

## Cabinet

**Tuesday, 4 June 2024 at 5.15 pm**  
**Phoenix Chamber, Phoenix House, Tiverton**

**Next ordinary meeting**  
**Tuesday, 2 July 2024 at 5.15 pm**

**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.

**The meeting will be hybrid and an audio recording made and published on the website after the meeting.**

[To join the meeting online, click here](#)

Meeting ID: 359 444 171 22  
Passcode: NpoKiA

## Membership

L Taylor	Leader of the Council
S J Clist	Deputy Leader & Cabinet Member for Housing & Property Services
J Lock	Deputy Leader & Cabinet Member for Working Environment
N Bradshaw	Cabinet Member for Climate Change
J Buczkowski	Cabinet Member for Finance
G DuChesne	Cabinet Member for Community and Parish Engagement
S Keable	Cabinet Member for Planning and Economic Regeneration
J Wright	Cabinet Member for Environment & Services
D Wulff	Cabinet Member for Community & Leisure

## **A G E N D A**

1. **Apologies**  
To receive any apologies for absence.
2. **Public Question Time**  
To receive any questions relating to items on the Agenda from members of the public and replies thereto.
3. **Declarations of Interest under the Code of Conduct**  
To record any interests on agenda matters.
4. **Minutes of the Previous Meeting** *(Pages 5 - 28)*  
To consider whether to approve the minutes as a correct record of the meeting held 2 April 2024.
5. **Draft Corporate Plan** *(Pages 29 - 68)*  
To receive a report on the draft new Corporate Plan from the Chief Executive and Performance and Improvements Manager.
6. **Access to Phoenix House for Vulnerable Customers** *(Pages 69 - 78)*  
To receive a report from the Head of Digital Transformation and Customer Engagement on the Access to Phoenix House for Vulnerable Customers.
7. **Complaints Policy** *(Pages 79 - 98)*  
To receive a report from the Head of Digital Transformation and Customer Engagement on the Complaints Policy.
8. **Corporate Health and Safety Policy** *(Pages 99 - 108)*  
To receive a report from the Operations Manager People Services on Corporate Health and Safety Policy.
9. **Cullompton Infrastructure** *(Pages 109 - 124)*  
To receive a report from the Director of Place and Economy and the Strategic Manager Growth, Economy & Delivery on the Cullompton Infrastructure.
10. **Safeguarding Policy** *(Pages 125 - 160)*  
To receive a report from the Head of Housing and Health on the Safeguarding Policy.
11. **Council Productivity Plan** *(Pages 161 - 174)*  
To receive a report from the Deputy Chief Executive (S151) on the Council Productivity Plan.



12. **Grand Western Canal Conservation Area Appraisal** (*Pages 175 - 262*)  
To receive a report from the Director of Place and Economy on the Grand Western Canal Conservation Area Appraisal.
13. **Annual Treasury outturn report 23/24** (*Pages 263 - 278*)  
To receive a report from the Deputy Chief Executive (S151) on the Annual Treasury outturn report 2023/2024.
14. **2023/24 Revenue and Capital Outturn report** (*Pages 279 - 334*)  
To receive a report from the Deputy Chief Executive (S151) on the 2023/24 Revenue and Capital Outturn report.
15. **Award of the Office, Market and Leisure Cleaning Contract** (*Pages 335 - 342*)  
To receive a report on the Award of the Office, Market and Leisure Cleaning Contract.
16. **Leisure Management System (LMS)** (*Pages 343 - 350*)  
To receive a report from Head of Revenue, Benefits and Leisure on Leisure Management System.
17. **Notification of Key Decisions** (*Pages 351 - 364*)  
To note the contents of the Forward Plan.
18. **The next scheduled meeting date**  
To confirm the next Cabinet meeting date.

## **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. Residents, electors or business rate payers of the District wishing to raise a question under public question time are asked to provide their written questions to the Democratic Services team by 5pm three clear working days before the meeting to ensure that a response is received at the meeting to the written question. 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.

Residents, electors or business rate payers of the District may make a statement or shall be entitled to ask questions and/or statements at a meeting which concerns the Council's powers / duties or which otherwise affects the District at Full Council.

Please note that a reasonable amount of hardcopies at the meeting will be available, however this is a limited number. If you are attending the meeting and would like a hardcopy of the agenda we encourage that you notify Democratic Services in advance of the meeting to ensure that a hardcopy is available. Otherwise, copies of the agenda can be found on our website.

If you would like a copy of the Agenda in another format (for example in large print) please contact Laura Woon on: [lwoon@middevon.gov.uk](mailto:lwoon@middevon.gov.uk)

Public Wi-Fi is available in all meeting rooms.

**MINUTES** of a **MEETING** of the **CABINET** held on 2 April 2024 at 5.15 pm

**Present**

**Councillors**

L Taylor (Leader)  
S J Clist, J Lock, N Bradshaw,  
J Buczkowski, S Keable and D Wulff

**Apologies**

**Councillor(s)**

J Wright

**Also Present**

**Councillor(s)**

D Broom, E Buczkowski, G Cochran, A Cuddy, G  
Duchesne, C Harrower, L Knight

**Also Present**

**Officer(s):**

Andrew Jarrett (Deputy Chief Executive (S151)), Maria De  
Leiburne (Director of Legal, HR & Governance (Monitoring  
Officer), Richard Marsh (Director of Place & Economy),  
Matthew Page (Corporate Manager for People,  
Governance and Waste), Simon Newcombe (Corporate  
Manager for Public Health, Regulation and Housing), Dean  
Emery (Corporate Manager for Revenues, Benefits and  
Recovery)(online), Dr Stephen Carr (Corporate  
Performance and Improvement Manager)(Online), Jason  
Ball (Climate and Sustainability Specialist), Tristan Peat  
(Forward Planning Team Leader)(online), Laura Woon  
(Democratic Service Manager) David Parker ((Democratic  
Services & Policy Research Officer)

**Councillors  
Online**

P J Colthorpe, L Cruwys, G Czapiewski, A Glover, F Letch

## 130. **APOLOGIES**

Apologies received from Cllr J Wright.

## 131. **PUBLIC QUESTION TIME**

**Nick Quinn**

The Appendix 2 - Corporate Risk Register shows a number of risks. I wish to ask questions about two of these:

**CR9** (*Delivery of the 3 Rivers Closedown Plan*) - The accompanying text states that the Banksia Close property is being purchased by the Council and that the Haddon Heights Development, at Bampton, will complete in February 2024. It also states that marketing of the remaining five units continues and is now likely to extend past 31 March 2024.

**Question 1:**

Has the purchase of the Banksia Close property been completed?

**Response from Cabinet Member for Finance:**

Yes.

**Question 2:**

Has the Haddon Heights Development been completed?

**Response from Cabinet Member for Finance:**

Yes, with the final landscaping taking place when weather allows.

**Question 3:**

Were the five unsold units transferred to the Council by 31 March 2024?

**Response from Cabinet Member for Finance:**

Yes.

**Question 3(a):**

Will the Council continue to actively market these units, for sale, itself?

**Response from Cabinet Member for Finance:**

No – they will continue to be marketed by the current estate agents.

**CR9a** (*Reputational Impact of 3 Rivers*) - The accompanying text states that the reputational risk is mainly down to unhelpful and inaccurate statements being made about the Company and the consequential impact on the Council.

**Question 4:**

Does the Cabinet consider that the lack of proper information being provided by the Council, about the Company and its situation, may have contributed to such speculation?

**Response from Cabinet Member for Finance:**

This administration has been open and transparent with all elected members at all times, elected members that represent their community, at a level not seen with previous administrations; external reports and professional advice has been shared, along with updates and progress. As much of this as possible has been put into the public domain, but to protect the Council's financial interest, and in turn our residents' interests, some of this information has been withheld from public domain.

**Question 5:**

Even though there has been a considerable loss of public money, is the Council hoping that the final closure of the Company will, by itself, restore the reputation of the Council?

**Response from Cabinet Member for Finance:**

Reputation is very much earned and while the final closure of the company in its self may not restore some of the confidence lost by previous administrations, the fact that this administration has done what it said would, i.e. not invest in further projects, seek professional advice, and close the company with the best possible return for the Tax Payer, in a timely and professional way to limit any further exposure, clearly demonstrates the integrity of the Leader and his cabinet, and in turn will further reinforce the trust our residents have in this Liberal Democrat Administration and support the restoration of this council's reputation under our stewardship.

**Paul Elstone**

This administration has repeatedly stated that it will be more open and transparent. However, it is noted that the results of the Residents Survey have been manipulated. This so as not to reflect the seriously worsening position related to this Council and its Councillor's lack of trust.  
See sections 2.6 thru 2.8.

Yet a further example of why resident trust is increasingly eroding under this administration. What the published survey results don't show is:

That the trust in this Council has dropped from 50% to 40% over the last 12 months  
That the trust in Councillors has dropped from 55% to 49% over the same period.

Seven (7) of those months when this administration has been in control and despite what this administration would perhaps like to argue against or even politicise.

**Question 1:**

Will the Council Leader ensure the Residents Survey is re-issued with all information, this including last year's reference data fully revealing this deteriorating level of trust?

Why is public trust in this Council and its Councillors in rapid decline and something that has become very much worse over the last few months?

Some examples.

- The attempted full-frontal assault in preventing or suppressing the public from asking questions or making statements at committee meetings.
- As statement by the Scrutiny Committee Chair no less. One which they would not retract, about "*cooking the books*" related to 3 Rivers financial losses. A statement I and others fully support, this as more information becomes available.
- A virtual complete lack of appropriate Statutory Officer oversight in regards to 3 Rivers. This has recently identified by the Grant Thornton Audit.
- A complete failure to hold those primarily responsible for the gross 3 Rivers failings to account and by any measure. In fact, all too frequently singing their praises.
- The apparent cover up culture that seems to pervade this Council, and with irrefutable evidence available.

- Awarding Statutory Officers extortionate pay awards based on increased role responsibilities when there is good evidence to show these officers failed in exercising their previous roles. Even a dereliction of duty it's believed.
- The back pedalling on the Committee System.
- The hypocritical approach to proportional representation. The Lib Dems holding all committee chair's including Scrutiny. Having all seats on external committees. Making up 100% of Cabinet. This despite having only 48% of the electoral vote.
- There are others.

## **Question 2**

A fundamental Sigma 6 continuous improvement principle is Stakeholder Engagement, something the Leader will know full well. Will the Council Leader fully consider calling a public stakeholder meeting this to get everything into the open, to clear the air?

## **Supplementary Question:**

You have the full opportunity come May to realign some of the committees, particularly Scrutiny where it has previously been suggest your marking your own homework. Would you give full consideration to at least Scrutiny and perhaps adding an opposition to Cabinet.

## **Response from the Leader of the Council:**

There are always things taken into consideration and will be discussed.

## **Leader of the Council made a comment:**

The public trust is an important part of the Council and the results in May last year were 48%. Were in a First Past the Post (FPTP) not in proportional representation. I would prefer a proportional representation unfortunately we are not in that system and Mid Devon District Council does not have the ability legally to change this. I will always be an advocate and campaigner for proportional representation.

## **Barry Warren**

In the 'Risk Description' it says "A decision has now been made to soft close the company, so the remaining reputational risks are that public debate in future inadvertently damages the value of assets by hindering the remaining sales."

## **Question 1:**

Do Cabinet consider that just closing the company will stop any debate about the reputation of the council when perfectly proper questions have been asked - but not answered openly and honestly, over a considerable time?

## **Question 2:**

Do Cabinet consider that the closure of the company will reinstate the reputation of the council given the history of the setup of 3 Rivers and taking four years and a new administration to finally get senior officers to commission reports from external agencies which resulted in some 33 recommendations being made for improvement?

## **Question 3:**

Public money has been, and is being, used to cover the losses on 3 Rivers. This means the projects the money would have been spent on, will be delayed or lost completely. Are Cabinet expecting the public to ignore what has happened and forget about it whilst those losses are made good?

**Question 4:**

St. George's Court will still have the potential to cause problems, even under HRA Management, and there will be knock on effects with regard to the handling of Post Hill, Knowle Lane and other sites taken on from 3 Rivers. If accurate and complete information is not made available regarding these sites, and members of the public have to repeatedly ask questions to try and get the truth, this will continue to damage the reputation of the council. What are Cabinet putting in place to ensure that this does not happen?

**Question 5:**

The notes state: "Any remaining reputational influences relate predominantly to external instigators who may choose to oppose the council activity or policy direction" Was the attempted introduction of restrictions on public speaking into the Constitution an indication that the Chief Executive would like to prevent or restrict public involvement?

**Question 6:**

There is little doubt that harm has been caused to the reputation of the Council as evidenced in the recent public survey. What are the Cabinet doing to ensure that those hard working officers who are providing excellent day to day service in regards to refuse collection, recycling, Customer First and Leisure Services, to name but a few, are not demoralised by the shortcomings within senior management?

**Gwen Duchesne**

**Question**

I'd like to ask a question about Devon County Council application DCC/4358/2023 for landfill at Greenway, Halberton.

I recognise MDDC is a consultee along with many others for this application I know MDDC will not be determining the application that responsibility lies with Devon County Council.

If this application is approved by DCC it will permit 6 metre-long vehicles to travel through Sampford Peverell, Halberton, Upplowman and Braid Park every 15 minutes from 8 am to 5 pm, 5.5 days a week. These vehicles are huge, and will be laden with aggregate brought from all over and outside of the county. They will be bruising the kerbs and battering the newly built roads along Enterprise Avenue, we already see it happening. They will be brushing past the newly opened play area for the little children there; they will push through nearby busy lanes. They will be fighting with buses and tractors along the recently narrowed roads around Sampford Peverell, at Upplowman Cross and through the priority signage at Halberton. The whole area will be under siege with our roads, verges and hedgerows as collateral damage.

Children's access to fresh air and exercise will be cancelled, adults will be similarly affected, cycling and walking will stop and only the bravest would entertain walking the route. Our beautiful bit of countryside will be turned into an industrial landscape. Indeed we are being industrialised and there is no upside. There will be no amenity here.



The above is a distillation of the many comments I have received from affected parties. It reflects the sadness and despair along with, it has to be said, and a fair amount of anger that this application has given rise to. Greed, not need is a common refrain. I haven't even touched upon other aspects of this application that give rise for concern or even the potential this application might have on the future development of Junction 27 and economic prosperity that might flow from it.

I am grateful for the work that so many MDDC councillors and officers have put into the updated consultation response to reflect legitimate concerns. I appreciate the limits of our power.

Devon County Council will determine the application. I can only hope that Devon County Council will view and give weight to the many comments and concerns that have been raised some of which have been reflected here today.

**Question 1:**

Can I be assured that MDDCs response to DCC is as robust as it can be, that it reflects the views of residents and the potential detrimental impact on the communities affected.

**Response from Cabinet Member for Planning and Economic Regeneration:**

You are quite right that this is an application which is with Devon County Council for determination, rather than Mid Devon. I appreciate that this might be confusing for some residents who are used to seeing us, at Mid Devon, determine planning applications, but this application is with Devon because it relates to a Waste use - and they (Devon) are the Authority responsible for planning matters relating to Waste and Minerals.

However, it should not be confusing for seasoned politicians who, as I understand have been distributing deliberately misleading and wrong information calculated to alarm local residents. Attention should focus upon the Conservative administration at County Hall and the local Conservative County Councillor as it is they who will determine this planning application.

In these circumstances we, Mid Devon as the Local Planning Authority (LPA) are, as you suggest Cllr DuChesne, simply a consultee in relation to the application and are invited to make a consultation response to it.

In terms of the points and concerns you raise; I personally recognise and understand the fears you raise on behalf of your residents. However, you will appreciate that the officers representing the LPA are necessarily required to provide technical responses which are based wholly upon material planning considerations, are objective and focused within their areas of expertise or within the areas of expertise of other council employees who support Planning in preparing these consultation responses.

I have seen the response that has been issued by officers on behalf of the Mid Devon LPA and believe that our officers have put forwards a robust and thorough consultation response in response to the application - notably objecting to the application and querying issues and information relating to key issues such as air quality and the proposed use of this site within the context of DCC's adopted Waste Plan. They have also asked that DCC take full account of the many comprehensive and detailed responses provided by our residents in response to this application.



Clearly we, as elected members, are also able to continue to voice our views and opinions in relation to this application and continue to encourage our residents to do likewise. The best way to do this is by responding to DCC's consultation on the application and I would encourage those who wish to have their say to do so by lodging their own comments with DCC so that these can be fully considered through the determination process by Devon County Council.

### 132. **DECLARATIONS OF INTEREST UNDER THE CODE OF CONDUCT**

No interests were declared under this item. Members were reminded of the need to make declarations of interest where appropriate.

### 133. **MINUTES OF THE PREVIOUS MEETING ON 5 MARCH 2024**

The minutes of the previous meeting held on 5<sup>th</sup> March 2024 were approved as a correct record and SIGNED by the Leader.

### 134. **SILVERTON NEIGHBOURHOOD PLAN**

Cabinet had before it a report \* from the Director of Place and Economy on the Silverton Neighbourhood Plan.

The Cabinet Member for Planning and Economic Regeneration outlined the contents of the report with Particular reference to the following:

- The Silverton Neighbourhood Plan was subject to a local referendum held on Thursday 29<sup>th</sup> February 2024, at which persons eligible to vote in the neighbourhood plan area (Silverton Parish) were asked the following question: *"Do you want Mid Devon District Council to use the neighbourhood plan for Silverton to help it decide planning applications in the neighbourhood area?"*
- The result of the referendum was as follows: Number cast in favour of a yes recorded vote 459, number cast in favour of a no recorded vote 37, number of spoilt ballot papers recorded was 11. The total number of votes cast 507
- Since 90.53 % of voters who voted are in favour of the Silverton Neighbourhood Plan the plan had become part of the statutory development plan for the area. It had attained the same legal status as a local plan (and other documents that form part of the statutory development plan).
- Applications for planning permission must be determined in accordance with the development plan, unless material considerations indicate otherwise. Policies of the Neighbourhood Plan would be used alongside policies in the adopted Mid Devon Local Plan, and the Devon Minerals and Waste Plans, to help guide planning applications submitted to the Council for determination in the Silverton area and the decisions made on those.
- The Council must now formally adopt the Plan as soon as reasonably practicable after the referendum was held, and not later than 8 weeks from that date.
- The Council may refuse to make the Plan if it considers that making it would be a breach, or would otherwise be incompatible with, any remaining EU obligations or any human rights obligations. Council officers hold the view that the making of the Plan would not breach these obligations (as set out within

the Council's Decision Statement). The Council must decide whether to make, or refuse to make, the Plan.

- There is no opportunity at this stage to seek to amend the contents of the plan or make further representations to it.
- The Silverton Neighbourhood Plan was the fourth neighbourhood plan to pass a local referendum and come into force as part of the statutory development plan in Mid Devon, and there are three other Neighbourhood Plans (for Willand, Newton St Cyres and Lapford) that are also currently being prepared by their local communities. The Council encourages local communities to prepare neighbourhood plans that would help them have a greater say in the future planning of their local areas.

**RESOLVED** that:

That Cabinet **RECOMMENDS** to Council that:

1. The Silverton Neighbourhood Plan (Appendix 1) is 'made' (adopted) and brought into force as part of the statutory development plan for the Silverton area:
2. The Silverton Neighbourhood Plan Adoption Decision Statement (Appendix)
3. Is published to meet the publicity requirements in the Regulations.

(Proposed by Cllr S Keable and seconded by Cllr S Clist)

Note: \* Report previously circulated.

Reason for Decision:

There is a need for the Council to 'make' (adopt) the Silverton Neighbourhood Plan, following its local referendum, under Section 38A (4) of the Planning and Compulsory Purchase Act 2004 (as amended) and to publish a statement setting out the decision and the reasons for making this decision under the Regulation 19 of the Neighbourhood Planning (General) Regulations 2012.

### 135. **THE COUNCIL'S STATUTORY DUTY TOWARDS BIO DIVERSITY AND NATURE**

Cabinet received, and **NOTED** a verbal update on the Council Statutory Duty towards Bio Diversity and Nature.

The Cabinet Member for Climate Change made particular reference to the following:

- First consideration went to Cabinet in January.
- The Council Statutory duty towards Bio diversity and Nature has been presented to the Policy Development Groups (PDGs) and Planning Policy Development Group for everyone to beware.
- The planting of trees, working on wildlife and green spaces, river and seas motion to Scrutiny, water quality and nature.
- Great ideas from the State of District debate and this would feed into the consideration of performance towards Biodiversity.
- For all members to bring forward their ideas.

