs	(13,854)
PR225	EQ728 - North West Cullompton Master planning costs	(8,010)
PR225	EQ824 - Return of unspent budgeted release, Garden Village	57,643
PR227	EQ781 - J28 Feasibility project spend	(412,547)
PR400	EQ728 - Return of unspent budgeted release, Crediton Masterplan	60,000
PR400	EQ722 - Return of unspent budgeted release, Business Development staffing	23,750
PR402	EQ722 - Release of HE Funds held from prior year	(2,550)
PR402	EQ653 - Return of unspent budgeted release, Cullompton HAZ	153,266
PR402	EQ652 - Return of unspent budgeted release, Cullompton HAZ	109,633
PR600	EQ780 - Community Land Trust work	(16,000)
PR600	EQ821 - Return of unspent budgeted release, Neighbourhood Plan	10,540
PR600	EQ741 - Community Housing grant spend	(375)
PR810	EQ726 - Return of unspent budgeted release	36,260
PR810	EQ729 - Return of unspent budgeted release	25,000
PR810	EQ728 - Return of unspent budgeted release, Local Plan	161,073
	<b>Proposed contribution c/fwd to 2023/24</b>	
PR200	S106 - Public Open Space	1,204,941
PR200	EQ782 - Biodiversity Net Gain Grant	26,807
PR200	EQ790 - PPA towards staff costs Q1 2023/24	10,400
PR227	EQ781 - Grant receipt	800,000
PR400	EQ722 - Growth & Economic Development projects	17,708
PR403	ER010 - Unspent grant receipt	50,278
PR600	EQ727 - Income from former GESP partnership to fund the Joint Strategy work	2,943
	<b>Net movement in earmarked reserves</b>	<b>1,756,318</b>
	<b>Total Expenditure variation after Earmarked Reserves</b>	<b>(159,129)</b>



## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## Property Services

Code	Property Services	2022/23 Budget £	2022/23 Actual £	Variance £	Variance %
1000	Employees	741,920	671,219	(70,701)	-9.5%
2000	Premises	1,304,650	949,138	(355,512)	-27.2%
3000	Transport	36,560	25,869	(10,691)	-29.2%
4000	Supplies and Services	209,840	162,048	(47,792)	-22.8%
	<b>Total Direct Expenditure</b>	<b>2,292,970</b>	<b>1,808,274</b>	<b>(484,696)</b>	<b>-21.1%</b>
7000	External Income	(682,730)	(737,518)	(54,788)	-8.0%
	<b>Net Direct Expenditure</b>	<b>1,610,240</b>	<b>1,070,756</b>	<b>(539,484)</b>	<b>-33.5% (a)</b>
	<b>Total Property Services Expenditure</b>	<b>1,610,240</b>	<b>1,070,756</b>	<b>(539,484)</b>	<b>-33.5%</b>
	<b>Property Services - Service units</b>				
PS160	Asset Management	115,000	70,827	(44,173)	-38.4%
PS350	Public Conveniences	41,330	59,493	18,163	43.9%
PS400	Flood Defences and Land Drainage	26,020	10,908	(15,112)	-58.1%
PS600	Street Naming and Numbering	8,070	5,062	(3,008)	-37.3%
PS700	Contract Services - P-Health	8,260	252	(8,008)	-96.9%
PS810	Phoenix House	425,140	264,286	(160,854)	-37.8%
PS850	Old Road Depot	141,240	77,229	(64,011)	-45.3%
PS880	Bus Station Maintenance	(6,110)	(11,197)	(5,087)	-83.3%
PS950	Climate Change	73,310	63,364	(9,946)	-13.6%
PS960	Caretaking Services	134,280	122,987	(11,293)	-8.4%
PS980	Property Services	592,110	519,035	(73,075)	-12.3%
PS990	30/38 Fore Street	(52,240)	(65,445)	(13,205)	-25.3%
PS991	Industrial Units	(107,160)	(132,614)	(25,454)	-23.8%
PS992	Market Walk	(105,040)	(181,419)	(76,379)	-72.7%
PS993	Lowman Green Unit	(9,830)	(9,836)	(6)	-0.1%
PS995	Coggan's Well	(20,630)	(20,658)	(28)	-0.1%
PS996	Market Walk Service Charges	0	(4,589)	(4,589)	0.0%
WS770	Unit 3 Carlu Close	358,480	315,158	(43,322)	-12.1%
	<b>Total Property Services</b>	<b>1,610,240</b>	<b>1,070,756</b>	<b>(539,484)</b>	<b>-33.5%</b>
				<b>£</b>	<b>£</b>
	<b>Total Expenditure Variation</b>				<b>(539,484) (a)</b>
	<b>Major Cost Changes</b>				
PS810	Phoenix House utility overspend			15,100	
PS850	Old Road Depot utility overspend			6,000	
PS992	Market Walk increased responsive & planned maintenance overspend			17,600	
					<b>38,700</b>
	<b>Major Cost Savings</b>				
PS980	Property Services salary underspends due to vacant posts (partially off-set by EMR)			(70,000)	
PS400	Flood planned maintenance underspend due to delayed works (off-set by EMR)			(10,000)	
PS810	Phoenix House specific project maintenance underspend (off-set by EMR)			(166,000)	
PS850	Old Road Depot specific project maintenance underspend (off-set by EMR)			(76,000)	
PS990	Fore St specific project maintenance underspend (off-set by EMR)			(26,000)	
PS991	Industrial Unit specific project maintenance underspend (off-set by EMR)			(41,000)	
PS992	Market Walk specific project maintenance underspend (off-set by EMR)			(46,000)	
WS770	Carlu Depot specific project maintenance underspend (off-set by EMR)			(39,000)	
PS960/ PS980	Transport costs are underspent across Property Services & Caretaking Services			(10,000)	
PS160	Asset Management underspend on Property Services access database project (off-set by EMR)			(75,000)	
					<b>(559,000)</b>
	<b>Major Changes in Income Levels</b>				
PS992	Increase in Market Walk rental income due to full unit occupancy			(52,000)	
PS991	Reduction in unit rental income as budgeted rent reviews did not take place during 2022/23			15,000	
PS990	Fore St rental income reduction due to empty shop			13,000	
PS350	Public Convenience reduction in rechargeable income received from Town Councils			10,000	
					<b>(14,000)</b>
	<b>Minor Variations</b>				<b>(5,184)</b>
	<b>Total Expenditure Variation</b>				<b>(539,484) (a)</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## Property Services

<b>EARMARKED RESERVES</b>		
<b>Utilised 2022/23</b>		
<b>Proposed contribution c/fwd to 2023/24</b>		
PS960	EQ756 - Reduced vehicle maintenance and damage costs	1,552
PS980	EQ756 - Reduced vehicle maintenance and damage costs	2,234
PS980	ER007 - Property Services salary underspend	60,000
PS400	EQ826 - Flood planned maintenance underspend	10,000
PS810	EQ827 - Phoenix House specific project maintenance underspend	166,000
PS850	EQ829 - Old Road Depot specific project maintenance underspend	76,000
PS990	EQ838 - Fore St specific project maintenance underspend	26,000
PS991	EQ771 - Industrial Units specific project maintenance underspend	41,000
PS992	EQ838 - Market Walk specific project maintenance underspend	46,000
PS160	ER014 - Asset Management underspend on Property Services access database	75,000
WS770	EQ786 - Carlu Depot specific project maintenance underspend	39,000
<b>Net movement in earmarked reserves</b>		<b>542,785</b>
<b>Total Expenditure variation after Earmarked Reserves</b>		<b>3,301</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## Revenues and Benefits

Code	Revenues and Benefits	2022/23 Budget £	2022/23 Actual £	Variance £	Variance %
1000	Employees	800,380	913,741	113,361	14.2%
2000	Premises	0	0	0	0.0%
3000	Transport	3,160	2,252	(908)	-28.7%
4000	Supplies and Services	206,630	707,751	501,121	242.5%
	Housing Benefit Payments (RB400)	11,576,000	10,862,301	(713,699)	-6.2%
	<b>Total Direct Expenditure</b>	<b>12,586,170</b>	<b>12,486,045</b>	<b>(100,125)</b>	<b>-0.8%</b>
7000	Income from Housing Benefit Subsidy (RB400)	(11,336,000)	(10,661,738)	674,262	-5.9%
	All other Income	(642,170)	(1,362,847)	(720,677)	112.2%
	<b>External Income</b>	<b>(11,978,170)</b>	<b>(12,024,585)</b>	<b>(46,415)</b>	<b>-0.4%</b>
	<b>Net Direct Expenditure</b>	<b>608,000</b>	<b>461,461</b>	<b>(146,539)</b>	<b>-24.1% (a)</b>
	<b>Total Revenues and Benefits Expenditure</b>	<b>608,000</b>	<b>461,461</b>	<b>(146,539)</b>	<b>-24.1%</b>
	<b>Revenues and Benefits - Service units</b>				
RB100	Collection of Council Tax	382,270	349,542	(32,728)	-8.6%
RB200	Collection of Business Rates	(98,870)	(149,316)	(50,446)	-51.0%
RB300	Housing Benefit Admin	173,420	114,566	(58,854)	-33.9%
RB340	Local Welfare Assistance Scheme	7,500	(22,609)	(30,109)	-401.5%
RB400	Housing Rent Allowances	65,000	50,517	(14,483)	-22.3%
RB600	Corporate Debt Team	78,680	118,261	39,581	50.3%
RB950	Economic Vuln&Financial H/Ship	0	500	500	0.0%
	<b>Total Revenues and Benefits Expenditure</b>	<b>608,000</b>	<b>461,461</b>	<b>(146,539)</b>	<b>-24.1%</b>
	<b>Total Expenditure Variation</b>			<b>£ (146,539)</b>	<b>£ (146,539) (a)</b>
	<b>Major Cost Changes</b>				
RB100	Staffing including Energy Rebate Grant awards and new RIO post (£4,750 funding from EMR, see below)			92,000	
RB340	Household Support Fund Grant expenditure			485,257	
RB600	Staffing (funded by release from EMR, see below)			16,500	
					<b>593,757</b>
	<b>Major Cost Savings</b>				<b>0</b>
	<b>Major Changes in Income Levels</b>				
RB100	New Burdens Grant funding - Council Tax Rebate Scheme			(137,549)	
RB200	New Burdens Grant funding - Business Rate Reliefs & Post Payment Assurance Reconciliation & Debt Recovery			(66,000)	
RB300	DWP Grant funding			(45,000)	
RB340	Household Support Fund Grant funding			(508,416)	
RB400	Discretionary Housing Payment Grant less than budgeted			23,000	
RB600	Under budget on S106 monitoring fees			21,000	
					<b>(712,965)</b>
	<b>Housing Benefits</b>				
RB400	Subsidy costs less than budgeted			(713,699)	
RB400	Subsidy income less than budgeted			674,262	
					<b>(39,437)</b>
	<b>Minor Variations</b>				<b>12,106</b>
	<b>Total Expenditure Variation</b>				<b>(146,539) (a)</b>
	<b>EARMARKED RESERVES</b>				
	<b>Utilised 2022/23</b>				
RB100	EQ787 - Staffing for Council Tax			(4,750)	
RB600	EQ787 - Staffing for Corporate Recovery			(16,500)	
	<b>Proposed contribution c/fwd to 2023/24</b>				
RB100	EQ756 - Reduced vehicle maintenance and damage costs			1,251	
	<b>Net movement in earmarked reserves</b>				<b>(19,999)</b>
	<b>Total Expenditure variation after Earmarked Reserves</b>				<b>(166,538)</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## Leisure Services

Code	Leisure Services	2022/23 Budget £	2022/23 Actual £	Variance £	Variance %
1000	Employees	2,219,760	2,308,466	88,706	4.0%
2000	Premises	1,190,590	1,561,277	370,687	31.1%
3000	Transport	6,400	3,911	(2,489)	-38.9%
4000	Supplies and Services	314,220	301,144	(13,076)	-4.2%
	<b>Total Direct Expenditure</b>	<b>3,730,970</b>	<b>4,174,799</b>	<b>443,829</b>	<b>11.9%</b>
7000	External Income	(2,827,485)	(2,692,439)	135,046	4.8%
	<b>Net Direct Expenditure</b>	<b>903,485</b>	<b>1,482,360</b>	<b>578,875</b>	<b>64.1% (a)</b>
	<b>Total Leisure Services Expenditure</b>	<b>903,485</b>	<b>1,482,360</b>	<b>578,875</b>	<b>64.1%</b>
	<b>Leisure Services - Service units</b>				
RS100	Leisure Facilities Maintenance and Equipment	495,920	215,077	(280,843)	-56.6%
RS110	Leisure Management and Administration	109,130	37,859	(71,271)	-65.3%
RS140	Exe Valley Leisure Centre	127,887	525,078	397,191	310.6%
RS150	Lords Meadow Leisure Centre	135,525	503,947	368,422	271.8%
RS155	Leisure Land Rents	(9,929)	0	9,929	100.0%
RS160	Culm Valley Sports Centre	44,952	200,399	155,447	345.8%
	<b>Total Leisure Services Expenditure</b>	<b>903,485</b>	<b>1,482,360</b>	<b>578,875</b>	<b>64.1%</b>
				£	£
	<b>Major Cost Changes</b>				
RS140	EVLC Utilities overspend			150,000	
RS150	LMLC Utilities overspend			126,000	
RS160	CVSC Utilities overspend			36,000	
RS	Decarbonisation phase 2 project works (off-set by EMR)			228,133	
RS	Decarbonisation phase 3 project works (off-set by Salix income)			103,674	
	Overspend on salaries due to pay award and regrading of Swimming Teachers and Recreation Assistant posts during the year			83,389	
RS	Overspend on materials, chemicals & equipment due to significant price increases and nationwide			22,929	
					<b>750,125</b>
	<b>Major Cost Savings</b>				
RS100	Leisure specific project maintenance underspend (off-set by EMR)			(264,000)	
RS	Underspend on computer software, mainly due to one-off budget for rollout of Leisure Hub not required in			(43,946)	
					<b>(307,946)</b>
	<b>Major Changes in Income Levels</b>				
RS	Salix income received to off-set above costs for Decarbonisation phase 3 project			(100,674)	
RS	Wetside income higher than budget mainly due to swimming lesson programme and pool hire			(54,887)	
RS	Dryside income down on budget mainly due to fewer sports hall & ATP bookings than expected			84,742	
RS	Fitness income down on budget due to slower than expected recovery in membership numbers during the			206,093	
RS	Additional income from updated dual use agreement not as high as budgeted			22,187	
RS	Feed in tariff income higher than budget due to recognition of ongoing claim for 3 years worth of receipts at CVSC			(19,563)	
					<b>137,898</b>
	<b>Minor Variations</b>				<b>(1,202)</b>
	<b>Total Expenditure Variation</b>				<b>578,875 (a)</b>
	<b>EARMARKED RESERVES</b>				
	<b>Utilised 2022/23</b>				
RS	EQ785 - Decarbonisation phase 2 projects works			(228,133)	
	<b>Proposed contribution c/fwd to 2023/24</b>				
RS100	EQ764 - Leisure specific project maintenance underspend			264,000	
	<b>Net movement in earmarked reserves</b>				<b>35,867</b>
	<b>Total Expenditure variation after Earmarked Reserves</b>				<b>614,742</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## Waste Services

Code	Waste Services	2022/23 Budget £	2022/23 Actual £	Variance £	Variance %
1000	Employees	2,946,840	3,388,619	441,779	15.0%
2000	Premises	0	0	0	0.0%
3000	Transport	1,001,270	1,144,558	143,288	14.3%
4000	Supplies and Services	619,870	1,491,288	871,418	140.6%
	S106 Expenditure		0	0	
	<b>Total Direct Expenditure</b>	<b>4,567,980</b>	<b>6,024,464</b>	<b>1,456,484</b>	<b>31.9%</b>
7000	External Income	(2,662,190)	(3,143,557)	(481,367)	-18.1%
	<b>Net Direct Expenditure</b>	<b>1,905,790</b>	<b>2,880,908</b>	<b>975,118</b>	<b>51.2% (a)</b>
	<b>Total Waste Services Expenditure</b>	<b>1,905,790</b>	<b>2,880,908</b>	<b>975,118</b>	<b>51.2%</b>
	<b>Waste Services - Cost Centres</b>				
FM100	Fleet Management	118,730	28,589	(90,141)	-75.9%
WS650	Street Cleansing	472,798	479,719	6,921	1.5%
WS700	Refuse Collection	628,970	706,651	77,681	12.4%
WS705	3 Weekly Collections	0	852,688	852,688	0.0%
WS710	Trade Waste Collection	(193,778)	(275,267)	(81,489)	-42.1%
WS725	Kerbside Recycling	620,030	813,992	193,962	31.3%
WS750	Waste Management Staff Unit	259,040	274,535	15,495	6.0%
	<b>Total Waste Services Expenditure</b>	<b>1,905,790</b>	<b>2,880,908</b>	<b>975,118</b>	<b>51.2%</b>
	<b>Total Expenditure Variation</b>			<b>£ 975,118 (a)</b>	
	<b>Major Cost Changes</b>				
WS650	Salary costs related to pay award			6,750	
WS650	Agency costs covering vacancies, sickness and holiday			8,280	
WS650	Equipment purchased using grant funds			6,775	
WS650	Additional bins purchased			8,080	
All WS	Increased vehicle maintenance and damage costs			88,290	
All WS	Additional vehicle tracking costs related to CCTV			9,180	
All WS	Increased fuel costs			120,910	
WS700	Pay award, overtime and additional pay			29,930	
WS700	Agency costs covering vacancies, sickness and holiday			63,630	
WS700	Increased clinical waste charges			9,310	
WS705	Salary costs related to 3 weekly rollout			72,070	
WS705	Vehicle costs related to 3 weekly rollout			16,250	
WS705	Bin purchases and advertising costs related to 3 weekly rollout			763,930	
WS710	Pay award, overtime and additional pay			15,740	
WS725	Pay award, overtime and additional pay			100,910	
WS725	Agency costs covering vacancies, sickness and holiday			169,390	
WS725	Additional baler wire and increased supply costs			25,280	
WS725	Additional recycling boxes required due to 3 weekly rollout			78,050	
WS750	Salary costs related to pay award			10,300	
				<b>1,603,055</b>	
	<b>Major Cost Savings</b>				
FM100	Salary saving due to vacancy			(20,150)	
FM100	Damage costs moved to EMR			(70,000)	
WS725	Reduced baler repairs			(20,920)	
WS710	Reduction in trade bins purchased			(15,990)	
WS710	Reduction in bad debt			(6,870)	
All WS	Reduced motor insurance			(7,560)	
				<b>(141,490)</b>	
	<b>Major Changes in Income Levels</b>				
WS650	Keep Britain Tidy grant			(15,000)	
WS650	Internal income			(16,700)	
WS700	Increased income - garden waste, bulky waste			(43,980)	
WS700	DCC Shared Savings Scheme - 80% of DCC estimate			(53,050)	
WS710	Agency cost savings			(4,120)	
WS710	Increase in adhoc work and Trade Waste customers			(95,380)	
WS725	Increased income from recycle			(280,400)	
WS725	Reduced income from recycling credits			18,360	
				<b>(490,270)</b>	
	<b>Minor Variations</b>				<b>3,823</b>
	<b>Total Expenditure Variation</b>				<b>975,118 (a)</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

## Waste Services

<b>EARMARKED RESERVES</b>		
<b>Utilised 2022/23</b>		
WS700	EQ839 - Purchase of pressure washer & high level vacuum	(5,140)
WS705	EQ769 - 3 weekly trial costs	(750,000)
WS725	EQ744 - Additional recycling boxes required due to 3 weekly	(12,000)
All WS	EQ756 - Vehicle maintenance and damage costs	(88,292)
<b>Proposed contribution c/fwd to 2023/24</b>		
WS650	EQ760 - Keep Britain Tidy grant - balance of grant	8,225
FM100	EQ756 - Vehicle damage costs - to allocate to services as required	70,000
WS710	EQ744 - Bin purchases	15,988
<b>Net movement in earmarked reserves</b>		<b>(761,219)</b>
<b>Total Expenditure variation after Earmarked Reserves</b>		<b>213,899</b>

## HOUSING REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

Code	Housing Revenue Account	2022/23 Budget £	2022/23 Actual £	Variance £	Variance %
1000	Employees	3,323,740	3,089,804	(233,936)	-7.0%
2000	Premises	267,900	321,296	53,396	19.9%
3000	Transport	240,040	269,733	29,693	12.4%
4000	Supplies and Services	6,929,300	8,905,488	1,976,188	28.5%
	<b>Total Direct Expenditure</b>	<b>10,760,980</b>	<b>12,586,320</b>	<b>1,825,340</b>	<b>17.0%</b>
7000	External Income	(13,456,340)	(15,436,753)	(1,980,413)	-14.7%
	<b>Net Direct Expenditure</b>	<b>(2,695,360)</b>	<b>-2,850,433</b>	<b>(155,073)</b>	<b>5.8%</b>
5000	Internal Recharges	1,714,560	1,565,938	(148,622)	-8.7%
6500	Capital Charges	980,800	972,143	(8,657)	-0.9%
	<b>Total Indirect Expenditure</b>	<b>2,695,360</b>	<b>2,538,081</b>	<b>(157,279)</b>	<b>5.8%</b>
	<b>Total HRA Expenditure</b>	<b>0</b>	<b>(312,352)</b>	<b>(312,352)</b>	<b>(a)</b>
	<b>Income</b>				
SHO01	Dwelling Rents Income	(12,673,660)	(12,769,237)	(95,577)	0.8%
SHO04	Non Dwelling Rents Income	(488,360)	(512,521)	(24,161)	4.9%
SHO07	Leaseholders' Service Charges	(29,000)	(26,194)	2,806	-9.7%
SHO08	Contributions Towards Expenditure	(80,860)	(153,020)	(72,160)	89.2%
SHO10	H.R.A. Investment Income	(25,000)	(272,245)	(247,245)	989.0%
SHO11	Miscellaneous Income	(6,800)	(804,194)	(797,394)	11726.4%
	<b>Services</b>				
SHO13A	Repairs and Maintenance	4,461,473	4,770,171	308,698	6.9%
SHO17A	Housing and Tenancy Services	2,645,407	2,377,090	(268,317)	-10.1%
	<b>Accounting entries 'below the line'</b>				
SHO29	Bad Debt Provision Movement	150,000	133,567	(16,433)	-11.0%
SHO30	Share of Corporate And Democratic Costs	337,760	327,582	(10,178)	-3.0%
SHO32	H.R.A. Interest Payable	1,077,320	974,085	(103,235)	-9.6%
SHO34	H.R.A. Transfers to earmarked reserves	1,311,720	957,701	(354,019)	-27.0%
SHO36	Financing of capital expenditure	980,800	1,638,514	657,714	67.1%
SHO37	Capital Receipts Reserve Adjustment	(20,800)	(15,600)	5,200	-25.0%
SHO38	Major Repairs Allowance	2,465,000	2,727,245	262,245	10.6%
SHO42	Accumulated absences adjustment	0	12,201	12,201	0.0%
SHO44	Capital Grants	0	799,000	799,000	0.0%
SHO45	Renewable Energy Transactions	(105,000)	(164,144)	(59,144)	56.3%
	<b>Total HRA Expenditure</b>	<b>0</b>	<b>(0)</b>	<b>(0)</b>	
	<b>Total HRA Expenditure Variation</b>			<b>£</b>	<b>£</b>
					<b>(312,352) (a)</b>
	<b>Major Cost Changes</b>				
SHO08	Level of debt write-offs for repairs below budget for the year			(30,430)	
SHO13A	Salary underspend due to delays in vacancies being filled			(97,560)	
SHO13A	Increased vehicle fuel costs and vehicle hire charges exceeded budget			33,060	
SHO13A	Net underspend on various planned maintenance budgets			(41,000)	
SHO13A	DLO works below budget principally due to lower demand for DFG works			151,420	
SHO13A	Spend on contractors and materials increased primarily due to inflationary factors			350,000	
SHO13A	Recharges from General Fund below budget			(101,170)	
SHO17A	Salary underspend due to delays in filling posts and posts remaining vacant			(128,640)	
SHO17A	Training spend under budget for the year			(15,000)	
SHO17A	Budget pressure from penalties for empty properties (incl properties due for demolition)			60,000	
SHO17A	Sewerage maintenance costs planned in year will be utilised in next financial year			(50,000)	
SHO17A	Maintenance spend on HRA shops below budget			(29,370)	
SHO17A	Tenant Involvement budget not fully utilised in year			(23,900)	
SHO17A	Recharges from General Fund below budget			(38,910)	
SHO17A	Income Collection expenditure budget not fully required in year			(13,640)	
SHO29	Calculated Provision for doubtful debts lower than budget			(16,430)	
SHO30	General recharges below budget			(9,160)	
SHO32	Budget included Interest on additional projects (outwith Self Financing), these were not utilised in year			(100,770)	
SHO38	Contribution to the Major Repairs Reserve equal to the depreciation charge for the year			262,250	
SHO44	Homes England and One Public Estate Grant funding applied to a number of capital projects			799,000	
SHO45	Underspend against the Renewable budget, this will be a net transfer to reserves			(59,140)	
					<b>900,610</b>