The Climate and Sustainability Specialist made particular reference to the following:

- The engagement through the PDGs and thanked Members for the feedback.
- The Government had asked for an action plan every five years to report back.
- The action plan would be created following the feedback from the PDGs for example promoting the good things that are already happening and sustainable farming and local food systems.
- Engagement with tenants regarding this issue needed to continue and be progressed. Other ideas included awareness training and improving access to the green areas when developing housing estates.
- The planting of community orchards and how this had already been a success.

Discussions took place regarding:

- The idea of planting a tree for each baby born in Mid Devon, including stillborn babies as there was a similar scheme in Somerset.

### 136. RESIDENTS SURVEY

Cabinet had before it and **NOTED** a report \* from the Deputy Chief Executive (S151) Officers on the residents survey.

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

- There was no significant change to the resident survey.
- The 43% trusted their local Council to make decisions about local services, compared to 2% trust for the Government.
- Percentage of residents that think the media has viewed local Councils positively in the last few months.

The Deputy Chief Executive (S151) Officer outlined in the report with particular reference to the following:

- The Council conducted a combined residents' and budget setting survey in November/December 2023.
- Many of the responses, and those for the LG Inform survey, had seen a deterioration in their scores/feedback, which may of had some bearing on the national challenges that had been faced currently.
- Resident feedback enables the Council to focus on the key concerns/messages, whilst also providing an important baseline, which can be utilise in order to measure feedback against in future years and assess the direction of travel.

Discussion took place regarding:

- The disappointment in the amount of respondents to this year survey.
- To engage more with the residents of the Council.
- The responses in regards to climate change and the wording around fairly or very important.
- Details of the percentages to see where improvements could be made.

- Mid Devon households pay on average £225.40 in Council Tax per year (£4.32 per week) in 2023/24 to the Council.

Note: \* Report previously circulated.

### 137. **CORPORATE PERFORMANCE REPORT**

Cabinet had before it and **NOTED** a report \* from the Corporate Manager for People, Governance & Waste and Corporate Performance and Improvement Manager on the Corporate Performance Plan.

The Corporate Performance and Improvement Manager on the Corporate Performance Plan outlined the contents of the report with Particular reference to the following:

- Appendices 1-5 provided Members with details of performance against the Corporate Plan and local service targets for quarter 3, financial year 2023/24. This spans the period October 2023 to December 2023.
- The Corporate Plan had four themes: Homes, Environment, Economy, and Community. Climate Change is a cross cutting theme of the Plan. Alongside the performance reported of the Corporate Plan, the Council presented performance information on a wide range of corporate performance indicators, these are detailed in Appendix 5.

Note: \* Report previously circulated.

### 138. **CORPORATE PERFORMANCE DASHBOARD**

Cabinet had before it and **NOTED** a presentation \* from the Corporate Manager for People, Governance & Waste and Corporate Performance and Improvement Manager on the Corporate Performance Plan.

The Corporate Performance and Improvement Manager on the Corporate Performance Plan outlined the contents of the presentation with particular reference to the following:

- The dashboard at a glance provided an overall annual target as a pie chart.
- The performance measures and finance measures were highlighted and the RAG rating of the red, amber and green.

Discussions took place regarding:

- The agency spend versus budget and if there was a budget for the agency or if the Council was £53k above it.
- Council tax on the report was amber and an update as of today for last year for 97.5% and business rates at 99.4% and a fantastic results.

### 139. **CORPORATE RISK REPORT**

Cabinet had before it and **NOTED** \*report from the Corporate Manager for People, Governance & Waste and Corporate Performance and Improvement Manager on the Corporate Performance Dashboard.

The Corporate Performance and Improvement Manager outlined the contents of the report with particular reference to the following:

- The Corporate Risk Register contains the strategic risks which are most likely to impact the corporate priorities of the Council.
- It would be reviewed at least quarterly by Corporate Managers and the Leadership Team and updated as required. It is then presented to the Audit committee and to Cabinet. Risks are managed on the council's corporate performance and risk management system, SPAR.
- The corporate risks are presented on a risk matrix (heat map), Appendix 1. Information on each risk is presented in a standard template, Appendix 2.

Discussions took place regarding:

- The current risk on CR10 Cullompton Town centre relief road and CR1b Cullompton Garden Village – Delay/ impact to project arising from infrastructure delays as these would impact one another and the scoring is different.
- CR2 the cyber security risk rating level at high and the likelihood that a cyber-attack could happen. What is being done to support a cyber-attack with these sorts of threats?
- The processes of risk, the Council would identify a risk, accessing the severity and likelihood then the rating, it would be helpful if the mitigation could be included in the future reporting.

**RESOLVED** that:

1. Cabinet Members review the Corporate Risk Register and feedback any areas of concern.

#### 140. **NEW CORPORATE PLAN**

Cabinet had before it and **NOTED**, a verbal update from the Corporate Performance and Improvement Manager on the new Corporate Plan.

The Leader of the Council outlined the contents of the update with Particular reference to the following:

- The current Corporate plan is from the previously administration.
- The new Corporate Plan will be presented to Council and set an ambitious manifesto to deliver and put into practice.
- The closure of 3 rivers and would like to progress further than the targets set.
- The current administration has worked with members of the Council and the PDGs on the Corporate Plan.

The Corporate Performance and Improvement Manager outlined the contents of the update with Particular reference to the following:

- The aims of the new the Corporate Plan and a draft will be presented to Cabinet in June and based on five Thematic Areas as follows:  
Planning, Environment & Sustainability;

Community, People & Equalities;  
Homes;  
Economy & Assets;  
Service Delivery & Continuous Improvement

- The recent Standards Committee agreed to take a report to Council for the Proposed Changes to PDGs to align with the thematic areas.
- This Council moves to a more robust implementation of the Hybrid system, utilising the PDGs and the Programming Panel to better develop policy and set strategic direction.
- Members will work closely to set out the draft thematic areas to align with the policy development group.

#### 141. **SINGLE EQUALITIES POLICY AND EQUALITY OBJECTIVE**

Cabinet had before it a report\* from the Corporate Manager for People, Governance & Waste and Corporate Performance and Improvement Manager on the Single Equalities Policy and Equality Objective.

The Cabinet Member for Working Environment outlined the contents of the report with Particular reference to the following:

- To provide Members with an update on action taken to help meet the Council's statutory duties under the Equality Act (2010).
- A change to our approach to Equality Objectives from 2024/25 is proposed to make them more specific and measurable whilst retaining the ambitious outcomes we wish to deliver.
- The Equality Objectives for 2024/25 are arranged by six themes, and proposed measurement is provided in parentheses. They have been discussed by the Equality Diversity Inclusion Group.

**RESOLVED** that:

Cabinet **APPROVED** the Single Equality Scheme together with the Equality Objectives for 2024/25.

Proposed by Cllr J Lock and seconded by Cllr S Keable)

**Reason for Decision:**

Approving the Single Equality Scheme and Equality Objectives helps to ensure the council meets its legal responsibilities in relation to the Equality Act (2010).

#### 142. **REPORT OF THE CAR PARKING WORKING GROUP**

Cabinet had before it a report \* from the Environment and Enforcement Manager and the Corporate Manager for People, Governance and Waste providing recommendations from the Parking Consultation Working Group.

The Cabinet Member for Finance outlined the contents of the report with Particular reference to the following:



- These are the first proposals put forward to the Cabinet for ratification by the recently formed Car Parking Consultation Group.
- The Working Group was made up of town, business and community representatives and the purpose was to ensure that future parking and permit tariffs and issues had the input of local people and leaders before they are considered by members.
- It was led by Cllr Guy Cochran and had the assistance of both Luke Howard, Environment Enforcement Manager and Matthew Page, Corporate Manager for People, Governance and Waste,
- The first two sets of proposals are for a new three hour tariff to be introduced in our long stay car parks to encourage residents and visitors to be able to spend longer in our District and Town Centres.
- The second is for five free Car Parking Saturdays to be agreed in the build up to Christmas 2024 so local communities and businesses can plan ahead accordingly for this important time of year.
- The Economy PDG have carefully considered these proposals and are very happy to send them to Cabinet for ratification this evening. You will see from the report that a wide set of terms of reference have been established and I look forward to bringing future recommendations from the group forwards over the coming months.

**RESOLVED** that:

1. For Cabinet to **APPROVE** the proposed tariff changes that have come from the Car Parking Consultation Working Group and been recommended for approval by Economy PDG for ratification.
2. For Cabinet to **APPROVE** five free Saturdays for parking at the Multi Storey car park, Tiverton, High Street (St Saviours), Crediton and Station Road, Cullompton in the lead up to Christmas 2024.

(Proposed by Cllr J Buczkowski and seconded by Cllr S Keable)

**Reason for the Decision:**

Road Traffic Regulation Act 1984 regulates how changes can be implemented. Any decisions need to have consideration for this act and requirements for amendments.

**143. THE DEVON SERIOUS VIOLENCE STRATEGY**

Cabinet had before it a report \* from the Corporate Manager for Public Health, Regulation and Housing on the Devon Serious Violence Strategy.

The Cabinet Member for Community and Leisure outlined the contents of the report with Particular reference to the following:

- The Devon Preventing Serious Violence Strategy was a new strategy which outlined the Safer Devon Partnership's framework for preventing and reducing serious violence in Devon.
- It was grounded in a public health response to violence which was recognised that addressing the root causes of violence is crucial for prevention. It outlined the overall vision, priorities and intended impacts for work to prevent violence.

A delivery plan exploring work towards these priorities and its impacts would accompany the strategy and provide details about specific actions and activities.

- This Preventing Serious Violence Strategy outlines our collective ambition for keeping people, families and communities in Devon safe from the risk and experience of violence.”
- Here, violence is defined as “the intentional use of physical, sexual or psychological force or power (including threats of violence, and including coercive and controlling behaviour).”
- Work was completed last year through the Safer Devon Partnership to commission the Special Needs Assessment and agreed five core strategy components: Overall vision, Definition of violence, Priorities and intended impacts for work to prevent violence, Focus areas, and Principles and timeline for a delivery plan.
- These components were agreed at the Safer Devon Partnership Executive meeting including all Community Safety Partnerships across Devon in November last year.
- The strategy vision has been further refined within the final publication version as: “Our vision is for people, families and communities in Devon to thrive, safe from the risk and experience of violence.”
- The report set out the three stages of prevention and the core priorities which have been simplified and are now set out across seven areas, separated into core and cross-cutting approaches.
- For the next steps, all Community Safety Partnerships will be working with the Safer Devon Partnership to define achievable actions, outputs, outcomes and impacts, with the subsequent long-term changes we aim to see in our communities, in an overarching strategy delivery plan. This will be developed during 2024 following publication of the Strategy.
- In order to discharge our duties under the Serious Violence Duty we are required to agree publish a strategy and governance arrangements that underpin delivery going forward. The Devon Preventing Serious Violence Strategy has been developed by the Safer Devon Partnership including East and Mid Devon Community Safety Partnership as Safer Devon Partnership Executive members. The strategy utilises a public health approach over the next five years to address the key areas identified through the Special Needs Assessment.

Discussion took place regarding:

- The unfortunate language used in the report when referring to children in care as it appeared they were being demonised.
- The definition of violence and the wording “intentional” use of physical, sexual or psychological force or power (including threats of violence, and including coercive and controlling behaviour).

**RECOMMENDED** to Full Council that:



1. The adoption the Devon Preventing Serious Violence Strategy 2024-29 as attached in Annex A to enable delivery by as appropriate by the Council's Community Safety Partnership (as a specified authority under the Serious Violence Duty).

(Proposed by Cllr D Wulff and seconded by Cllr J Buczkowski)

**Reason for Decision:**

The overarching vision and aims underpinning the strategy is for residents, families and communities in Devon to thrive, safe from the fear and experience of violence. It sets out to work with our communities to prevent harms as early as possible, address the impacts of harms that have occurred, and work to strengthen people's wellbeing, resilience and opportunities in life.

Note: \* Report previously circulated.

**144. ACCESS TO INFORMATION - EXCLUSION OF THE PRESS AND PUBLIC**

The Leader proposed to continue the meeting in public session following a discussion.

**145. CONTRACT FOR THE UNLICENSED ASBESTOS SURVEYING AND REMOVAL WORKS 2024 - 2028**

Cabinet had before it a report \* from the Corporate Manager for Public Health, Regulation and Housing on the Contract for the Unlicensed Asbestos Surveying and Removal Work 2024-2028.

The Deputy Leader and Cabinet Member for Housing and Property Services outlined the contents of the report with Particular reference to the following:

- Advised Cabinet Members on the results for the tendering of the Measured Term Contract for the Removal of Unlicensed Asbestos 2024 – 2028.

**RESOLVED** that:

1. It is recommended that the new Measured Term Contract for the Removal of Unlicensed Asbestos 2024 – 2028, be awarded to Contractor 7.
2. Delegated authority be granted to the S151 Officer (in consultation with the Cabinet Member for Housing and Property Services) to complete the associated Measured Term Contract for the Removal of Unlicensed Asbestos 2024 – 2028.

(Proposed by Cllr S Clist and seconded by Cllr J Lock)

**Reason for the Decision:**

We have a legal duty to meet the Decent Homes Standard, and maintain the health and safety of our employees and tenants. The conditions of engagement are based on a standard JCT Measured Term Contract. This provides a robust framework for

managing and controlling the performance of the contractor to meet our legal obligations.

Note: \* Report previously circulated.

#### 146. **CONTRACT FOR THE LICENSED ASBESTOS SURVEYING AND REMOVAL WORKS 2024 - 2028**

Cabinet had before it a report \* from the Corporate Manager for Public Health, Regulation and Housing on the Contract for the Licensed Asbestos Surveying and Removal Work 2024-2028.

The Deputy Leader and Cabinet Member for Housing and Property Services outlined the contents of the report with Particular reference to the following:

- Advised Cabinet Members on the results for the tendering of the Measured Term Contract for the Removal of Licensed Asbestos 2024 – 2028.

**RESOLVED** that:

1. It is recommended that the new Measured Term Contract for the Removal of Licensed Asbestos 2024 – 2028, be awarded to Contractor 2.
2. Delegated authority be granted to the S151 Officer (in consultation with the Cabinet Member for Housing and Property Services) to complete the associated Measured Term Contract for the Removal of Licensed Asbestos 2024 – 2028.

(Proposed by Cllr S Clist and seconded by Cllr J Lock)

#### **Reason for the Decision:**

We have a legal duty to meet the Decent Homes Standard, and maintain the health and safety of our employees and tenants. The conditions of engagement are based on a standard JCT Measured Term Contract. This provides a robust framework for managing and controlling the performance of the contractor to meet our legal obligations.

Note: \* Report previously circulated.

#### 147. **NOTIFICATION OF KEY DECISIONS**

The Cabinet had before it and **NOTED** the notification of Key Decisions.

The Democratic Services Manager added the New Corporate Plan to June's Cabinet meeting.

Note: \* Notification of Key Decisions previously circulated.

(The meeting ended at 19.01pm)

**CHAIRMAN**



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## Public Questions Cabinet meeting 2 April

Name of person submitting	Questions
<div>Barry Warren</div> <div>Page 23</div>	<p>In the 'Risk Description' it says "A decision has now been made to soft close the company, so the remaining reputational risks are that public debate in future inadvertently damages the value of assets by hindering the remaining sales."</p> <p><b>Question 1:</b> Do Cabinet consider that just closing the company will stop any debate about the reputation of the council when perfectly proper questions have been asked - but not answered openly and honestly, over a considerable time?</p> <p><b>Response from Cabinet Member for Finance:</b> No. But we can confirm that all questions have been responded to in an open, honest and timely manner – subject to any commercial sensitivities/regulations.</p> <p><b>Question 2:</b> Do Cabinet consider that the closure of the company will reinstate the reputation of the council given the history of the setup of 3 Rivers and taking four years and a new administration to finally get senior officers to commission reports from external agencies which resulted in some 33 recommendations being made for improvement?</p> <p><b>Response from Cabinet Member for Finance:</b> No not immediately. But it is hoped that the prompt and effective company closure that has been delivered by the current Administration will begin to rebuild some of the reputational damage done by previous ones. In 2019/20 the Council commissioned and then acted upon external advice to make governance and financial changes to the company. All 33 recommendations were implemented (some of these actually came from our own Committees). The fact that the trading position of the company significantly deteriorated, after this period, might reflect that external factors, such as Covid, COL crisis and supply issues impacted by the war in Europe, were also contributory factors. It is fair to reflect that many public and private development companies have experienced difficult trading conditions over the past 3-4 years.</p>

**Question 3:**

Public money has been, and is being, used to cover the losses on 3 Rivers. This means the projects the money would have been spent on, will be delayed or lost completely. Are Cabinet expecting the public to ignore what has happened and forget about it whilst those losses are made good?

**Response from Cabinet Member for Finance**

As a previous Council Leader and Chair of Scrutiny one would imagine that you would understand how investment losses are funded. We are certainly not expecting the public to ignore what has happened – but at least reflect on when, how and why it happened and consider, in part, whether it was in some way a direct consequence of the Central Govt. imposed funding cuts that forced local govt. in to more innovative ways of generating income. Operating in any commercial environment exposes the funder to both risk and reward.

**Question 4:**

St. George's Court will still have the potential to cause problems, even under HRA Management, and there will be knock on effects with regard to the handling of Post Hill, Knowle Lane and other sites taken on from 3 Rivers. If accurate and complete information is not made available regarding these sites, and members of the public have to repeatedly ask questions to try and get the truth, this will continue to damage the reputation of the council. What are Cabinet putting in place to ensure that this does not happen?

**Response from Cabinet Member for Finance**

The Cabinet has been provided with regular updates on the progress of the soft closure of the company. Much of these updates are commercially sensitive and have therefore only been included in part 2 reports. Once all associated transactions have been concluded they will be a matter of public record at both Companies House and in Council reports and Accounts. It is also unhelpful to include unsubstantiated or incorrect information in the body of your questions. It would be appreciated if you could liaise with our officers to source your information and refrain from making emotive and misleading comments.

**Question 5:**

The notes state: "Any remaining reputational influences relate predominantly to external instigators who may choose to oppose the council activity or policy direction...". Was the attempted introduction of restrictions on public speaking into the Constitution an indication that the Chief Executive would like to prevent or restrict public involvement?

<p>Page 28</p>	<p><b>Response from Cabinet Member for Finance:</b> Absolutely not.</p> <p><b>Question 6:</b> There is little doubt that harm has been caused to the reputation of the Council as evidenced in the recent public survey. What are the Cabinet doing to ensure that those hard working officers who are providing excellent day to day service in regards to refuse collection, recycling, Customer First and Leisure Services, to name but a few, are not demoralised by the shortcomings within senior management?</p> <p><b>Response from Cabinet Member for Finance:</b> As can be evidenced in our Resident Survey report, most of the national scores that we have used as a benchmark have also deteriorated over the past 12 months. Your final comment is noted, however I simply don't share your views or the inference you are attempting to make. However, we at least agree on one issue, that our officers are hardworking and provide excellent day to day service for the residents of our District.</p>
<p>Paul Pistone</p>	<p>This administration has repeatedly stated that it will be more open and transparent. However, it is noted that the results of the Residents Survey have been manipulated. This so as not to reflect the seriously worsening position related to this Councils and its Councillor's lack of trust. See sections 2.6 thru 2.8.</p> <p>Yet a further example of why resident trust is increasingly eroding under this administration. What the published survey results don't show is:</p> <p>That the trust in this Council has dropped from 50% to 40% over the last 12 months That the trust in Councillors has dropped from 55% to 49% over the same period.</p> <p>Seven (7) of those months when this administration has been in control and despite what this administration would perhaps like to argue against or even politicise.</p> <p><b>Question 1:</b> Will the Council Leader ensure the Residents Survey is re-issued with all information, this including last year's reference data fully revealing this deteriorating level of trust?</p>

**Response from the Leader:**

We are one of only a handful of Councils locally that undertake a Resident Survey. This clearly evidences our openness and transparency and that we positively want to hear from our residents and highlight the things they feel we do well and focus on the things they think we should do better. We will reflect on all of the findings from the survey and embed them into our future service decisions and they will also be utilised in shaping the content of this Administration's emerging Corporate Plan. I can confirm that the survey will not be reissued, but we will repeat the exercise next year in order to establish where trends of improvement, or otherwise, are identified, so further actions can be taken. This is fundamental to a Council that takes stock in embedding the values of continuous improvement at its heart. I would again thank all the residents that engaged in this process.

Why is public trust in this Council and its Councillors in rapid decline and something that has become very much worse over the last few months?

Some examples.

- The attempted full-frontal assault in preventing or suppressing the public from asking questions or making statements at committee meetings.
- As statement by the Scrutiny Committee Chair no less. One which they would not retract, about "*cooking the books*" related to 3 Rivers financial losses. A statement I and others fully support, this as more information becomes available.
- A virtual complete lack of appropriate Statutory Officer oversight in regards to 3 Rivers. This has recently identified by the Grant Thornton Audit.
- A complete failure to hold those primarily responsible for the gross 3 Rivers failings to account and by any measure. In fact, all too frequently singing their praises.
- The apparent cover up culture that seems to pervade this Council, and with irrefutable evidence available.
- Awarding Statutory Officers extortionate pay awards based on increased role responsibilities when there is good evidence to show these officers failed in exercising their previous roles. Even a dereliction of duty it's believed.
- The back pedalling on the Committee System.
- The hypocritical approach to proportional representation. The Lib Dems holding all committee chair's including Scrutiny. Having all seats on external committees. Making up 100% of Cabinet. This despite having only 48% of the electoral vote.
- There are others.



**Question 2**

A fundamental Sigma 6 continuous improvement principle is Stakeholder Engagement, something the Leader will know full well. Will the Council Leader fully consider calling a public stakeholder meeting this to get everything into the open, to clear the air?

**Response from the Leader:**

This Council prides itself on public engagement. This can be evidenced by the recent State of the District Debate held on the 20/3/24 to engage with all of our local Town and Parish Councils (so a very large and public representative group). These 62 bodies who spent 3hrs in public discussion at Phoenix House did not raise any of the matters that you have drawn to our attention. So it may be interesting to reflect/speculate the purpose of this stakeholder meeting you refer to. When reviewing and reflecting on the above 9 bullet points (which aren't questions) it is apparent that many of them are your own personal views, don't correctly reflect what was written in the findings of external reports and the refutable evidence you constantly refer to has, either not been provided, or when it has, been deemed, by external parties, to not substantiate your allegations. Clearly, if you feel you have any new evidence you are most welcome to provide it to us, or the appropriate authorities, as you have been reminded of on numerous occasions.

**Supplementary Question:**

You have the full opportunity come May to realign some of the committees, particularly Scrutiny where it has previously been suggest your marking your own homework. Would you give full consideration to at least Scrutiny and perhaps adding an opposition to Cabinet.

**Response from the Leader of the Council:**

There are always things taken into consideration and will be discussed.

**Leader of the Council made a comment:**

The public trust is an important part of the Council and the results in May last year were 48%. Were in a First Past the Post (FPTP) not in proportional representation. I would prefer a proportional representation unfortunately we are not in that system and Mid Devon District Council does not have the ability legally to change this. I will always be an advocate and campaigner for proportional representation.

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## **Report for: Cabinet**

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Date of Meeting: 04 June 2024

**Subject: Draft Corporate Plan 2024-28**

Cabinet Member: Cllr Luke Taylor, Council Leader

Responsible Officer: Stephen Walford, Chief Executive

Matthew Page, Head of People, Performance and Waste

Steve Carr, Corporate Performance and Improvement Manager

Exempt: N/A

which are Exempt from publication under paragraph 3, Part 1 of Schedule 12A to the Local

Government Act 1972 (as amended) as it contains information relating to the financial or business affairs of any particular person (including the authority holding that information)

Wards Affected: All

Enclosures: Appendix 1: Draft Corporate Plan 2024-28

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

To consider the draft Corporate Plan for 2024-28.

#### **Recommendations:**

1. **Cabinet review the draft Corporate Plan 2024-28, Appendix 1, and recommend any alterations.**
2. **Cabinet agree that the draft Corporate Plan 2024-28 is considered by each Policy Development Group and that their recommendations are brought back to a future Cabinet meeting, prior to any onward recommendation to Full Council.**

## **Section 2 – Report**

### **1.0 Introduction**

- 1.1 A Corporate Plan is a strategy that documents, communicates and provides a framework for the delivery of strategic priorities. It should provide a shared understanding of what the Council is trying to achieve. This ensures the public are aware of the Council's objectives, and can therefore hold the Council accountable.
- 1.2 The Corporate Plan also clarifies to staff what the Council's priorities are, and enables their role in delivering the Plan to be delegated to them, such as through the appraisal process.
- 1.3 A Corporate Plan enables governance, resources and other management controls, such as risk management, to be aligned to the Council's strategic goals.
- 1.4 It is also used to assess performance by internal and external auditors in terms of Value for Money considerations, ensuring that Council resources are aligned and are being used effectively to achieve corporate aspirations.

### **2.0 Corporate Plan 2024-28 Development**

- 2.1 The draft Corporate Plan has been under development since January 2024 when an initial meeting was held by the Council Leader with the Cabinet and committee/ Policy Development Group chairs and vice chairs. Officer support was provided by the Leadership Team and the Corporate Performance and Improvement Manager.
- 2.2 This initial meeting began to clarify the timeline for developing a new corporate plan, the approach to be undertaken, and the thematic areas to be explored.
- 2.3 Further research was undertaken by the Council Administration into the key development areas to be considered under each thematic area. Analysis of this feedback was provided by officers at a subsequent meeting in March 2024. Members from the Administration used this information to clarify and prioritise their aims and objectives. From this, the draft Corporate Plan 2024-28 has been developed by Council officers.

### **3.0 Draft Corporate Plan 2024-28 Structure**

- 3.1 The draft Corporate Plan has a fairly typical layout for a strategy document. Following a front cover and a contents page, there are a series of background and contextual pages to introduce the reader to the Plan, the District, and to the Council.
- 3.2 The Council's priorities are structured around five themes, these are:

- Planning, Environment & Sustainability
  - Community, People & Equalities
  - Homes
  - Economy & Assets
  - Service Delivery and Continuous Improvement
- 3.3 The Council reviewed its governance arrangements in spring 2024, and realigned its Policy Development Groups to these themes.
- 3.4 For each theme in the draft Corporate Plan, a number of Aims are listed. 28 Aims are currently proposed. These provide a strategic statement of what the Council is aiming to achieve. For each Aim, there is an objective statement detailing how the Council will deliver on each Aim.
- 3.5 A set of performance indicators are provided within the draft document. These indicators and their targets are very much in development by officers. The performance indicators will enable both the Council, and others, to monitor and scrutinise performance in delivering the Corporate Plan. By exception, these indicators have draft performance targets in place. These are either set as annual targets, or as a target over the course of the Plan.
- 3.6 The final pages of the draft Plan detail the Council's values and there is a summary statement provided by the Chief Executive.
- 4.0 Further Refinement**
- 4.1 As stated, this is a draft document. It would benefit from the insight and review of all Elected Members. It is therefore recommended that following review by Cabinet, it is considered at each Policy Development Group, with recommendations referred back to Cabinet for the meeting on 02 July, before the draft Corporate Plan is presented to Full Council on 17 July 2024 for consideration and approval.

## **Financial Implications**

A new corporate plan will set the direction of policy travel for the Council at a strategic level. However, it does not have any direct actions associated with it at this point, and the council's financial context will continue to be set at a strategic level via the annual budget and Medium Term Financial Planning processes. When the Council agrees a new corporate plan, subsequent decisions that may be taken to realign activity to the new corporate plan in due course, will each be subject to the appropriate impact assessments given to decisions made by the Council in the normal way.

## **Legal Implications**

Setting out the Council's Aims and Objectives through a corporate plan helps the Council demonstrate its performance in relation to Value for Money considerations.

## **Risk Assessment**

Not applicable at this stage. Upon approval, the Council's performance to achieve its corporate plan will be measured and monitored through a suite of performance metrics. This will help to identify underperformance as soon as possible, and enable decisions to be taken to improve performance.

Risk management processes within the Council reflect the strategic and operational priorities of the Council. Therefore, once a new corporate plan is approved all relevant risk registers, particularly the Corporate Risk Register, will need to be reviewed to ensure they appropriately capture all relevant risks.

## **Impact on Climate Change**

Throughout the draft Corporate Plan, aims and objectives related to the Council's impact on climate change can be noted. These are supported by relevant performance measures. Alongside this reference is made to climate resilience, ensuring that the Council and our communities are prepared and able to meet the challenges of a changing climate.

## **Equalities Impact Assessment**

One of the five themes of the Corporate Plan is Community, People and Equalities which details a number of aims and objectives related to equalities. All policies and decisions undertaken by the Council as a result of a new Corporate Plan will be subject to an equalities impact assessment in the normal way.

## **Relationship to Corporate Plan**

This report introduces the draft Corporate Plan 2024-28 which will replace the current Corporate Plan. It is expected that a final performance report on the current Corporate Plan will be presented to Cabinet on 02 July 2024. The new corporate plan will set the overarching direction of travel for the council and will guide all future decision-making for the remainder of the political cycle.

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

**Statutory Officer:** Andrew Jarrett

Agreed by or on behalf of the Section 151

**Date:** 22/05/2024

**Statutory Officer:** Maria De Leiburne

Agreed on behalf of the Monitoring Officer

**Date:** 22/05/2024

**Chief Officer:** Stephen Walford  
Agreed by or on behalf of the Chief Executive  
**Date:** 22/05/2024

**Performance and risk:** Steve Carr  
Agreed on behalf of the Corporate Performance & Improvement Manager  
**Date:** 15/05/2024

**Cabinet member notified:** (yes)

**Report:** Exclusion of the press and public from this item of business on the published agenda on the grounds that it involves the likely disclosure of exempt information. (No)

**Appendix:** Exclusion of the press and public from this item of business on the published agenda on the grounds that it involves the likely disclosure of exempt information. (No)

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

**Contact:** Dr Steve Carr, Corporate Performance and Improvement Manager  
Email: [scarr@middevon.gov.uk](mailto:scarr@middevon.gov.uk)  
Telephone: 3CX Extension: 4217

**Background papers:**

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# Corporate Plan 2024-2028

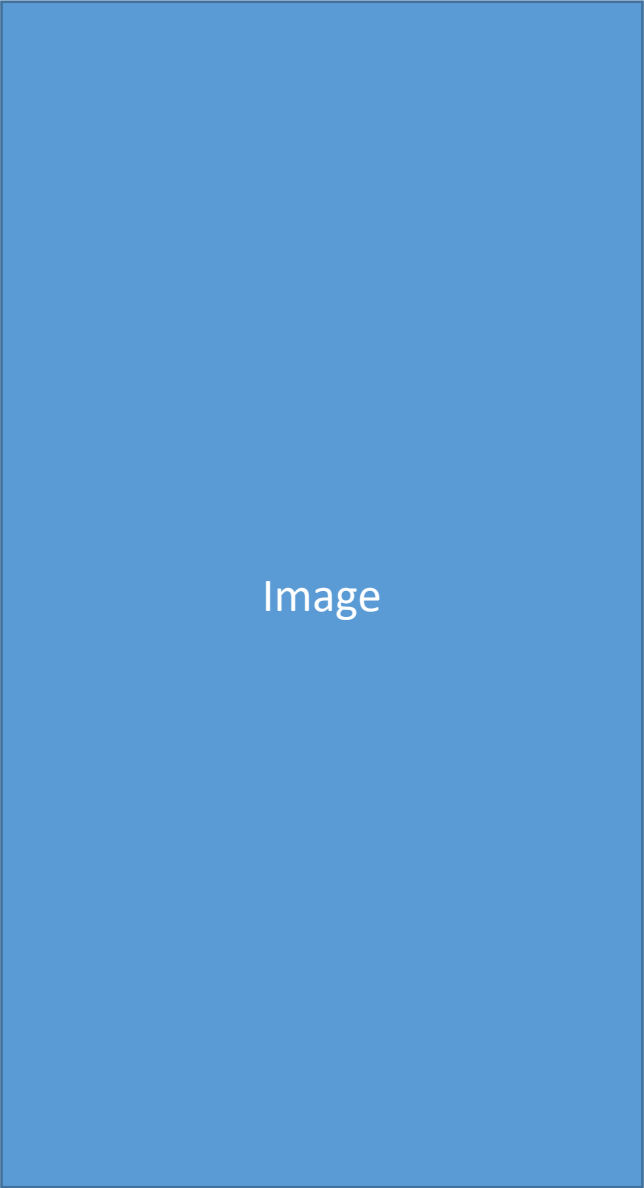
*Additional title statement tbc*

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# Introduction

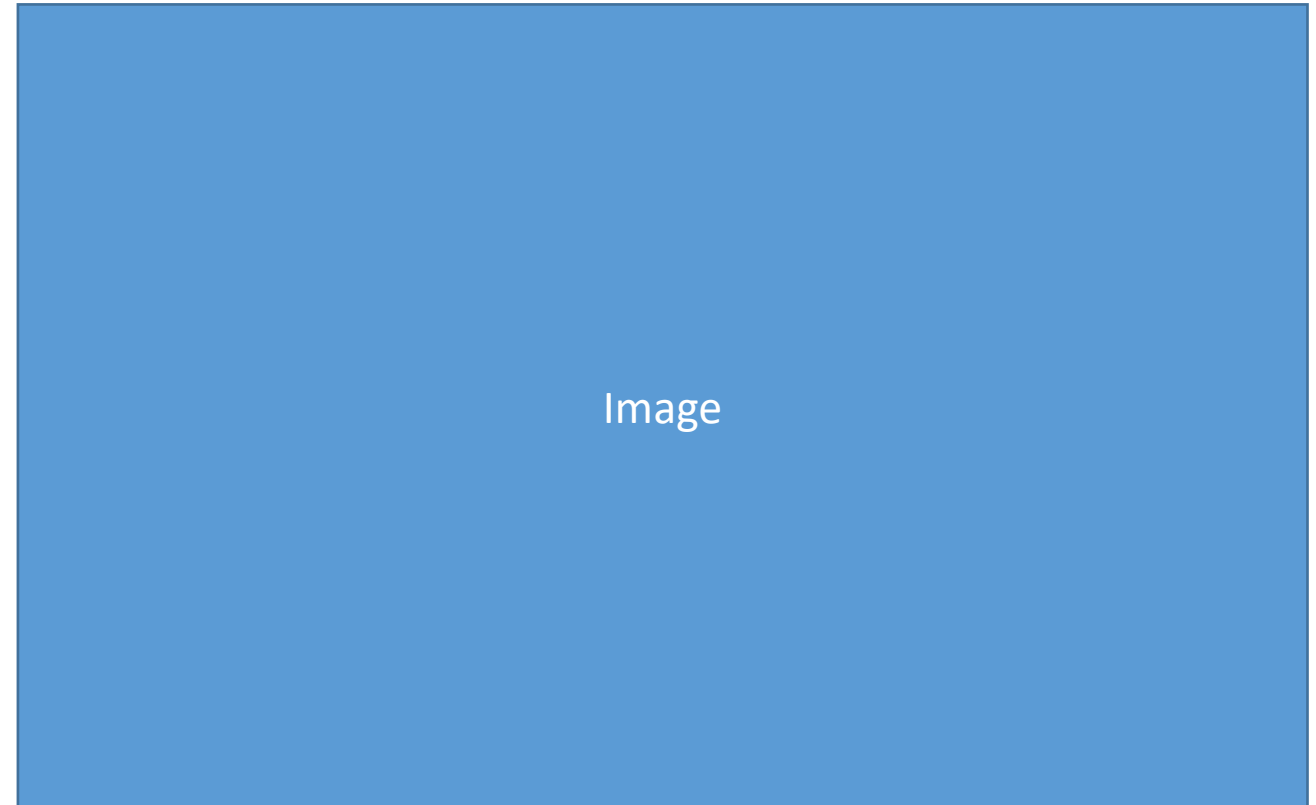
Through our Corporate Plan, we want to set out our ambitions for Mid Devon and the Council. By doing this, we hope to provide a shared understanding of what we are trying to achieve. Our Corporate Plan is split into five sections (or themes). These are:

- Planning, Environment & Sustainability
- Community, People & Equalities
- Homes
- Economy & Assets
- Service Delivery & Continuous Improvement

Within each of these five themes we set out:

- What we want to achieve
- How we will achieve it
- How we will measure our performance

The Council's Corporate Plan provides the framework for the delivery and monitoring of the Council's corporate ambitions.



## Background

Mid Devon District Council serves a rural location covering an area of 353 square miles (914 km<sup>2</sup>) in the agricultural heartland of Devon, between Dartmoor, Exmoor and the Blackdown Hills. Mid Devon has three principle towns – Tiverton, Cullompton and Crediton. These towns provide services for surrounding rural communities.

Approximately 83,000 people live in Mid Devon, and more than half of our residents live in villages across the rural heartland. Of the 296 districts in England, Mid Devon is the 32<sup>nd</sup> largest by area, but it is also the 23<sup>rd</sup> smallest by population. This reflects its rural characteristics.

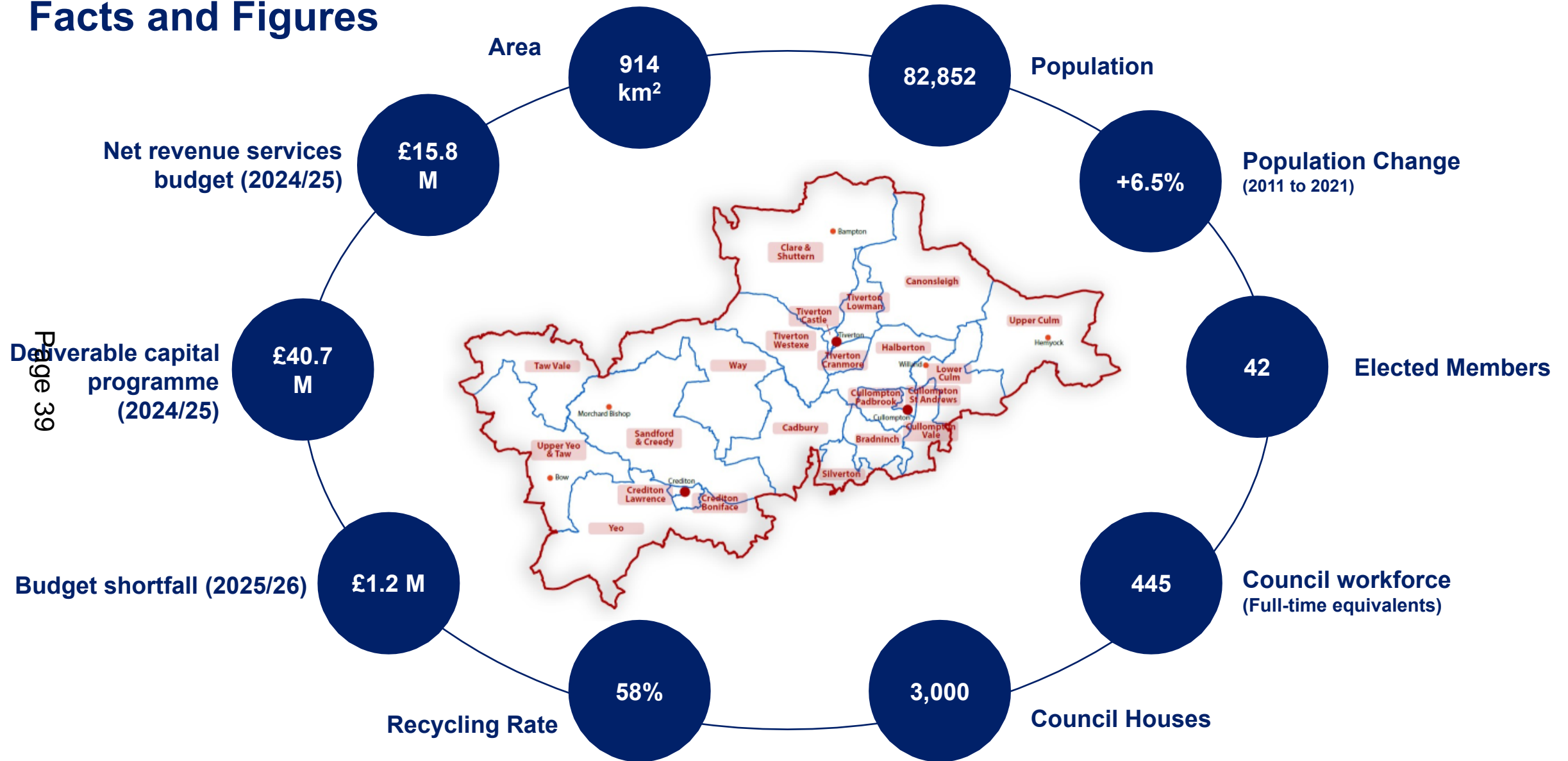
Strategically located on South West England's main transport and communication corridor, Mid Devon is mid-way between Taunton and Exeter. Our main offices lie to the North East of the city of Exeter, one of the most rapidly expanding economies in the country. As a district council, Mid Devon has sought to maximise this opportunity by delivering quality growth in a high-quality environment.