## HOUSING REVENUE ACCOUNT OUTTURN SUMMARY 2022/23

<b>Major Changes in Income Levels</b>		
	Rental income from Homelessness above budget (£44k) and general rents above forecast (£33k). Bad Debt write offs below budget (£19k)	(95,580)
SHO01		
SHO04	Various areas where revenue slightly above budget: Garage rents; Ground rents and HRA shops	(24,160)
SHO08	Income generated by Building Services on ancillary works generated a surplus for the HRA	(41,440)
SHO10	Investment income from HRA cash balances above budget	(247,250)
SHO11	Homes England and One Public Estate Grant funding for capital project recognised as revenue, see SHO44 for the corresponding expenditure	(799,000)
		<b>(1,207,430)</b>
	<b>Minor Variances totalling</b>	<b>(5,531)</b>
	<b>Total HRA Expenditure Variation</b>	<b>(312,351) (a)</b>
<b>EARMARKED RESERVES (memorandum account)</b>		
<b>Transferred/(Utilised) 2022/23</b>		
	Renewable Energy Fund utilised from the reserve for capital	(336,130)
	Housing Maintenance Fund transferred for capital expenditure	(330,240)
	Budgeted transfer to the Renewable Energy Fund	105,000
	Budgeted transfer to the Loan Premium Deficit reserve	803,280
	Budgeted transfer to Vehicle Reserve	50,000
	Budgeted transfer to Decarbonisation reserve	189,440
	Budgeted transfer to the Affordable Rent Surplus	164,000
		<b>645,350</b>
<b>Proposed contribution c/fwd to 2022/23</b>		
	Renewable Energy Fund	59,144
	Affordable Rent Surplus	10,762
	Housing Maintenance Fund final reserve transfer	242,445
		<b>312,351</b>
	<b>Net movement in earmarked reserves</b>	<b>957,701</b>
	<b>Total Expenditure variation after Earmarked Reserves</b>	<b>0</b>



## GENERAL FUND AND HOUSING REVENUE ACCOUNT EARMARKED RESERVES SUMMARY 2022/23

## EARMARKED RESERVES AT 31 March 2023

Total Miscellaneous General Fund Reserves	Cost Centres	B/F 31/3/22	(Cont To Emr)	+ Utilisation of EMR	Transfers	C/F 31/3/23
		£	£	£	£	£
Revenue contribution to Capital Earmarked Reserves	EQ650	(255,165)	0	40,000	0	(215,165)
NNDR Reserve	EQ659	(2,387,644)	(143,085)	1,810,300	0	(720,429)
New Homes Bonus Reserve	EQ653	(3,294,562)	(460,264)	616,482	255,000	(2,883,345)

Other GF Revenue Reserves	Cost Centres	B/F 31/3/22	(Cont To Emr)	+ Utilisation of EMR	Transfers	C/F 31/3/23
Private Sector Housing Grants EMR	EQ652	(200,000)	0	367	0	(199,633)
Economic Development EMR	EQ654	(101,000)	0	0	0	(101,000)
ICT Projects Reserve	EQ655	(330,329)	(130,600)	238,851	(384,000)	(606,078)
Cullompton Rail Station	EQ656	(154,662)	0	0	0	(154,662)
Flood Defence Ashleigh Park Bampton	EQ657	(67,000)	0	0	0	(67,000)
Gen Reserves - Support for 2021-22 budget	EQ660	(199,102)	0	187,660	(80,722)	(92,164)
High St Innovator Payment	EQ681	(510)	0	0	0	(510)
Car Park Machine Replacement	EQ686	(12,000)	(3,000)	0	0	(15,000)
Cred Market Square Resurfacing	EQ699	(16,579)	0	0	0	(16,579)
Multi-Story Planned Works (CP520)	EQ706	0	(25,000)	0	0	(25,000)
Resurfacing Amenity Car Parks (CP530)	EQ707	(70,682)	0	0	0	(70,682)
Struct Surfacing P&D Car Parks (CP540)	EQ708	(26,340)	0	0	0	(26,340)
CCTV Initiatives Tiv TC Proj (ES200)	EQ709	(78,400)	0	78,400	0	0
Community Safety Partnership (ES256)	EQ710	(13,244)	0	1,920	0	(11,324)
P Sector Housing (ES354)	EQ711	(29,032)	0	0	0	(29,032)
PSH - Rogue Landlord Grant	EQ712	(43,027)	0	0	0	(43,027)
Parks & O Spaces Shelter Maint (ES450)	EQ713	(42,381)	0	0	0	(42,381)
Parks & O Spaces Tree Inspection (ES450)	EQ714	(25,426)	0	0	0	(25,426)
Play Areas Works	EQ715	(39,830)	0	0	0	(39,830)
Corp Training (HR200)	EQ718	(20,000)	0	0	0	(20,000)
District Elections (LD201)	EQ720	(50,000)	(25,000)	0	0	(75,000)
Elected Members Training (LD300)	EQ721	(25,000)	0	0	0	(25,000)
PR400 Economic Development	EQ722	(212,050)	(17,708)	2,549	0	(227,208)
New Burdens Grant Fund - LLC	EQ724	(19,263)	0	0	19,263	0
Brownfield Shared Plan DCLG (PR600)	EQ726	(36,260)	0	0	0	(36,260)
Forward Planning Gesp	EQ727	0	(2,943)	0	0	(2,943)
Statutory Development Plan (PR810)	EQ728	(587,869)	(100,000)	20,437	0	(667,432)
Custom Build Grant (PR810)	EQ729	(76,277)	0	0	0	(76,277)
Community Housing Fund	EQ741	(107,860)	0	375	0	(107,485)
Homelessness Support	EQ742	(505,227)	(9,000)	137,489	0	(376,738)
Rough Sleeping Initiative	EQ743	(115,913)	0	0	0	(115,913)
Replacement Waste Containers	EQ744	(12,000)	(15,988)	12,000	0	(15,988)
Waste Options Report	EQ745	(15,290)	0	0	0	(15,290)
Food Protection	EQ746	(14,550)	0	0	0	(14,550)
Finance System Improvements	EQ749	(16,720)	(50,000)	16,720	0	(50,000)
Fleet Contract Fund	EQ756	(928,518)	(798,738)	584,213	0	(1,143,043)
Waste Infrastructure	EQ769	(2,027,700)	0	1,410,000	0	(617,700)
Industrial Unit Specific Maint	EQ771	(31,980)	(41,000)	0	0	(72,980)
Tree Works	EQ773	(27,300)	0	0	0	(27,300)
Planning Legal Expense Reserve	EQ774	(100,000)	0	100,000	-	0
Building Control Emr	EQ775	(48,000)	0	0	0	(48,000)
C/Tax Smoothing Reserve	EQ777	(124,802)	0	62,401	0	(62,401)
Hfx System Upgrade - HR	EQ778	(25,000)	0	0	0	(25,000)
Play Area-Paddling Pool Resin	EQ779	(30,000)	0	0	0	(30,000)
Housing Advisers Programme	EQ780	(25,000)	0	16,000	0	(9,000)
J28 Cullompton	EQ781	(100,000)	(800,000)	412,547	0	(487,453)
Plan-Test Nat Model Des Codes	EQ782	(10,047)	(26,807)	0	0	(36,854)
Legal Case Management System	EQ783	(15,080)	0	0	15,080	0
Climate Change Grant	EQ785	(274,751)	0	228,133	0	(46,618)
Carlu Close Specific Projects	EQ786	(81,000)	(39,000)	0	0	(120,000)
21-22 Cont'D Nndr Grants Admin	EQ787	(195,808)	0	55,840	0	(139,968)
Boundary Review	EQ788	(33,072)	0	0	0	(33,072)
Member Srv Additional Staffing	EQ789	(14,000)	0	14,000	0	0
Planning Improvement Programme	EQ790	(151,500)	(10,400)	151,500	0	(10,400)
Post Covid-19 Income Recovery	EQ791	(500,000)	0	500,000	0	0
PR400-Street Name Post Replace	EQ802	(20,000)	0	0	0	(20,000)
Capacity Funding- EUE	EQ820	(13,854)	0	13,854	0	0
Neighbourhood Planning Funding	EQ821	(26,370)	0	5,020	0	(21,350)
Culm Garden Village Project	EQ824	(431,277)	0	252,487	0	(178,790)

## GENERAL FUND AND HOUSING REVENUE ACCOUNT EARMARKED RESERVES SUMMARY 2022/23

## EARMARKED RESERVES AT 31 March 2023

Flood Projects (PS400)	EQ826	(32,400)	(10,000)	0	0	(42,400)
Phoenix Hse Replace Fire Panel (PS810)	EQ827	(101,039)	(166,000)	0	0	(267,039)
Phoenix Hse Meeting Rm Aircon (PS810)	EQ828	(6,400)	0	0	0	(6,400)
Old Road Depot (PS850)	EQ829	(25,000)	(76,000)	0	0	(101,000)
Insurance MMI (CM300)	EQ835	(86,278)	0	0	0	(86,278)
Members iPad (LD300)	EQ836	(8,275)	0	8,275	0	0
Property Maint Reserve	EQ837	(797,113)	(175,000)	251,000	0	(721,113)
GF Shops (PS)	EQ838	(199,090)	(72,000)	87,000	0	(184,090)
Equipment Sinking Fund	EQ684 & EQ750-755 & EQ839	(686,045)	(192,000)	139,345	180,239	(558,462)
Maintenance Sinking Fund	EQ685 & EQ763-767	(1,035,832)	(358,700)	86,261	0	(1,308,272)
Plant Sinking Fund	EQ760-761	(215,975)	(63,725)	43,240	(4,860)	(241,320)
It Government Grant	ER001	(73,172)	0	13,973	0	(59,199)
Mees Grant	ER002	(3,901)	0	3,901	0	0
Comf Grant	ER003	(26,049)	(55,000)	26,049	0	(55,000)
Domestic Abuse Grant	ER004	(27,500)	0	0	0	(27,500)
Amory Park	ER005	(10,000)	(35,000)	0	0	(45,000)
Legal Services - Additional Staffing Costs	ER006	(11,500)	0	0	0	(11,500)
Property Services Staffing	ER007	(36,500)	(60,000)	0	0	(96,500)
Customer Services Staffing	ER008	(20,791)	0	0	0	(20,791)
S106 Smoothing Reserve	ER009	0	0	0	(127,895)	(127,895)
Shared Prosperity Fund Emr	ER010	0	(50,278)	0	0	(50,278)
Devon Housing Commission Pool	ER011	0	(97,200)	0	0	(97,200)
Ps Access Database	ER014	0	(75,000)	0	0	(75,000)
<b>Total Other GF Revenue Reserves</b>		<b>(11,901,743)</b>	<b>(3,581,087)</b>	<b>5,161,807</b>	<b>(382,895)</b>	<b>(10,703,918)</b>

<b>Section 106</b>	<b>Various</b>	<b>(2,685,507)</b>	<b>(1,323,085)</b>	<b>352,370</b>	<b>127,895</b>	<b>(3,528,327)</b>
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Developers Contributions - Open Space Maintenance	Cost Centres	B/F 31/3/22	(Cont To Emr)	+ Utilisation of EMR	Transfers	C/F 31/3/23
Dev Cont Linear Park	EQ638	(34,298)	0	4,170	0	(30,128)
W52 Popham Close Comm Fund	EQ640	(10,190)	0	1,950	0	(8,240)
W67 Moorhayes Com Dev Fund	EQ641	(10,143)	0	1,630	0	(8,513)
W69 Fayrecroft Willand Ex West	EQ642	(24,120)	0	4,620	0	(19,500)
W70 Developers Contribution	EQ643	(26,458)	0	6,650	0	(19,808)
Dev Cont Winswood Crediton	EQ644	(25,318)	0	3,080	0	(22,238)
<b>Total Developers Maintenance Reserves</b>		<b>(130,527)</b>	<b>0</b>	<b>22,100</b>	<b>0</b>	<b>(108,427)</b>

<b>Total Developers Contributions / s106 Funds</b>		<b>(2,816,034)</b>	<b>(1,323,085)</b>	<b>374,470</b>	<b>127,895</b>	<b>(3,636,754)</b>
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<b>TOTAL GENERAL FUND EARMARKED RESERVES</b>		<b>(20,655,148)</b>	<b>(5,507,521)</b>	<b>8,003,059</b>	<b>0</b>	<b>(18,159,610)</b>
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Net movement into General Fund Earmarked

2,495,538

HRA Earmarked Reserves	Cost Centres	B/F 31/3/22	(Cont To Emr)	+ Utilisation of EMR	Transfers	C/F 31/3/23
HRA Sewage Treatment Plant works	EQ691	(30,000)	0	0	0	(30,000)
Renewable Energy Fund E.M.R.	EQ692	(814,492)	(174,762)	336,130	0	(653,124)
HRA Affordable Rent Surplus	EQ693	(255,257)	(164,144)	0	0	(419,401)
Housing Maintenance E.M.R.	EQ694	(15,862,698)	(242,445)	330,242	0	(15,774,901)
HRA Premium Deficit for PWLB loan	EQ696	(4,270,125)	(803,282)	0	0	(5,073,406)
Hra Decarbonisation Reserve	ER012	0	(189,440)	0	0	(189,440)
HRA Vehicle Reserve	ER013	0	(50,000)	0	0	(50,000)
<b>Total HRA EARMARKED RESERVES</b>		<b>(21,232,572)</b>	<b>(1,624,072)</b>	<b>666,372</b>	<b>0</b>	<b>(22,190,273)</b>

Net movement into HRA Earmarked Reserves =

(957,701)

<b>GRAND TOTAL OF MDDC EARMARKED RESERVES</b>		<b>(41,887,720)</b>	<b>(7,131,594)</b>	<b>8,669,430</b>	<b>0</b>	<b>(40,349,883)</b>
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## CAPITAL PROGRAMME OUTURN 2022/23

Code	Scheme	Approved Capital Programme	Total Slippage B/Fwd from 2021/22	Adjustment to Approved Capital Programme	Total Budgeted Capital Programme	Total Deliverable Programme 2022/23	Actual Expenditure 2022/23	Variance (Underspend) to Deliverable Programme 2022/23	Variance Overspend to Deliverable Programme 2022/23	Slippage against Deliverable Programme 2022/23	Capital Programme Forecast spend (in addition to Deliverable Prog Slippage) in 2023/24 to 2026/27	Budget no longer required	Notes
		£	£	£	£	£	£	£	£	£	£	£	
<b>General Fund Projects</b>													
<b>Leisure</b>													
CA642	Reception infrastructure review - All sites		120,000		120,000	40,000	-	-	-	(40,000)	80,000	-	Projected completion Q3 23/24. Additional costs of £40k approved in 23/24 Capital programme. (Total Project £160k)
CA643	All Leisure Etarmis - Security Swipe - (linked to security project)		30,000		30,000	10,000	-	(10,000)	-	-	-	20,000	Projected completion Q3 23/24. This project is part a wider scheme 'Replacement of all Leisure sites access system' at a value of £200k included in 23/24 MTFP.
CA644	EVLC - Boilers and CHP		30,000		30,000	-	-	-	-	-	-	30,000	This sum (funded by UCR) will be used to partially offset MDDC contribution for Salix projects on CA650 & CA651
CA645	EVLC - Fitness Studio renewal of equipment		153,000		153,000	153,000	143,817	(183)	-	(9,000)	-	-	Awaiting delivery of spin bikes. Budget balance to slip into 23/24 where shortfall to be covered by the sale of outgoing equipment.
CA646	CVSC - Remodelling of Ground Floor		204,000		204,000	30,000	-	-	-	(30,000)	174,000	-	Feasibility & Procurement exercise in 23/24. Project delivery likely in 24/25
CA649	CVSC - Sports Hall Ceiling asset review	260,000			260,000	30,000	-	-	-	(30,000)	230,000	-	Procurement exercise in 23/24. Project delivery in 24/25
CA650	EVLC - ASHP - Salix Round 3 Funding			818,000	818,000	752,770	516,853	(137,917)	-	(9,000)	3,000	-	Forecast Project completion during Q1 23/24. Slippage rolled forward on this scheme & pro-rata'd across other Salix schemes below (based on anticipated 23/24 spend)
CA651	EVLC - GSHP - Salix Round 3 Funding			351,000	351,000	927,694	1,078,216	-	150,522	(9,000)	3,000	-	Forecast Project completion during Q1 23/24. Slippage pro-rata'd across Salix schemes based on anticipated 23/24 spend
CA652	LMLC - ASHP - Salix Round 3 Funding			656,000	656,000	912,315	863,002	(49,313)	-	(30,000)	12,000	-	This project now includes GSHP as well as ASHP at LMLC. Forecast Project completion during Q1 23/24. Slippage pro-rata'd across Salix schemes based on anticipated 23/24 spend
CA653	EVLC - Solar - Salix Round 3 Funding			750,000	750,000	228,400	240,311	-	11,911	(42,000)	18,000	-	Forecast Project completion during Q2 23/24. Slippage pro-rata'd across Salix schemes based on anticipated 23/24 spend
CA654	LMLC - Solar - Salix Round 3 Funding			350,000	350,000	52,928	78,065	-	25,137	(8,000)	3,000	-	Forecast Project completion during Q1 23/24. Slippage pro-rata'd across Salix schemes based on anticipated 23/24 spend
<b>Phoenix House</b>													
CA487	Etarmis - Security Swipe - (linked to security project)		50,000		50,000	20,000	-	-	-	(20,000)	30,000	-	Projected completion Q3 23/24
<b>Play Areas</b>													
CA472	Open Space Infrastructure (incl Play Areas)		40,000		40,000	35,216	-	(216)	-	(35,000)	-	4,784	£4.8k used towards play area contribution please see note on CA648 below. Remaining Project delivery expected in Q3 23/24
CA632	Play area refurbishment - Amory Park Tiverton		74,000	56,000	130,000	130,000	129,999	(1)	-	-	-	-	£63k Contribution from S106. Project complete Q3
CA648	Play Area Chestnut Drive Willand		25,000		25,000	-	-	-	-	-	-	25,000	£25k Play area contribution coded to Revenue & will be funded by NHB (also see comment on CA472 above)
<b>MDDC Shops &amp; Industrial Units</b>													
CA584	Market Walk Unit 17 - remodelling options		510,000		510,000	80,000	-	-	-	(80,000)	430,000	-	Feasibility during Q3 & Q4 23/24. Subject to outcome of current marketing exercise.
CA574	36 & 38 Fore Street including Flat above structure & cosmetic works	150,000	47,000		197,000	90,000	-	-	-	(90,000)	107,000	-	Feasibility & Procurement exercise in 23/24.
<b>Other Projects</b>													
CA491	Fire Dampeners - Corporate sites		80,000		80,000	80,000	-	-	-	(80,000)	-	-	Projected completion Q3 23/24
CA490	West Exe South - Remodelling - additional parking spaces		90,000		90,000	30,000	-	-	-	(30,000)	60,000	-	Feasibility & Procurement exercise in 23/24. Project delivery in 25/26
CA473	Land drainage flood defence schemes - St Marys Hemyock		50,000		50,000	-	-	-	-	-	50,000	-	Environment Agency are the lead organisation on this project
CA420	Land drainage flood defence schemes - Ashleigh Park Bampton		87,000		87,000	20,000	-	-	-	(20,000)	67,000	-	Environment Agency are the lead organisation on this project
CA576	Tiverton Town Centre improvements		140,000		140,000	-	-	-	-	-	-	140,000	This expenditure will be revenue in nature
CA832	Land acquisition for operational needs		1,000,000		1,000,000	-	-	-	-	-	1,000,000	-	This project is dependent on availability of land in the appropriate location
CA835	Depot Design & Build - Waste & Recycling	250,000			250,000	-	-	-	-	-	250,000	-	This project is likely to be commence in 24/25
CA497	Cemetery Lodge - Structural solution for damp	62,000			62,000	-	-	-	-	-	62,000	-	This project is likely to be delivered in 24/25
CA511	Regeneration Project 2	500,000			500,000	-	-	-	-	-	-	500,000	This project is no longer required
CA908	Grave Digger - Grounds Maintenance				-	-	24,500	-	24,500	-	-	-	Acquisition above £20k minimis - therefore moved from Revenue
<b>HIF Schemes</b>													
CA719	Cullompton Town Centre Relief Road (HIF bid)	8,414,000	3,638,000		12,052,000	4,044,000	402,294	294	-	(3,642,000)	8,008,000	-	This project is subject to securing additional funding - LUF 3 Bid
CA720	Tiverton EUE A361 Junction Phase 2 (HIF bid)	4,640,000			4,640,000	115,000	133,406	-	18,406	-	-	4,506,594	This project has been paused due to increased costs, unless additional funding can be identified.
<b>Economic Development Schemes</b>													
CA582	Hydromills Electricity generation Project - Tiverton Weir	420,000	800,000		1,220,000	20,000	-	-	-	(20,000)	1,200,000	-	Final Feasibility & Procurement exercise in 23/24
* All Economic Development schemes are subject to acceptable Business Case													