*"It is my pleasure to present the Corporate Plan 2024 - 2027. This Plan expresses a positive and ambitious vision for Mid Devon, however it also acknowledges the financial challenges facing the Council, and the district more generally. Understanding this broader context is important for setting the right expectations. The actions and targets set out in the corporate plan must be both ambitious and achievable in order to provide a meaningful assessment of the progress the Council is making. We will keep these under regular review to ensure they drive continual improvement and deliver the Council's vision. We are committed to engaging with others in a collaborative way. We are strong local leaders, and will help others to improve and grow. We take pride in doing this."*

Cllr Luke Taylor  
Leader of Mid Devon District Council



# Facts and Figures



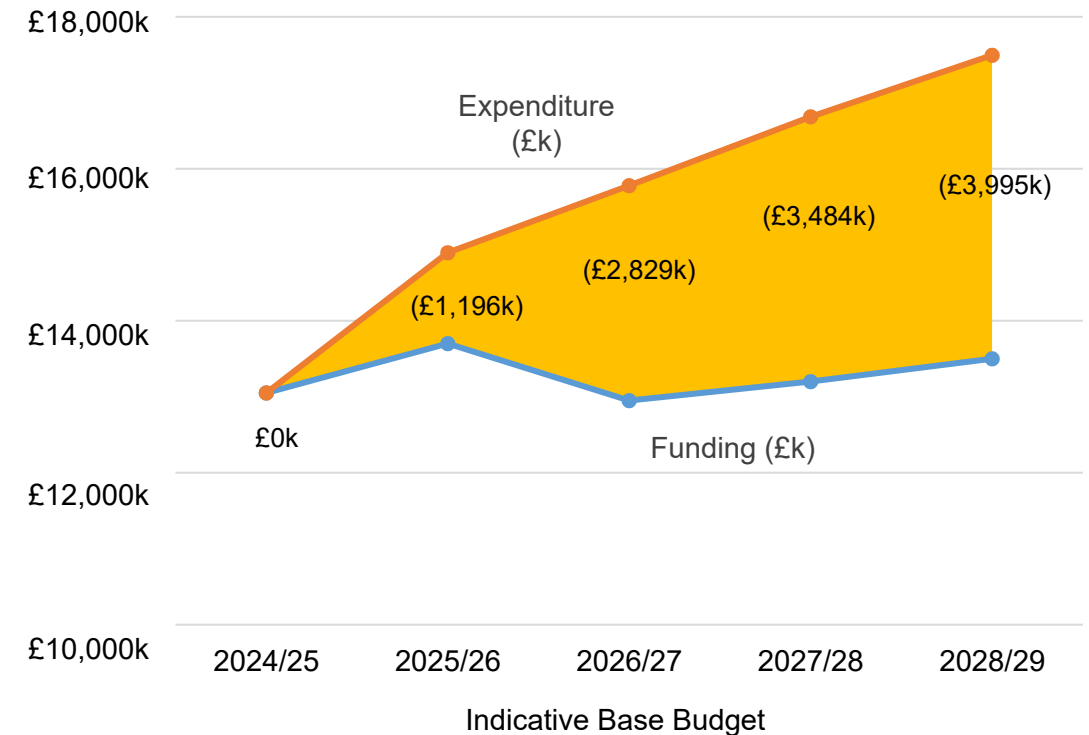
## Medium Term Financial Plan

The General Fund Medium Term Financial Plan summary position shows a cumulative shortfall of £3,995k over the remaining four-years of the Plan which remains to be addressed.

The underlying budget shortfall occurs largely in 2025/26 and 2026/27 due to inflation and reduced grant funding assumptions linked to long outstanding and overdue reforms to Local Government Funding mechanisms. These include:

- Page 40.
- 2025/26 Grant allocations remain as per 2024/25. 2026/27 and beyond Grant Allocations assume a 50% reduction;
  - A partial loss of historic growth in business rates on reset of the business rates system in 2026/27;
  - Council Tax referendum principles at previous levels (£5 or 2%) from 2025/26.

These projections demonstrate the challenging financial position facing local councils, and set the context for outlining our corporate objectives.



# Our Priorities

Our aims and objectives are centred around five themes:



**Planning, Environment & Sustainability** - To be a leader and pioneer of best practice so new innovation and thinking is at the heart of the services we deliver and informs our planning policies.



**Community, People & Equalities** - Involving and engaging with our communities, ensuring everyone is treated with equity and respect, and protecting our most vulnerable.



**Homes** - Delivering new affordable and social homes annually, improving and maintaining the existing stock to the highest standards.



**Economy & Assets** - Growing the District Economy and increasing returns from our assets.



**Service Delivery & Continuous Improvement** - Delivering Council services that residents want in the right way, in the right place and at the right price.

# 1 Planning, Environment & Sustainability

To be a leader and pioneer of best practice so new innovation and thinking is at the heart of the services we deliver and informs our planning policies.

1.1

## Demonstrate climate leadership through achieving ambitious net zero targets

We will take action on reducing our own emissions, but will also look to bring in additional funding to make our journey towards net zero a reality. Lowering our fleet emissions and supporting tree planting schemes will feature alongside opportunities to ensure our high-energy services, such as leisure centres, are as efficient as possible.

1.2

## Support the district's climate resilience and net zero carbon aspirations

We will continue to expand the provision of electric charging points across the district and will support community groups undertaking environmental action – sharing best practice and encouraging learning across Mid Devon. We will continue to work to support the implementation of the Devon Carbon Plan and will look beyond our borders to learn from others as we support our communities to take opportunities to lower emissions and generate renewable energy.

1.3

## We will work with stakeholders to introduce planning policy which reflects the key issues and challenges facing the district

We will work with communities to bring forward the new local plan – Plan Mid Devon based around our top planning priorities, seeking to encapsulate and reflect the planning ambitions of the council and its communities. As the Government increases its oversight on planning performance, we will ensure our planning decisions are timely, robust and defensible.

1.4

## We will ensure that biodiversity is increased across the district

We will develop and implement our biodiversity duty action plan, and will encourage developers to exceed the minimum 10% biodiversity net gain, working with local communities where possible, in order to bring real enhancement to nature across the district.

1.5

## We will value and protect Mid Devon's natural and built environment

We will work with our communities to address environmental damage and will look to prosecute those who cause harm through fly tipping or littering. We will also challenge those who fail to mitigate environmental impact, liaising with other statutory bodies as required to bring about change. We recognise the importance of the built environment and will work to protect our heritage.





## Performance Measures and Targets

To ensure transparency and accountability, we have set out how we will measure the performance of our Corporate Plan and our targets.

No.	Measure	2022/23	2023/24	Target	Comment
1.1	Council carbon footprint	17,730 t CO <sub>2</sub> e	TBC	To be discussed	
1.1	Carbon emissions avoided (renewables and green transport)			TBC	
1.2	Electric car charger points across MDDC car parks	0	0	10 by 2028 (TBC)	Need to clarify baseline (start point)
1.2	Secure external funding to deliver carbon reduction in the district			(TBC)	In development (RM)
1.3	Planning application standards on the speed and quality of decision making				In development (RM), suite of Pls
1.3	Strengthen planning enforcement approach by bringing forward a revised local enforcement plan			Adoption of new plan by end of 2024	RM to timeline
1.3	Adopt Plan Mid Devon			Adoption by 2027	In development (RM)
1.4	Biodiversity gain above 10% across new developments		>10%	>10%	To be reviewed once we have a meaningful baseline

## 2

## Community, People & Equalities

Involving and engaging with our communities, ensuring everyone is treated with equity and respect, and protecting our most vulnerable.

## 2.1

### We will work closely with Town and Parish councils

We value and understand the importance and expertise of our Town and Parish councils. We will seek to develop closer collaborative working relationships through improved communications and engagement.

## 2.3

### We will support the health, wellbeing, and safety of our residents

We will ensure that our leisure services continue to help improve peoples' health outcomes. We will keep the public safe through our rigorous public health inspections. And we will continue to enable people to stay in their homes by coordinating housing adaptations. We will work to ensure our places are planned to improve health and wellbeing.

## 2.5

### We will listen to and respond to feedback

We value all feedback that the Council receives. We will maintain an effective complaints process and ensure that we respond promptly and appropriately. We will ensure that the we consult and engage with stakeholders in an open and transparent manner.

## 2.2

### We value and will work closely with local Voluntary, Community and Social Enterprise organisations

We recognise the vital role that voluntary, community and social enterprises play in our district. We will continue to support these organisations develop including through the use of grant funding. We will support community events across the district and recognise the importance of youth services.

## 2.4

### We will support our residents and communities through the Cost of Living Crisis

We recognise the challenges facing people brought about by the Cost of Living crisis. Through administering benefit schemes and applying Council Tax Reduction schemes we will support the vulnerable in our communities. We will draw down grant funding to support businesses in our communities through these challenging times.



## Performance Measures and Targets

No.	Measure	2022/23	2023/24	Target	Comment
2.1	Support towns and parishes to develop their Community Emergency Plans		4	4 p.a.	New measure
2.2	Support the VCSE sector by securing additional external funding		£200k	>£200kp/a	Need to baseline
2.3	Homes made safe under the Housing Assistance Policy	N/A	81	60 p.a.	
2.5	New Subscribers to Let's Talk Mid Devon	N/A	415	400 p.a.	
2.5	Complaints resolved within target timescales	93 %	92 %	85 % p.a.	Revised complaints policy timelines are far shorter for complex cases, hence reduced proportion expected

## 3

## Homes

Delivering new affordable and social homes annually, improving and maintaining the existing stock to the highest standards.

## 3.1

**We will increase the delivery of quality designed, well built homes across the housing market to meet identified needs**

Mid Devon does not have enough homes. We will support the delivery of quality new homes built in the district. We will build and expand our own social housing, and encourage the delivery of new affordable homes built in the district.

## 3.3

**We will invest in our homes**

We will upgrade our social housing by installing energy efficiency measures and renewable energy. We will maintain our high standards of maintenance across Mid Devon Homes. We will monitor tenant satisfaction with maintenance and act on the feedback received.

## 3.5

**We will support and respond to people presenting as homeless**

We will act compassionately to minimise rough sleeping in the district, ensuring people have a safe warm place to sleep. We will maximise homelessness prevention through the use of different types of accommodation, and increase the number of housing options available. We will provide support and guidance for people presenting as homeless.

## 3.2

**We will build, promote, and encourage the building of energy efficient and low carbon homes and communities**

We recognise that our homes in Mid Devon need to be fit for the future. We will ensure our social housing meets high energy efficiency standards. Through planning and building control we will act so that homes in the district are energy efficient, low carbon, and resilient to climate change.

## 3.4

**We will work closely with our tenants to ensure they feel safe, secure and happy in their homes**

We will monitor and continue to improve overall tenant satisfaction. We will work to ensure that cases of antisocial behaviour are kept to a minimum. We will work with our tenants through engagement events, and be guided by them to ensure they feel safe, secure, happy and satisfied in their homes.



## Performance Measures and Targets

No.	Measure	2022/23	2023/24	Target	Comment
3.1	New Council houses added to MDH stock	N/A	6 (check number – not correct)	100p/a	Anticipated 440 by 27/28
3.1	Additional affordable homes delivered across the district			TBC (LHNA figure)	Including market delivery and RSLs
3.2	New net-zero MMC properties in Mid Devon stock			50/pa	The majority (greater than half) to be net zero
3.3	Tenant satisfaction with the overall repairs service (TP02)			70 % p.a.	Check we check regulatory regime – are these min thresholds?
3.4	Tenant satisfaction that home is safe (TP05)		71.6 %	70% p.a.	See above
3.5	Support those experiencing homelessness by minimising the use of B&B accommodation				Lower than £xxx spent

## 4

## Economy & Assets

Growing the District Economy and increasing returns from our assets.

4.1

**We will work with local businesses, stakeholders and residents to regenerate our town centres**

We will act to secure and distribute grant funding to support our town centres. Events and projects will be used to encourage increased footfall and ensure vibrant high streets.

4.4

**We will support business and economic development across Mid Devon, enabling job creation, and supporting sustainable tourism growth**

We will build on our excellent track record of securing funding to support economic development projects and will support businesses develop into new markets. We will work to develop events and festivals in Mid Devon to encourage footfall into our communities to benefit our businesses, making Mid Devon a destination in its own right.

4.6

**Work with our communities and stakeholders to ensure our car parks meet the parking requirement needs of our communities**

We will continue to work in a collaborative manner with key stakeholders to review the use of our car parks. We will ensure that our parking charges are fair whilst maintaining a sustainable business model.

4.2

**We will build on successful commercial activity, working with our communities to ensure its success**

We will continue with prudent commercial ventures. This includes letting industrial units to local businesses, expanding electric vehicle charging points on council assets, and ensuring Tiverton Pannier market continues to be a success.

4.3

**We will support local businesses set-up, develop and grow**

We will fully investigate the potential of establishing a co-working space for small businesses through the Work Hub project. We will drawdown and administer grants for businesses local to set up, develop and grow in the district.

4.5

**We will work with partners to ensure that Mid Devon has the infrastructure it requires to meet its potential**

We will play a key role in realising the major infrastructure the district requires to help it meet its potential. This includes the upgrade to J28 of the M5; the Cullompton Town Centre Relief Road; Cullompton Station; Culm Garden Village; and Tiverton Eastern Urban Extension.

4.7

**The Council is able to maintain its property and land and maximise the benefits of these assets to the council and to the public**

It is vital that we maximise income streams from our assets. We will explore opportunities for partners becoming commercial tenants in our existing properties.



## Performance Measures and Targets

No.	Measure (reporting timespan)	2022/23	2023/24	Target	Comment
4.1	Events supported in our town centres			6 p.a.	In development (RM)
4.2	Pannier market occupancy rate	85 %	86 %	85 % p.a.	To be discussed?
4.3	Co-working spaces developed to support local economic activity			5 by 2027/28	In development (RM)
4.3	Businesses supported (non-financial support)	269	292	TBC	In development (RM), also applicable for 4.4
4.4	Tourism events supported			2 or 3 p/a?	In development (RM)
4.5	Secure the delivery of key enabling infrastructure at Cullompton				In development (RM)
4.7	Commercial property voids			Less than 5 %	

## 5

## Service Delivery & Continuous Improvement

Delivering Council services that residents want in the right way, in the right place and at the right price.

## 5.1

**We will ensure that The Council remains the employer of choice in Mid Devon**

Against a set of challenging circumstances, we will ensure that our staff remain motivated and satisfied. We will ensure that staff development opportunities are available and that people choose to have long, productive, and happy careers with us.

## 5.3

**We will maintain our leisure services and ensure they are fit for the future**

We recognise the need to continue to reduce the environmental impact of our leisure services and will work to reduce the carbon emissions of our leisure centres. We will also strive to move the service to having less financial dependence on the council, whilst ensuring our leisure users are satisfied.

## 5.5

**We will continue to improve and transform our services**

We will continue to take the opportunities that arise from digital transformation to improve our services. Where appropriate we will consider opportunities for shared services or new ways of working with our partners. We will seek to improve our overall productivity to ensure Value for Money.

## 5.2

**We will further increase our recycling services, enabling our communities to achieve even higher levels of recycling**

Through education and enforcement, we will continue to reduce residual waste collected. Alongside this we will strive to have one of the highest recycling rates in England, and consider additional waste streams we can collect as recycling. Our services will remain excellent, with minimal missed bin collections, and a high opt-in rate to our garden waste service.

## 5.4

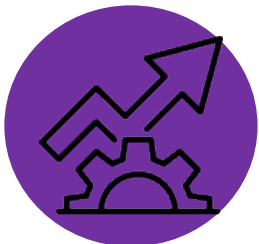
**Council finances remain sustainable despite difficult financial conditions**

Prudent financial management is critical in the testing financial environment. We will build up our financial reserves, maximise income collection, and ensure that debt remains at an appropriate level.

## 5.6

**Ensure that the public have a good understanding of council services, and that they are satisfied that the services are efficient and effective**

We will strengthen our public communications to ensure clarity on the services that we are responsible for. We will measure public satisfaction and act on the results to ensure residents are satisfied with our performance.





# Performance Measures and Targets

No.	Measure (reporting timespan)	2022/23	2023/24	Target	Comment
5.1	Staff turnover	19.5 %	17.0%	17.0% in 2024/25	2027/28 target: 15% (excluding retirees/ dismissals)
5.1	Positive staff engagement (staff survey measure)		TBC	72% in 2025/26	75% in 2027/28
5.2	Residual waste per household	327.3 kg	313.3 kg	300 kg in 2024/25	Targets: 290 kg (25/26); 285 kg (26/27); 260 kg (27/28)
5.2	Household recycling rate	55.4%	57.8%	58.5 % in 2024/25	Targets: 59% (25/26); 59.5% (26/27); 62 % (27/28)
5.2	Missed Bin Collections (All)	0.04 %	0.03 %	0.03 % p.a.	Need the aggregated figure
5.3	Total leisure memberships / Reducing level of public subsidy			TBC	Check with members on preferred metric
5.4	National non-domestic rates collection rate	96.8 %	99.4 %	98 % p.a.	
5.4	Council Tax collection rate	97.1 %	97.5 %	98 % p.a.	
5.6	Public survey engagement rate			15 % p.a.	
5.6	Overall council approval rating			70 % p.a.	Use residents survey data as baseline?

## Our Values

The organisation has an agreed set of core values that underpin the way we work and how we fulfil our aspirations. These values are known as the four Ps and set out what we believe should be the basis for the type of organisation we want to be.

These values are:

- People
- Performance
- Pride
- Partnership

While our organisation is a place-based entity, rooted in the custodianship of the area of Mid Devon, it is nevertheless primarily a people-focused business. The organisation supports and is steered by our Councillors as the democratically-elected representatives of the people, and is run for the benefit of the people of Mid Devon. Our performance as individuals and as a collective is paramount, and we expect all those working for or with Mid Devon to take pride not only in their own work, but in the way we operate and the outcomes that are achieved for our communities.

Finally, we recognise the core value of partnership as so many of our services depend on our relationships and collaboration with suppliers, contractors, government and its departments and agencies; local towns, parishes and the voluntary sector; or the wider strategic network of councils working together across Devon and the South West.

## Summary

The corporate plan sets out the ambition for what the council is aiming to achieve over the next four year period. It acts as the driving force behind our collective efforts and the guiding principles unifying our shared intent. Importantly, it also sets the strategic framework for managing our performance – and this cascades through the organisation in order that everyone can understand their role and how their success as an individual or as a local delivery team contributes to the success of the whole organisation and wider Mid Devon team.

We will use regional and national benchmarking to evaluate our performance and will ensure that we take opportunities to learn in order to deliver services for the people of Mid Devon that are informed by best practice and tailored to reflect the needs of our residents and communities. We will look ‘up and out’ not only to contextualise our own performance, but also to seek opportunities to collaborate with other authorities; neighbours, peer groups, and national innovators, to deliver better quality, more efficient services.

We start this corporate plan with a number of award winning services and top quartile achievement on a national basis. Against an increasingly difficult resource backdrop for local government, our challenge will be to maintain our existing high performance in the priority areas set out in this plan, and to support those functions where greater focus is needed. Our ambition can only be delivered by continuing to transform and modernise the way we work in order to deliver best value, by recognising the partnership and community interests of many other stakeholders in delivering this plan, and by working to maximise the effectiveness of all those with whom we share a common goal.



Stephen Walford  
Chief Executive





## **Report for: CABINET**

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Date of Meeting:	4 June 2024
<b>Subject:</b>	<b>Report of the Public Access Working Group</b>
Cabinet Member:	Cllr Jane Lock, Cabinet Member for Working Environment
Responsible Officer:	Lisa Lewis, Head of Digital Transformation & Customer Engagement
Exempt:	No
Wards Affected:	N/A
Enclosures:	Public Access Working Group Report

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

This report is to present the findings of the Public Access Working Group and subsequent recommendations from the Community PDG to Cabinet.