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		£	£	£	£	£	£	£	£	£	£	£	
<b>ICT Projects</b>													
CA425	Server farm expansion/upgrades		74,000		74,000	74,000	6,545	(455)	-	(67,000)	-	-	Forecast project completion Q3 2023/24. This has a dependency on the reliability of the supply chain which is & will be effected for the foreseeable future due to the shortage in availability of various components.
CA433	Additional Unified Communications budget		96,000		96,000	-	-	-	-	-	-	96,000	This Project will be cloud based and will be charged to Revenue. This has a dependency on the reliability of the supply chain which is & will be effected for the foreseeable future due to the shortage in availability of various components.
CA456	CRM replacement		175,000		175,000	-	-	-	-	-	-	175,000	This Project will be cloud based and will be charged to Revenue. This has a dependency on the reliability of the supply chain which is & will be effected for the foreseeable future due to the shortage in availability of various components.
CA437	Digital Transformation		33,000		33,000	-	-	-	-	-	-	33,000	This Project will be cloud based and will be charged to Revenue. This has a dependency on the reliability of the supply chain which is & will be effected for the foreseeable future due to the shortage in availability of various components.
CA480	Lalpac Licensing System replacement		80,000		80,000	-	-	-	-	-	-	80,000	This Project will be cloud based and will be charged to Revenue. This has a dependency on the reliability of the supply chain which is & will be effected for the foreseeable future due to the shortage in availability of various components.
CA496	Hardware replacement of Network Core Switch				-	-	33,000	-	33,000	-	-	-	Project complete in Q4. To be funded by ICT EMR
CA498	Laptop/desktop refresh - Workstation	150,000			150,000	150,000	117,796	(32,204)	-	-	-	-	Project complete in Q4 2022/23. Costs associated with Member laptops to be funded by Revenue EMR.
CA463	Secure WIFI Replacement	60,000			60,000	60,000	-	-	-	(60,000)	-	-	Forecast project completion Q4 2023/24. This has a dependency on available staffing resource & the reliability of the supply chain which is & will be effected for the foreseeable future due to the shortage in availability of various components.
CA499	Network Switch/Firewall Refresh (all sites except P/House)	50,000			50,000	50,000	-	-	-	(50,000)	-	-	Forecast project completion Q4 2023/24. This has a dependency on available staffing resource & the reliability of the supply chain which is & will be effected for the foreseeable future due to the shortage in availability of various components.
<b>Other General Fund Development Projects</b>													
CA493	3 Rivers Scheme - Bampton	1,206,000	1,612,000	299,000	3,117,000	2,818,000	1,876,704	(296)	-	(941,000)	299,000	-	Project due to complete 2023/24.
CA462	3 Rivers Scheme - Riverside Development (rear of Town Hall) Tiverton	99,000	613,000	1,861,000	2,573,000	2,573,000	3,266,646	-	693,646	-	-	-	Project due to complete 2023/24.
CA486	* 3 Rivers scheme - Knowle Lane, Cullompton		7,954,000		7,954,000	255,580	134,821	241	-	(121,000)	7,698,000	-	Planning permission being sought. Awaiting a decision from the Council as to the future of this development.
CA495	* 3 Rivers Schemes - Future Projects	2,229,000	1,700,000		3,929,000	3,929,000	-	(3,929,000)	-	-	-	3,929,000	This budget is no longer required as the new capital programme includes budgets for various feasibility studies.
CA581	Post Hill Tiverton		4,460,000		4,460,000	500,000	-	(500,000)	-	-	-	4,460,000	This Budget is no longer required as 3 Rivers did not submit a Tender for this project
CA494	Park Road (Delivery of this project is yet to be determined until conclusion of marketing exercise & therefore maybe a Capital Receipt) * These schemes require signed loan agreements before they can be progressed further	1,265,000	875,000		2,140,000	886,085	85,085	(0)	-	(801,000)	1,254,000	-	Awaiting a decision from the Council as to the future of this development.
<b>Private Sector Housing Grants</b>													
CG201	Disabled Facilities Grants-P/Sector	577,000			577,000	500,000	420,526	(79,474)	-	-	-	156,000	Underspend of £77k & underspend of £79k on deliverable budget (Total £156k) will remain in the EMR for future spending
CA303	HMO Scheme 1			353,000	353,000	353,000	326,653	(347)	-	(26,000)	-	-	Approved at 09/08/22 Cabinet. Slippage for refurb works to bring HMO into use
CA304	HMO Scheme 2			336,000	336,000	336,000	299,836	(164)	-	(36,000)	-	-	Approved at 09/08/22 Cabinet. Slippage for refurb works to bring HMO into use
<b>Total General Fund Projects</b>		<b>20,332,000</b>	<b>24,840,000</b>	<b>5,830,000</b>	<b>51,002,000</b>	<b>20,285,988</b>	<b>10,178,074</b>	<b>(4,739,036)</b>	<b>957,122</b>	<b>(6,326,000)</b>	<b>21,038,000</b>	<b>14,155,378</b>	



Code	Scheme	Approved Capital Programme	Total Slippage B/Fwd from 2021/22	Adjustment to Approved Capital Programme	Total Budgeted Capital Programme	Total Deliverable Programme 2022/23	Actual Expenditure 2022/23	Variance (Underspend) to Deliverable Programme 2022/23	Variance Overspend to Deliverable Programme 2022/23	Slippage against Deliverable Programme 2022/23	Capital Programme Forecast spend (in addition to Deliverable Prog Slippage) in 2023/24 to 2026/27	Budget no longer required	Notes
		£	£	£	£	£	£	£	£	£	£	£	
<b>HRA Projects - Existing Housing Stock</b>													
CA100	Major Repairs to Housing Stock	2,465,000	359,000		2,824,000	2,824,000	2,769,543	(457)	-	(54,000)	-	-	£54k Slippage is related to the Modernisation contract.
CA111	Renewable Energy Fund	250,000			250,000	250,000	336,130	-	86,130	-	-	-	Additional spend in 22/23 is to bring works up to date as underspent in 21/22. These additional costs will be funded from Renewable Energy EMR.
CG200	Home Adaptations - Disabled Facilities	300,000			300,000	300,000	309,554	-	9,554	-	-	-	Overspend due to critical adaptations with timescales less than 3 months. These additional costs will be funded from the Housing maintenance fund EMR.
<b>** Housing Schemes (1:4:1 Receipt) Projects</b>													
CA147	Affordable Housing/ Purchase of ex RTB	400,000			400,000	400,000	-	(400,000)	-	-	-	289,900	1 RTB buyback purchase in Q2 detailed on CA179 (line below)
CA179	RTB Buyback - 12 Shortridge Mead Tiverton						110,100	-	110,100	-	-	-	This is an RTB Buyback, budget on CA147 (line above)
CA158	Housing 1-4-1 Scheme - Project 1	35,000			35,000	35,000	-	-	-	(35,000)	-	-	Projected completion 23/24 - additional £10k Budget reflected in the draft MTFP
CA159	Housing 1-4-1 Scheme - Project 2	150,000			150,000	150,000	145,793	(4,207)	-	-	-	-	Project complete in Q4
CA160	Future Housing schemes - 1:4:1 - Project 3 (15% enabling budget)	113,000			113,000	8,000	-	-	-	(8,000)	105,000	-	Projected project completion 23/24
CA161	Future Housing schemes - 1:4:1 - Project 4 (15% enabling budget)	21,000			21,000	5,000	-	-	-	(5,000)	16,000	-	Projected project completion 23/24
CA162	Future Housing schemes - 1:4:1 - Project 8 (15% enabling budget)	360,000			360,000	60,000	-	-	-	(60,000)	300,000	-	Projected project completion 24/25 - Currently budgeted under 1:1 projects - This project will be a bid from Homes England & if successful categorised under Housing Development schemes
CA155	Modular Housing - St Andrews, Cullompton		341,000	125,000	466,000	466,000	385,926	(74)	-	(80,000)	-	-	Project due for completion Q2 23/24 - Total approved budget £1m to deliver 6 x Net Zero homes. Additional costs associated with Planning Permission including mature planting, additional parking & contract inflation. However, £572k of funding obtained for project (£120k BRLFT2 Fund & 40% from 1:4:1 receipts) – HRA funding of actual spend shown in table below. Therefore Net cost of project is estimated to be circa £442k under budget.
CA181	Housing 1-4-1 Scheme - Project 41	-			-	-	110,544	-	110,544	-	-	-	This budget is approved in 23/24 & will be adjusted to reflect these 22/23 upfront costs
<b>** Housing Development Schemes</b>													
CA154	Modular Housing - Shapland Place, Tiverton	-	1,023,000	375,000	1,398,000	1,198,000	752,670	(330)	-	(445,000)	200,000	-	Project due for completion Q4 23/24 - Total approved budget £1.5m to deliver 8 x Net Zero homes. Additional costs associated with Planning Permission - including additional EV charging points & communal glazing & contract inflation. However £852k of funding obtained for project (£160k BRLFT2 Fund & £692k contribution agreed from Homes England of which 75% due on Project commencement (£519k) & the remainder (£173k) will be applied in 23/24 on project completion) – HRA funding of actual spend shown in table below. Therefore Net cost of project is estimated to be circa £357k under budget.
CA163	Housing Scheme - Project 11	1,500,000			1,500,000	84,000	79,326	326	-	(5,000)	1,416,000	-	Projected project completion 23/24
CA164	Housing Scheme - Project 14	800,000			800,000	49,000	49,428	-	428	-	751,000	-	Projected project completion 23/24
CA165	Housing Scheme - Project 16	900,000			900,000	2,000	-	(2,000)	-	-	-	900,000	The Housing Delivery programme has been reviewed following consultation with stakeholders, feasibility studies & available funding. This project has been flagged in new MTFP for delivery in 26/27
CA166	Housing Scheme - Project 18	900,000			900,000	49,000	52,742	-	3,742	-	847,000	-	Projected project completion 23/24
CA167	Housing Scheme - Project 19	1,400,000			1,400,000	-	-	-	-	-	-	1,400,000	This Project will be delivered as a traditional build 1:4:1 scheme as site not suitable for Pod construction - please see scheme CA160 above
CA168	Housing Scheme - Project 17 (15% enabling budget)	150,000			150,000	-	-	-	-	-	-	150,000	The Housing Delivery programme has been reviewed following consultation with stakeholders, feasibility studies & available funding. This Project has been removed from the Housing Delivery Programme
CA169	Housing Scheme - Project 9 (15% enabling budget)	195,000			195,000	73,000	82,526	-	9,526	-	112,000	-	Projected project completion 23/24
CA170	Housing Scheme - Project 10 (15% enabling budget)	195,000			195,000	77,000	88,781	-	11,781	-	106,000	-	Projected project completion 23/24
CA171	Housing Scheme - Project 15 (15% enabling budget)	690,000			690,000	175,000	187,527	-	12,527	-	502,000	-	Projected project completion 23/24
CA172	Housing Scheme - Project 12 (15% enabling budget)	225,000			225,000	-	-	-	-	-	-	225,000	The Housing Delivery programme has been reviewed following consultation with stakeholders, feasibility studies & available funding. This project has been flagged in new MTFP for delivery in 26/27
CA173	Housing Scheme - Project 13 (15% enabling budget)	165,000			165,000	-	-	-	-	-	-	165,000	The Housing Delivery programme has been reviewed following consultation with stakeholders, feasibility studies & available funding. This project has been flagged in new MTFP for delivery in 26/27
CA174	Housing Scheme - Project 29 (15% enabling budget)	150,000			150,000	-	-	-	-	-	150,000	-	Projected project completion 24/25, however there will be enabling spend in 23/24
CA175	Housing Scheme - Project 30 (15% enabling budget)	165,000			165,000	-	-	-	-	-	-	165,000	The Housing Delivery programme has been reviewed following consultation with stakeholders, feasibility studies & available funding. This project has been flagged in new MTFP for delivery in 26/27
<b>** Proposed Council House 1:4:1 &amp; Housing Development schemes subject to full appraisal</b>													

Code	Scheme	Approved Capital Programme	Total Slippage B/Fwd from 2021/22	Adjustment to Approved Capital Programme	Total Budgeted Capital Programme	Total Deliverable Programme 2022/23	Actual Expenditure 2022/23	Variance (Underspend) to Deliverable Programme 2022/23	Variance Overspend to Deliverable Programme 2022/23	Slippage against Deliverable Programme 2022/23	Capital Programme Forecast spend (in addition to Deliverable Prog Slippage) in 2023/24 to 2026/27	Budget no longer required	Notes
		£	£	£	£	£	£	£	£	£	£	£	
<b>HRA Other Projects</b>													
CA176	Westexe - Structural Communal area work (stairwells, steps)	100,000			100,000	20,000	-	(20,000)	-	-	-	100,000	Project complete - works under £20k diminimis
CA151	Garages Block - Redevelopment	92,000	408,000	(500,000)	-	-	-	-	-	-	-	-	This project has been vired to schemes CA154 & CA155
CA152	Post Hill, Tiverton	2,200,000	3,217,000		5,417,000	513,000	1,119,555	-	606,555	-	4,297,000	-	This project will slip to 23/24, where additional monies have been approved as part of MTFP. It is envisaged this project will complete during 25/26. The overspend is due to an unbudgeted S106 payment
CA177	Old Road Depot remodelling options - forecast expenditure to maintain operations	50,000			50,000	50,000	-	-	-	(50,000)	-	-	This budget will be utilised during 23/24
CA124	Queensway (Beech Road) Tiverton (3 units)		550,000		550,000	450,000	313,554	(446)	-	(136,000)	100,000	-	Projected completion Q2 23/24.
CA126	Sewerage Treatment Works - Washfield	-	25,000		25,000	25,000	-	-	-	(25,000)	-	-	Projected Project completion during 23/24
<b>Total HRA Projects</b>		<b>13,971,000</b>	<b>5,923,000</b>	<b>-</b>	<b>19,894,000</b>	<b>7,263,000</b>	<b>6,893,699</b>	<b>(427,188)</b>	<b>960,887</b>	<b>(903,000)</b>	<b>8,902,000</b>	<b>3,394,900</b>	
<b>CAPITAL PROGRAMME GRAND TOTAL</b>		<b>34,303,000</b>	<b>30,763,000</b>	<b>5,830,000</b>	<b>70,896,000</b>	<b>27,548,988</b>	<b>17,071,773</b>	<b>(5,166,224)</b>	<b>1,918,009</b>	<b>(7,229,000)</b>	<b>29,940,000</b>	<b>17,550,278</b>	

**CAPITAL PROGRAMME FUNDING OUTTURN 2022/23**

General Fund		Approved Capital Programme	Total Slippage B/Fwd from 2021/22	Adjustment to Approved Capital Programme	Total Budgeted Capital Programme	Total Deliverable Programme 2022/23	Actual Funding 2022/23
Code	Description						
9801	S106 (Revenue) Contributions	0	50,000	56,000	106,000	56,000	63,281
9803	Capital Grants Unapplied - DCC	0	20,000	0	20,000	20,000	0
9990	RCCO - From Revenue EMR's - Other	0	67,000	200,000	267,000	200,000	184,264
9945	RCCO - From Revenue EMR's - Leisure	0	0	190,000	190,000	190,000	53,261
9993	RCCO - From Revenue EMR's - Econ Development	80,000	0	0	80,000	20,000	0
9994	RCCO - From Revenue EMR's - ICT	260,000	45,000	0	305,000	260,000	128,521
9996	RCCO - From Revenue EMR's - Capital	48,000	132,000	0	180,000	80,000	40,000
9997	RCCO - From Revenue EMR's - Waste Infrastructure EMR	250,000	0	0	250,000	0	0
9701	Govt Grant (DCLG passported from DCC)	577,000	0	489,000	1,066,000	989,000	909,526
9727	New Homes Bonus	81,000	1,516,000	0	1,597,000	470,216	112,534
9980	Usable Capital Receipts	5,000	358,000	0	363,000	166,000	64,545
9942	Borrowing	5,977,000	22,329,000	2,160,000	30,466,000	10,991,665	5,363,255
9952	DCC Funding - HIF Project	153,000	0	0	153,000	0	0
9956	Salix Round 3 Funding	0	0	2,735,000	2,735,000	2,684,107	2,723,187
9959	HIF Funding	6,465,000	323,000	0	6,788,000	2,263,000	535,700
9961	Govt Grants - Levelling - up Funding	6,436,000	0	0	6,436,000	1,896,000	0
<b>GF Total</b>		<b>20,332,000</b>	<b>24,840,000</b>	<b>5,830,000</b>	<b>51,002,000</b>	<b>20,285,988</b>	<b>10,178,074</b>
HRA		Approved Capital Programme	Total Slippage B/Fwd from 2021/22	Adjustment to Approved Capital Programme	Total Budgeted Capital Programme	Total Deliverable Programme 2022/23	Actual Funding 2022/23
Code	Description					Funding	
9980	Usable Capital Receipts	854,000	308,000	0	1,162,000	491,000	373,670
9981	UCR 1:4:1 Replacement Homes	432,000	356,400	0	788,400	579,600	426,367
9710	MRA Reserve	2,465,000	359,000	0	2,824,000	2,824,000	2,769,543
9727	New Homes Bonus	21,000	0	0	21,000	0	0
9944	RCCO - From HRA Revenue EMR's - Other	0	25,000	0	25,000	25,000	0
9991	RCCO - From HRA Revenue EMR's - Renewable Energy	250,000	0	0	250,000	250,000	336,130
9992	RCCO - From HRA Revenue EMR's - Afford Rents Surplus	299,000	148,000	0	447,000	148,000	0
9998	RCCO - From HRA Revenue EMR's - HMF	0	1,171,600	0	1,171,600	1,028,600	330,242
9802	Capital Grants Unapplied - S106 Afford Housing	170,000	0	0	170,000	0	0
9705	Government Grants - Homes England Funding	3,031,000	338,000	0	3,369,000	567,050	519,000
9706	Government Grants - One Public Estate Funding	0	0	0	0	0	280,000
9942	Borrowing	6,449,000	3,217,000	0	9,666,000	1,349,750	1,858,748
<b>HRA Total</b>		<b>13,971,000</b>	<b>5,923,000</b>	<b>0</b>	<b>19,894,000</b>	<b>7,263,000</b>	<b>6,893,699</b>
<b>Grand Total</b>		<b>34,303,000</b>	<b>30,763,000</b>	<b>5,830,000</b>	<b>70,896,000</b>	<b>27,548,988</b>	<b>17,071,773</b>

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**Report for:** HOMES POLICY DEVELOPMENT GROUP

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Date of Meeting: 13 June 2023

Subject: MID DEVON HOUSING SERVICE DELIVERY REPORT

Cabinet Member: Councillor Simon Clist, Cabinet Member for Housing

Responsible Officer: Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing

Exempt: None

Wards Affected: All Wards

Enclosures: Annexes A, B and C show service activity and performance against specific indicators for Q4 and overall outturn for 2022-23. This is presented to provide a summary of the last financial year also consistent with the performance information presented to the previous Homes PDG in March 2023 for Q1 to Q3.

Annex D shows suggested performance reporting criteria and specific indicators that the Homes PDG may wish receive for Q1 2023-24 going forward. Changes have been made due to introduction of new, national performance metrics called Tenant Satisfaction Measures (TSMs) as well a newly adopted policy of Voids Management – see main report.

**Section 1 – Summary and Recommendation(s)**

The report continues a previous arrangement to provide a quarterly update to Members on enforcement and other activity undertaken by Mid Devon Housing and includes a summary of the final Q4 and outturn for 2022/23 in a format previously applied for consistency. The report further presents how the pending changes to the Regulatory Framework for Housing and consumer-led regulation regime impact on service delivery reporting and performance information provided to members and tenants from 2023/24. It includes a recommended update to what future information is provided as a result of these changes.

### **Recommendation(s):**

- 1. That the PDG notes the outturn performance for 2022/23 as provided in Annexes A, B and C**
- 2. That the PDG approves the revised service delivery performance reporting framework for 2023/24 as set out in Annex D**

## **Section 2 – Report**

### **1 Introduction**

- 1.1 Mid Devon Housing (MDH) has approximately 3,000 homes in its management located across the District.
- 1.2 This report provides a summary of activity and performance for Q4 ending 31 March 2023 and the previously reported data for Q1-Q3 for comparison. It thereby provides an outturn for the whole of 2022-23 against criteria agreed with the previous PDG for consistency.
- 1.3 In accordance with the above, data for 2022/23 is provided under the following categories:
  - Annex A – tenancy enforcement activities
  - Annex B – tenancy safeguarding activities
  - Annex C – building repairs and maintenance

### **2 The Regulatory Framework for Social Housing and changes**

- 2.1 Following the fire at Grenfell Tower in 2017, the Government has been working to implement a new, proactive consumer-led regulation regime for social housing.
- 2.2 This change includes new legislation, as set out in the Social Housing (Regulation) Bill to ensure that the voices of tenants are heard by registered providers of social housing (RPs) such as the Council. Work has begun to reform the way in which the Regulator for Social Housing (RSH) and the Housing Ombudsman work to ensure that the views of tenants are heard.
- 2.3 As part of this transformation strategy, the RSH has published how they will implement a new system and regulatory framework for assessing the work of

social housing providers with regard to the provision of good quality homes and services.

2.4 In April 2023, the existing statutory consumer standards within the regulatory framework were revised, increasing the number of these from four to five. This encompassed the addition of a new standard specifically for the new national performance metrics for social landlords known as Tenant Satisfaction Measures (TSMs). This new standard focuses on increased transparency of performance against the new national benchmarks provided by each of TSMs. It is now mandated that landlords such as MDH collect and publish this new information in the future and therefore it is important that members are fully informed on these measures in the future.

2.5 In time, the RSH expect to extend the consumer standards further and rearrange these under six revised themes shown below. The stated aim of the RSH is that these themes should set out the right outcomes expected of landlords to deliver for tenants.

- Safety
- Quality
- Neighbourhood
- Transparency
- Engagement and accountability
- Tenancy

2.6 The TSMs are a mixture of information received from tenant perception survey and management information we hold direction, all under strictly defined criteria. As a result MDH will be required to undertake independent surveys of tenant satisfaction and to publish this and with the performance management information as a matter of routine in a compliant manner. There is a legal requirement to collect this data with effect from April 2023 and to publish the results for the first 12-months from April 2024.

2.7 The 22 TSMs cover five core areas of activity. Ten of these will be measured by housing providers carrying out annual tenant perception surveys and the remainder will be based on performance data which can be provided quarterly to member though the RSH will require a single report annually. The five core areas or themes are:

- Keeping properties in good repair
- Maintaining building safety
- Respectful and helpful engagement
- Effective handling of complaints
- Responsible neighbourhood management

2.8 A full list of the new TSMs is attached for information in Annex D.

2.9 MDH recently engaged a contractor to undertake a pilot tenant perception survey using the TSM criteria and is now using the data gained to inform service

improvements. A new contractor has been engaged for 2023/24 in partnership with two other Councils locally with retained stock (East Devon and Exeter) and will be collecting the data annually as required by the RSH in accordance with the prescribed methodology.

- 2.10 A new system 'performance hub' for MDH has also been created where performance information and perception survey data are held in a single, verified space and used to inform a dashboard which will be available to tenants to view. It will also be used to populate a range of other performance reported in future including this service delivery report. The aim of the hub was to ensure MDH are fully prepared for the newly extended performance framework and to further increase our understanding of service performance in order to support continuous improvement and ongoing assurance.

### **3 New assurance requirements and reporting**

- 3.1 As result of the changes set out in Section 2, the RSH requires landlords to provide effective assurance to members with regard to relevant, updated performance relating to service delivery. An updated version of the regular quarterly service delivery reports incorporating these national changes is therefore a key part of this assurance and is also an opportunity to refresh any local performance indicators as required, in particular in relation to our updated policy on the management of void properties.
- 3.2 More information on the proposed changes to our regular service delivery reporting is provided below. In presenting this report we also shown how different teams are performed generally in 2022/23 relation to key areas of work that will always have a level of relevance around managing tenancies, income and keeping the homes in our management safe and well maintained. It is proposed that much of this information will continue to be reported under the changes put forward.
- 3.3 Annex D sets out in full the proposed revised performance metrics covering both the new requirements and what information may be retained as previously reported for core areas of MDH performance not specifically covered by a TSM but where tenants and/or members may feel this informative. It is therefore recommend this will form the basis for reporting on performance for the current year 2023/24 onwards. In summary, the updated service delivery report is set out below (quarterly data unless stated):
- 12 new performance data TSMs
  - 10 new perception survey data TSMs (annual survey data)
  - Tenancy enforcement data (as existing)
  - Rent collection and debt data (as existing)
  - Full repairs data including Decent Homes (minor amendment)
  - Voids data (metrics determined by updated Voids Management Policy)
- 3.4 If members of the PDG are minded to agree, then the first revised reporting as set out in Annex D will be for Q1 of 2023/24 which will be provided at the next PDG meeting.

3.5 Members of the PDG also have an opportunity to consider whether there are further changes they wish to make regarding service performance and delivery information that they receive.

3.6 With regards to complaints performance reporting, whilst the new TSMs include some three measures of complaints, as required, a separate in-depth annual report will be provided on complaints data and key lessons of learning in line with the separate requirements of the Housing Ombudsman Service Complaints Handling Code. The next annual report is therefore provided as separate item at this PDG covering the full period 2022/23.

#### **4 Recommendation**

4.1 The following recommendations are made:

1. That the PDG notes the outturn performance for 2022/23 as provided in Annexes A, B and C
2. That the PDG approves the revised service delivery performance reporting framework for 2023/24 as set out in Annex D

#### **Financial Implications**

The activity of Mid Devon Housing (MDH) is funded through the Housing Revenue Account (HRA). The HRA is ring fenced and subject to specific financial controls. The Housing Ombudsman Service (HOS) charges a mandatory membership fee based on the number of homes in the management of the registered provider of social housing.

#### **Legal Implications**

The tenancy agreement defines MDH's relationship with tenants and sets out the rights and responsibilities of both parties. This takes account of legal and regulatory requirements.

The Council is a registered provider of social housing (RP) and therefore is required to comply with the regulatory framework operated by the Regulator for Social Housing (RSH). The regulatory framework has been reviewed. The Tenant Involvement and Empowerment Standard contains provisions relating to the management of complaints.

There is also a requirement for MDH to manage complaints in accordance with the Complaints Handling Code (the Code) which is issued by the Housing Ombudsman Service (HOS). Landlords are expected to self-assess against the Code. Landlords are required to use the learning from complaints to drive service improvement.

Following publication of the Social Housing White Paper in late 2020, the Social Housing Regulation Bill is currently on its way through Parliament and once implemented, this will impact the regulatory framework for social housing with the aim of giving tenants a greater say in service delivery and satisfaction. This Bill is expected to go into statute during 2023.

## **Risk Assessment**

The Council has approximately 3,000 homes in management and the performance of MDH impacts upon the lives of many thousands of tenants and their families. This represents a huge responsibility and investment, consequently a major area of risk. Not providing an effective housing management service has the potential to result in failure to meet legal and statutory obligations including those relating to health and safety issues, repairs obligations, tenancy fraud, and reputational issues which could result in our tenants feeling stigmatised. Failure to collect rental income could impact the ability to fund necessary management and maintenance activities. Finally, a failure to provide adequate information on service performance for the purposes of governance and scrutiny is a specific area of non-compliance with the requirements of the RSH. This regulator has new powers to impose performance improvements and potentially fine registered providers where performance is poor and/or adequate assurance is not provided.

## **Impact on Climate Change**

None directly arising from this report.

## **Equalities Impact Assessment**

MDH has a collection of housing related policies. The use of these helps to ensure that service delivery is consistent and fair. These are currently being reviewed with the aim of aligning them more closely with the Regulatory Standards. There is a regulatory requirement for registered providers of social housing to tailor their services to meet the needs of tenants. MDH requests diversity data from tenants to enable compliance to be monitored.

MDH is required to work with people from all sections of society and having an agreed policy ensures that all tenants and other stakeholders are treated in the same way with adjustments being made to meet their needs, as necessary. The Housing Ombudsman Service Complaints Handling Code which MDH adhere to also requires landlords to have an awareness of accessibility so residents are easily able to access the complaints procedure via several routes.

## **Relationship to Corporate Plan**

Homes and the Environment are a priority for the Council and this includes increasing the supply of affordable homes in the District and also supporting and growing active tenant engagement.

## **Section 3 – Statutory Officer sign-off/mandatory checks**

**Statutory Officer:** Andrew Jarrett

Agreed by or on behalf of the Section 151

**Date:** 30 May 2023

**Statutory Officer:** Maria De Leburne

Agreed on behalf of the Monitoring Officer

**Date:** 30 May 2023

**Chief Officer:** Simon Newcombe

Agreed by or on behalf of the Chief Executive/Corporate Director

**Date:** 29 May 2023

**Performance and risk:**

Agreed on behalf of the Corporate Performance & Improvement Manager

**Date:** 05 June 2023

**Cabinet member notified:** Yes

#### **Section 4 - Contact Details and Background Papers**

**Contact:** Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing

Email: [snewcombe@middevon.gov.uk](mailto:snewcombe@middevon.gov.uk).

Telephone: 01884 255255

#### **Background papers:**

Mid Devon Housing strategies and policies:

<https://www.middevon.gov.uk/residents/mid-devon-housing/help-and-support/strategies-and-policies/>

The Regulatory framework for social housing:

<https://www.gov.uk/government/collections/regulatory-framework-requirements>

Tenant Satisfaction Measures

<https://www.gov.uk/government/news/regulator-of-social-housing-to-introduce-tenant-satisfaction-measures-from-1-april-2023>

Complaint handling code

<https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>

White Paper – The Charter for social housing residents

<https://www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper>

**Annex A - Tenancy Enforcement Activities 2022/23**

<b>Neighbourhood &amp; Community Standard – Housing Revenue Account – Estates Team</b>						
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	<b>Comments</b>
Fraud cases opened	4	0	2	4	10	Pipeline of cases cannot be fully controlled, but this is an increase from 21/22 from zero that year in part reflecting upskilling of team following staff turnover previous year and refocus on cases following business continuity pressures wider eviction restrictions during the pandemic
Fraud cases referred to an external investigator	4	0	2	4	10	
Acceptable Behaviour Agreements signed	0	1	0	0	1	Lower return from previous reflects new, early intervention and mediation approaches to ASB that were successfully introduced as well as training for new team members. MDH won Resolve Team of The Year award for our work on tackling ASB.  Furthermore, the management of serious anti-social behaviour can be delicate and tricky. There is a need to work in partnership with other agencies including the Police and those which work with vulnerable children, families and adults. Tenants must be given every opportunity to modify their behaviour and any action taken must be both reasonable and proportionate. The figures do not reflect the amount of work undertaken throughout 2022/23 and improvements secured.
Good Neighbourhood Agreements signed	0	0	0	0	0	
Community Protection Notice warnings issued	0	0	0	0	0	
Community Protection Notices issued	0	0	0	0	0	
Possession Actions commenced on grounds of ASB	0	0	0	0	0	
Closure Orders – obtained	0	0	0	0	0	
Injunctions sought	0	0	1	0	0	
Evictions on grounds of anti-social behaviour/ other tenancy breach	0	0	0	0	0	



Income Recovery – Housing Revenue Account – Income Team						
	Q1	Q2	Q3	Q4	YTD	Comments
Current dwelling rent arrears at quarter end %	2.42	2.56	3.01	2.41	2.41	<p>0.4% increase on previous year but largely reflective of cost of living pressures and was within target. Outturn for all dwelling rents collected for 2022/23 was £95.6k above budget target amount set against a 95% collection rate.</p> <p>Additional collection pressures are caused by tenants have migrating from Housing Benefit (HB) onto Universal Credit (UC). To put this into context, this continues to increase by c150 tenants per year and is now around 1,000 tenants. Those in receipt of HB are paid by way of rebate directly onto their rent accounts on a weekly basis. Those in receipt of UC are mostly paid directly four weekly in arrears, and are required to make payments themselves once they have received their housing costs as part of their larger UC payment.</p>
Notice of Seeking possession served	50	75	77	91	293	<p>This is an increase from an unusually low of 99 notices in 2021/22 and is also a reflection of cost of living pressures and pandemic legacy.</p> <p>Notices of Seeking Possession are served to highlight to tenants that they owe rent with the aim of prompting engagement. This is largely successful and only a minority of cases have to progress further to court proceedings and potential eviction. Following the pause on possession action at the start of the pandemic, Officers started serving these again in line with policy and procedure in order to make tenants aware of the tenancy breach, and in an effort to establish contact with those who may be experiencing financial difficulties which</p>

						nonetheless had an impact on the overall number of cases in 21/22. It should be noted that there was an extended notice period applicable from the start of 2021/22 which only ended on 25 March 2022. This also created a backlog of cases into and across 2022/23 which combined with cost of living pressures have are the likely underlying reasons for an above average number of notices being required in 2022/23.
Judgement obtained	1	2	5	1	9	During the pandemic MDH changed approach and increased efforts to reach out to those experiencing financial issues in an effort to help them to better sustain their tenancies. During 2021/22 there was an eviction ban until 31 May 2021 to safeguard vulnerable people during the pandemic which had a similar impact to that set out above in creating an overspill leading to a relatively modest increase in cases in 2022/23. Evictions in particular remain action of last resort and are mostly used in cases where the tenant has abandoned the tenancy.
Warrants issued	0	3	2	4	9	
Evictions on grounds of rent arrears	1	1	0	2	4	

## Annex B - Tenancy Safeguarding Activities 2022/23

<b>Neighbourhood &amp; Community Standard – Housing Revenue Account</b>						
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	<b>Comments</b>
Domestic abuse cases opened	0	0	1	4	5	These statistics reflect the priority given to resolving serious issues even at a time when staffing issues were impacting the Neighbourhood teams. There has been a small increase in number of cases.
Domestic abuse cases referred to Multi-agency Risk Assessment Conference (MARAC)	0	0	0	0	0	Although there were no referrals made, it should be noted that those Neighbourhood Officers who work in the Estates team continue to attend the MARAC on a weekly basis in order to assist in cases involving MDH tenants.
Safeguarding referrals made (to all agencies)	0	3	1	3	8	These statistics again demonstrate the priority given to this area of work but with a small decrease in number non-domestic abuse referrals needing to be made overall.

## Annex C - Service Delivery - Building Repairs and Maintenance 2022/23

Neighbourhood & Community Standard – Housing Revenue Account						
	Q1	Q2	Q3	Q4	YTD	Comments
Decent Homes Standard %	99.8	99.6	99.6	99.6	99.6	Target 100%
Emergency repairs completed on time %	100	100	99.8	99.7	99.9	Target 100%
Urgent repairs completed on time %	99.5	99.1	99.3	99.0	99.2	Target 95%
Routine repairs completed on time %	99.1	97.6	98.6	98.4	98.4	Target 95%
Repairs completed first visit %	99.4	99.3	99.4	99.5	99.4	Target 95%
Gas safety checks %	98.9	98.6	99.3	99.8	99.1	Target 100%. Access has proved difficult on a small number of properties, which has resulted in a small dip below the target of 100%. Updated no-access procedures have been introduced Q4 which should see continued improvement into 2023/24
Fire risk assessments %	100	100	100	100	100	Target 100%
Water safety checks (Legionella) %	99.9	99.8	99.6	99.8	99.8	Target 100%. Access has proved difficult on a small number of properties, which has resulted in a small dip below the target of 100%. Updated no-access procedures have been introduced Q4 which should see continued improvement into 2023/24
Number of void properties at quarter end	59	55	44	61	61	73 in total, 5 held for development and 7 ready to let

**Annex D – Proposed MDH performance metrics for 2023/24**

**Mandated Tenant Satisfaction Measures (TSMs)**

All 22 – quarterly (management data) and annual (perception surveys).

<b>TSM Standard – Housing Revenue Account – All teams</b>						
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	<b>Comments</b>
<u>Overall satisfaction</u>						
TP01: Overall satisfaction %	Annual survey					
<u>Keeping properties in good repair</u>						
TP02: Satisfaction with repairs %	Annual survey					
TP03: Satisfaction with time taken to complete most recent repair %	Annual survey					
TP04: Satisfaction that the home is well maintained %						
RP01: Homes that do not meet the Decent Homes Standard %						
RP02: Repairs completed within target timescale %						
<u>Maintaining building safety</u>						
TP05: Satisfaction that the home is safe %	Annual survey					
BS01: Gas safety checks %						
BS02: Fire safety checks %						

BS03: Asbestos safety checks %						
BS04: Water safety checks %						
BS05: Lift safety checks %						
<u>Respectful and helpful engagement</u>						
TP06: Satisfaction that the landlord listens to tenant views and acts upon them %	Annual survey					
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them	Annual survey					
TP08: Agreement that the landlord treats tenants fairly and with respect	Annual survey					
<u>Effective handling of complaints</u>						
TP09: Satisfaction with the landlord's approach to handling complaints	Annual survey					
CH01: Complaints relative to the size of the landlord						
CH02: Complaints responded to within Complaint Handling Code timescales						
<u>Responsible neighbourhood management</u>						
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	Annual survey					
TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods	Annual survey					

TP12: Satisfaction with the landlord's approach to handling anti-social behaviour	Annual survey					
NM01: Anti-social behaviour cases relative to the size of the landlord						

**Tenancy Enforcement Activities (unchanged)**

<b>Neighbourhood &amp; Community Standard – Housing Revenue Account – Estates Team</b>						
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	<b>Comments</b>
Fraud cases opened						
Fraud cases referred to an external investigator						
Acceptable Behaviour Agreements signed						
Good Neighbourhood Agreements signed						
Community Protection Notice warnings issued						
Community Protection Notices issued						
Possession Actions commenced on grounds of ASB						
Closure Orders – obtained						
Injunctions sought						
Evictions on grounds of anti-social behaviour/ other tenancy breach						

**Rent recovery (unchanged)**

<b>Income Recovery – Housing Revenue Account – Income Team</b>						
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	<b>Comments</b>
Current dwelling rent arrears at quarter end %						Target: <5%
Notice of Seeking possession served						
Judgement obtained						
Warrants issued						
Evictions on grounds of rent arrears						

Page 72 **Building Repairs and Maintenance (unchanged except previous voids metric deleted)**

<b>Homes and Neighbourhood &amp; Community Standards – Housing Revenue Account – Building Services</b>						
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	<b>Comments</b>
Decent Homes Standard %						Target 100%
Emergency repairs completed on time %						Target 100%
Urgent repairs completed on time %						Target 95%
Routine repairs completed on time %						Target 95%
Repairs completed first visit %						Target 95%
Gas safety checks %						Target 100%
Fire risk assessments %						Target 100%



Water safety checks (Legionella) %						Target 100%
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**Voids\***

<b>Voids performance – Housing Revenue Account – Building Services and Allocations Teams</b>						
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>YTD</b>	<b>Comments</b>
Standard voids including temporary accommodation						Target 35 working days
Major voids						Target 55 working days
Decent homes voids						Target 75 working days
Development voids						Target 1 calendar year
Occupancy rate (whole stock)						Target 97%

\* New definitions and targets as per adopted Voids Management Policy 2023

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**Report for: HOMES POLICY DEVELOPMENT GROUP**

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Date of Meeting: 13 June 2023

Subject: MID DEVON HOUSING ANTI-SOCIAL BEHAVIOUR POLICY UPDATE (INC. POLICY STATEMENT, PROCEDURES AND EQUALITY IMPACT ASSESSMENT)

Cabinet Member: Councillor Simon Clist, Cabinet Member for Homes

Responsible Officer: Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing

Exempt: None

Wards Affected: All Wards

Enclosures: Annex A – Anti-Social Behaviour Policy  
 Annex B – Anti-Social Behaviour Policy Statement  
 Annex C – Anti-Social Behaviour Procedures  
 Annex D – Anti-Social Behaviour Equality Impact Assessment

**Section 1 – Summary and Recommendation(s)**

Under the Neighbourhood and Community Standard, The Regulator of Social Housing (RSH) requires all registered providers to publish a policy setting out, how in consultation with their tenants, they will maintain and improve the neighbourhood’s associated with their homes. Registered suppliers are required to publish a policy on how they work with relevant partners to prevent and tackle Anti-Social Behaviour (ASB). An updated, draft policy on ASB within the Council’s housing stock is presented to Members. This has been developed following an in-depth review of the policy by the Community PDG ASB working group and through tenant and partner consultations.

## **Recommendation(s):**

**That the PDG recommends that Cabinet adopt the updated Anti-Social Behaviour Policy, Statement, Procedures and Equality Impact Assessment contained in Annexes A, B, C & D respectively.**

## **Section 2 – Report**

### **1.0 Introduction**

- 1.1 Mid Devon Housing (MDH), as a provider of social housing (RP), is subject to the provisions of the regulatory framework for social housing, which is issued by the Regulator for Social Housing (RSH).
- 1.2 The Neighbourhood & Community Standard is one of the consumer standards and are therefore applicable to the work of MDH. These Standards require RPs to publish a policy on how they work with relevant partners to prevent and tackle Anti-Social Behaviour (ASB).
- 1.3 The Social Housing White Paper and pending legislation (Social Housing Bill) present a significant shift the regulation of the social housing sector towards a proactive, consumer led regime with increased powers being granted to both the RSH and Housing Ombudsman. The White Paper sets out a charter that is leading towards clear standards that every social tenant in England is entitled to expect from their landlords.
- 1.4 These new standards are there to ensure people feel safe and secure in their homes with no significant issues or safety concerns when they take on a new tenancy. They are also there to ensure problems are fixed before they spiral out of control, and see exactly how good their landlord is performing giving tenants a stronger voice. Of the seven chapters within the White Paper, several are particularly relevant to the aims of this policy:
  - To be safe in your home (Chapter 1)
  - To know how your landlord is performing (Chapter 2)
  - To have your complaints deal with promptly and fairly (Chapter 3)
  - To have a good quality home and neighbourhood to live in (Chapter 6)
- 1.5 As part of the new consumer regulation regime, from April 2023, the RSH is introducing a series of 22 mandatory Tenant Satisfaction Measures (TSMs) creating a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services. These measure include those applicable directly to building safety as well as those based on tenant perception surveys setting out tenants views on our performance which will include responsible neighbourhood management including ASB.
- 1.5 The TSM measures under responsible neighbourhood management, particularly ASB, include:

- TP12: Satisfaction with the landlord's approach to handling anti-social behavior
  - NM01: Anti-social behaviour cases relative to the size of the landlord
- 1.6 The new TSMs will form part of the key benchmark for all major registered providers of social housing including MDH. The emphasis behind these measures is firmly on tenant experience or satisfaction and how tenants perceive we are performing alongside management information/data on repairs, safety, complaints and anti-social behaviour.
- 2.0 **The updated MDH Anti-Social Behaviour Policy, Statement and Procedures.**
- 2.1 Overall the revised Anti-Social Behaviour Policy, Statement and Procedures aim to ensure that everyone has the right to live in the way they want as long as it does not unlawfully spoil the quality of life of others, or breach the terms of their tenancy agreement.
- 2.2 MDH aims to provide the right level of support to empower our tenants to tackle issues themselves, wherever possible.
- 2.3 The Housing Ombudsman has issued guidance to all RP's that noise complaints should not be treated as ASB as this was unfair to the complainant and the complained about. It suggested that noise complaints should be handled under the Neighbourhood Management function and MDH have taken on board this advice and have removed noise complaints from the ASB Policy and included them within the Neighbourhood Management Policy.
- 2.4 The Policy describes what is and what is not ASB and provides the tenant with a clear overview of how their complaint will be dealt with so that expectations can be met.
- 3.0 **Key Changes to Policy**
- 3.1 The Housing Ombudsman has issued clear guidance to all Housing Providers that neighbour disputes and everyday living noise complaints should not be treated as ASB as this is unfair on the complainant and the complained about.
- When every dispute was treated as ASB the expectations of tenants were unrealistic and previous policies reinforced that with actions that could be taken in all cases of ASB, such as seeking eviction.
- The ASB Policy now details the actions that will be taken in relation to serious cases of ASB. If a complaint is ASB there are specific timeframes that have to be adhered to. Some of these timeframes are a statutory requirement and the Council will be deemed as failing if it does not meet them.
- The ASB Policy now incorporates the Domestic Violence and Harassment Policies which were previously standalone Policies. This is to ensure that our tenants have the information they need accessible in one place.

The revised Neighbourhood Management Policy will detail the actions that will be taken in relation to neighbour disputes and everyday living noise complaints that are not classed as ASB. The timeframes for these are the same as any other complaint or enquiry raised by a tenant. The revised Neighbourhood Management Policy is currently out for tenant and partner consultation will be presented to the PDG in August 2023.

#### **4.0 Historic Performance**

- 4.1 Mid Devon Housing have recently won a National Award for Resolving Community Safety Issues and the achievement is a significant milestone and a clear demonstration of our commitment to providing quality housing and ensuring the safety and well-being of residents in the district.

The Council's housing service has won a 'Team of the Year' award for its outstanding efforts to tackle community safety issues and anti-social behaviour in the district.

Mid Devon Housing was recognised for its partnership approach with neighbourhood policing, mental health services, and social services to tackle 'County Lines' drug issues. The team has been working closely with residents to address issues of anti-social behaviour and take enforcement action as part of targeted interventions.

The Housing team's successful submission to the awards program highlighted the importance of working together with the community to tackle ASB issues, as well as the significance of raising awareness of ASB reporting to ensure community safety.

The award was presented by Resolve, an anti-social behaviour help organisation that deals with community safety and ASB issues through training, support, guidance, and sharing best practice.

The award is a testament to the hard work and dedication of the Mid Devon Housing team, which has consistently gone above and beyond to address community safety issues in the district. The award ceremony was held on 30 March 2023 in Birmingham, where MDH were announced as winners.

- 4.2 In the pilot Tenant Satisfaction Measures (TSM) survey undertaken at the end of 2022, the response to the relevant question was as follows:

TP12 - 47% of those who responded to our survey expressed satisfaction with our service relating to the management of ASB. The low response may be because few tenants actually had any experience of ASB.

A further TSM requires the provision of data relevant to ASB. This was populated alongside the pilot survey as follows:

NM01 – Anti-social behaviour cases relative to the size of the landlord 2022-2023:

No. of new ASB cases (1 relating to hate): 57

No. of properties:	2960
No. of ASB case per 1000 properties:	19.26
Of which are hate incidents	0.34

Given the TSMs were not formally introduced until April 2023 with the first full year of reporting in April 2024 then no TSM benchmark data is available for NM01 presently.

- 4.3 The last monthly performance report for 2022/23 showed the following with regard to ASB incidents in more detail. It should be noted that this data applied a different definition of an ASB under previous guidance so the total number of cases is higher than under the new TSM above. The TSM and new guidance apply an updated definition which includes discounting domestic noise complaints (e.g. children, washing machine noise etc) as directed by the Housing Ombudsman.

Measure	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
No. New ASB Instances in period	0	6	11	9	4	5	10	3	6	7	5	6	<b>72</b>
No. Live ASB Incidents	44	45	53	60	56	53	60	59	61	50	46	42	<b>42</b>
No. Closed Incidents	1	5	3	2	8	8	3	4	4	18	9	10	<b>75</b>
% Closed Anti-social Behaviour Incidents Resolved	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	<b>100%</b>
No. Closed Resolved ASB Incidents	1	5	3	2	8	8	3	4	4	18	9	10	<b>75</b>

## 5.0 Review Highlights

- 5.1 The Community PDG established an Anti-Social Behaviour Working Group in 2021 to investigate how the wider Council handled complaints on ASB within the District. As part of their investigations the Working Group scrutinised the MDH Anti-Social Behaviour Policies and Procedures with any recommendations being presented to the Homes PDG.

- 5.2 One of the recommendations of the Community PDG ASB Working Group was:

*That Members of the ASB working group feed into the review of the MDH ASB policy (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 for involvement of the Community PDG Working Group was that the policy was due to be reviewed in 2022 and would need to be adjusted to include new legislation that had recently come into force. Given the involvement of the Members in ASB, it was useful for those members to be involved in that process. This took place in an informal, remote meeting where the revised draft Policy and Procedures were presented to the members of the ASB working group on 6th April 2023 and were recommended for approval. The members of the working group were Cllrs Mrs M E Squires, S Pugh, B Holdman, R Dolley and W Burke.