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

**That the Cabinet approve the installation of an intercom for use by the public when Phoenix House is closed (available office hours only); as recommended by the Community PDG of 26 March 2024.**

#### **Report**

- 1.0 On the 26 March 2024 the Community PDG approved a report of the Public Access Working Group and agreed to recommend to Cabinet the installation of an intercom for use at Phoenix House.
- 1.1 The working group had met to discuss and assess current practice and impacts on vulnerable residents of the opening hours at Phoenix House.
- 1.2 The Working Group report is attached which outlines what was discussed and agreed. The outcome of which is the recommendation above.
- 2.0 The cost of the intercom solution is approximately £1,000.

- 2.1 The intercom will work by simply lifting the handset. The customer will then be automatically connected to the contact centre at which point the following will be determined:
- Do they have a current appointment
  - Do they require an appointment
  - An assessment will be made to determine if the customer requires immediate assistance
- 2.2 The intercom will be available for use during standard working hours when the building is closed to the public, i.e. when the interior doors are closed. It should be noted that it is not intended for access to the building requests by staff or members unless by prior arrangement.
- 2.3 At the Community PDG's request note taking facilities will be provided.
- 3.0 In addition to the above recommendation the working group has requested that the Parking Services working group consider a request to establish 1 hour free parking for Blue Badge holders. This request has been passed to the relevant service managers by the Head of Digital Transformation and Customer Engagement.
- 3.1 Should the intercom installation be authorised, a review will be done six months after installation to confirm usage. A verbal report will be given at Community PDG.
- 3.2 The working group agreed, that on the submission of this report that the group would be disbanded. Further issues/concerns around accessibility will be referred to the Equalities, Diversity and Inclusion group.

**Financial Implications** – See paragraph 2.0

**Legal Implications** - None

**Risk Assessment** – Low Risk – the inclusion of an intercom solution ensures that customers in crisis are able to speak with an officer during office hours but when the building is closed.

**Impact on Climate Change** - There is no impact or opportunity for improvement/adaptation in conjunction with MDDC Climate Action Plan.

**Equalities Impact Assessment** - The proposed provision of an intercom improves MDDC access for those that are vulnerable or with protected characteristics that may impact on their ability to transact with the council.

## **Relationship to Corporate Plan**

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

**Statutory Officer:** Andrew Jarrett  
Agreed by or on behalf of the Section 151  
**Date:** 21/05/24

**Statutory Officer:** Maria De Leburne  
Agreed on behalf of the Monitoring Officer  
**Date:** 21/05/24

**Chief Officer:** Stephen Walford  
Agreed by or on behalf of the Chief Executive/Corporate Director  
**Date:** 21/05/24

**Performance and risk:** Steve Carr  
Agreed on behalf of the Corporate Performance & Improvement Manager  
**Date:** 14/05/2024

**Cabinet member notified:** Yes

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

**Contact:** Lisa Lewis, Head of Digital Transformation & Customer Engagement  
Email: [llewis@middevon.gov.uk](mailto:llewis@middevon.gov.uk)  
Telephone: 01884 234981

**Background papers:** Access Vulnerable Customers Comm PDG Working Group Report

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**A Review of Customer Access for Vulnerable Customers  
at Mid Devon District Council**

**March 2024**

**A review by a Working Group of the Community Policy  
Development Group**

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## **Introduction**

Local Government continues to face growing pressure on resources, with a need to focus on efficiency and value for money. At the same time, however, customers expect a high quality service when dealing with their Local Authority. Balancing the complex nature of Councils and the range of departments, with provision of a seamless service on a tight budget can be challenging.

This report examines access to customer service for those vulnerable in our communities and if/how the reduced opening hours at Phoenix House may have impacted them. Through analysis of data and evidence, feedback from Members and staff, the Working Group has considered the full customer experience when they get in touch with the Council with a specific focus on accessibility for our vulnerable customers.

## **Rationale for the review**

Delivering a positive customer experience is a priority for Mid Devon District Council (MDDC).

Members had been made aware by a small number of residents expressing their disquiet about the reduced opening hours at Phoenix House. Some members expressed concern that this may be disadvantaging those most in need. Issues were also raised about residents arriving at Phoenix House only to find us closed.

The chairman of Community PDG determined that a working group to assess current practice and impact on customers would be helpful. A review of accessibility would enable better understanding for members and provide an opportunity to identify improvements on the customer experience.

## **Scope**

The Working Group agreed that the following scope would form the Review:

“To review the customer experience at Phoenix House in the context of our most vulnerable customer”.

- To look at the possibility of a doorbell on the front door or an intercom service.
- Free telephone number (for those that cannot afford to pay for calls).
- Text messages for deaf people.
- To look at possibility of vending machines or a coffee shop in reception.
- To gather additional data by people affected by the opening times.
- To consider public transport and how this would link into our opening times.

## **Desired Outcomes**

- To provide specific support to the homeless.
- To provide out of hours support.
- To provide appointments face-to-face or via telephone.
- To consider free parking at the front of the building.
- To consider different opening hours to support vulnerable people.

## **Methodology and Approach**

Members of the Working Group were agreed by the Community PDG as:

Cllrs. B Holdman, C Connor, G Cochran, A Glover, C Harrower

The first meeting of the Working Group took place in on 18 Sept 2023, during which Cllr Ben Holdman was elected Chairman. Subsequent meetings took place on 30 November 2023, and 22 February 2024.

Members were clear from the outset that they needed to understand the customer experience across all channels and access to staff through those channels. Areas reviewed were as follows:

- Current contact centre hours
- Availability of appointments when closed to the public
- Duration of standard appointments and access to facilities e.g. toilets, water etc.
- Ability to access the council for those presenting to the building, particularly for those presenting in crisis e.g. Homeless
- Access for Out of Hours assistance
- Current footfall

An overview of how the Contact Centre and Enquiries service worked, provision of previous survey results and current practices were provided and reference was made to previous committee reports which had provided the information.

Members discussed issues around transport, access to the building and facilities whilst customers were in Phoenix House.

Discussions on different vulnerabilities and the challenges presented in interacting with the Council took place. Including how staff identify vulnerability, how it can be hidden, permanent and temporary vulnerability and if/how customers self-identify or share their circumstances. Particular focus was those customers presenting as Homeless and the ability to make contact during office hours.

A survey focussing on access challenges was developed for the group by the Corporate Manager for Digital Transformation & Customer Engagement.

## Outcomes

The group reviewed current practice and are comfortable that access to council services generally covers the needs of the most vulnerable and that different channels deliver for those with varying needs. It also acknowledges that there are policies and practices in place which allow for staff to individualise service based on customer needs within our legal/statutory duties.

The number and duration of visits negated additional refreshment requirements and that the neighbouring library was in receipt of a grant to facilitate 'warm spaces' during the winter.

The group have raised concern about the Disabled Parking at the front of Phoenix House. They feel that charging for this parking for Blue Badge holders is wrong and that the requirement for disabled drivers to have to cross a busy car park to pay makes visiting the premises unnecessarily difficult. With the potential increase of such visitors due to an increased presence of partner agencies on site, the group feel that this should be reviewed.

The Public Access group have proposed that the Parking working group consider allowing for 1 hour free parking for Blue Badge holders to facilitate access to Phoenix house for disabled customers. This request has been forwarded to the relevant service managers for consideration by the Corporate Manager for Digital Transformation & Customer Engagement.

The one caveat to the above was access to staff in person during standard office hours for those unaware of our opening hours or in crisis and in need of help.

To that end the group considered the provision of an intercom at the front of the building that could enable contact with a member of staff to assess need and either make an appointment for a mutually convenient time/date or source a member of staff to assist the customer who is in urgent need.

The group felt that the provision of an intercom solution would be the best way forward. If this could be provided the solution would meet the needs of customers as had been expressed to them. They felt that this then negated the need for a survey. The group agreed that this would only need to be accessible Mon-Fri between 09:00 and 17:00 to cover those periods when the building was closed to the public, e.g. afternoons and Wednesdays.

The group will therefore be requesting that the Community PDG make a recommendation to Cabinet that authorisation is sought for the installation of a handset to be placed at the front of the building which is accessible.

The group agreed that on the completion of this report and decision from Cabinet that the working group would disband. An analysis of use of any intercom would be done six months after installation and that further concerns about access to services for the vulnerable would be done via the Equality, Diversity and Inclusion group which is made up of a number of members and officers from different services.

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## **Report for: Cabinet**

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Date of Meeting:	4 June 2024
<b>Subject:</b>	<b>Complaints and Feedback Policy</b>
Cabinet Member:	Cllr Jane Lock, Cabinet Member for Working Environment
Responsible Officer:	Lisa Lewis, Head of Digital Transformation & Customer Engagement
Exempt:	N/A
Wards Affected:	All
Enclosures:	Appendix 1

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

To approve the content of the reviewed Complaints and Feedback Policy in light of the new Complaints Code issued by the Local Government Ombudsman and Social Care Ombudsman (LGSCO).

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

**That Cabinet recommend to Full Council the approval of the revised Complaints and Feedback Policy**

#### **Report**

##### **1.0 Introduction**

- 1.1 The Complaints and Feedback policy was last reviewed in 2021.
- 1.2 The policy sets out the standards and response timescales that customers can expect when providing feedback to the authority. It also provides standards for staff in dealing with complaints and feedback received.
- 1.3 The review of the policy was delayed due to the design timeline of the new Customer Relationship Management (CRM) system and a subsequent consultation on, and implementation of, a revised code by the LGSCO which came into effect on 1 April 2024.

## **2.0 Summary of Changes**

- 2.1 The LGSCO code came into effect on 1<sup>st</sup> April, however monitoring compliance will not formally start until 1 April 2025. Due to the redesign of the system used for logging feedback the intention is that we will move to the new code formally at the point that the policy is approved and the system goes live. To that end certain changes in process are outlined below.
- 2.2 In addition, the Housing Ombudsman Service (HOS) has taken the opportunity to revise their current code for complaints. For the ease of staff, members and customers this policy is aligned for both the LGSCO and HOS codes and whichever is more favourable through process for our customers/ tenants.
- 2.3 More information about Housing complaints will be presented to the Homes PDG on 11 June 2024 in the Complaints Handling paper.
- 2.4 Acknowledgements of complaints will be done within five working days from submission.
- 2.5 Stage One and Two complaints will have a default response time of 10 working days from the date of acknowledgement, unless agreed with the senior officer responsible or their deputy as outlined in the policy.
- 2.6 Evidence/ reasons for extensions of time for complaints will be communicated to customers/ tenants and monitored.
- 2.7 Performance around complaints will be monitored and breaches reported to the Corporate Performance group and designated member responsible. The annual report to Scrutiny committee will continue with enhanced analysis after the new system has been implemented and enough data gathered.
- 2.8 A senior officer responsible will be appointed to oversee complaints performance. This will be the Head of Digital Transformation & Customer Engagement (excluding Housing which will be dealt with as per current arrangements).
- 2.9 A Member responsible for Complaints will be appointed. This is proposed to be the Cabinet member for Service Delivery & Continuous Improvement.
- 2.10 The review frequency of the policy has been reduced from three years to two years.

## **3.0 Impacts**

- 3.1 The new code places additional burdens on services responding to complaints.



- 3.2 The Customer First team will be responsible for managing the general process and system. This will include triage of complaints (excluding Housing) for all services and assigning to services/ officers as appropriate.
- 3.3 Extensions of time over the initial 10 working days will be referred back for authorisation based upon the nature and complexity of the case for agreement of additional time.
- 3.4 Services will be expected to respond to complaints in a much shorter period of time and for complex cases seek clarification from customers prior to commencing any investigation.
- 3.5 The administrative and recording process of complaints may very well impact on service capacity and resources. This is, as yet, unquantifiable but in future may mean additional resources are required within the council to administer and monitor the additional burdens the code places on us.
- 3.6 The annual Scrutiny report is likely to be in a state of flux this year as we transition to a new system and data will not be easily comparable between the new systems. The data may therefore be presented in two distinct formats over the normal annual period within the Scrutiny report.

#### **4.0 Next Steps**

- 4.1 A member briefing was held on 7 May 2024 to inform members of the changes.
- 4.2 On the adoption of the policy the web pages and other information sources will be updated.
- 4.3 Implementation of new Complaints and Feedback recording system, including the design and creation of new reporting/ monitoring tools.
- 4.4 A satisfaction survey will be created to monitor customer satisfaction with the complaints process.
- 4.5 Staff training on complaints for designated staff and the dissemination of the new policy to all staff and members through the online Learning Management System (LMS).
- 4.6 We will be required to complete a self-assessment to meet the LGSCO guidelines.

**Financial Implications** - Failure to deal with service failures and complaints promptly and appropriately may result in compensation being due to the complainant.

**Legal Implications** - Failure to deal with service failures and complaints promptly and appropriately as identified in our policies may have legal implications.

**Risk Assessment** – Failure to adopt and apply the new code may result in LGSCO action and reputational damage.

**Impact on Climate Change** - There is no impact or opportunity for improvement/adaptation in conjunction with MDDC Climate Action Plan.

**Equalities Impact Assessment** - Complaints are received in a variety of ways. MDDC ensures that there is equality of opportunity for all customers. In addition, and where there is a need, staff will assist in the recording of complaints. There is also an interpretation service available through Language Line.

**Relationship to Corporate Plan** - The Complaints and Feedback policy underpins the core values of MDDC relating to People and Performance and outlines the process to measure our success with service delivery.

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

**Statutory Officer:** Andrew Jarrett  
Agreed by or on behalf of the Section 151  
**Date:** 21/05/24

**Statutory Officer:** Maria De Leburne  
Agreed on behalf of the Monitoring Officer  
**Date:** 21/05/24

**Chief Officer:** Stephen Walford  
Agreed by or on behalf of the Chief Executive/Corporate Director  
**Date:** 21/05/24

**Performance and risk:** Steve Carr  
Agreed on behalf of the Corporate Performance & Improvement Manager  
**Date:** 14/05/2024

**Cabinet member notified:** (yes/no)

**Report: Exclusion of the press and public from this item of business on the published agenda on the grounds that it involves the likely disclosure of exempt information. (Yes/No)**

**Appendix: Exclusion of the press and public from this item of business on the published agenda on the grounds that it involves the likely disclosure of exempt information. (Yes/No)**

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

**Contact:** Lisa Lewis, Head of Digital Transformation & Customer Engagement  
Email: [llewis@middevon.gov.uk](mailto:llewis@middevon.gov.uk)  
Telephone: 01884 234981

**Background papers:**

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**Mid Devon District Council**

## **Complaints and Feedback Policy**

**March 2024**

## Version Control Sheet

*Title:* **Complaints and Feedback Policy**

*Purpose:* To detail the commitment of the authority to encourage and accept customer feedback of all types and to enable identification of recurring issues and learn from mistakes. Also to set standards for all staff in recording and managing feedback received.

*Owner:* Head of Digital Transformation and Customer Engagement

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*Date:* March 2024

*Version Number:* 5.0

*Status:* Draft

*Review Frequency:* Every 2 years or sooner if required

*Next review date:* 2026

*Consultation* **This document was sent out for consultation to the following:**

Corporate Managers

Leadership Team

Cabinet Member

## Document History

This document obtained the following approvals.

Title	Date	Version Approved
Corporate Managers	Mar 24	5.0
Leadership Team	Apr 24	5.0
Cabinet	Jun 24	5.0

## 1. Introduction

Complaints, compliments, and comments provide valuable feedback and are used to assess service performance. The Council needs to address recurring problems, identify and learn from areas of good practice and ensure service delivery is continually improved.

This policy sets out Mid Devon District Council's standard for dealing with complaints, compliments, and comments, for ensuring feedback is recorded and appropriate action is taken. The policy details a two stage complaints process that all staff should follow to ensure a consistent approach to dealing with complaints, feedback, and redress.

This policy is relevant to Mid Devon District Council (MDDC) AND Mid Devon Housing (MDH). Compliance and regulatory oversight of the application of this policy is provided by the Local Government and Social Care Ombudsman (LGCSO) and the Housing Ombudsman Service (HSO) respectively.

All complaints will be acknowledged within 5 working days of receipt and resolved within 10 working days where possible (Stage 1). If a longer investigation is required, the customer/tenant will be informed that a further period is required to investigate and resolve their complaint. This will usually be no longer than an additional 10 working days. If the complaint is of such complexity that it will require further time the matter will be referred to the designated officer responsible for complaints to agree an appropriate response time.

**Stage 1** will be to refer the complaint to the relevant service manager or Housing Complaints Officer. If the customer/tenant is still unhappy with the response, **Stage 2** will result in a further investigation by an alternative officer or more senior officer as appropriate.

If the complaint is about a named officer, the case will be assigned to a more senior manager/officer, independently of the service, or the MDH Complaints Officer as appropriate.

At each stage, the customer/tenant will be given details of how they can make further referral to the [Local Government Ombudsman](#) OR [Housing Ombudsman](#). Details of how to do this can be found in these links and on our website.

## 2. Scope

The policy sets out the Council's approach to complaints and details the procedure for dealing with complaints received from our customers/tenants and is available to everyone who receives a service from MDDC or MDH.

## 3. Process Maps

See Appendices 1a, 1b and 1c.

## 4. Policy

MDDC and MDH are committed to delivering quality services to all customers/tenants. The views of our customers/tenants are welcomed on what we get right and what we do wrong. We recognise that from time to time we do get things wrong, and we do not provide the high standards of service expected.



We encourage customers/tenants to report complaints and would like to hear about each instance, as they give us an opportunity to put things right and learn from our mistakes.

MDDC is using the Local Government Ombudsman's definition of what a complaint is:

***"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 or group of individuals".***

MDH is using the Housing Ombudsman Service definition of what a complaint is:

***"An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents."***

A complaint is not a service request.

A **service request** is a request from a customer/tenant to the organisation/landlord requiring action to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly. MDDC/MDH should have the opportunity to deal with a service request before a complaint is made.

A **complaint** may be raised when the individual expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. The council/landlord will not stop its efforts to address the service request if the individual complains.

Any member of the public, or their representatives, staff, businesses, public and voluntary bodies can make a complaint about the Council/Landlord.

## **5. Exclusions**

The council/landlord will accept a complaint unless there is a valid reason not to do so. If the council/landlord decide not to accept a complaint an explanation will be provided to the complainant. Each complaint will be considered on its own merits.

Acceptable exclusions include:

- The issue giving rise to the complaint occurred over twelve months ago
- Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court
- The matter has been previously considered under the complaints policy

The council/landlord will accept complaints referred to us within 12 months of the issue occurring or the customer/tenant becoming aware of the issue unless they are excluded on other grounds. The council/landlord may decide to apply discretion to accept complaints made outside this time limit where there are good reasons to do so, e.g. Health and Safety, Safeguarding or conduct matters.

If the council/landlord does not accept a complaint, an explanation will be provided to the customer/tenant setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may instruct the council/landlord to take on the complaint.

## **6. Aims and Objectives**

In dealing with complaints from any party MDDC/MDH will:

- ensure all staff are trained in dealing with complaints and feedback
- ensure that making a complaint is as easy as possible
- ensure that all staff can log a complaint on behalf of customers/tenants
- listen to the complainant's views and those of others
- treat complainants with respect, dignity, and fairness, regardless of the section of society from which they come. MDDC/MDH aims to be sensitive to the diverse needs of individuals and will endeavour to meet those needs wherever possible
- investigate the issues raised
- not restrict the ways in which our customers can make complaints
- deal with any complaint, promptly, politely, and seriously
- respond to all complaints and include in our response:
  - an apology
  - an explanation of what our investigation has found
  - information on any actions taken or to be taken
  - confirmation of whether the complaint was upheld or not
- learn from the complaint and use it positively to continually improve our services; a record of lessons learnt is recorded on each case and changes to working practices or policies are also recorded and reported on annually
- recognise that complaints are an invaluable tool and measure of the quality of service the organisation is delivering
- publish information on complaints via our council/landlord web pages
- seek to resolve complaints in an amicable and professional manner
- provide information in alternative formats e.g. large print upon request (there may be a slight delay in receiving these items)
- keep complainants informed of how their complaints are being dealt with
- record and monitor complaints to make sure they are dealt with within the time stated by us
- report to Members annually as a minimum
- treat all complaints and appeals in strictest confidence
- provide information on how to contact the relevant Ombudsman if we have been unable to resolve issues to the customer's satisfaction

- ask customers/tenants to complete equality monitoring questions to ensure our complaints system is meeting the needs of all customers/tenants
- ensure objective investigation of any complaints about officers by assigning independent and/or senior officer oversight of the investigation of the complaint. In the case of MDH complaints these will be referred to the MDH Complaints Officer

## **7. Confidentiality**

All complaints will be dealt with in the strictest confidence.

## **8. Provision of Information**

We will protect customer/tenant privacy both in face-to-face discussions and in the transfer and storage of information.