5.3 In addition to the review by the Working Group the draft Policy and Procedures went out for tenant consultation between 13th April and 19th May 2023. No comments were received from tenants.

5.4 The following Partners were also consulted on the draft documents between 13<sup>th</sup> April and 30<sup>th</sup> April 2023:

- CHAT
- Citizens Advice
- Police
- Navigate
- Town Councils

5.5 One response was received; Inspector Lee Groves from Devon and Cornwall Police stated:

*'I have reviewed the documents that you attached and feel they are informative. I particularly like the SLA regarding the contact time in days depending on the type/risk of incident alleged.*

*I note the mention of ABC which factor into our joint ASB strategy.*

*There is nothing on the document that would cause me concern in relation to our joint agency working practices or ASB decision making'.*

**Financial Implications:** The activity of the landlord service, known as Mid Devon Housing (MDH) is accounted for within the Housing Revenue Account (HRA). The HRA is ring fenced and subject to specific financial controls. There is a budget set aside within the Housing Revenue Account for managing ASB. This is important because small changes, such as the erection of a fence, can help to stop minor nuisance escalating into a bigger problem. Furthermore, the costs associated with legal action can be very high.

However, sometimes such action may be necessary in order to reinforce our commitment to tackling ASB.



## **Legal Implications:**

The Council is required, under Section 12 of the Anti-social Behaviour Act 2003, to prepare a policy and procedure on ASB and to publish the following documents:

- Statement of policy on ASB;
- Statement of procedure on ASB;
- Summary statement of current policy and procedures on ASB

Following publication of the Social Housing White Paper in late 2020, the Social Housing Regulation Bill is currently on its way through Parliament and, once implemented, this will impact the regulatory framework for social housing. One aim of the new legislation is to ensure that providers of social housing, such as the Council, keep its properties and estates safe and clean.

The existing Neighbourhood and Community Standard which forms part of the regulatory framework for social housing is also relevant to discussion about how the Council manages ASB.

**Risk Assessment:** The Council needs to take a robust approach to the management of anti-social behaviour because the housing stock is a valuable asset and because nuisance and ASB can blight the lives of other tenants. Failure to tackle problems could lead to innocent victims experiencing harassment, alarm and distress and there is a reputational risk if the Housing Service fails to address the issues.

**Impact on Climate Change:** None directly relevant to this report.

**Equalities Impact Assessment:** There is a suite of housing related policies, the use of which helps to ensure that service delivery is consistent and fair. There is also a regulatory requirement for registered providers of social housing to tailor their service to meet the needs of the tenants and diversity data is requested from tenants at sign up to enable compliance to be monitored. Within this overarching context, nothing has been identified in the draft, updated Anti-Social Behaviour Policy and Procedures is likely to directly or indirectly disadvantage any incoming or outgoing tenant on the basis of any legally protected characteristics that may be relevant.

The Equalities Impact Assessment is attached to this report in Annex D.

**Relationship to Corporate Plan:** A stated aim of the Council is to deliver sustainable communities.

## **Section 3 – Statutory Officer sign-off/mandatory checks**

**Statutory Officer:** Andrew Jarrett

Agreed by or on behalf of the Section 151

**Date:** 30 May 2023

**Statutory Officer:** Maria De Leburne

Agreed on behalf of the Monitoring Officer

**Date:** 30 May 2023

**Chief Officer:** Simon Newcombe

Agreed by or on behalf of the Chief Executive/Corporate Director

**Date:** 29 May 2023

**Performance and risk:**

Agreed on behalf of the Corporate Performance & Improvement Manager

**Date:** 05 June 2023

**Cabinet member notified:** Yes

#### **Section 4 - Contact Details and Background Papers**

**Contact:** Carole Oliphant, Policy Officer or Simon Newcombe Corporate Manager for Public Health, Regulation and Housing

Email: [coliphant@middevon.gov.uk](mailto:coliphant@middevon.gov.uk) / [snewcombe@middevon.gov.uk](mailto:snewcombe@middevon.gov.uk)

Telephone: 01884 255255

#### **Background papers:**

Current MDH Anti-Social Behaviour Policy 2015

<https://www.middevon.gov.uk/media/1184/asb-policy-v1-4-approved-by-pdg-160615.pdf>

Current MDH Anti-Social Behaviour Procedures 2015

<https://www.middevon.gov.uk/media/191676/asb-procedures.pdf>

Current MDH Domestic Abuse Policy

<https://www.middevon.gov.uk/media/114710/domestic-abuse-policy-v0-5.pdf>

Current MDH Harassment Policy

<https://www.middevon.gov.uk/media/348647/harassment-policy.pdf>

The Charter for Social Housing Residents – Social Housing White Paper

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/936098/The\\_charter\\_for\\_social\\_housing\\_residents\\_-\\_social\\_housing\\_white\\_paper.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/936098/The_charter_for_social_housing_residents_-_social_housing_white_paper.pdf)



# ANTI-SOCIAL BEHAVIOUR POLICY 2023

## 1 Introduction

- 1.1 Our policy sets out how Mid Devon Housing (MDH) manages anti-social behaviour (ASB). This policy applies to anyone living in, or visiting a property that is owned by us.
- 1.2 This policy does not apply to anyone living in, or visiting a property that is not owned by us.
- 1.3 MDH believes that everyone has the right to live in the way they want as long as it does not unlawfully spoil the quality of life of others, or breach the terms of their tenancy agreement.
- 1.4 We recognise that ASB can have a disruptive effect on neighbourhoods and communities, we are therefore committed to tackling ASB through early intervention and enforcement action.
- 1.5 MDH is committed to delivering an excellent service, working with and alongside our tenants to help prevent ASB.
- 1.6 This is an update to the ASB Policy 1.40 which was approved in 2015

## 2 Legal Framework and Context

- 2.1 Under the Neighbourhood and Community Standard, The Regulator of Social Housing (RSH) requires all registered providers to publish a policy setting out, how in consultation with their tenants, they will maintain and improve the neighbourhoods associated with their homes. Registered providers are required to publish a policy on how they work with relevant partners to prevent and tackle ASB. In addition, registered providers shall demonstrate:

- Tenants are made aware of their responsibilities and rights in relation to ASB
- Strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies
- A strong focus on preventative measures tailored towards the needs of the tenants and their families
- Prompt and appropriate action to deal with ASB before it escalates, with focus on resolving the problem and having regard to the full range of tools and legal powers available

- All tenants can easily report ASB, are kept informed of the status of their case where responsibility rests with the Council and are appropriately signposted where it does not

2.2 The ASB Act 2003 inserted a new section into the Housing Act 1996 – s218A. Subsection (2) requires a social landlord to publish policies and procedures relating to ASB. Subsection (7) requires social landlords to have regard to relevant guidance issued by the Secretary of State when preparing or reviewing their ASB policies and procedures.

2.3 Following publication of the Social Housing White Paper in late 2020, the Social Housing Regulation Bill is on its way through Parliament at the point of review and update to this policy and has been taken into account. It is expected to become law in 2023 and once implemented will impact the regulatory framework for social housing and introduces a new proactive, consumer regulation regime focussed on meeting the needs of tenants. One aim of the legislation and regime is to ensure that providers of social housing, such as the Council, keep its properties and estates safe and clean.

These new standards are there to ensure people feel safe and secure in their homes, can get problems fixed before they spiral out of control, and see exactly how good their landlord is performing giving tenants a stronger voice. Of the seven chapters within the White Paper, several are particularly relevant to the aims of this policy:

- To be safe in your home (Chapter 1)
- To know how your landlord is performing (Chapter 2)
- To have your complaints dealt with promptly and fairly (Chapter 3)
- To have a good quality home and neighbourhood to live in (Chapter 6)

2.4 As part of the new consumer regulation regime, from April 2023, the RSH is introducing a series of 22 mandatory Tenant Satisfaction Measures (TSMs) creating a new system for assessing how well social landlords in England are doing at providing good quality homes and services. The TSMs include those applicable directly to building safety as well as those based on tenant perception surveys setting out tenants' views on our performance which will include responsible neighbourhood management including ASB.

2.5 The TSMs under responsible neighbourhood management, particularly ASB, include:

- TP12: Satisfaction with the landlord's approach to handling ASB
- NM01: ASB cases relative to the size of the landlord

### 3 Policy Aims and Objectives

#### Aims

- 3.1 Within the legal framework and context set out in section 2, this policy aims to ensure that everyone has the right to live in the way they want as long as it does not unlawfully spoil the quality of life of others, or breach the terms of their tenancy agreement.
- 3.2 MDH aims to provide the right level of support to empower our tenants to tackle issues themselves, wherever possible.

#### Objectives

- 3.3 Our relationship with our tenants is a two way process with responsibility on both sides. We ask that our tenants take responsibility, with our support if needed, for looking after their home and respecting their neighbours, their community and our staff.

### 4 What is Anti-social Behaviour?

- 4.1 The ASB Crime and Policing Act 2014 Section 2 (1) defines ASB as:

*“conduct that has caused, or is likely to cause, harassment, alarm or distress to any person; conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises, or conduct capable of causing housing related nuisance or annoyance to any person”*

<b>Types of ASB</b>	<b>Examples of ASB incidents</b>
Verbal abuse, intimidation, threatening behaviour and harassment	Threats to cause harm to an individual(s), persistent behaviours which cause harm or upset
Hate Crimes	Hate crime incidents based on race, sexual orientation, belief, gender, disability
Domestic Violence	Abuse of a partner or household member
Noise nuisance	Where there is a noise from persistent dog barking, loud music, DIY or loud music during unsociable hours

Communal nuisance	Where people are congregating near and around our properties and are causing rowdy/threatening behaviour or vandalism to MDH property
Animal related problems	Animals fouling in communal areas and animals not under proper control
Neighbour disputes	Two neighbours have a disagreement – for example over noise, boundaries, the communal area
Environmental abuse	Fly-tipping in communal areas, bonfires, graffiti, tagging etc.
Drugs, substance or alcohol abuse	Use and supply of illegal drugs. Alcohol related ASB. Cuckooing, prostitution and related behaviours
Vehicle related nuisance	Abandoned cars, unnecessary noise pollution from cars and car repairs on communal land
Other criminal behaviour	Violence against people and property. Arson, prostitution and other sex related offences, gang-related activities, gun and knife crime, social media abuse.

## 5 What is not ASB?

5.1 It is important to be tolerant of other people's lifestyles and to be understanding of these possible differences. Behaviour that results from different lifestyles, or which would not be considered unreasonable by most people is not ASB. Examples of this might include (This is not an exhaustive list):

- Lifestyle clashes
- Children playing or youths innocently congregating
- Ball games
- Parking disputes
- One off party
- Reasonable living noise such as lawn mowing, household DIY, hoovering, toilets flushing, doors banging, noise from household appliances, cooking smells

- 5.2 Where MDH believe the behaviour does not constitute ASB, advice will be given to enable self-resolution.
- 5.3 Tenants should refer to the MDH Neighbourhood Management Policy to establish ways to reduce complaints from your neighbours and prevent low level situations escalating into ASB complaints

## 6 Avoiding ASB and Neighbour Complaints

The recommended action would be to consider what might cause a nuisance to others and act accordingly. For example:

- Be considerate of your neighbours
- Do not carry out repairs or other works late at night
- Talk to your neighbours if you intend to have a party
- Do not play music, TV or instruments too loudly
- Keep dogs and other pets under control
- Be aware of where your children are playing, who is supervising them and what they are doing

## 7 Tenant responsibilities

- 7.1 Our tenancy agreement contains a section relating to the community obligations of tenants. This makes it clear that tenants must respect other people who live in their neighbourhoods. It clearly states: "Your home will be at risk if you cause anti-social behaviour, nuisance/ annoyance or carry out any illegal activities". The tenancy conditions also prohibit tenants from inflicting violence or abuse or threatening behaviours against family members or other people. In addition, tenants are not allowed to abuse, assault, threaten, harass or obstruct our employees or agents, or Councillors whether in person, by telephone, in writing or in any other way (e.g. on social media), and whether at the property or elsewhere such as at our offices, in public or in the locality.
- 7.2 As a Tenant, you are also responsible for the actions of members of your Household (i.e. all persons living at the property) and Visitors (including children and pets) to your property and the locality. This means they too have to respect the terms and conditions of your tenancy agreement and if any of these are breached, this may impact on your tenancy.



## 8 Reporting ASB

- 8.1 Where it is possible, and safe to do so, it is always best to try and resolve situations yourself. Before reporting ASB, we ask that tenants review our ASB toolkit on our website, which is available at [Anti-social Behaviour Toolkit - MIDDEVON.GOV.UK](https://www.middevon.gov.uk/anti-social-behaviour-toolkit). This will enable you to determine what is classified as ASB and what steps you may need to take before reporting incidents to us.

The toolkit provides some useful self-help tools, advice and guidance on how you as tenants can manage low level issues, typically those that would not be classed as ASB and dealt with by MDH.

- 8.2 When further action is needed, the Officer dealing with the case will look at all the evidence and, taking this into account, will work out what action is needed to ensure that there is a reasonable and proportionate response to the issues reported. The aim will be to resolve the case. We will always offer mediation as a first step to resolve the issue unless the case is High risk.
- 8.3 MDH requires full cooperation from those reporting ASB to enable a full investigation to be completed. This will include providing information regarding incidents, dates and times and could include completing diary sheets if necessary. MDH would expect you to fully cooperate in order to resolve any issues or dispute, this could be by attending mediation, providing witness statements or attending court as requested. Where the situation is more serious and may involve criminal activity, or where there is a requirement for MDH's involvement, then reports can be made in a number of ways including in person, by email, on the telephone or via direct message on social media.
- 8.4 We expect a reasonable level of tolerance between neighbours and will make fair evaluations on whether a complaint of ASB is reasonable. Please refer to the MDH Neighbourhood Management Policy for instances of neighbour disputes which are not determined as ASB and therefore do not form part of this policy.
- 8.5 There are some examples of what MDH would not generally consider to be ASB, as detailed in the Neighbourhood Management Policy. However, repeated low level incidents, that in isolation would not appear to be serious, may have a detrimental impact on a complainant. If repeated incidents are having a harmful impact, or causing a risk, we may investigate in accordance with this policy.
- 8.6 MDH tenants who, with MDH's permission, have installed CCTV or camera doorbells, should ensure that they respect people's privacy rights and take steps to minimise intrusion to neighbours. Further information can be found in the MDH CCTV policy.

## 9 Response Times and Risk assessments

Category	Definition (examples are not exhaustive)	Response Time
High	<ul style="list-style-type: none"> <li>• Reports involving serious risk to individuals or the neighbourhood. This may include a serious threat of violence</li> <li>• Reports of offensive graffiti</li> <li>• Reports of domestic abuse</li> </ul> <p><b>Incidents that are of a serious nature and involve threats of violence or abuse, assault, criminal activity or drug dealing must be reported to the Police by phoning 101 or 999 (in an emergency) or reporting online</b></p>	1 working day
Medium	<ul style="list-style-type: none"> <li>• Reports of behaviour that is persistent* and unreasonable and where mediation would not be an option</li> </ul>	3 working days
Low	<ul style="list-style-type: none"> <li>• Initial reports of neighbour disputes or nuisance</li> </ul> <p><b>MDH will not get involved with incidents such as:</b></p> <ul style="list-style-type: none"> <li>• Parking issues outside your home</li> <li>• Civil disputes between neighbours. Day to day noise – e.g. washing machine, vacuum cleaners, babies crying</li> <li>• DIY</li> <li>• Ball games or children playing (unless they are causing a nuisance)</li> </ul> <p><b>Boundary Disputes:</b></p> <ul style="list-style-type: none"> <li>• Home owners whose properties share a boundary with one of our homes are advised that they should seek their own independent legal advice in the event of any queries on boundaries</li> <li>• We will try to clarify any queries by provision of a boundary plan and owner occupiers are advised</li> </ul>	5 working days

	to take their own legal advice if they have any concerns	
Anonymous Complaints	<ul style="list-style-type: none"> <li>Generally, these complaints will be recorded as information only. In the event of serious allegations, MDH will involve other agencies in order to take appropriate action</li> </ul>	Recorded only – no further action

\* Persistent for MDH means occurring 3 or more times over a period of 6 months

- 9.1 Once an incident has been reported to MDH, the Neighbourhood Officer for that area will be the point of contact throughout the case. A risk assessment will be completed to identify any vulnerabilities and an action plan created for the case.
- 9.2 Referrals will be made to appropriate support agencies, where necessary after completion of the risk assessment.
- 9.3 The Neighbourhood Officer will advise of the next steps and provide regular progress updates.

## 10 MDH’s approach to tackling ASB

10.1 When we receive a report of ASB, we will consider if the behaviour complained of amounts to ASB and what action, if any, we can take. If we do not consider the report to be ASB, we will explain why and give appropriate advice on what action the customer may wish to take.

10.2 MDH has a commitment to try to prevent ASB and we do so in the following ways:

- At the point of signing up a new tenant, we will refer you to the terms and conditions of the tenancy agreement, including terms relating to ASB. Our tenant expectations and the consequences of adhering to the terms and conditions are made clear within the standard document. There is a video available which summarises the rights and responsibilities of our tenants and this can be found online at: [Moving in - MIDDEVON.GOV.UK](https://www.middevon.gov.uk/moving-in) (see MDDC tenancy guide).
- MDH works closely with partner agencies to refer or signpost where appropriate.
- MDH actively publicises our commitment to tackling ASB through our social media posts, website and newsletters.

- MDH are signed up to Devon Home Choice (DHC), which is the choice-based lettings system that we use to allocate our properties. In line with the DHC policy, we refuse applicants to apply who have a history of serious ASB within the last 2 years.
- MDH ensures that comprehensive training is given to new Officers, and refresher training is provided regularly to ensure our staff are equipped with the necessary skills and knowledge to manage a variety of ASB issues.
- MDH will take a customer focused approach to tackling ASB, working together with the complainant we aim to agree actions, manage expectations and ultimately close the case within an appropriate timescale.
- MDH will investigate complaints of ASB, evaluate the evidence and work with complainants to agree an appropriate action plan.
- We will also work with the perpetrator to resolve matters.
- We will use the tools and powers available to us under the ASB, Crime and Policing Act 2014.
- We consider the Public Sector Equality Duty when taking legal action.

10.3 MDH recognises the importance of early intervention. There are several approaches that we may use, such as:

- Signposting to support agencies/services
- Written and verbal warnings
- Acceptable Behaviour Contract (ABC)
- Mediation
- Warning letters
- Community Protection Warning (CPW)

10.4 There are occasions where early interventions fail and therefore, more serious action is required. MDH work closely with other statutory agencies to take legal action. Some examples include:

- Community Protection Notice (CPN)
- Notice Seeking Possession (NOSP)
- Injunctions
- Closure Orders
- Forfeiture of lease action
- Seeking mandatory possession (ground 7a of the ASB, Crime and Policing Act 2014)
- Eviction

10.5 MDH will take all reasonable steps before taking legal action and any court action will be a last resort. Tenants should refer to the [Corporate Enforcement Policy](#) which details the factors which will impact the decision to take court action.

10.6 Legal action will take into account an alleged perpetrator's capacity as well as any issues raised under the Equality Act 2010 and will only be taken once a proportionality assessment has been conducted.

## 11 Supporting Tenants

11.1 MDH understands that ASB can have a detrimental impact on people's lives. We also understand that people are reluctant to report ASB for many reasons and therefore we aim to support complainants throughout the process.

11.2 MDH can:

- Arrange interpreters, if required
- Make referrals to support services
- Access noise monitoring equipment to gather evidence of noise nuisance
- Accompany those attending Court to give evidence on our behalf, and arrange transport to and from any hearings, as required

11.3 We aim to make the process of reporting incidents and gathering information as straightforward as possible.

## 12 Working with alleged perpetrators

12.1 MDH will interview alleged perpetrators to make them aware of issues being reported. MDH will aim to arrange a meeting with the alleged perpetrator to give them an opportunity to respond to the reported allegations.

12.2 After interviews with the complainant and the alleged perpetrator, the Neighbourhood Officer will make an informed judgement and decide on the most appropriate course of action for the case.

12.3 Where it is apparent through observations, direct reporting or third-party reporting that someone is in immediate danger or risk of harm, MDH will take appropriate action which may include the following:

- Informing emergency services

- Visiting/phoning the complainant to carry out a risk assessment and agreeing an action plan
- Making social services aware if there are any safeguarding issues
- Securing the address with additional security if needed. For example, panic alarms, additional locks.

12.4 Whilst conducting interviews, the Neighbourhood Officer will ensure that early detection of vulnerabilities are assessed through a risk assessment. Any additional support needs will be met and referrals to support agencies completed where appropriate.

12.5 MDH work in conjunction with the East and Mid Devon Community Safety Partnership (CSP) and the tiered process adopted across the whole of Devon by all key partner organisations. In cases of a serious nature, we may ask the CSP to arrange a multi-agency meeting.

## 13 Partnership working

13.1 ASB cannot be dealt with by any one organisation or agency working in isolation. As stated above MDH works in conjunction with the CSP and other agencies and residents to tackle ASB together. This may include the Police, and formal groups convened to respond to issues associated with serious domestic abuse.

13.2 MDH uses formal information sharing protocols and partnership agreements which allows us to respond quickly to ASB.

## 14 Community Trigger

14.1 The ASB, Crime and Policing Act 2014 introduced the “Community Trigger”. This gives members of the public the right to request a case review, where the threshold for a review has been met. For more information on the community trigger process, please visit [Community Trigger \(Anti-social behaviour case review\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/topics/anti-social-behaviour)

## 15 Domestic abuse

15.1 MDH believes that all our tenants should live without fear of abuse from a spouse, former spouse or partner, or another member of the Household. The government’s definition of domestic abuse is, “any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality”. The abuse can encompass, but is not limited to:

- Psychological
- Physical

- Sexual
- Financial
- Emotional
- Coercive control
- Harassment and stalking
- Online or digital abuse

15.2 MDH is committed to offering victim-centred accessible support to any of our tenants suffering from domestic abuse.

15.3 We will aim to contact any tenant who is a victim/survivor of domestic abuse within 24 working hours of the abuse being reported.

15.4 Where our property has been damaged and the safety of the occupant(s) is at risk we will carry out emergency repairs within 24 hours.

15.5 All domestic abuse cases will be recorded on our systems and victims/survivors will be flagged as vulnerable, and perpetrators flagged for any potential risk.

15.6 Where it is apparent through observations, direct reporting or third-party reporting that someone is in immediate danger or risk of harm, MDH will take appropriate action which may include the following:

- Informing emergency services
- Visiting/phoning the complainant to carry out a risk assessment and agreeing an action plan
- Making social services aware if there are any safeguarding issues
- Securing the address with additional security if needed. For example, panic alarms, additional locks.

15.7 As detailed in your tenancy agreement, you must not inflict violence or abuse, threaten violence or abuse against your Partner or former Partner, your children, your Partner's children or any other person living in your property or in another MDH property, such that the person can no longer live peacefully in the property. This includes all forms of abuse as set out above.

15.8 All staff receive mandatory training and will be expected to support our commitment to managing domestic abuse.

15.9 All information that we gather when managing cases of domestic abuse will be stored on our systems securely. We may have to share information with agencies including the Police or social services when a child or adult is at potential risk of harm.