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/tenants provide information, we will make it clear what is required and only retain as much data as is required for that purpose.

Customers/tenants should be aware that if a complaint is about a 3<sup>rd</sup> party/contractor who provides services on behalf of MDDC, then to expedite the complaint the minimum data necessary will be shared to resolve the issue.

## **9. Assistance for complainants**

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.

Complaints can be made on behalf of customers who are unable to make the complaint themselves. Customer Services staff are available to help customers who are unsure what to do.

Support can be provided for those who have difficulty reading or writing.

Information about the complaints procedure can be provided in an alternative format on request.

## **10. Unreasonable, unreasonably persistent, and vexatious complaints**

We recognise that the council/landlord may receive complaints from persons with widely varying ways of expressing themselves and who may feel angry, impatient, frustrated or extremely worried, depending on their circumstances. We will therefore only very exceptionally wish to categorise a complaint as unreasonable, unreasonably persistent, or vexatious.

This policy identifies situations and ways of responding where a complainant, either individually or as part of a group, might be making complaints that are unreasonable, persistent, or vexatious. In this policy the terms mean:

- unreasonable - exceeding the bounds of reason, not listening to reason

- persistent - to continue, firmly or obstinately
- vexatious - not having sufficient grounds for action and/or seeking to annoy.

The policy is intended to assist in managing people by categorising them within these terms and agreeing the actions to be taken.

The term complaint in this guidance also covers requests made under access to information law such as the Freedom of Information Act 2000 and the Data Protection Act 2018.

Unreasonable, persistent, and vexatious complaints can be a problem for staff and Members. The difficulty in handling such complaints is that they are time consuming and repetitive and can take up excessive officer and Member time that could be used on other council/landlord priorities.

Officers and Members will endeavour to respond appropriately according to the individual complainant's needs, and in compliance with our complaints policy, but this guidance is to cover occasions where nothing further can be reasonably done to assist or rectify a real or perceived problem.

**Complaints received about District, Town or Parish Councillors should be referred to the Monitoring Officer.**

#### **11. Action to be taken on unreasonable, unreasonably persistent, or vexatious complaints**

An individual assessment will need to be made in each case to determine if the complaint is to be categorised as unreasonable, persistent, or vexatious. When considering whether a complaint should fall within this category, consideration will need to be given to the extent of the complaints made to date and/or meet the criteria below:

- are unduly repetitious and/or potentially an obsessive or unreasonable pursuit of the matter
- continuing to deal with the matter is incompatible with the wider public interest.
- complaints where there is an expectation of unrealistic outcomes
- reasonable complaints made in an unreasonable manner

The District Solicitor will investigate the issues and provide a response within 10 working days, whenever possible or such longer time as considered appropriate in the case. The complainant should be notified that the complaint is being investigated to determine if it is unreasonable, persistent, or vexatious following receipt of the latest relevant complaint.

It is essential that any new contacts are checked and only sent to the District Solicitor if they relate to the current complaint under investigation. Any new service requests or complaints should be logged separately and dealt with by the service area.

The Council's District Solicitor will notify the relevant officers, the complainant and where appropriate the ward member in writing of the reason the complaint has been classed as unreasonable, persistent, or vexatious and of the actions to be taken.

Once a complaint has been determined as unreasonable, persistent, or vexatious, its status will be kept under review and if the complainant demonstrates a more reasonable approach, their status or any restrictions applied to access to our officers will be reviewed.

Staff who may potentially be involved in service delivery concerning the complainant will be made aware of any restrictions imposed which may affect their service area.

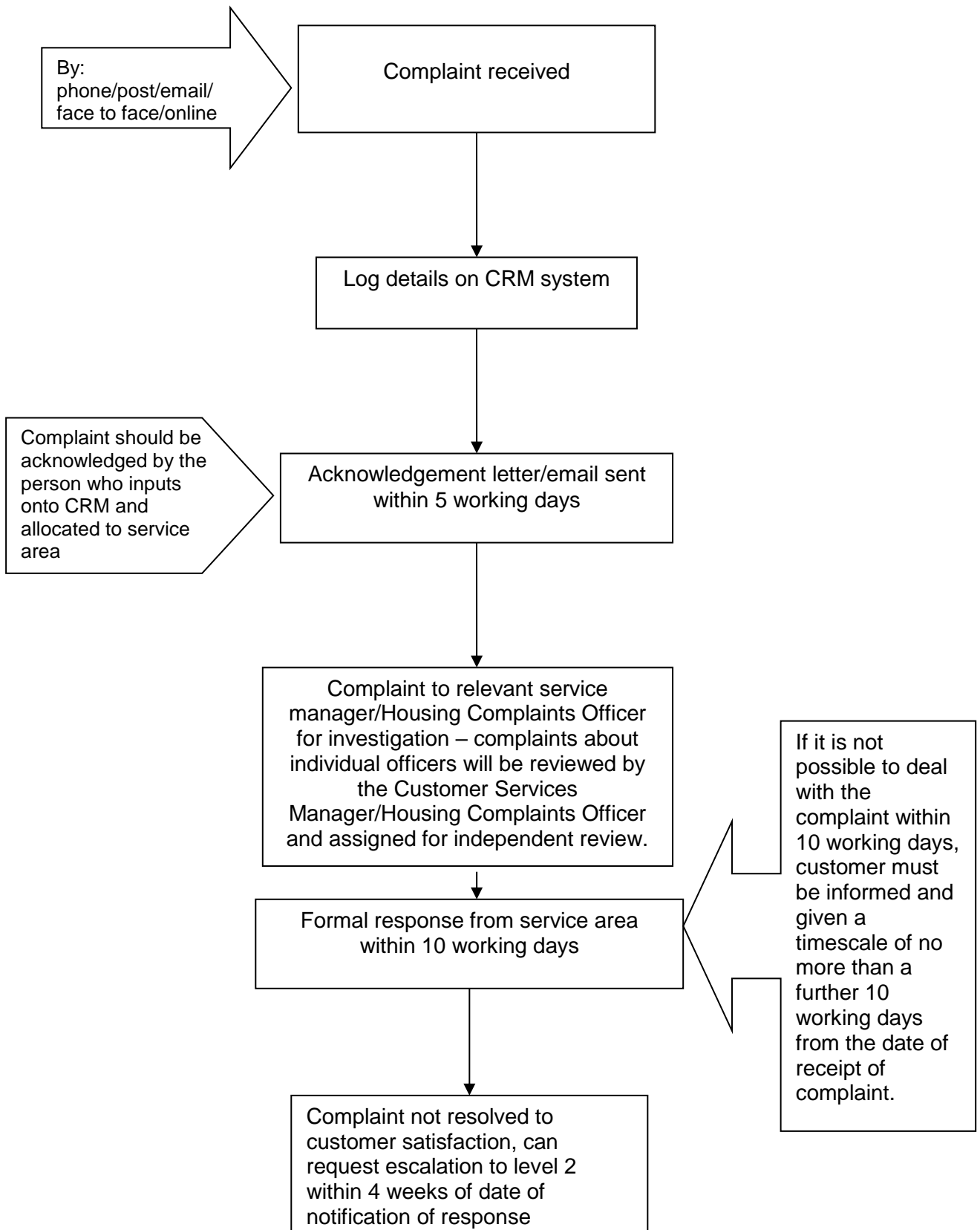
## **12. Review**

This policy will be reviewed within two years to incorporate legislative, regulatory, or best practice developments. Policy and procedural amendments will be made as and when new services or systems are introduced to improve the quality of complaint monitoring. Periodic reviews will be undertaken in consultation with members.

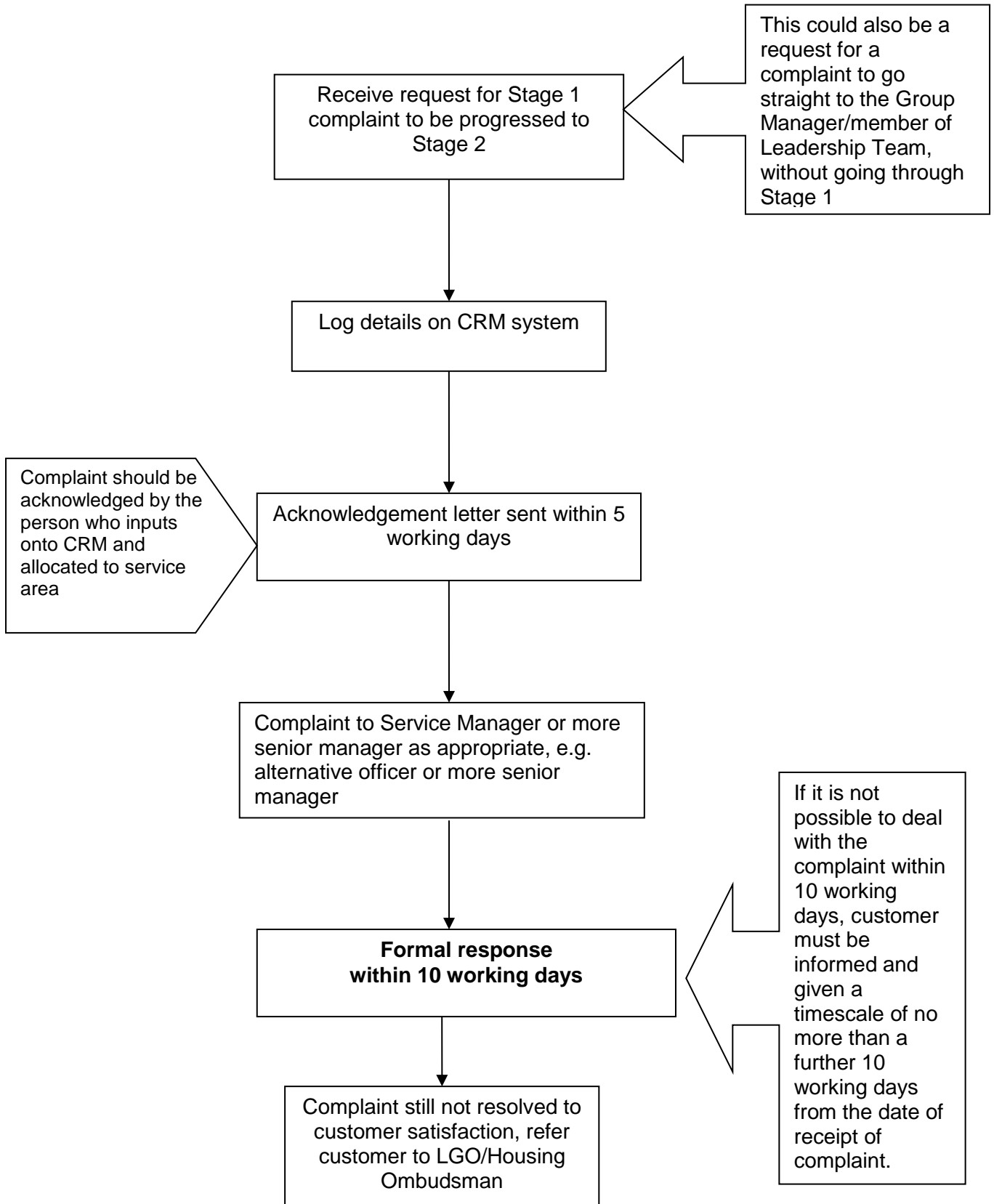
## **13. Customer/Tenant Consultation and Surveys**

We will ask customers/tenants that have used the complaints system to let us know how easy it was to make their complaint and if they found the procedure to be fair and covered all their needs. We will use the information from these surveys when reviewing our policy to inform changes and ensure our complaints procedure is “fit for purpose.”

## Stage 1 Complaint Process Map

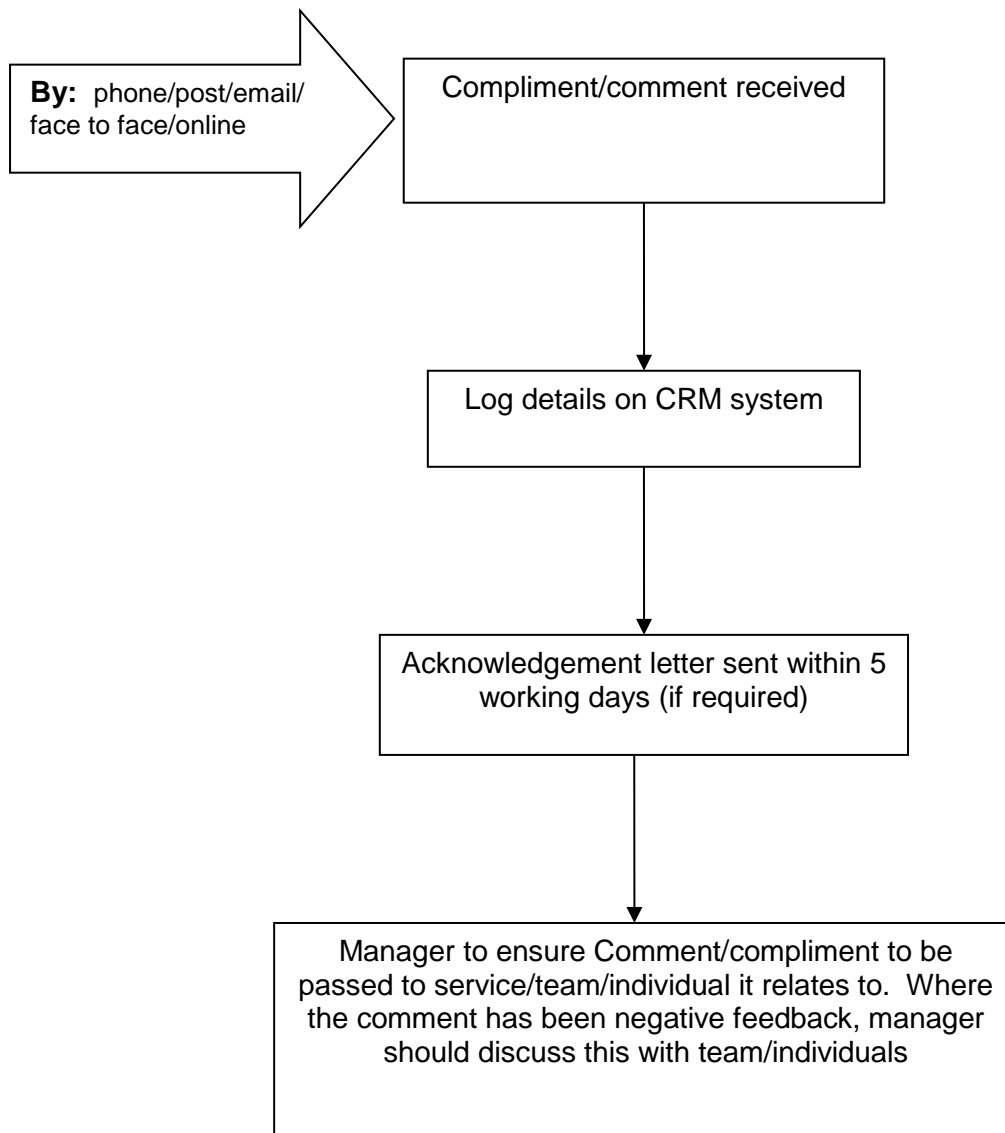


## Stage 2 Complaint Process Map





## Compliment/Comment Process Map



### **Criteria for determining unreasonable, persistent, or vexatious complaints**

A complaint may be classed as unreasonable, persistent, or vexatious if the complainant meets one or more of the following criteria: -

1. Persists in pursuing a complaint where the Council's complaint process has been fully and properly implemented and exhausted and where the complainant has failed to escalate the complaint to the appropriate Ombudsman.
2. Persistently changes the substance of a complaint or continually raises new issues that prolong the contact and make it more difficult to respond effectively. It is important that any completely new issue is raised as a new complaint if appropriate.
3. Is repeatedly unwilling to accept documented evidence or deny receipt of an adequate response despite correspondence specifically answering their questions or do not accept that facts can sometimes be difficult to verify when a lengthy period of time has elapsed.
4. Repeatedly make complaints but does not identify the precise issues which they wish investigated.
5. Regularly focuses on trivial matters to an extent which is out of proportion to its significance and continues to focus on this point. It is important to recognise that determining what is trivial can be subjective.
6. Have threatened or used physical violence towards employees at any time, this will mean that the complainant can only contact us in writing and staff will be informed what access to staff and buildings they are permitted to.
7. Have while dealing with their complaint made an excessive number of contacts with the Council, placing unreasonable demands on employees. Contacts can be in person, phone, email, fax, letter, or web-form. Judgement will be used to determine excessive contact, considering the specific circumstances of each individual case.
8. Have harassed or been verbally abusive on more than one occasion towards employees dealing with the complaint. Employees recognise that complainants may sometimes act out of character in times of stress, anxiety or distress and will make reasonable allowances for this. The individual circumstances of each person need to be considered and treated sensitively.
9. Makes unreasonable demands on the Council and its employees and fail to accept that these may be unreasonable, for example, insist on responses to complaints or enquiries being provided more urgently than is reasonable or within the Council's complaints procedure or normal recognised practise.
10. Makes unreasonable complaints which impose a significant burden on the human resources of the Council and where the complaint:
  - a. does not have any serious purpose or value
  - b. is designed to cause disruption or annoyance
  - c. has effect of harassing the public authority
  - d. can otherwise fairly be characterised as obsessive or manifestly unreasonable
  - e. is using the Council as a means of causing harassment to another member of the public.
11. Makes repetitive complaints and allegations which ignore the replies which Council officers have supplied in previous correspondence.

### **Options for dealing with unreasonable, persistent, and vexatious complainants**

The options below can be used singularly or in combination depending on the circumstances of the case.

1. Send a letter to the complainant setting out responsibilities for the parties involved if the Council is to continue processing the complaint. If terms are contravened, consideration will then be given to implementing other action as indicated below.
2. Decline contact with the complainant, either in person, by telephone, by fax, by letter, by e-mail or any combination of these, provided that one form of contact is maintained. This may also mean that only one named officer will be nominated to maintain contact (and a named deputy in their absence). The complainant will be notified of this person.
3. Notify the complainant, in writing, that the Council has responded fully to the points raised and has tried to resolve the complaint and there is nothing more to add and continuing contact on the matter will serve no useful purpose. The complainant will also be notified that the correspondence is at an end because they have been classed as an unreasonable, persistent, or vexatious and the Council does not intend to engage in further correspondence relating to the complaint.
4. Inform the complainant that in extreme circumstances the Council will seek legal advice and if appropriate commence court proceeding for an injunction.
5. Temporarily suspend all contact with the complainant, in connection with the issues relating to the complaint being considered as unreasonable, persistent, or vexatious, while seeking advice or guidance from its solicitor or other relevant agency, such as the Local Government Ombudsman.

If any of the above actions are taken, the Council's District Solicitor will ensure that all services are advised of the actions to avoid any repetition across services and to ensure the complainant is treated in the same way regardless of how he/she contacts the Council.

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## **Report for: Cabinet**

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Date of Meeting:	4 June 2024
<b>Subject:</b>	<b>Health &amp; Safety Policy</b>
Cabinet Member:	Cllr Jane Lock, Deputy Leader & Cabinet Member for Working Environment
Responsible Officer:	James Hamblin, Operations Manager – People Services
Exempt:	N/A
Wards Affected:	N/A
Enclosures:	Appendix 1 – Health & Safety Policy

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

To advise Members that, in accordance with the Health and Safety at Works Act 1974, the Council's Health & Safety Policy has been reviewed by the Health and Safety Committee.

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

**That the Cabinet approves the revised Health & Safety Policy**

### **Section 2 – Report**

- 1.0 Introduction
- 1.1 The Health & Safety Policy has been approved by the Health & Safety Committee on 24 January 2024, as well as, the Joint Negotiation and Consultation Committee (JNCC) on 25 January 2024.
- 1.2 The Health & Safety Policy was reviewed and approved by Community PDG on 26 March 2024.
- 2.0 Future Actions
- 2.1 In accordance with the Health and Safety at Works Act 1974, the Safety Representatives and Safety Committee Regulations, Mid Devon District Council will continue to review the Health and Safety Policy on an annual basis. The policy will return to the Community PDG in three year cycles.

### 3.0 Conclusion

3.1 That the Cabinet approves the revised Health & Safety Policy.

#### **Financial Implications**

Failure to meet the Council's obligations could lead to serious financial implications. The maximum penalties for failing to discharge its duties are unlimited. In addition, litigation costs could be imposed through any civil action.

#### **Legal Implications**

Failing to comply with health and safety legislation and regulations could result in the Council being issued with Improvement/Prohibition Notices and/or prosecution. The Council would also be at risk of potential civil litigation.

#### **Risk Assessment**

Ensuring the Council has robust health and safety policies and procedures, which are proactively monitored, will ensure the health and safety of employees and those who are affected by its actions and also reduce the potential risk of legal challenges and civil litigation.

#### **Impact on Climate Change**

There are no implications regarding climate change.

#### **Equalities Impact Assessment**

The policy covers all employees across the organisation and aims to treat everyone fairly regardless of protected characteristic. It seeks to ensure that there are no barriers to anyone accessing and making use of the policy and related procedures. The policy as a whole seeks to advance equality of opportunity for and between different protected groups. The organisation has a range of other policies, projects and actions to help bring people together, e.g. Equality Training, Dignity at Work.

#### **Relationship to Corporate Plan**

Health and safety impacts across all aspects of the corporate plan as there is an obligation on the Council to ensure that its activities do not adversely affect the health and safety of employees, members of the public, contractors and others with whom we interact.

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

**Statutory Officer:** Andrew Jarrett

Agreed by or on behalf of the Section 151

**Date:** 21/05/24

**Statutory Officer:** Maria De Leburne  
Agreed on behalf of the Monitoring Officer  
**Date:** 21/05/24

**Chief Officer:** Stephen Walford  
Agreed by or on behalf of the Chief Executive  
**Date:** 21/05/24

**Performance and risk:** Steve Carr  
Agreed on behalf of the Corporate Performance & Improvement Manager  
**Date:** 20/05/2024

**Cabinet member notified:** (yes/no)

**Report: Exclusion of the press and public from this item of business on the published agenda on the grounds that it involves the likely disclosure of exempt information.** (Yes/No)

**Appendix: Exclusion of the press and public from this item of business on the published agenda on the grounds that it involves the likely disclosure of exempt information.** (Yes/No)

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

**Contact:** James Hamblin  
Email: [jhamblin@middevon.gov.uk](mailto:jhamblin@middevon.gov.uk)  
Telephone: 01884 234203

#### **Background papers:**

Health & Safety PDG Report March 2024

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# Health & Safety Policy

## **Version Control**

*Title: Mid Devon District Council Health and Safety Policy*

*Purpose: Health and Safety*

*Owner: Stephen Walford, Chief Executive*

*Date: January 2024*

*Version Number: v4.2*

*Status: Draft*

*Review Frequency: Every three years and annually by the H&S committee*

*Next review date: January 2027*

## **Consultation**

This document obtained the following approvals:

<b>Who</b>	<b>Date</b>	<b>Version Approved</b>
Leadership Team		<b>4.2</b>
JNCC		<b>4.2</b>
H&S Committee		<b>4.2</b>
Community PDG		<b>4.2</b>
Cabinet		<b>4.2</b>

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- 2. Scope**
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- 4. Organisation**
- 5. Arrangements**
- 6. Monitoring**
- 7. Emergency Procedure**

### **1. Introduction**

- 1.1 Mid Devon District Council (MDDC) has a duty under the Health and Safety at Work etc. Act (1974) to prepare, implement and revise as necessary a health and safety policy. MDDC's Health and Safety Policy sets out how the Council will discharge its duties in relation to the management of occupational health, safety and wellbeing of all staff.

### **2. Scope**

- 2.1 The Health and Safety Policy sets out the arrangements for management of health and safety at MDDC. This policy statement has been agreed by the Leadership Team, Joint Negotiation Committee (JNCC), Health and Safety Committee, Community PDG and Cabinet.

### **3. General Statement of the Policy**

- 3.1 MDDC is committed to providing an environment where the health, safety and welfare of all staff, contractors and visitors are maintained. MDDC commits to keeping up to date with safety legislation and best practice in all areas of health, safety and welfare and will review arrangements, with the aim to drive towards continuous improvement. We recognise that the best performing management systems have good arrangements for employee engagement and will consult with employees and/or their representatives on health and safety issues to ensure that they are able to raise and resolve, as far as is reasonably practicable, such issues with senior management.
- 3.2 MDDC will comply with the requirements of the Health and Safety at Work, etc. Act (1974) and other statutory provisions.
- 3.3 MDDC will provide and maintain safe and healthy working conditions, equipment and systems of work and will provide appropriate training, information, instruction and supervision for staff, contractors and visitors.
- 3.4 MDDC will make arrangements for the provision of an occupational health service appropriate for the risks faced by employees and to provide them with services to promote health and wellbeing.

3.5 MDDC will discharge its duty of care to any person who may be affected by the work of the Council. It will ensure that there are appropriate measures to control risk to the health and safety of the employees, contractors, visitors and members of the public and that these are acted upon.

3.6 MDDC will ensure that there are appropriate arrangements in place for dealing with incidents such as fire or medical emergencies.

3.7 MDDC will encourage a positive health and safety culture through securing the commitment and involvement of all employees and those we work with through effective consultation and communication.

#### **4. Organisation**

4.1 Elected members:

4.1.1 Will ensure that there is suitable organisational structure and adequate resources to implement this policy and to operate effective risk control systems.

4.2 The Chief Executive:

4.2.1 Will delegate implementation of the policy through the line management structure.

4.2.2 Shall make arrangements for the provision of competent advice on matters of health and safety policy, guidance and monitoring.

4.2.3 Will delegate, with the assistance of competent advice, the preparation of a Health and Safety Strategy that will include key safety performance indicators.

4.2.4 Will ensure that the attention of Councillors is drawn to information regarding health, safety and welfare where this has a bearing on their decisions.

4.3 Individuals

4.3.1 It is the responsibility of Council employees, visitors and contractors to ensure that their activities or behaviour do not knowingly create hazards for themselves or others. Failure to comply with the requirements of any part of the Health and Safety Policy is a disciplinary matter.

4.3.2 In particular they will be required to:

- take reasonable care for the health, safety and welfare of themselves and of other persons who may be affected by their acts or omissions at work;
- cooperate with management to enable the employer to carry out their legal duties or any requirements as may be imposed;

- not intentionally or recklessly interfere with or misuse any item provided in the interest of health and safety;
- bring any deficiencies in health and safety arrangements to the attention of their employer;
- report all accidents, incidents and near-misses through the Council's accident reporting system and additionally ensure that their line management are aware of any such events.

#### 4.4 Managers and Supervisors

##### 4.4.1 In addition to the responsibilities of Individuals, managers and supervisors will:

- foster safety awareness by personal interest and example and encourage a 'Safe Working' ethos and actively work towards a positive safety culture;
- supervise the implementation of any safety policies or procedures where responsibility has been delegated through the line management structure;
- ensure their staff understand the Council's Health and Safety Policy and that they comply with the associated rules relating to their work;
- ensure that all their staff are competent and trained to do their work and have sufficient information, instruction and training to be fully aware of the hazards and risks associated with their work;
- ensure that the appropriate risk assessments for their work activities are prepared and reviewed as necessary;
- ensure that safety practices and procedures are observed and that suitable measures and protective equipment is worn or used where appropriate;
- ensure that deficiencies found during inspections, reviews and audits are corrected, reviewed, repaired or replaced;
- continually develop and monitor safety practices and procedures;
- consult with their employees on all matters relating to health and safety and be responsible for bringing H&S information to their attention;
- set meaningful health and safety objectives for themselves and their team members through the annual appraisal process.

#### 4.5 Senior Management

##### 4.5.1 Senior Managers and Directors will be fully aware of the general duties under the Health and Safety at Work etc. Act 1974 and will ensure that in all functions under their control the Council's Health and Safety Policy is effectively implemented.

##### 4.5.2 In addition to the responsibilities of managers and supervisors they will:

- where appropriate, review reports of accidents, incidents and near misses, and ensure corrective action has been taken to prevent or reduce the probability of reoccurrence;

- Ensure that, in consultation with HR, sufficient personnel are nominated for safety roles within their area. These include First Aiders, and Service Area Health and Safety advisors.

## **5. Arrangements**

### **5.1 Risk Assessments**

- 5.1.1 MDDC will ensure risks are assessed across all activities of the Council. The Chief Executive will delegate responsibility for the completion of risk assessments through the line management structure.

### **5.2 Consultation with employees**

- 5.2.1 MDDC recognises Unison as the union that represents employees for consultation on Health and Safety under the Safety Representatives and Safety Committee Regulations 1977 (as amended) and the Health and Safety (Consultation with Employees) Regulations 1996 (as amended).

- 5.2.2 MDDC will consult with employees' routinely on health and safety matters as they arise and formally at the review of this policy

### **5.3 Training**

- 5.3.1 MDDC will ensure there are Health and Safety inductions for all staff and contractors and will provide appropriate health and safety training.

- 5.3.2 MDDC will support training provision through HR. Training records will be maintained by HR and reviewed by the Health and Safety Officer and internal audit.

## **6. Monitoring**

- 6.1 The Council, will through the Corporate Health and Safety Officer:

- 6.1.1 Carry out regular workplace inspection.

- 6.1.2 Investigate any accidents or reports of ill health.

- 6.1.3 Regularly review policies and procedures whenever necessary.

## **7. Emergency procedures – fire and evacuation**

- 7.1 Operational managers, with responsibility for the buildings they are operating will ensure that:

- 7.1.1 There are emergency plans in place to deal with any potential emergency.

- 7.1.2 Emergency evacuation procedures are developed and implemented.

- 7.1.3 All fire safety checks are completed in accordance with the fire risk assessment.

- 7.1.4 Emergency evacuation procedures are tested from time to time.





## **Report for: Cabinet**

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Date of Meeting:	4 <sup>th</sup> June 2024
<b>Subject:</b>	<b>CULLOMPTON STRATEGIC TRANSPORT INFRASTRUCTURE</b>
Cabinet Member:	Cllr Steve Keable, Cabinet Member for Planning and Economic Regeneration
Responsible Officer:	Adrian Welsh, Strategic Manager Growth, Economy & Delivery
Exempt:	None which are Exempt from publication under paragraph 3, Part 1 of Schedule 12A to the Local Government Act 1972 (as amended) as it contains information relating to the financial or business affairs of any particular person (including the authority holding that information)
Wards Affected:	Cullompton St Andrew, Cullompton Vale, Cullompton Padbrook  It should be noted that given the wider relationship with the Local Plan the paper affects all wards within District
Enclosures:	M5 Junction 28 Major Improvements Plan (Appendix 1)

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

**Reason for Report.** To update Members with regard to Cullompton Strategic Transport Infrastructure projects.

#### **Recommendation:**

1. That members note the contents of this report.

### **Section 2 – Report**

#### **1.0 Introduction**

1.1 This report provides an update on three key transport infrastructure schemes which are essential to address identified issues within Cullompton and also accommodate planned growth in the area, in line with our adopted Local Plan. The schemes are as follows:

- The Cullompton Town Centre Relief Road;
- Strategic Improvements to Junction 28 of the M5 Motorway, and;
- The reopening of Cullompton Railway Station

1.2 The adopted Mid Devon Local Plan proposes significant growth of homes and jobs in the Cullompton area, including Culm Garden Village, which will require improvements to the transport infrastructure to mitigate any impacts of development and support more sustainable travel behaviour among existing and future residents. Without significant transport interventions this housing cannot come forward.

## **2.0 Cullompton Town Centre Relief Road**

2.1 The Cullompton Town Centre Relief Road has planning permission and is a major strategic transport intervention which unlocks strategic growth within the district, as set out within the adopted Local Plan. The scheme is crucial as:

- Its delivery will unlock environmental and air quality improvements within Cullompton's historic town centre;
- Historic England has made it clear that the award of the Heritage Action Zone monies in Cullompton was predicated by a clear expectation of its delivery;
- It will unlock early capacity at J28 M5 and on existing transport infrastructure within the town in advance of a more significant junction intervention, allowing planned growth within the adopted Local Plan to come forward – including at the Culm Garden Village.
- Failure to deliver homes within the required timeframe will significantly increase the risk of unplanned development proposals coming forward in other, less sustainable locations within the District. It will also reduce the ability of the Local Planning Authority to resist such proposals.

2.2 The Town Centre Relief Road will connect Duke Street in the south to Station Road in the north, with a fourth arm added to the Millennium Way roundabout. The route will pass through the public open space and sports pitches, staying close to the railway line to avoid additional disruption to the Cullompton Community Association (CCA) fields. The cricket club will be relocated to the east of the M5, with reconfiguration of the bowling club and football club pitches within the existing area. All of the sports clubs are in agreement with these proposals.

2.3 This scheme also includes upgrades to the walking and cycling routes through the CCA fields and additional links along Meadow Lane to the Community College, supporting walking and cycling opportunities in the town.



- 2.4 The relief road scheme also includes associated works with regard to enhanced vehicular access, pedestrian and cycle provision in the Station Road corridor at the northern end of the relief road's connection with the existing road network. Inclusion of these aspects has an associated benefit to the realisation of connections along Station Road between the town centre, northern end of the relief road and proposed railway station site.
- 2.5 Since inception, the relief road scheme has become more technically complex. To a minor degree, this relates to additional design requirements introduced through the planning process, but the substantive aspect arises from the need for the scheme to accommodate complex flood risk mitigations and the supporting physical structures to do this. This requirement accrues from the complex flood situation on the land which the relief road is due to be constructed. In addition to this, there have been unprecedented increases in construction costs over the last few years. The latest construct cost estimate provided by Devon County Council's consultants (WSP) is therefore now £37m (which includes a significant contingency and accounts for optimism bias in line with industry best-practice.)
- 2.6 The District Council submitted bids to the Government's Levelling Up Fund tranches 1 and 2 to secure the balance of funding required to deliver the Relief Road (beyond the level of Housing Infrastructure Fund (HIF) monies previously secured), but were unfortunately unsuccessful, despite being informed by Government officials that it was a high quality bid which made it to advanced stages of evaluation. The third round of Levelling Up Fund was not a bidding process but funding was instead distributed by allocation. Devon County Council did not receive any allocation through this process. This is particularly disappointing as Devon County Council had agreed to make the Cullompton Town Centre Relief Road its priority scheme for the purposes of LUF3.
- 2.7 Concurrent with these discussions, officers have also been identifying and considering additional funding options and solutions and have been discussing opportunities with various relevant parties, perhaps most notably with Homes England in relation to both the Housing Infrastructure Fund and the Brownfield Infrastructure Fund (BIL).
- 2.8 Discussions in relation to BIL quickly demonstrated that the relief road project would not be a good fit with the programme owing to the limited lifetime of the BIL programme. However, in December 2023, officers secured £77k of additional capacity funding from Homes England to update the existing business case, construction programme/costs and property cost estimate in order to inform ongoing conversations in relation to HIF. Considerable time and effort has been invested in to this work by officers within Mid Devon with support and input from colleagues within Devon County Council.

- 2.9 This work, now completed, has informed discussions with Homes England and has enabled officers to submit a formal request to Homes England for additional funding to support delivery of the relief road via the HIF programme. A cross-agency Board including representatives of DLUHC, Treasury, Homes England and the Department for Transport (DfT) will consider this request, although the exact date of communication of any decision taken by the Board has not been confirmed. If a decision is made by the Board regarding funding before this Cabinet meeting, or if further information is received in relation to the consideration of this application, a verbal update will be provided.
- 2.10 A key component of the Cullompton Town Centre Relief Road scheme is land acquisition. Officers have been working closely with Devon County Council and its land agent with regard to land assembly. A particular issue currently exists with Tesco owned land which is in the flood plain which Tesco contest has development potential and value. Officers from both Councils have been attempting to liaise with Tesco plc to attempt to resolve this issue for a considerable period of time and, whilst it is somewhat encouraging that Tesco has more recently engaged with officers after senior-level engagement by officers and members, progress by Tesco continues to be slow. This presents continued risk around delivery should Tesco not proactively and positively engage with the Authorities in terms of the sale of their land to support the delivery of the relief road. To this end, it is also understood that Richard Foord MP has also now written to the Tesco Chairman urging Tesco to urgently progress productive dialogue in relation to the sale of their land.
- 2.11 CPO capabilities exist in order to progress the matter through this route, as necessary and if required. However, given the scheme improves access to the Tesco store and unlocks the provision of new homes with associated additional trade from new residents, it is hoped that this acquisition can be achieved through positive and timely negotiation.
- 2.12 Finally, it should also be noted that in a recent 2024 survey, of 815 local residents, 92% were supportive of the Relief Road proposal; and so should Tesco be resistant to the scheme there would be a significant risk to its local reputation.
- 2.13 With this information in mind, it is expected that a further update report will soon be brought before Cabinet. Dependent upon the nature of the decision taken by the Board in relation to the revised HIF request, clarity will then be provided in terms of any decisions required and any risks/issues/opportunities arising.

### **3.0 Strategic Improvements to Junction 28 of the M5 Motorway**

- 3.1 Congestion occurs regularly in and around Cullompton with queues extending outbound (from the M5) in the morning and inbound (towards the town) in the evening along the length of Station Road between the High Street and M5 Junction 28. Queuing on the northbound motorway off-slip (traffic heading

towards Cullompton from Exeter) occurs regularly in the evening peak, with the back of the queue sometimes reaching the live M5 carriageway, which presents a serious safety concern to National Highways.

- 3.2 Cullompton High Street is dominated by vehicles, which impacts on bus journey time reliability and the pollution from congestion has led to the majority of the town being designated as an Air Quality Management Area (AQMA). This, along with narrow pavements leads to an unattractive environment for pedestrians and cyclists.
- 3.3 As explained above, the first stage of mitigation is the Cullompton Town Centre Relief Road, which aims to provide an alternative route bypassing the town. The second stage of mitigation is junction improvements to M5 Junction 28, for which a number of options have been considered and assessed against the following scheme objectives:
- Support efficient and safer operation of the Strategic Road Network (SRN) (i.e. the M5 Motorway);
  - Support efficient and safer operation of the local transport network;
  - Support the opportunity for existing and new residents to make sustainable travel choices;
  - Minimise negative, environmental impacts including carbon, water, and other environmental impacts, and;
  - Support delivery of the development within the adopted Local Plan and longer-term proposals at the Culm Garden Village.
- 3.4 The M5 Junction 28 improvement, together with the construction of the Relief Road, would allow the full build-out of all development allocated within the town under the current, adopted Local Plan as well as accommodating any future additional growth of the Culm Garden Village up to circa 5,000 houses.
- 3.5 The need for a strategic motorway improvement is strongly supported by the local community. In the recent 2024 survey, of 815 local residents, 95% were supportive of the need for improvements to M5 Junction 28.
- 3.6 The Government's recent Network North announcement, which proposed reallocating HS2 funds to other schemes across the country, identifies M5 Junction 28 as a recipient scheme of released funding. Although it is encouraging to be on the Government's pipeline of transport schemes to draw down such funding, the scheme is still subject to the Business Case approval stages. Devon County Council has been working closely with the District Council to identify options to improve M5 Junction 28 and draft the Strategic Outline Case (SOC) with funding from Homes England secured by the District Council. The SOC has been finalised, approved by Devon County Council's Cabinet (13 March 2024) and has now been submitted to the Department for Transport (DfT).  
Expecting that the SOBC is accepted (in light of the previous Network North announcement), it would enable the drawdown of further funding to develop the scheme and progress an Outline Business Case through the Large Local Majors Fund process prior to progressing to construction stages. The SOC

submission will be published online at DCC's Transport Planning webpages ([Transport planning - Roads and transport \(devon.gov.uk\)](https://www.devon.gov.uk/transport-planning)) as soon as practicable.