15.10 For cases which meet the multi-agency risk assessment conference (MARAC) risk rating threshold or if we have child protection concerns, we have a legal duty to share this with other agencies. In cases where the threshold is not met, with the agreement of the victim/survivor, we will make referrals to other support services.

## 16 Harassment

16.1 As detailed in your tenancy agreement, you must not harass or threaten to harass on the grounds of race, age, gender reassignment, marriage or civil partnership, pregnancy and maternity, religion and belief, sex, sexual orientation, disability, or any other reason that may interfere with the peace and comfort of, or cause offence to other persons residing, visiting, working or otherwise engaging in lawful activity in the neighbourhood or to any tenant, our employees or agents whether in the neighbourhood or elsewhere (for example at our offices). Nor must you allow, fail to prevent or incite anyone living with you (including children) or your Visitors to do any of these things.

16.2 Harassment can take many forms and can occur in a variety of settings. Some examples include:

- Verbal abuse
- Bullying or intimidation
- Hoax calls, abusive phone calls or texts messages
- Online abuse on social media platforms
- Malicious complaints
- Threats of violence

16.3 Where it is apparent through observations, direct reporting or third-party reporting that someone is in immediate danger or risk of harm, MDH will take appropriate action which may include the following:

- Informing emergency services
- Visiting/phoning the complainant to carry out a risk assessment and agreeing an action plan
- Making social services aware if there are any safeguarding issues
- Securing the address with additional security if needed. For example, panic alarms, additional locks.



16.4 Secondary actions that may follow an immediate response could be:

- Working with the complainant to compile evidence of harassment to support an application for rehousing through the Devon Home Choice scheme
- Providing advice and support for rehousing options
- Referrals to supporting agencies
- Enforcement action against alleged perpetrators where they are tenants of MDH

## 17 Confidentiality and data protection

17.1 MDH will explain to complainants that it may be necessary to disclose information to other statutory agencies such as the Police. Information will be shared with other agencies where there is a duty to do so, and/or whether information sharing protocols are in place.

## 18 Publicity

18.1 When appropriate, MDH may publicise successful ASB action to:

- Increase community confidence
- Inform stakeholders of our commitment to tackling ASB
- Deter offenders from committing acts of ASB

## 19 Complaints

19.1 We try to get things right the first time and when we do, we would love you to let us know. It's great for us to receive positive comments or feedback, so if you wish to complement our staff for doing a great job, we would love to hear from you.

19.2 If things do go wrong the council is committed to:

- Dealing with complaints and comments quickly and effectively; and
- Using complaints, comments and compliments to review and improve our services.

19.3 When you contact us to tell us you are dissatisfied with the service we have provided, we will offer you the choice to have an informal conversation to see if we can put things right quickly, without the need for a formal investigation.

19.4 The Housing Ombudsman Service advise that a complaint must be defined as:

*‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents’.*

- 19.5 Where a tenant considers that the Council has given a poor service or has got something wrong, they may tell a member of staff in the first instance. This does not need to be treated as a formal complaint (unless the complainant asks us to do so) and may be resolved ‘there and then’ by way of an apology or plan of action. Any comments provided will be used to take appropriate action, or give information.
- 19.6 If a tenant does not want to do this or is unhappy with the response, they may make a formal complaint (stage 1), which can be escalated to stage 2 if they are still not satisfied with the response. If having been through stages 1 and 2 they are still not satisfied, the tenant may contact the Housing Ombudsman Service.
- 19.7 MDH’s complaints procedure is detailed on the Council website: [Feedback and Complaints](#)

## 20 Equality Impact Assessment

- 20.1 MDH complete an equality impact assessment each time we develop or review a policy, procedure or service. The assessment is to help us make sure our decision making is fair and does not present any barriers or disadvantage to customers from any protected group (including disability) under the Equality Act 2010.

## 21 Review and version control

- 21.1 MDH will review this policy every 5 years and as required to address legislative, regulatory, best practice or operational issues.
- 21.2 This policy was produced in 2023 and is version 1.5
- 21.3 This policy was adopted by Cabinet on xxxx



# ANTI-SOCIAL BEHAVIOUR STATEMENT OF POLICY AND PROCEDURE 2023

## 1 Introduction

- 1.1 The Anti-Social Behaviour Act 2003 inserted a new section into the Housing Act 1996 – s218A. Subsection (2) requires a social landlord (SL) to publish policies and procedures relating to ASB. Subsection (7) requires SL's to have regard to relevant guidance issued by the Secretary of State when preparing or reviewing their ASB policies and procedures.
- 1.2 Under the Neighbourhood and Community Standard, The Regulator of Social Housing (RSH) requires all registered providers to publish a policy setting out, how in consultation with their tenants, they will maintain and improve the neighbourhoods associated with their homes. Registered suppliers are required to publish a policy on how they work with relevant partners to prevent and tackle ASB.

## 2 Scope and Purpose of the Statement

- 2.1 This Statement sets out our policies and procedures on ASB in relation to our role as landlord of Council homes and mainly applies to Council tenants and leaseholders.
- 2.2 We share the importance that the Government places on dealing with ASB. Publication of our policies and procedures will enable residents and staff alike to understand what is meant by ASB and the commitments we are making to deal with it.
- 2.3 The Statement of policy outlines our general approach to ASB and the specific policies we have for dealing with it.
- 2.4 The Statement of procedures outlines what we do when ASB occurs. It enables everyone to understand how we will deal with a complaint of ASB and what is expected of residents.

## 3 Policy Statement

- 3.1 We believe that residents have the right to live in their home in peace and free from fear, disturbance, distress or harm. No one should be expected simply to 'put up' with ASB. So we are committed to taking or supporting the full range of effective action to deal with ASB, whether this is by mediation, enforcement, prevention, diversion or rehabilitation.
- 3.2 There are many forms of ASB and MDH have a number of policies which detail the approach to these.

Type of ASB	Description	Relevant Policy
Domestic Violence	Abuse of a partner or household member	MDH ASB Policy
Verbal abuse, intimidation, threatening behaviour and harassment	Threats to cause harm to an individual(s), persistent behaviours which cause harm or upset	MDH ASB Policy
Neighbour Disputes	Two neighbours have a disagreement – for example over noise, boundaries, communal area	MDH Neighbourhood Management Policy
Noise nuisance	Where there is a noise from persistent dog barking, loud music, DIY or loud music during unsociable hours	MDH Neighbourhood Management Policy
Hate Crimes	Hate crime incidents based on race, sexual orientation, belief, gender, disability	MDH ASB Policy
Communal nuisance	Where people are congregating near and around our properties and are causing rowdy/threatening behaviour or vandalism to MDH property	MDH ASB Policy
Animal related problems	Animals fouling in communal areas and animals not under proper control	MDH Neighbourhood Management Policy
Environmental abuse	Fly tipping in communal areas, bonfires, graffiti, tagging etc.	MDH Neighbourhood Management Policy
Vehicle related nuisance	Abandoned cars, unnecessary noise pollution from cars and car repairs on communal land	MDH Neighbourhood Management Policy
Drugs, substance or alcohol abuse	Use and supply of illegal drugs. Alcohol related ASB. Cuckooing ,prostitution and related behaviours	MDH ASB Policy
Other criminal behaviour	Violence against people and property. Arson, prostitution and other sex related offences, gang, gun and knife crime, social media abuse.	MDH ASB Policy

## 4 Procedure Statement

4.1 The ASB procedures have been written and developed to support Mid Devon Housing's Anti-social behaviour policy.

- 4.2 It aims to provide clarity and consistency on the reporting, recording, monitoring and reviewing of ASB cases received by MDH
  
- 4.3 After reviewing the ASB service and collating information from our tenants, we have been able to tailor the ASB service and ensure that tenants feel safe in their homes and communities.



# ANTI-SOCIAL BEHAVIOUR PROCEDURES 2023

## 1. Introduction

1.1 The Anti-Social Behaviour (ASB) procedures have been written and developed to support Mid Devon Housing's (MDH) Anti-social behaviour policy.

1.2 It aims to provide clarity and consistency on the reporting, recording, monitoring and reviewing of ASB cases received by MDH.

1.3 After reviewing the ASB service and collating information from our tenants, we have been able to tailor the ASB service and ensure that tenants feel safe in their homes and communities.

## 2. ASB Definition

2.1 MDH uses the ASB, Crime and Policing Act 2014, section 2 (1) to define ASB as:

*“conduct that has caused, or is likely to cause, harassment, alarm or distress to any person; conduct capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises, or conduct capable of causing housing related nuisance or annoyance to any person”*

2.2 MDH’s procedures aim to provide a framework for tenants and other users to:

- **Understand what is, and what isn’t classed as ASB**  
MDH’s ASB toolkit is a useful tool to determine what is, and what isn’t classed as ASB. The toolkit is available to view [Anti-social Behaviour Toolkit - MIDDEVON.GOV.UK](https://www.middevon.gov.uk/anti-social-behaviour-toolkit)  
If a complainant is still unsure as to whether their issue is ASB, they should ring in and speak to their Neighbourhood Officer.
- **Support and empower tenants to deal with issues affecting them**  
MDH provides support and information in order to empower tenants to deal effectively with issues around ASB, such as the ‘Dear Neighbour’ cards or the Noise App.
- **Ensure tenants are listened to**  
MDH will take time to understand the effect and impact an issue is having on our tenants. Officers will triage calls appropriately and manage the expectations of the tenant and deliver successful outcomes.
- **Support tenants to get the correct help**  
MDH will signpost tenants to appropriate support services, when appropriate. Tenants will be advised of additional support available, if MDH are not able to proceed with a case.
- **Ensure tenants feel safe in their homes and communities**



MDH works with tenants and partner agencies to prevent and tackle ASB in the community. ASB cannot be tackled in isolation and therefore, a combined approach with other agencies is necessary.

- **Keep tenants informed**

From the initial report of ASB, the complainant will be informed how and when they will be updated on the case, through an action plan. The action plan will be personal to the complainant and will determine how a complainant will be contacted and the frequency of contact.

### 3. MDH Response times

Category	Definition (examples are not exhaustive)	Response Time
High	<ul style="list-style-type: none"> <li>• Reports involving serious risk to individuals or the neighbourhood. This may include a serious threat of violence</li> <li>• Reports of offensive graffiti</li> <li>• Reports of domestic abuse</li> </ul> <p><b>Incidents that are of a serious nature and involve threats of violence or abuse, assault, criminal activity or drug dealing must be reported to the Police by phoning 101 or 999 (in an emergency) or reporting online</b></p>	1 working day
Medium	<ul style="list-style-type: none"> <li>• Reports of behaviour that is persistent* and unreasonable and where mediation would not be an option</li> </ul>	3 working days
Low	<ul style="list-style-type: none"> <li>• Initial reports of neighbour disputes or nuisance</li> </ul> <p><b>MDH will not get involved with incidents such as:</b></p> <ul style="list-style-type: none"> <li>• Parking issues outside your home</li> <li>• Civil disputes between neighbours – e.g. boundaries / fences</li> <li>• Day to day noise – e.g. washing machine, vacuum cleaners, babies crying</li> <li>• DIY</li> <li>• Ball games or children playing (unless they are causing a nuisance)</li> </ul>	5 working days
Anonymous Complaints	<ul style="list-style-type: none"> <li>• Generally, these complaints will be recorded as information only. In the event of serious allegations, MDH will involve other agencies in order to take appropriate action.</li> </ul>	Recorded only – no further action

\* Persistent for MDH means occurring 3 or more times over a period of 6 months

3.1 MDH recognises that there will be behaviour and/or activities in the community, which may be considered as anti-social as defined above, and may also be a breach of tenancy conditions, but does not meet the threshold for formal, legal action if pursued. For this reason, complaints may be considered as 'low level' or 'low risk' which do not have the same impact on the complainant and/or the wider community. The Neighbourhood Officer will assess the level of ASB and this will inform the response and actions available to resolve the issue.

3.2 MDH recognises the importance of pre-tenancy work as an important element of setting up successful and sustainable tenancies. This may include but is not limited to:

- Ensuring that a house is suitable for the applicant
- Checking they are able to access necessary services
- Investigating whether there are any previous issues relating to tenancy management that need to be addressed

## 4. Reasonable Adjustments

4.1 MDH aims to adapt our service to provide additional support to tenants or customers with a physical, developmental or mental health condition; with learning or communication difficulties; or with sensory impairments such as sight or hearing difficulties.

4.2 MDH Officers are trained to routinely ask if a person requires any reasonable adjustments.

4.3 A risk assessment will be completed for every opened case. This enables Officers to score the vulnerability of the complainant.

4.4 MDH Officers ensure that information is recorded on our Housing Management System and shared appropriately and will:

- Use a preferred method of contact where possible.
- Not require information in writing where this could create a barrier or difficulties for the tenant.
- Offer translation services where English is not the first language.

## 5. Contacting alleged perpetrators

5.1 MDH will contact the alleged perpetrator initially by phone, letter, email or visit detailing the allegations that have been made. If evidence exists that the allegations are proven, MDH will make it clear to the perpetrator what they need to do to prevent further action being taken. For example, this could include, stopping loud music playing past a certain time in the evening. In most cases, bringing the complaint to the attention of the alleged perpetrator will be enough to stop the behaviour. For this reason, we will, where appropriate, encourage our tenants to address the issue directly, before reporting it to MDH, as often, this may resolve the situation.

## 6. Gathering Evidence

6.1 MDH encourages the reporting of ASB incidents in a variety of ways and the most convenient way for the complainant. Reports can be made:

- Verbally (either face to face or over the telephone)
- Via email
- Via the online reporting form
- Via a third party on behalf of the person affected

When reports are received, they should contain as much relevant and factual information as possible to ensure that Officers can gather as much evidence at the initial point of contact as possible.

The initial contact provides an opportunity for the person contacting and the Officer collecting the information, to understand the impact the issues are having and for the Officer to provide initial advice and assistance.

Reports should include information such as (this is not an exhaustive list):

- What is happening
- Where and when it is happening
- How regularly it is happening or is it a one off incident
- Who is the person(s) involved
- What, if any steps have they taken to address the matter?
- Have they reported it to any other agencies, such as the Police or Environmental Health

When receiving a report, it will be triaged, categorised and recorded onto the Housing Management System.

It is important to note that case categories may change. An initial report may appear to have been resolved with advice only, or was a low level complaint, which escalates, and then can be re-categorised. Also, the reverse may happen where a case appears to be high-risk, de-escalates and then can be re-categorised on the Housing Management System.

## 7. Ways MDH will tackle ASB

<b>Non-legal Remedies</b>	
Mediation	Mediation is a voluntary process in which trained and experienced mediators act as a neutral third party to help people who are in dispute, work together to solve their problem
Environmental Health	If the ASB is viewed as a statutory nuisance by Environmental Health e.g noise, an abatement notice may be issued
Acceptable Behaviour Contract (ABC)	An ABC can be an effective way to deal with ASB. ABC's are written in agreement with the perpetrator and set out terms which must be adhered to.
<b>Legal Remedies</b>	
<p>It is imperative to consider before going down the legal route:</p> <ol style="list-style-type: none"> <li>1. if the action is proportionate to the scale of behaviour, and</li> <li>2. whether all non-legal remedies been considered where appropriate.</li> </ol>	
Notice Seeking Possession (NOSP)	MDH can serve a NOSP if no other remedy is appropriate or has not worked. All details of the types of nuisance being caused should be included in the NOSP. If the tenancy is joint, a NOSP must be served on both tenants. MDH will follow relevant procedures (whether statutory or not) when seeking possession.
Notice before Proceedings for a Demotion Order	Section 83 Housing Act 1985 requires the giving of at least 28 days' notice of MDH's intention to seek a demotion order.
Injunctions	An injunction is a court order which requires a person to either do a specific act or acts, or to refrain from doing a specific act or acts.
Demoted Tenancies	Demotion is an alternative option to requests for possession orders and may be considered appropriate for more low-level forms of ASB
Possession	MDH can request possession of a property through the Courts (see Grounds for Possession – Supplement 1). MDH will follow relevant procedures (whether statutory or not) when seeking possession.

## 8. Monitoring and Reviewing

8.1 The cases recorded should be reviewed and monitored on a regular basis to determine if the appropriate actions and interventions have been applied to actively manage the case. When cases are reviewed if recent activity or action has occurred, they will be considered 'Active', if there is no current activity in relation to the case, then it may be considered 'Inactive'.

When reviewing the case, MDH may consider the guidelines below:

### Case Reviews:

1. How long has it been active	Has the case been continually active or have there been patterns of activity?
2. What is being reported	Is it the same issue as at the beginning or has it changed?
3. What actions have been undertaken	What were the outcomes; what were the barriers, how were barriers overcome, or not?
4. Have actions, which have been previously agreed, been undertaken on both sides	Is the action plan working?
5. What advice has been provided	How successful was this advice; did it help the situation?
6. Is the information complete	Have actions, which have been previously agreed, been undertaken on both sides?
7. Quality of the information held	If the case is to be progressed to formal/legal action, is everything available to ensure there is sufficient evidence and a trail of steps undertaken?
8. Satisfaction	Has a satisfaction survey been completed; what was the feedback; how could we have delivered the service differently; what did we do well; what could we have done better?
9. Other Support	Have all other avenues of support been explored, both internally and externally?
10. Does the situation reach the threshold for a wider Community Trigger response?	Is all the relevant information collected and easily accessible?

## Supplement 1 – Grounds for Possession

### Section 84A of the Housing Act 1985 - Absolute ground for possession for anti-social behaviour

If the court is satisfied that any of the following conditions is met, it must make an order for the possession of a dwelling-house let under a secure tenancy:

Condition 1 is that:

- (a) the tenant, or a person residing in or visiting the dwelling-house, has been convicted of a serious offence, and
- (b) the serious offence—
  - (i) was committed (wholly or partly) in, or in the locality of, the dwelling-house,
  - (ii) was committed elsewhere against a person with a right (of whatever description) to reside in, or occupy housing accommodation in the locality of, the dwelling-house, or
  - (iii) was committed elsewhere against the landlord of the dwelling-house, or a person employed (whether or not by the landlord) in connection with the exercise of the landlord's housing management functions, and directly or indirectly related to or affected those functions.

Condition 2 is that a court has found in relevant proceedings that the tenant, or a person residing in or visiting the dwelling-house, has breached a provision of an injunction under section 1 of the Anti-social Behaviour, Crime and Policing Act 2014, other than a provision requiring a person to participate in a particular activity, and—

- (a) the breach occurred in, or in the locality of, the dwelling-house, or
- (b) the breach occurred elsewhere and the provision breached was a provision intended to prevent—
  - (i) conduct that is capable of causing nuisance or annoyance to a person with a right (of whatever description) to reside in, or occupy housing accommodation in the locality of, the dwelling-house, or
  - (ii) conduct that is capable of causing nuisance or annoyance to the landlord of the dwelling-house, or a person employed (whether or not by the landlord) in connection with the exercise of the landlord's housing management functions, and that is directly or indirectly related to or affects those functions.

Condition 3 is that the tenant, or a person residing in or visiting the dwelling-house, has been convicted of an offence under section 30 of the Anti-social Behaviour, Crime and Policing Act 2014 consisting of a breach of a provision of a criminal behaviour order prohibiting a person from doing anything described in the order, and the offence involved—

(a) a breach that occurred in, or in the locality of, the dwelling-house, or

(b) a breach that occurred elsewhere of a provision intended to prevent—

(i) behaviour that causes or is likely to cause harassment, alarm or distress to a person with a right (of whatever description) to reside in, or occupy housing accommodation in the locality of, the dwelling-house, or

(ii) behaviour that causes or is likely to cause harassment, alarm or distress to the landlord of the dwelling-house, or a person employed (whether or not by the landlord) in connection with the exercise of the landlord's housing management functions, and that is directly or indirectly related to or affects those functions.

Condition 4 is that—

(a) the dwelling-house is or has been subject to a closure order under section 80 of the Anti-social Behaviour, Crime and Policing Act 2014, and

(b) access to the dwelling-house has been prohibited (under the closure order or under a closure notice issued under section 76 of that Act) for a continuous period of more than 48 hours.

Condition 5 is that—

(a) the tenant, or a person residing in or visiting the dwelling-house, has been convicted of an offence under—

(i) section 80(4) of the Environmental Protection Act 1990 (breach of abatement notice in relation to statutory nuisance), or

(ii) section 82(8) of that Act (breach of court order to abate statutory nuisance etc.), and

(b) the nuisance concerned was noise emitted from the dwelling-house which was a statutory nuisance for the purposes of Part 3 of that Act by virtue of section 79(1)(g) of that Act (noise emitted from premises so as to be prejudicial to health or a nuisance).

Condition 1, 2, 3, 4 or 5 is not met if—

(a) there is an appeal against the conviction, finding or order concerned which has not been finally determined, abandoned or withdrawn, or

(b) the final determination of the appeal results in the conviction, finding or order being overturned.

### **Discretionary grounds: antisocial behaviour**

For secure tenancies, the grounds for possession are set out in Schedule 2 of the Housing Act 1985. Ground 2 is a discretionary ground, which applies to nuisance or annoyance to neighbours or the landlord, or using the premises for illegal or immoral purposes. Ground 1 for breach of the tenancy agreement may also be used.

For assured tenancies, the grounds for possession are set out in Schedule 2 of the Housing Act 1985. Ground 14 is a discretionary ground, which applies to nuisance or annoyance to neighbours or the landlord, or using the premises for illegal or immoral purposes. Ground 12 for breach of the tenancy agreement may also be used.





## Decant Policy - Equality Impact Assessment (EIA)

The Equality Act 2010 replaces the previous anti-discrimination laws with a single Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways, to help tackle discrimination and equality. The majority of the Act came into force on 1 October 2010.





The public sector Equality Duty came into force on 5 April 2011. The duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day to day work – in shaping policy, delivering services and in relation to their own employees.

The Equality Duty encourages public bodies to understand how different people will be affected by their activities so that policies and services are appropriate and accessible to all and meet different people's needs. By understanding the effect of their activities on different people, and how inclusive public services can support and open up people's opportunities, public bodies are better placed to deliver policies and services that are efficient and effective.

MDH is required by law to have due regard to the need to:

- Eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited under the Act
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it, and
- Foster good relations between people who share a protected characteristic and people who do not share it.

EIA will be carried out by MDH in respect of new or revised policies and a copy of the assessment will be made available. Where it is clear from initial consideration that a policy will not have any effect on equality for any of the protected characteristics, no further analysis or action will be necessary.

<b>Service:</b>	Mid Devon Housing		
<b>Name of policy being assessed:</b>	Domestic Abuse Policy		
<b>Lead officer responsible for EIA:</b>			
<b>Is this a new or existing policy:</b>	Revision of existing policy		
<p><b>1. What are the aims and objectives of the policy?</b></p> <p>The policy aims to promote a zero tolerance of domestic abuse. It sets out MDH's responsibilities, identifies help and support that can be accessed and the partnership agencies that work alongside us.</p>			
<p><b>2. What outcome do MDH want to achieve from this policy?</b></p> <p>To ensure that we provide a framework that safeguards individuals, families and communities from the impacts of domestic abuse.</p>			
<p><b>3. Who is intended to benefit from the policy?</b></p> <p>All residents and families in Mid Devon</p>			
<p><b>4. Who are the main stakeholders in relation to the policy?</b></p> <ul style="list-style-type: none"> <li>• All tenants</li> <li>• Household members</li> <li>• Family members of tenants</li> <li>• Residents of Mid Devon</li> </ul>			
<p><b>5. On the basis of the analysis above, what actions, if any, will MDH need to take in respect of each of the equality strands?</b></p>			
<b>Characteristic:</b>	<b>Impact:</b> Please  the relevant box	<b>Comments/Action:</b>	
<b>Age:</b>	Positive	The policy will have no impact. Tenant profiling completed at sign up and bi-annually.	
	Neutral		
	Negative		
<b>Disability:</b> You're disabled under the Equality Act 2010 if you have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.	Positive	The policy will have no impact.	
	Neutral		
	Negative		
<b>Gender:</b>	Positive	The policy will have no impact.	
	Neutral		

	Negative		
<b>Gender reassignment:</b>	Positive		The policy will have no impact.
	Neutral	✓	
	Negative		
<b>Marriage and civil partnership:</b>	Positive		The policy will have no impact.
	Neutral	✓	
	Negative		
<b>Pregnancy and Maternity:</b>	Positive		The policy will have no impact.
	Neutral	✓	
	Negative		
<b>Race:</b>	Positive		The policy will have no impact.
	Neutral	✓	
	Negative		
<b>Religion and Belief:</b>	Positive		The policy will have no impact.
	Neutral	✓	
	Negative		
<b>Sexual Orientation:</b>	Positive		The policy will have no impact.
	Neutral	✓	
	Negative		

<b>Result</b>		
Are there any aspects of the policy, including how it is delivered or accessed, that could contribute to inequality?	Yes	No ✓
Will this policy have an adverse impact upon the lives of people, including employees and service users	Yes	No ✓

**Monitoring and Review:**

MDH will regularly review the EIA, in line with legislative changes or good practice, or if the policy impacts any group directly.

Operations Manager for Housing: Mrs Claire Fry

Signed:

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**Report for:** HOMES POLICY DEVELOPMENT GROUP

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Date of Meeting:	13 June 2023
Subject:	MID DEVON HOUSING COMPLAINTS HANDLING ANNUAL REPORT 2022-23
Cabinet Member:	Councillor Simon Clist, Cabinet Member for Housing
Responsible Officer:	Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing
Exempt:	None
Wards Affected:	All Wards
Enclosures:	Annex 1 contains the outcome of MDH's self- assessment against the revised HOS Complaints Handling Code.  Annex 2 provides examples of lessons learned from complaint handling during the financial year 2022- 23.  Annex 3 (i) shows MDH's performance relating to complaints during the financial year 2022-2023.  Annex 3 (ii) shows MDH's complaints closed by category during the financial year 2022-23.

**Section 1 – Summary and Recommendation(s)**

In summary, the report provides the following information as set out below and contained in Annexes 1, 2 and 3.

- An annual update of Mid Devon Housing's (MDH) complaint handling data for the financial year 2022-23 to Members as required under the Housing Ombudsman's Complaints Handling Code
- An annual update of the regulatory requirements as governed by the Regulator of Social Housing (RSH) in response to published Tenant Satisfaction Measures (TSM's) and any other relevant updates. This is provided for initial evaluation purposes ahead of formal TSM reporting in 2024
- An annual review of MDH's self-assessment against the Housing Ombudsman's Complaints Handling Code.

**Recommendation(s):**

**Members of the PDG are asked to note the report and enclosures.**

**Section 2 – Report**

**1.0 Introduction**

1.1 Increased tenant satisfaction is at the heart of major changes to the regulatory landscape for social housing that have been implemented by the Government. Central to this change is an enhanced complaints handling approach required of social housing providers by the Regulator for Social Housing (RSH). Overall, it puts in place one of the most comprehensive, proactive consumer regulation regimes covering local government and private social landlords.

1.2 In more detail, this report provides:

- An overview of relevant regulatory requirements as issued by the RSH;
- An initial evaluation and early benchmark for future comparison against the Regulator's new Tenant Satisfaction Measures (TSM's) which landlords have to start collecting data from April 2023 for reporting in April 2024
- An overview of recent news and changes implemented by the Housing Ombudsman Service (HOS)/RSH to improve complaint handling;
- An update MDH's compliance with the Housing Ombudsman Service (HOS) Complaints Handling Code;
- Information on how MDH uses reports on complaint handling to drive service improvement forward from lessons learnt; and
- An overview of recent pilot Baseline Tenant Satisfaction Survey results in response to surveying tenants on how satisfied or dissatisfied they were with services provided by MDH as applicable to complaints

1.3 Annex 1 contains the outcome of MDH's self-assessment against the revised HOS Complaints Handling Code. The length, detail and format of the self-assessment are fixed by the HOS and provides the core, transparent basis of measuring compliance with the Code. Landlords are required to review the Code annually.

- 1.4 Annex 2 provides examples of lessons learned from complaint handling during the financial year 2022-23.
- 1.5 Annex 3 (i) shows MDH's performance relating to complaints during the financial year 2022-2023.
- 1.6 Annex 3 (ii) shows MDH's complaints closed by category during the financial year 2022-23.

## **2.0 The role of the Regulator**

- 2.1 The RSH operates the regulatory framework which contains a number of standards which set out the required outcomes and specific expectations associated with the performance of registered social landlords.
- 2.2 The Tenant and Empowerment Standard contains provisions relating to how landlords shall offer a range of ways for tenants to express a complaint. It sets out clear standards for responding to complaints and details of what to do if they are unhappy with the outcome of a complaint.
- 2.3 The Social Housing White Paper: Charter for Social Tenants (the White Paper), published in November 2020, placed a greater emphasis on tenants being treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants.
- 2.4 Following publication of the Social Housing White Paper in late 2020, the Social Housing Regulation Bill is currently on its way through Parliament. The RSH anticipates the Social Housing Regulation Bill will soon receive Royal Assent. The Bill changes the regulator's objectives with a new focus on safety, transparency and energy efficiency. The regulator will be expected to work closely with the HOS in protecting tenants' interests, in the housing sector.
- 2.5 The regulatory framework for social housing will introduce a new proactive, consumer regulation regime focussed on meeting the needs of tenants. One aim of the legislation and regime is to ensure that providers of social housing have a clear focus on complaint handling ensuring that complaints was dealt with promptly and fairly.

## **3.0 Tenant Satisfaction Measures**

- 3.1 The RSH has consulted with landlords and residents on a wide range of TSMs. They have now confirmed the list of new measures that will be make up the new approach to consumer standards.
- 3.2 As part of the new consumer regulation regime, from April 2023, the RSH has introduced 22 mandatory TSMs, covering five themes. 10 of these will be measured by landlords directly and 12 will be measured by landlords carrying out tenant perception surveys. Three of the specific questions to be asked relate to complaint handling as set out below:

- TP09: Satisfaction with the landlord's approach to handling complaints
  - CH01: Complaints relative to the size of the landlord
  - CH02: Complaints responded to within Complaint Handling Code timescales
- 3.3 The new TSM's apply to both housing associations and local authorities and will come into force through a new Tenant Satisfaction Measure Standard. Landlords are expected to have systems and processes in place to start collecting data from April 2023 on an annual basis with data provided to the RSH from April 2024.
- 3.4 The new TSMs will form part of the key benchmark for all major registered providers of social housing including MDH. The emphasis behind these measures is clearly on tenant experience or satisfaction, and how tenants feel we are performing alongside management information on repairs, safety, complaints and anti-social behaviour.
- 3.5 MDH have made changes to their reporting mechanisms to accommodate the above changes. In the future, MDH will be reporting on the number of complaints received within the Code timescales rather than reporting when a complaint has been closed. Performance figures shown in Annex 2, highlight the number of closed complaints in the financial year 2022-23 not the number of complaints received during the year.

#### **4.0 Housing Ombudsman Service**

- 4.1 The role of the HOS is to resolve disputes involving members of the Scheme including making awards of compensation or other remedies when appropriate and supporting effective landlord-tenant dispute resolution by others.
- 4.2 The HOS expects landlords to have in place an effective and positive complaint handling process. This facilitates landlords having insight into the services provided by them and how they are perceived and received by others.
- 4.3 The lessons learned from a complaint can improve the quality and focus of services provided, whether this is to the individual tenant or to a collective group of tenants. The learning process can strengthen landlord and tenant relationships as well as provide a mechanism for encouraging positive tenant engagement
- 4.4 Following changes in legislation, the HOS introduced changes to their complaint escalation process. As a result of these changes, their service has improved. The 'democratic filter' was removed at the end of September 2022 so residents no longer have to contact a designated person or wait eight weeks before referring their complaint to the HOS. The rationale behind this decision was to give the ability to support residents earlier in the complaints process.
- 4.5 Other significant changes that have been seen since the HOS published their spotlight report on Damp and Mould in October 2021. Following the tragic death of 2 year old Awaab Ishak who died as a direct result of mould in his home,



there is now a greater emphasis on landlords investigating complaints relating to damp and mould.

- 4.6 The Government announced a new “Awaab’s law” that will set deadlines for social landlords in England and Wales to tackle reported hazards such as damp and mould. Awaab’s law has now been added as an amendment to the Social Housing Bill.
- 4.7 The Secretary of State wrote to all landlords in November 2022 stating that he expected landlords to be undertaking assessment of:
  - Damp and mould issues affecting properties, including the prevalence of Category 1 and 2 damp and mould hazards; and
  - Action that landlords have identified that may need to be taken in relation to damp and mould issues affecting their properties.
- 4.8 The Social Housing Regulation Bill supports a rigorous new regime that will make landlords accountable for the services they provide tenants ensuring that their homes are decent and fit for purpose. The RSH will inspect landlords and will have the power to issue fines and name and shame landlords for poor quality of service. In severe cases, they have the power to instruct landlords properties are brought under new management where the landlord fails to acknowledge and action repairs following investigations by the HOS and RSH.

## **5.0 Complaints Handling Code**

### **Changes and self-assessment**

- 5.1 The HOS introduced the Housing Complaints Handling Code in July 2020. The Code sets out good practice that allows landlords to respond to complaints effectively and fairly. The Code was introduced as part of the HOS’s new powers in the revised Housing Ombudsman Scheme under the wider consumer-led changes to regulation of the social housing section as set out above.
- 5.2 Following a review one year after the Code was introduced, the HOS also strengthened the provisions in the Code to support a positive complaint handling culture. These changes took effect from 1 April 2022 and landlords were required to self-assess against the Code and become compliant by 1 October 2022. MDH carried out its first a self-assessment of the Code in 2022 to comply with the new requirements.
- 5.3 Landlords including MDH must carry out an annual assessment against the Code. This is to ensure their complaint handling is in accordance with the requirements of the Code. Non-compliance of the Code could result in the landlord being issued with a Complaint Handling Failure Order by the HOS.
- 5.4 The Code acts a guide for tenants which sets out what they can and should expect from their landlord when they raise a complaint. The requirements of the Code also provides tenants information about MDH’s complaint handling

and the different stages on how to progress their complaint through the internal complaints procedure.

- 5.5 Our self-assessment is set in full as required in Annex 1. The length, detail and format of the self-assessment are fixed by the HOS and provides the core, transparent basis of measuring compliance with the Code. Landlords are required to review the Code annually.
- 5.6 Our self-assessment shows a comprehensive level of compliance with the Code across both the mandated requirements and best practice elements. This means our processes should be considered effective when it comes to handling MDH complaints. Due to the nature of the Code requirements, how MDH handle and evaluate complaints is at the highest, most robust level across the Council as a whole.

### **Impact and comparing data**

- 5.7 The code was directly introduced to drive up the number of complaints received through direct and indirect engagement with tenants by the HOS and the introduction of progressive and open complaints handling cultures within registered providers. This has proven successful with the changes achieving heightened awareness and significant increases in complaint numbers and where the HOS expects a higher volume of complaint casework to continue.
- 5.8 In early March 2023, the UK Government launched a further publicity campaign in England to 'empower social housing residents to raise complaints and make things right'. More information is available at

<https://www.gov.uk/government/news/new-government-campaign-to-empower-social-housing-residents-to-raise-complaints-and-make-things-right>

By the end of March 2023, national data has shown formal complaint volumes had increased across the sector by almost 19% compared to February. Within the national picture, the data further highlighted that 1 in 5 landlords recorded an increase in complaints volumes of over 50% between February and March – all of these landlords were based in England.

- 5.9 While this rise cannot be wholly attributed to a government campaign and will also be linked to several high-profile national cases of poor housing conditions in social housing such as that of Awaab Ishak, like other providers we recorded some significant increases in complaint volumes during the financial year with a noticeable spike in March's volumes compared to the same point in 2022. Nationally this point-on-point increase for March was 78% compared to 62% for MDH specifically.
- 5.10 MDH complaints numbers rose from 171 in 2022/23 to 200 in 2022/23 (15% overall increase) and equates to 68 complaints per 1,000 units. National reporting by Housemark (who benchmark hundreds of social landlords big and small) shows complaint levels are likely to be around 50 per 1,000 units in the

coming year placing our complaint volumes above average but challenging to compare against national peers or local trend for reasons set out below.

- 5.11 MDH have also run several recent promotions on our web and Facebook space as well as through our housing newsletter and direct engagement with tenants. All this has been aimed at directly promoting our complaints handling process and highlighting specific issues which may be of concern such as damp and mould. This may be a further factor in driving up our complaints volume where not all registered providers will go beyond the Complaints Handling Code in this way to encourage tenants to speak to us and submit complaints as required.
- 5.12 A positive consequence of these changes are improvements in our ability to listen and understand tenants concerns with greater insight into collective learning in order to continue to improve how we do things (see learning below). It does however make comparisons with our latest complaints data with statistics obtained before the new code was in place hard challenging. Caution therefore needs to be exercised as a result. As we gain future year's data under a settled code and the sector nationally begins to consistently mirror our own, local best-practice approach to tenant engagement then benchmarking and consideration of trends will become more meaningful.

## **Learning**

- 5.13 Landlords are expected to learn from complaints. The lessons learned from a complaint can improve the quality and focus of services provided, whether this is to the individual tenant or to a collective group of tenants. The learning process can strengthen landlord and tenant relationships as well as provide a mechanism for encouraging positive tenant engagement.
- 5.14 The HOS expects landlords to consider their dispute resolution principles and to learn from complaint outcomes.
- 5.15 The Code reinforces the importance of learning from complaints and does this by stating that the self-assessment should be completed as an annual exercise.
- 5.16 MDH's annual self-assessment against the HOS's Complaints Handling Code is included in Annex 1.
- 5.17 MDH consulted with tenants on their online Consultation Hub the proposed changes to the annual self-assessment form. No responses or comments were made.
- 5.18 The main changes to the self-assessment form compared to the previous year include the following:
- The removal of the "mind to letter" at Stage 1;
  - The removal of the "mind to letter" at Stage 2;
  - MDH can use their discretion to implement a "mind to letter" at both stages where it deems necessary;

- Provided additional examples of how MDH are raising awareness of complaint handling through campaigns and social media;
- Clearer guidance on how MDH deal with complaint handling; and
- MDH's compliance with the Tenant Satisfaction Measures.

## **6.0 Lessons Learned**

- 6.1 The report in Annex 2 shows an overview of types of complaints the landlord has received, identifies the specific lessons learned and provides an example of service improvement as a result of complaints during the financial year 2022-23.
- 6.2 Within the upheld complaints, some 13 specific lessons learnt were identified and actioned as a result of the service review and continuous improvement process.

## **7.0 Performance relating to Complaints 2022-23**

- 7.1 MDH have seen an increase in both Stage 1 and 2 complaints during the financial year 2022-23 in comparison to the previous financial year, 2021-22 as set out in Section 5.10.
- 7.2 Overall, of the 200 complaints which were closed during the financial year 2022-23, 138 or 69% were completed at the first Stage 1 of our complaints process and 62 or 31% progressed to Stage 2 complaints before closure. This compares to 144 or 84% at Stage 1 and 27 or 16% at Stage 2 in 2021-22.
- 7.3 Some 36.5% or 73 Stage 1 complaints were upheld (or partially upheld) and 63.5% or 127 Stage 1 complaints not upheld.
- 7.4 Furthermore, 24.2% or 15 Stage 2 complaints were upheld (or partially upheld) and 75.8% or 47 Stage 2 complaints were not upheld.
- 7.5 The majority of complaints received during the financial year 2022-23 were in response to work carried out by the repairs and maintenance functions of the service and is the area of highest volume of service requests. This is also a common theme across social landlords nationally.
- 7.6 To provide context, the 200 complaints received in 2022-23 equate to around 6.8% of our housing units with 93.2% of properties therefore having no recourse to make a complaint. We have nearly 4,000 formal tenants living in our properties and estimate the overall number of residents (including wider families) living in an MDH property approaches 5,000 at any one time.
- 7.7 Alongside the national context set out in Section 4.0 and the new overall regulation regime and in Section 5.0 with regards to changes introduced by the Government to drive up complaint volumes and improve handling, many social landlords have been impacted by the aftermath of the Covid pandemic on mental health and wellbeing services which may have also underpinned the national/local trend regards to complaints and certainly as a landlord we are

seeing more complex complaints driven by probable mental health outcomes for which only a minority can be fully upheld but require a significant level of resource to manage and are more likely to reach Stage 2 in our complaints process.

7.8 Performance information data is provided in more detail in Annex 3 as required under the Complaints Handling Code.

## **8.0 Housing Ombudsman Landlord Performance Data 2021-22**

8.1 The HOS publishes an annual review of complaint handling. This runs behind our specific local reporting by an annual year, hence data is only now available from the HOS for 2021-22. The report relating to individual landlords shows an expected correlation between the number of complaints received by the HOS and landlord size.

8.2 During the year 2021-22, MDH had just one case investigated by the HOS i.e. out of 171 complaints overall that year one complainant wished to exercise their right to escalate the matter to the Ombudsman having exhausted our internal process. The outcome of this complaint identified no maladministration, however did identify several service improvements which have been fully implemented.

8.3 Given that the HOS only reports landlord data for the previous year e.g 2021-22 and does not expect to publish more comparable data until the start of next financial year we cannot provide official performance information from the Ombudsman for 2022-23 at this stage. However, MDH is not aware of any cases that have been investigated by the HOS during 2022-23.

## **9.0 Baseline Tenant Satisfaction Measures Survey**

9.1 In response to the new RSH TSMs, MDH ran a pilot project relating to the collection of data during late 2022-23 with a view to understanding the current position in terms of tenant satisfaction.

9.2 The aim of the survey was to get an indication of the level of satisfaction from tenants about the services we provide. By evaluating the results, this enabled MDH to review our service and gain a greater understanding of where service improvements were needed.

9.3 The survey was carried out independently by a third party contractor which ensured that the process was open and transparent.

9.4 MDH received 822 completed surveys out of the 2128 invites sent, representing a very strong 36.63% response rate for surveys of this nature.

9.5 The pilot survey was designed to be able to gauge these indicators and provide early data for benchmarking ahead of the formal implementation of the TSM's from April 2023.

- 9.6 Tenants were asked a number of questions about how satisfied or dissatisfied they were about a range of services provided by MDH. The questions that were asked coincide with the same questions asked in the TSMs which landlords are required to feedback to the RSH.
- 9.7 In response to complaint handling, tenants were asked how satisfied or dissatisfied they were with MDH's approach to complaint handling. MDH received an overall 30% response rate to tenants being satisfied. The sample base for this question was 229 replies which resulted in 12.2% tenants stating that they were very satisfied, 17.9% fairly satisfied, 21.8% neither satisfied nor dissatisfied, 20.5% fairly dissatisfied and 27.5% very dissatisfied.
- 9.8 Feedback received from our contractor highlighted that the question on complaint handling received a low satisfaction and was the only question where the percentage of dissatisfied respondents, 49%, was higher than the percentage of satisfied respondents. It is to be noted that because there was a screening question, the survey only asked respondents who confirmed that they made a complaint in the last 12 months, as a result this question was only asked of 229 respondents.
- 9.9 From further contractor feedback, we understand that the score for the complaints handling question was not unusually low for a question of this nature. We believe that tenants are very likely to be strongly influenced by the outcome of their complaint, which may not have been what they were hoping for, rather than on their perception of the procedures relating to the investigation of matters raised. This reflects a potential weakness in this particular national TSM metric which we are required to report against and future benchmarking against national data (when available) will provide more context.

## **10.0 Recommendation**

- 10.1 That Members note the report and enclosures.

### **Financial Implications**

The activity of Mid Devon Housing (MDH) is funded through the Housing Revenue Account (HRA). The HRA is ring fenced and subject to specific financial controls. The Housing Ombudsman Service (HOS) charges a mandatory membership fee based on the number of homes in the management of the registered provider of social housing.

### **Legal Implications**

The tenancy agreement defines MDH's relationship with tenants and sets out the rights and responsibilities of both parties. This takes account of legal and regulatory requirements.

The Council is a registered provider of social housing (RP) and therefore is required to comply with the regulatory framework operated by the Regulator for Social Housing (RSH). The regulatory framework has been reviewed. The Tenant Involvement and Empowerment Standard contains provisions relating to the management of complaints.

There is also a requirement for MDH to manage complaints in accordance with the Complaints Handling Code (the Code) which is issued by the Housing Ombudsman Service (HOS). Landlords are expected to self-assess against the Code. Landlords are required to use the learning from complaints to drive service improvement.

Following publication of the Social Housing White Paper in late 2020, the Social Housing Regulation Bill is currently on its way through Parliament and once implemented, this will impact the regulatory framework for social housing with the aim of giving tenants a greater say in service delivery and satisfaction. This Bill is expected to go into statute during 2023.

### **Risk Assessment**

The Complaint Handling Code provides a framework which supports effective complaint handling and prevention alongside learning and development. The Code ensures complaint handling data is being used consistently across landlord functions, promotes engagement and sets out expectations for boards or equivalent governance, senior executives and frontline staff. The Code contains good practice and is designed to assist landlords with responding to complaints effectively and fairly.

### **Impact on Climate Change**

None directly arising from this report.

### **Equalities Impact Assessment**

MDH has a collection of housing related policies. The use of these helps to ensure that service delivery is consistent and fair. These are currently being reviewed with the aim of aligning them more closely with the Regulatory Standards. There is a regulatory requirement for registered providers of social housing to tailor their services to meet the needs of tenants. MDH requests diversity data from tenants to enable compliance to be monitored.

MDH is required to work with people from all sections of society and having an agreed policy ensures that all tenants and other stakeholders are treated in the same way with adjustments being made to meet their needs, as necessary. The Code requires landlords to have an awareness of accessibility so residents can easily be able to access the complaints procedure via several routes.

### **Relationship to Corporate Plan**

Homes and the Environment are a priority for the Council and this includes increasing the supply of affordable homes in the District and also supporting and growing active tenant engagement.