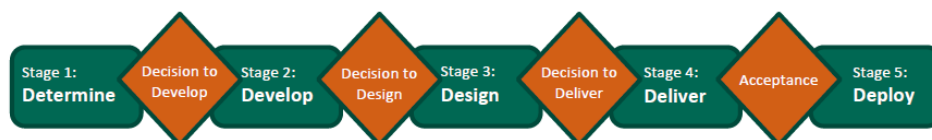
- 3.7 A total of 25 improvement options have been considered, with detailed technical work carried out on each of these. Each of the options assessed has challenges in terms of delivery due to constraints which include the close proximity of the railway, M5 and floodplain. Throughout the process, there has been engagement with National Highways, Network Rail and the Environment Agency. Following the extensive 'option assessment' process of evaluating potential schemes, against the objectives, the preferred option was selected. The preferred scheme proposes a new motorway junction to the south of the existing M5 Junction 28. This preferred option meets all of the project objectives, is considered the most deliverable by the project team and key stakeholders, and had strongest support from the public engagement sessions.
- 3.8 The new junction, as shown in Appendix 1, would be additional to the existing all-movements junction and would include south facing slip roads only enabling traffic access to or from the M5 motorway via a southbound on slip (towards Exeter) and northbound off slip (from Exeter). Access to and from the north of the M5 would be via the existing motorway junction. The new junction would consist of a single bridge across the railway and M5 and can only provide south facing slip roads due to its proximity to the existing M5 Junction 28 and the associated constraints. As more traffic travels between Cullompton and Exeter, there was a strong case for a junction to the south, and it also links well with planned growth at Culm Garden Village to the east of the motorway.
- 3.9 Public engagement on the scheme proposals was held between 13 December 2023 and 5 February 2024. A survey was hosted online on Devon County Council's 'Have Your Say' pages with paper copies available on request. This was complemented by two community drop-in sessions hosted in Cullompton serviced by County and District Council officers along with the engineering consultants.
- 3.10 It should be noted that, as the J28 junction solution incorporates the relief road, there is again the requirement for the Tesco owned land within Cullompton to be secured in order to deliver this solution, along with other land interests. This again reiterates the need for productive, positive and timely discussions with Tesco in order to support planned growth and development within Cullompton.
- 3.11 Officers will continue to keep members informed of progress in relation to the J28 SOBC and scheme and further reports will be brought before Cabinet, as required.

#### **4.0 Reopening Cullompton Station**

- 4.1 There have been long established aspirations to reinstate stations at Cullompton and Wellington, with associated enhancements to the rail services along the Bristol – Exeter corridor. Both stations closed in 1964 with the loss

of a stopping train service. A key driver for delivering these projects is that both areas are proximate to significant planned growth. The reopening of new stations is an important part of the multimodal approach to meeting the travel needs of the region.

- 4.2 A site for a new railway station, north of Station Road in Cullompton, is allocated within the adopted Local Plan.
- 4.3 In 2019, Mid Devon District Council and Somerset West and Taunton Council became the Project Sponsors, working in partnership to develop the business case for re-opening both stations.
- 4.4 In May 2020, the partnership was successful in securing funding of up to £50k from the Department for Transport's "Restoring your Railway" Ideas Fund. This funding was used to support the development of the Strategic Outline Business Case (SOBC). In 2021, the joint project was successful in securing £5 million from the Department for Transport to fund the next stage of both stations development through to the preparation and submission of a Full Business Case.
- 4.5 In 2022, after significant progress and success under the oversight of the local authorities, the project lead transferred to Network Rail in light of the fact that the project was transitioning in to a delivery phase and that design, delivery and cost certainty was necessarily required by Network Rail and the Department for Transport (DfT) given the stage of the projects.
- 4.6 This transfer of project oversight also reflects the RNEP (Rail Network Enhancement Pipeline, 2018) process and reflects guidance around 'A New Approach for Rail Enhancements' (RNEP). This process sets out the key stages that rail enhancement projects (including the provision of new stations) will need to undertake to be successful. There are five stages of activity separated by formal investment decision gateways. The first three stages, "Determine", "Develop" and "Design" relate to project development. The last two stages "Deliver" and "Deploy" focus on construction and at this stage all investment decisions would have been taken. Each of these key stages is separated by decision gateways to determine whether or not to proceed with the enhancement.



*Rail Network Enhancements Pipeline, A New Approach for Rail Enhancements, Department for Transport, March 2018*

- 4.7 Following a considerable amount of work the Cullompton and Wellington Railway Stations Re-instatement project is currently at stage 3. A Full

Business Case has been submitted to the Department for Transport and we await a decision on whether the scheme passes through the Decision to Deliver Gateway. Government will need to agree and endorse this Full Business Case before engaging in a 'Decision to Deliver' with all the relevant parties. Funding for the next stage of work (Delivery) will be agreed as part of this decision. It should be noted however, as part of the Government's Network North announcement in October 2023, a funding-in-principle announcement has been made regarding these two stations. It is hoped that the project can now gain the necessary Government/Ministerial approvals to pass through the 'Decision to Deliver' gateway.

- 4.8 At the time of writing a Prior Approval application for the Cullompton Railway Scheme is being considered by the Development Management team. The current planned opening date for passenger use at the new Cullompton Station is May 2026.

## **5.0 Next Steps**

### Cullompton town centre relief road:

- 5.1 Whilst awaiting a decision from Homes England with regard to the recent HIF resubmission for additional funding to enable delivery of the relief road, officers are working to ensure that key activities/work continues in order to enable swift delivery should a positive funding decision be confirmed. Notably this includes seeking to continue positive progress with Tesco in relation to the acquisition of their land by negotiation and continuing other key land-related workstreams.
- 5.2 Should funds/a positive decision not be forthcoming from Homes England, officers will continue to undertake activities to de-risk the relief road project as much as possible. This will ensure that the Authorities (Mid Devon and Devon) are in the best position possible to secure alternative funding sources as they become available and will also support the continued progression of the J28 scheme.
- 5.3 A further update report/decision report in relation to the relief road will be brought before the Cabinet as soon as possible following confirmation of any decision in relation to our HIF re-submission.

### Junction 28 Strategic Intervention:

- 5.4 Now that the SOBC has been submitted, it will be necessary to wait for feedback and decision from the Department for Transport regarding the J28 improvements funding request. If approved by the DfT in line with expectations established through the Network North programme announcement, funding will be granted to Devon County Council to prepare an Outline Business Case which will enable further development of the design and Mid Devon will remain engaged with this work in order to support and drive timely progression and,

ultimately delivery. Further reports will be brought before Cabinet as appropriate.

#### Cullompton railway station:

- 5.5 In terms of the railway station; officers will seek to continue to work closely with the rail organisations and Somerset Council to support delivery of the railway stations (at both Wellington and Cullompton). Current key milestones are securing land, determination of the Prior Approval planning application and Government's assessment of the Full Business Case with the hope and expectation that a positive decision will lead to timely delivery to achieve the target May 2026 opening. Again; further update reports will be provided at key milestones and will be used to ensure that the Cabinet remains update on progress.

### **6.0 Conclusion**

- 6.1 The strategic transport interventions outlined above are critical to the delivery of the District's local plan aspirations and the enhancement of the quality of life of local residents. Officers will continue to liaise closely with partner organisations to pursue funding opportunities and assist in the schemes' timely delivery in order to support planned growth and development within the District.

### **Financial Implications**

#### Cullompton Town Centre relief road:

The current shortfall for delivering the relief road scheme is in excess of £24m (accounting for the existing HIF grant of £10m plus existing S106 contributions). Given the importance of the scheme, this report details how officers have continued to actively explore additional funding opportunities to address this shortfall in order to ensure timely delivery of the relief road to support the delivery of planned growth.

Should the District Council secure gap funding from Homes England it will need to act promptly with Devon County Council to deliver the scheme within agreed timescales. Should any grant offer be made by Homes England, a further report would then be brought before Cabinet detailing the full terms of any offer and the implications to the district council. Details would need to be finalised, understood and approved prior to entering in to any revised or replacement Grant Funding Agreement.

For clarity at this point in time, it is worth noting several important points:

- MDDC expects to instruct Devon County Council (as Highways Authority) as our delivery partner and deliverer of the relief road. MDDC expects to cap its contribution to the relief road and that DCC, as Highways Authority, will undertake to deliver the relief road in line with the £37m construction estimate generated through the Highways Authorities consultants and as discussed with Homes England.

- The partners' (MDDC and DCC) would be held to delivery of the relief road by Homes England within set time parameters. Timely progress will therefore need to be made in land acquisition discussions and in construction works.
- HIF grant is predicated upon repayment of the grant funding through S106 receipts from development unlocked. MDDC will therefore need to seek to ensure the recouping of the grant funding through any S106 Agreements entered in to with developers. Any recovery will be subject to viability and would ultimately flow back to the Authority for investment in to other housing delivery projects within the District.

It is also worth noting that previous consideration has also been given to the potential for the District Council or County Council to fund delivery of the road in the absence of any grant funding by borrowing the required money via the PWLB (Public Works Loan Board). Modelling undertaken by officers has demonstrated that, whilst significant receipts could be generated from development to repay borrowing (via S106), significant uncertainty exists in relation to the timing of any receipts and the potential amount of any receipts. The level of risk that this would pose to the Authority, as a rural district authority with limited financial means, therefore means that this is not an approach which officers could recommend. High level discussions with the County have also confirmed that the County council would also not be in a position to proceed to borrow this required funding to unlock delivery on the predication of repayment through future S106 receipts.

Finally, it should be noted that if the request for the additional HIF funding is not approved by Homes England, the Council may be ejected from the HIF programme and the £10m secured under the previous Agreement will also fall away. It will be necessary to understand the full implications of any Board refusal as the position in relation to the submission becomes clearer and any implications known.

#### Junction 28:

Funding for the development of the Strategic Outline Case for improvements to Junction 28 was secured by the District Council from Homes England. If the County Council approach to Government, through the Large Local Majors programme, is successful, the estimated cost of developing the Outline Business Case of £2.25m would be funded by DfT. Given the identification of this project within the flagship 'Network North' programme prospectus which details reallocation of HS2 funding throughout the country, it is expected and hoped that this project will progress in a timely manner.

The total scheme cost for M5 Junction 28 scheme (incorporating the relief road) is currently estimated to be £195m although this is a high level estimate at this stage of the process. If the business case stages are supported, the scheme will be funded mainly from the DfT, but developer contributions may also be sought through the planning process, if required, to provide match funding. More details will be included in the next stage of the Business Case although it is noted that the original 'Network



North' prospectus referenced 100% grant funding for the initiatives and projects identified within the programme (i.e. suggesting no need for localised match funding.) This would be important to the District Council as it would support financial contributions via S106 to other important scheme components, such as affordable housing and public open space.

#### Cullompton railway station:

The latest work undertaken on the rail project has been funded by the Government's Restoring Your Railways fund. The Government is currently assessing the submitted Full Business Case to establish whether it will fund the delivery of the project. It is encouraging however, that as part of the Government's Network North announcement in October 2023 a funding-in-principle announcement has been made regarding both Cullompton and Wellington stations. It is hoped that the project can gain the necessary Government/Ministerial approvals to pass through the 'Decision to Deliver' gateway.

### **Legal Implications**

Land acquisition with regard to the Cullompton Town Centre Relief Road is currently being progressed by the County Council's land agent supported by the County Council's legal staff. A formal compulsory purchase order process will be initiated immediately following a positive outcome on funding. Although it should be noted that preliminary work regarding this process has already been undertaken in order to ensure swift progress should we receive funding for the scheme.

With regard to the Highways schemes all funding options will have legal implications and will be subject to legal agreement (e.g. Grant Funding Agreement, Section 106 etc.) dependent on the nature of the funding mechanism. These cannot be specified until the precise nature of the funding packages is known and further detailed information will therefore be provided for consideration and decision in due course and as exact detail becomes known.

No significant legal implications are anticipated at this time with regard to the Railway Station project other than in connection with land acquisition and technical licensing which will be undertaken by Network Rail.

### **Risk Assessment**

Fundamentally, investment in strategic transport infrastructure at Cullompton is required in order to unlock and enable planned growth in line with the adopted Local Plan. Without investment and delivery of this infrastructure, planned growth cannot come forwards or may be delayed.

This is why it is imperative that funding is secured to support delivery and this is why officers from within the District council continue to invest considerable time and effort in seeking to secure the required funding – despite the fact that many of these interventions do not fall directly within the remit of the District council.

### Cullompton town centre relief road:

Significant risk accrues to the Authority as a consequence of continued delayed delivery of the relief road and this is why the relief road features at the highest risk level ('25') within the corporate risk register.

Specific risk issues associated with continued non-delivery of the relief road include;

- Failure to unlock planned growth (in accordance with the Local Plan) owing to continued non-delivery of the relief road, including at the Culm Garden Village (a flagship Homes England Garden Community);
- Failure to support Cullompton to address wider issues, including Air Quality, in order to allow the high street to realise its full social and economic potential;
- Delayed or under delivery of new homes to meet forecast housing need/demand (noting that recent Council performance on delivery has been strong);
- A failure to deliver new homes, including affordable homes, to address the current housing emergency prevalent within Devon and the wider region, and;
- An increased risk of challenge to the adopted plan/infrastructure requirements by developers – including those who may seek to make speculative applications which do not accord with the spatial strategy as set out through the adopted Local Plan.

In terms of delivery risks (assuming full-funding of the project is approved/secured), some are noted within the body of this report, although it is worth noting that;

- The Council's (Mid Devon and Devon) will be expected to commit to delivery of the road within a set timetable and, unless proactively managed, risk will accrue to the Authority through any delay in development stages. Mitigations for this will be proposed, as appropriate, in due course;
- A fully quantified risk assessment has been prepared with regard to the town centre relief road and informs the construction cost estimate. The project is subject to its own risk management procedures as part of its overall project management;
- Work is currently being undertaken and continuing regarding land assembly which will de-risk the project and assist in unlocking the scheme's delivery/ultimately support the J28 Strategic Intervention project.

### Junction 28:

The strategic highway schemes will unlock capacity at J28 M5 allowing for planned growth within the adopted Local Plan to come forward – including at the Culm Garden Village. This planned growth is considered vital to sustain the pipeline of housing delivery in order to meet future Housing Delivery need and support both the current, adopted Local Plan and the forthcoming Local Plan; Plan Mid Devon. Failure to deliver the strategic intervention in a timely manner may impact upon the ability to deliver homes within the required timeframe and this would significantly increase risk to the Authority, with the prospect of unplanned development coming forward in other locations within the District.

Ultimately, continued delay in progressing delivery of the Junction 28 strategic intervention would also undermine confidence in the Garden Village proposals and

could risk delivery in the manner previously foreseen. Continued engagement with Government is necessary to ensure that this does not occur given the strategic alignment in objectives relating to the delivery of significant numbers of high quality new homes in this location – with the Government having supported this initiative, virtually since inception, via the Homes England Garden Community programme.

#### Cullompton railway station:

Project risks regarding the rail project are reviewed regularly by the rail steering group and a risk assessment is an important part of the Network Rail's project management responsibilities incorporated within its Business Case. Risks are also reviewed as part of regular meetings with Network Rail and DfT Rail. The risk owner for the project is Network Rail. District Council officers liaise closely with Network Rail to assist in mitigating risks where possible.

The project is subject to external risks, including cost inflation, and is also dependent upon timely progressing of key workstreams – including negotiations with adjoining landowners. District Council officers regularly engage with Network Rail personnel in order to ensure that this issues are monitored, progressed and managed.

### **Impact on Climate Change**

The relief road project is a scheme with planning permission which will deliver significant environmental improvements within the town centre, unlock significant development within Cullompton and reduce issues currently associated with congestion and pollution. The scheme is therefore considered, on balance, to be one which should be pursued and delivered in order to deliver the benefits associated with the scheme. However, the road will of course create new highways infrastructure which will continue to support the use of private and public vehicles, despite the associated environmental impacts of emissions from such vehicles.

An initial Environmental Appraisal has been undertaken of the Junction 28 scheme to identify sensitive environmental features which may act as constraints on the scheme. The M5 Junction 28 scheme will also be subject to an Environmental Impact Assessment to support the planning application and identify appropriate mitigation where required.

The strategic case for the new railway station proposal is part of a multimodal approach to catering for the demands from new development in the area. Sustainable transport is an important part of that approach and the project will encourage pedestrian and cycle access.

### **Equalities Impact Assessment**

The schemes are subject to Equality Impact Assessments which demonstrate how the scheme will reduce economic and social inequalities, or promote wider growth and economic / job creation opportunities particularly as they impact the most vulnerable residents or hardest hit communities.

## **Relationship to Corporate Plan**

These infrastructure schemes contribute towards all four corporate priorities of economy, homes, community and environment and assist in the delivery of many of the aims identified within the Corporate Plan.

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

### **Statutory Officer:**

Agreed by or on behalf of the Section 151: Andrew Jarrett

**Date:** 20<sup>th</sup> May 2024

### **Statutory Officer:**

Agreed on behalf of the Monitoring Officer: Maria De Leburne

**Date:** 20<sup>th</sup> May 2024

### **Chief Officer:**

Agreed by or on behalf of the Corporate Director: Richard Marsh, Director of Place and Economy

**Date:** 20<sup>th</sup> May 2024.

### **Performance and risk:**

Agreed on behalf of the Corporate Performance & Improvement Manager: Steve Carr

**Date:** 20<sup>th</sup> May 2024

**Cabinet member notified:** Yes

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

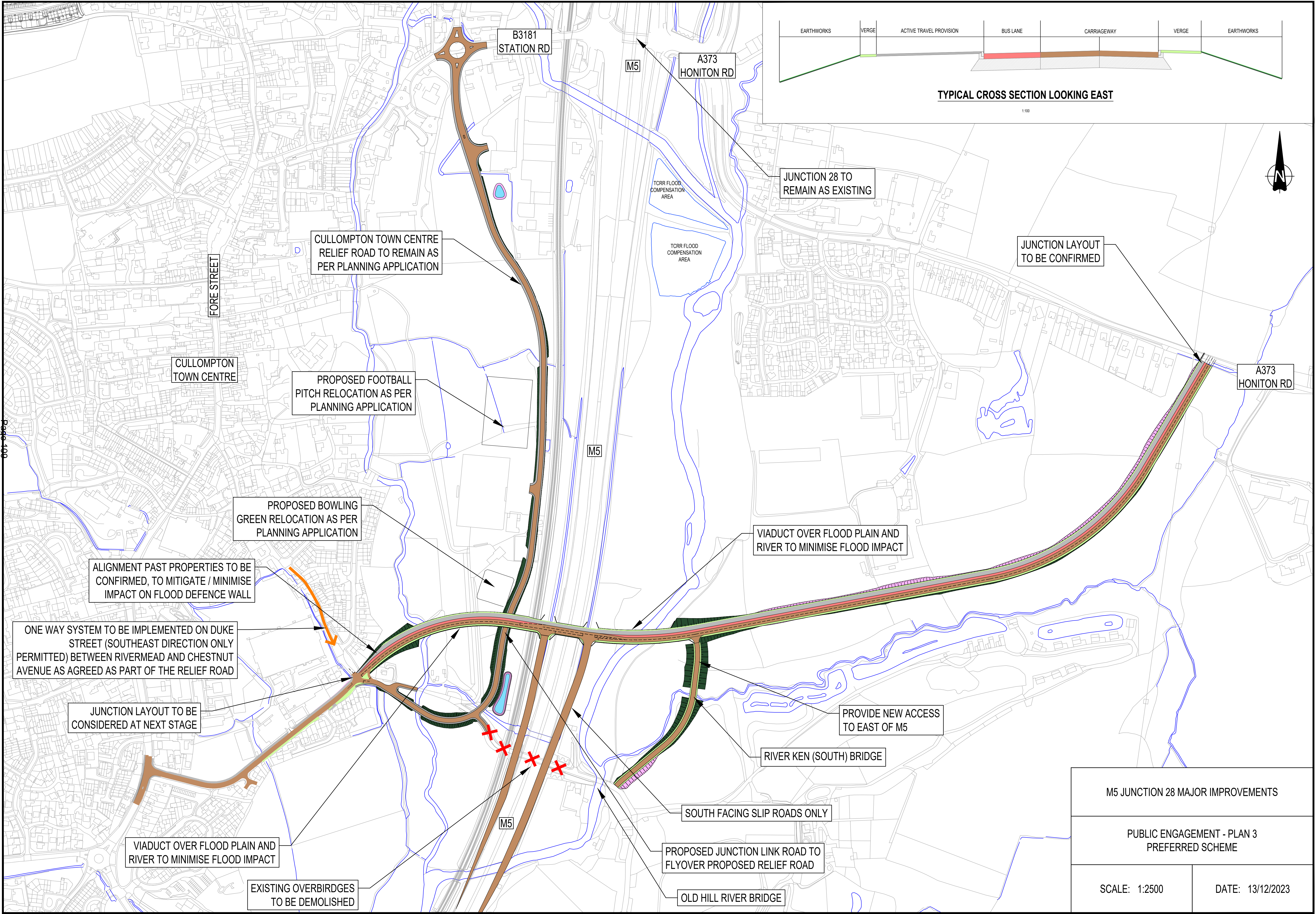
**Contact:** Adrian Welsh

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

### **Background papers:**

Cabinet Report 7 March 2023 [230307 Cullompton TCRR -Cabinet Report V2.pdf \(middevon.gov.uk\)](#)







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Report for:	Cabinet
Date of Meeting:	4 June 2024
Subject:	<b>UPDATED CORPORATE SAFEGUARDING POLICY</b>
Cabinet Member:	Councillor David