### **Section 3 – Statutory Officer sign-off/mandatory checks**

**Statutory Officer:** Andrew Jarrett

Agreed by or on behalf of the Section 151

**Date:** 30 May 2023

**Statutory Officer:** Maria De Leiburne  
Agreed on behalf of the Monitoring Officer  
**Date:** 30 May 2023

**Chief Officer:** Simon Newcombe  
Agreed by or on behalf of the Chief Executive/Corporate Director  
**Date:** 29 May 2023

**Performance and risk:**  
Agreed on behalf of the Corporate Performance & Improvement Manager  
**Date:** 05 June 2023

**Cabinet member notified:** Yes

#### **Section 4 - Contact Details and Background Papers**

**Contact:** Helen Carty, Complaints Officer or Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing  
**Email:** [hcarty@middevon.gov.uk](mailto:hcarty@middevon.gov.uk) / [snewcombe@middevon.gov.uk](mailto:snewcombe@middevon.gov.uk).  
**Telephone:** 01884 255255

#### **Background papers:**

The Regulatory framework for social housing:  
<https://www.gov.uk/government/collections/regulatory-framework-requirements>

Tenant Satisfaction Measures  
<https://www.gov.uk/government/news/regulator-of-social-housing-to-introduce-tenant-satisfaction-measures-from-1-april-2023>

Complaint handling code  
<https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>

White Paper – The Charter for social housing residents  
<https://www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper>

MDDC policy and procedures relating to complaints and feedback:  
<https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/>

Dispute resolution principles: Learning from outcomes  
<https://www.housing-ombudsman.org.uk/landlords-info/principles-dispute-resolution/dispute-resolution-principle-learn-from-outcomes/>



# Self-Assessment Form

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

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

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

## Section 1 - Definition of a complaint

### Mandatory 'must' requirements

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

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
			<a href="#">-devon-housing/</a>
1.3	The resident does not have to use the word 'complaint' for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord's complaints policy.	Yes	<p>MDH will raise a complaint where the tenant has shown some level of dissatisfaction.</p> <p>MDH uses the HOS definition of a complaint on their housing pages at:  <a href="https://www.middevon.gov.uk/residents/housing/mid-devon-housing/">https://www.middevon.gov.uk/residents/housing/mid-devon-housing/</a></p> <p><a href="#">All complaints will be dealt with in accordance with MDDC Complaints and Feedback Policy</a> as published on-line can be found at:  <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/how-our-complaints-procedure-works/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/how-our-complaints-procedure-works/</a></p>
1.6	If further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	<p><a href="#">All complaints will be dealt with in accordance with MDDC Complaints and Feedback Policy</a> as published on-line can be found at:  <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/how-our-complaints-procedure-works/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/how-our-complaints-procedure-works/</a></p>
1.7	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	<p><a href="#">All complaints will be dealt with in accordance with MDDC Complaints and Feedback Policy</a> as published on-line can be found at:  <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/how-our-complaints-procedure-works/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/how-our-complaints-procedure-works/</a></p>

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.8	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	<p>The MDCC Complaints and Feedback Policy states under section 9 – Unreasonable, unreasonably persistent and vexatious complaints.</p> <p>In line with our policy relating to Complaints and Feedback, the Council will not treat an initial request for a service to be delivered as a complaint.</p> <p>The policy identifies situations and ways of responding where a complainant might be considered to be making complaints which are unreasonable, unreasonably persistent and vexatious.</p> <p>The policy contains explicit reference to this:  <b>“The policy is intended to assist in managing people by categorising them within these terms and agreeing the actions to be taken”.</b></p> <p>It also states that:  <b>“Officers and Members will endeavor to respond appropriately according to the individual complainant’s needs, and in compliance with our complaints policy, but this guidance is to cover occasions where nothing further can be reasonably done to assist or rectify a real or perceived problem.”</b></p> <p>The Complaints and Feedback Policy as published on-line can be found at:  <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/how-our-complaints-procedure-works/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/how-our-complaints-procedure-works/</a></p>

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.9	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman.	Yes	Mid Devon Housing (MDH) uses a standard template letter which refers to the Complaints and Feedback Policy.

### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
1.4	Landlords should recognise the difference between a <b>service request</b> , where a resident may be unhappy with a <b>situation</b> that they wish to have rectified, and a <b>complaint</b> about the <b>service</b> they have/have not received.	Yes	<p>Examples of Service Requests are available on the Housing webpage at:  <a href="https://www.middevon.gov.uk/residents/housing/mid-devon-housing/">https://www.middevon.gov.uk/residents/housing/mid-devon-housing/</a></p> <p>Customer Services staff have been provided with a Housing Complaints Handling Factsheet which provides examples of Service Requests and Complaints.</p> <p>MDH have scheduled in 2023-24 an event on social media which provides a Spotlight on Complaints Handling. This information provides examples of Service Requests and Complaints.</p>
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Yes	<p>MDH send out a range of tenant satisfaction surveys. The Customer Engagement Team follow up any expressions of dissatisfaction.</p> <p>Once the Regulator of Social Housing, new Tenant Satisfaction Measures (TSM's) are implemented, MDH will send out a yearly survey to tenants in accordance with the requirements of the TSM's.</p>

## Section 2 - Accessibility and awareness

### Mandatory 'must' requirements

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

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
2.4	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website.	Yes	<p>Information is available on the Council's webpage at <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/</a></p> <p>Information is available on the Housing webpage at: <a href="https://www.middevon.gov.uk/residents/housing/mid-devon-housing/">https://www.middevon.gov.uk/residents/housing/mid-devon-housing/</a></p>
2.5	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests.	Yes	<p>The Complaints and Feedback Policy states under section 8 the following:</p> <p><b>8. Assistance for complainants</b></p> <p>Complaints do not have to be in writing and can be made in whatever format is most suitable for the complainant; this can be by phone, email, writing a letter, using our on-line form, or in person.</p> <p>Complaints can be made on behalf of customers who are unable to make the complaint themselves. Customer First staff are available to help customers who are unsure what to do. In addition, a complaint can be raised by staff employed by the Council.</p> <p>Support can be provided for those who have difficulty reading or writing.</p> <p>Information about the complaints procedure can be provided in an alternative format on request.</p> <p>Information is available on the Council's webpage at <a href="https://www.middevon.gov.uk/your-">https://www.middevon.gov.uk/your-</a></p>

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
			<a href="#">council/customer-services/customer-feedback-and-complaints/</a>
2.6	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	Yes	MDH publicises a range of documents on their website and provides additional information via social media and via communications with tenants.  MDH have scheduled in 2023-24 an event on social media which provides a Spotlight on Complaint Handling. The articles provide a range of useful information about complaints, how to raise a complaint, the role of the Housing Ombudsman Service and information on MDH's self-assessment against the Complaints Handling Code.
2.7	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	Yes	MDH complaint letters contain advice to tenants how to access the Housing Ombudsman Service.  MDH submits ad hoc articles on their social media pages about how to make contact with the Housing Ombudsman Service.
2.8	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	Yes	MDH complaint letters contain advice to tenants how to access the Housing Ombudsman Service.

**Best practice ‘should’ requirements**

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



### Section 3 - Complaint handling personnel

#### Mandatory 'must' requirements

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

#### Best practice 'should' requirements

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

**Section 4 - Complaint handling principles**

**Mandatory 'must' requirements**

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.1	Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure <b>within five days of receipt.</b>	Yes	<p>MDH acknowledge all complaints within 3 working days of receipt of complaint.</p> <p>The Complaints and Feedback Policy states the following:</p> <p>All complaints will be acknowledged within three working days and resolved within 10 working days where possible (Stage 1).</p> <p>Information is available on the Council's webpage at <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/</a></p> <p>MDH have secure files in an electronic document management system and there is a two stage procedure in line with the policy.</p> <p>There is no pre-complaint stage.</p> <p>MDH use an integrated electronic housing management system and information about tenants and properties is held securely on that. Officers have been made aware of the need to record all relevant information. Records may also be stored in shared files or on the electronic document management system.</p>

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.2	Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	MDH highlight the nature of the complaint and how the tenant would like to resolve the complaint within their acknowledgement letter.
4.6	A complaint investigation must be conducted in an impartial manner.	Yes	The Complaints Officer investigates complaints and responds at stage 1. Should a complainant wish to escalate their complaint, the matter is reviewed by a more senior manager who has not been involved in the original complaint.
4.7	<p>The complaint handler must:</p> <ul style="list-style-type: none"> <li>• deal with complaints on their merits</li> <li>• act independently and have an open mind</li> <li>• take measures to address any actual or perceived conflict of interest</li> <li>• consider all information and evidence carefully</li> <li>• keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter.</li> </ul>	Yes	<p>The Complaints Officer job role sits in the Finance &amp; Performance Team and reports to the Housing Finance and Performance Manager who has no day to day responsibility for tenancy and estate management, repairs and maintenance or tenant involvement. Locating the Complaints Officer in a support team ensures that they are divorced from day to day decision-making relating to property and case management.</p> <p>In the event of any conflict of interest, this will be disclosed by the Complaints Officer.</p>

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication.	Yes	<p>MDH will tailor their communications to the preferred method of the tenant.</p> <p>MDH gathers data about tenant's individual communication preferences which are added to a housing management system.</p>
4.12	<p>The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to:</p> <ul style="list-style-type: none"> <li>• set out their position</li> <li>• comment on any adverse findings before a final decision is made.</li> </ul>	Yes	<p>MDH offer a wide range of opportunities for tenants and staff to discuss their complaint in more detail.</p> <p>There may be occasions that a provisional of outcome of investigation letter is sent prior to a final letter response, however this is at MDH's discretion.</p> <p>The complainant has the opportunity to escalate their complaint to Stage 2 of the Council's internal complaints process.</p>
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint.	Yes	Details are included in MDH letters.
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.	Yes	Any refusal of a complaint will be in accordance with the Complaints and Feedback Policy.

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.15	A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	Yes	MDH have secure files in an electronic document management system where this data is stored.
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	<p>The MDDC Complaints and Feedback Policy states under sections 9 and 10 how to deal with unreasonable, unreasonably persistent and vexatious complaints.</p> <p>Information is available on the Council's webpage at <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/</a></p>

### Best practice 'should' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic.	Yes	<p>MDH informs the tenant when a complaint does not come under their remit to investigate.</p> <p>MDH will inform the tenant at the onset where a complaint outcome is unreasonable or unrealistic to manage expectations.</p> <p>For example, when a tenant makes a complaint in which MDH had not been made aware of there being an issue. This will initially be dealt as a Service Request and if the tenant remains dissatisfied with the way we have handled their Service Request, the tenant can then escalate their Service Request to Stage 1 of the Council's internal complaints process.</p>
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	<p>The Council provides a wide range of ways to report complaints which gives them the opportunity to report their complaint and how the matter can be resolved.</p> <p>Any urgent actions raised are passed onto the relevant person/Team/service to act on.</p>
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	Yes	<p>MDH acknowledgement letter states the following:</p> <p>If you would like help from someone else, there are several choices:</p> <ul style="list-style-type: none"> <li>•Your District Councillor is there to represent you and, if you wish, you can ask him or her to help you.</li> </ul>

			<p>•You could also contact an advisory agency such as the Citizens Advice Bureau.</p> <p>The Housing Ombudsman Service also provides tenants with advice on complaints handling and they can be contacted at:</p> <ul style="list-style-type: none"> <li>• Tel: 0300 111 3000</li> <li>• Email: info@housingombudsman.org.uk</li> <li>• Fax: 020 7831 1942</li> </ul>
4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	Tenants are referred to the terms and conditions of the Tenancy Agreement, Policies and Procedures where applicable.
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	MDH will identify individual members of staff or contractors only when deemed necessary.
4.10	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	<p>MDH provides regular updates to the tenant about the progress of an investigation.</p> <p>There may be occasions that a provisional of outcome of investigation letter is sent prior to a final letter response, however this is at MDH's discretion.</p>
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	<p>Satisfaction surveys are sent to the tenant and feedback is logged.</p> <p>Once the Regulator of Social Housing, Tenant Satisfaction new Measures (TSM's) are implemented, MDH will send out a yearly survey to tenants in accordance with the requirements of the TSM's.</p>
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained.	Yes	Lessons learnt are shared with staff and contractors.

4.19	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	<p>MDH will complete a Public Sector Equity Duty form where applicable.</p> <p>MDH will considered a tenant's behaviour in accordance with the Equality Act 2010.</p> <p>MDH will act in accordance with the Regulator for Social Housing, Tenant Involvement &amp; Empowerment Standard.</p>

## Section 5 - Complaint stages

### Mandatory 'must' requirements

#### Stage 1

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



5.5	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	Yes	
5.6	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	Yes	MDH refer to tenants to the relevant policy, procedure, legislative requirements, statutory obligations and good practice where appropriate to do so.
5.8	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> <li>• details of how to escalate the matter to stage two if the resident is not satisfied with the answer.</li> </ul>	Yes	The relevant information is provided in the Stage 1 response letter.

## Stage 2

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.9	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	Yes	The MDDC Complaints and Feedback Policy states under section 9 – Unreasonable, unreasonably persistent and vexatious complaints.  Mid Devon District Council's (MDDC) Complaints and Feedback policy as published on-line can be found at: <a href="https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/how-our-complaints-procedure-works/">https://www.middevon.gov.uk/your-council/customer-services/customer-feedback-and-complaints/how-our-complaints-procedure-works/</a>

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.10	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.	Yes	MDH uses a standard template which highlights the tenant's complaint and how they would like to resolve the complaint.
5.11	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	Yes	
5.12	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	Yes	A senior manager not involved in the case will investigate any Stage 2 complaints.
5.13	Landlords must respond to the stage two complaint <b><u>within 20 working days</u></b> of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	Yes	
5.16	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the complaint definition</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> </ul> <b>and</b> <ul style="list-style-type: none"> <li>• if the landlord has a third stage, details of how to escalate the matter to stage three</li> <li>• if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied.</li> </ul>	Yes	The relevant information is provided in the Stage 2 response letter.  There is no third stage in our complaints procedure as per our policy and we give information at the end of every letter regarding the next stage of the complaint if the tenant remains dissatisfied.

**Stage 3**

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.17	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A process with more than three stages is not acceptable under any circumstances.	N/A	N/A
5.20	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: <ul style="list-style-type: none"> <li>• the complaint stage</li> <li>• the complaint definition</li> <li>• the decision on the complaint</li> <li>• the reasons for any decisions made</li> <li>• the details of any remedy offered to put things right</li> <li>• details of any outstanding actions</li> <li>• details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied.</li> </ul>	N/A	N/A

**Best practice ‘should’ requirements**

**Stage 1**

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.2	If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	MDH letter provides the tenant the opportunity to notify them if they don't agree with the revised deadline.
5.3	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	Where an agreement cannot be met between the landlord and tenant, details how to refer this to the HOS are contained in a letter.  MDH will provide an explanation why the complaint deadline has been extended.

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	All relevant information is taken into account during the investigation process.
5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	Yes	Any new complaints will be dealt within the current Stage 1 complaint or a new Stage 1 complaint will be raised and treated separately.

## Stage 2

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

### Stage 3

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
5.18	Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint <b><u>within 20 working days</u></b> of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should be provided to the resident.	N/A	N/A
5.19	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	N/A	N/A

## Section 6 - Putting things right

### Mandatory 'must' requirements

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

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
			Appendix 1 under the Tenant Involvement and Empowerment Standard Policy. This can be found at: <a href="https://www.middevon.gov.uk/residents/housing/council-housing/strategies-and-policies/">https://www.middevon.gov.uk/residents/housing/council-housing/strategies-and-policies/</a>

### Best practice 'should' requirements

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

## Section 7 - Continuous learning and improvement

### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.2	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	<p>MDH will publish the outcome of any performance data on their webpages, social medial and within the Annual Report. Performance data will be available to view on MDH's webpages at: <u><a href="http://MIDDEVON.GOV.UK">Our performance - MIDDEVON.GOV.UK</a></u></p> <p>A Complaints Handling Report will be presented annually to Members. These reports are available online at: <u><a href="https://democracy.middevon.gov.uk/ieListMeetings.aspx?CId=138&amp;Year=0">https://democracy.middevon.gov.uk/ieListMeetings.aspx?CId=138&amp;Year=0</a></u></p> <p>These documents are available to be viewed online by the general public, Members and staff.</p> <p>MDH offer of tenant involvement provides opportunities for tenants to become a Complaints Champion.</p> <p>MDH identifies any lessons learnt from a complaint as this is an opportunity to learn from complaints, improves tenant satisfaction and drives service improvement.</p>



**Best practice 'should' requirements**

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	The Cabinet Member for Housing will be best placed to take on the role.
7.4	As a minimum, governing bodies should receive: <ul style="list-style-type: none"> <li>• Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders</li> <li>• Regular reviews of issues and trends arising from complaint handling,</li> <li>• The annual performance report produced by the Ombudsman, where applicable</li> <li>• Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies. The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge.</li> </ul>	Yes	
7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	Regular meetings are held with the Management Team and the Cabinet Member for Housing.

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
7.6	<p>Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to:</p> <ul style="list-style-type: none"> <li>• have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments</li> <li>• take collective responsibility for any shortfalls identified through complaints rather than blaming others</li> <li>• act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing.</li> </ul>	Yes	<p>MDH staff appraisals for 2023/24 will set objectives in relation to complaint handling.</p> <p>Customer Services staff are provided with a Housing Complaints Handling Factsheet.</p>

## Section 8 - Self-assessment and compliance

### Mandatory 'must' requirements

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	Mid Devon Housing undertook a yearly self-assessment against the Code in February 2023.
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	Mid Devon Housing underwent a housing restructure in 2021. A self assessment against the Code was undertaken in April 2022.
8.3	<p>Following each self-assessment, a landlord must:</p> <ul style="list-style-type: none"> <li>• report the outcome of their self-assessment to their governing body. In the case of local authorities, self-assessment outcomes should be reported to elected members</li> <li>• publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents</li> <li>• include the self-assessment in their annual report section on complaints handling performance.</li> </ul>	Yes	<p>A Complaints Handling report is going to the Homes Policy Development Group at the beginning of the new financial 2034/24 year.</p> <p>The report is:</p> <p>To provide an annual update of Mid Devon Housing's (MDH) complaint handling data for the financial year 2022-23 to Members.</p> <p>To provide an annual update of the regulatory requirements as governed by the Regulator of Social Housing (RSH) in response to</p>

Code section	Code requirement	Comply: Yes/No	Evidence, commentary and any explanations
			<p>published Tenant Satisfaction Measures (TSM's) and any relevant updates.</p> <p>To provide an annual review of MDH's self-assessment against the Housing Ombudsman's Complaints Handling Code.</p> <p>To provide results of a Baseline Tenant Satisfaction Measures Survey</p> <p>The self-assessment form will be published on the Housing webpage at:  <a href="https://www.middevon.gov.uk/residents/mid-devon-housing/help-and-support/complaints-and-feedback/">https://www.middevon.gov.uk/residents/mid-devon-housing/help-and-support/complaints-and-feedback/</a></p> <p>The self-assessment form is included in MDH's Annual Report.</p>

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**(i) Lessons Learned relating to Complaints 2022-23**

<b>Background to service improvement</b>	<b>Lessons Learnt</b>	<b>Service improvement</b>
To improve how we provide information to tenants when they are permitted to move by mutual exchange.	To provide clearer information to all tenants the date their tenancy will commence and the date they are permitted to move.	Clearer information is now provided to all tenants prior to mutual exchanging.
To improve how contractors working on behalf of MDH are providing the appropriate advice to the tenant when carrying out gas servicing.	To ensure the contractor working on behalf of MDH are providing the tenant with appropriate advice when it has been identified that the tenant may be struggling to use access their gas meter.	Clearer guidance will be provided to the tenant by the contractor.
To improve MDH's processes relating to land sales on their estates.	To carry out a review of processes associated with land sales and also the standard letter templates relating to this.	Clearer processes relating to land sales and standard letter templates have been reviewed.
To improve how MDH and window contractor provides information to a tenant on preparing for a window installation.	To ensure that the window contractor's standard letter mirror images the information provided in their Resident's Handbook in relation to support available in helping the tenant to move furniture prior to window installation.	Clearer information is now available to the tenant to avoid confusion of what support is available e.g moving furniture.
To identify if silverfish is present at a property. This service improvement was identified following a Housing Ombudsman Service report.	To ensure that officers are asking the right questions to ascertain if silverfish are present in the property to allow further investigations to take place	Orchard text has been amended so that officers ask the right questions
To improve how we grant permission for tenants to have CCTV at their home	To ensure that officers are acting in accordance with policy and procedure	A CCTV Policy has been drafted and approved by Cabinet
To improve record keeping of acknowledging triage emails	To improve record keeping	The Technical Support & Repairs Team acknowledge triage emails.

<p>To provide reassurance to those residents impacted by a letter advising of the latest edition of MDH newsletter. This was in regards to corrupt data provided by a Business Objects programme used by MDH when sending mailshots.</p>	<p>To provide reassurance to this residents impacted by incorrect data</p>	<p>MDH sent a letter to those residents impacted by the letter</p> <p>Data breach reported</p> <p>Raised awareness of error on social media</p> <p>MDH took immediate action to respond quickly to error</p>
<p>To raise awareness of costs associated with running a Positive Input Vent (PIV) at a Council property</p>	<p>To raise awareness of running costs associated with running a PIV and to offer tenants the choice to set according to their preferences</p>	<p>MDH's standard letter has been amended accordingly to reflect running costs of PIV</p>
<p>To raise awareness of tenants having contents insurance</p>	<p>To promote tenants contents insurance</p>	<p>Information promoted on MDH's social media pages</p>
<p>To raise awareness of property history on MDH's housing management system.</p>	<p>To improve information held about a property</p>	<p>An UDC has been placed on MDH's housing management system to advise Officers to check the history of the property.</p>
<p>To raise awareness amongst staff the correct Ombudsman to refer complaints to</p>	<p>To improve communications provided to the complainant</p>	<p>Staff were briefed on complaints out of the Housing Ombudsman Service restriction</p>
<p>To be clear how MDH will deal with changing of utility providers when a tenancy ends but the property becomes Use &amp; Occupation or a joint/sole tenancy ends</p>	<p>To ensure that the Use &amp; Occupation resident or joint/sole tenant is not inconvenienced by MDH switching their energy provider to British Gas whilst they remain in the property</p>	<p>Staff have been given clear guidelines to provide the Void Manager with information when a tenancy is due to end and when a Use &amp; Occupation account or a joint/sole tenancy has been set up</p>

## Annex 3

### (i) Performance relating to Complaints 2022-2023

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
<b>Stage One Complaints</b>													
% Stage One Complaints Closed On-time	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No. Stage One Complaints	15	14	9	7	18	12	7	21	15	20	20	42	200
No. Stage One Complaints Closed On-time	15	14	9	7	18	12	7	21	15	20	20	42	200
% Stage One Complaints Upheld	26.7%	28.6%	33.3%	57.1%	50.0%	33.3%	28.6%	38.1%	33.3%	35.0%	50.0%	31.0%	36.5%
No. Stage One Complaints	15	14	9	7	18	12	7	21	15	20	20	42	200
No. Stage One Complaints Upheld	4	4	3	4	9	4	2	8	5	7	10	13	73
<b>Stage Two Complaints</b>													
% Stage Two Complaints Closed On-time	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	90.0%	93.5%
No. Stage Two Complaints	2	9	3	2	3	4	6	5	3	8	7	10	62
No. Stage Two Complaints Closed On-time	1	9	3	2	3	4	6	5	3	6	7	9	58
% Stage Two Complaints Upheld	0.0%	11.1%	33.3%	50.0%	33.3%	0.0%	33.3%	20.0%	0.0%	50.0%	0.0%	40.0%	24.2%
No. Stage Two Complaints	2	9	3	2	3	4	6	5	3	8	7	10	62
No. Stage Two Complaints Closed On-time	0	1	1	1	1	0	2	1	0	4	0	4	15

### (ii) Complaints closed by category 2022-23

Complaint Types	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
<b>Total Complaints by Type</b>	15	14	9	7	18	12	7	21	15	20	20	42	200
Allocations Complaints	0	0	0	0	0	1	0	1	0	5	1	1	9
Anti-social Behaviour Complaints	0	2	0	1	0	3	0	5	0	0	1	4	16
Tenancy Management Complaints	4	3	2	1	6	3	2	5	2	3	1	5	37
Rents and Service Charges Complaints	1	0	0	1	1	0	0	3	1	0	2	4	13
Repairs - Day to Day	4	5	2	2	3	2	4	3	5	4	5	14	53
Repairs - Planned Maintenance	4	2	4	0	7	1	1	3	6	7	8	10	53
Staff and Customer Services Complaints	1	2	0	2	1	2	0	1	1	1	1	1	13
Other Landlord Complaints	1	0	1	0	0	0	0	0	0	0	1	3	6
Lifeline Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0

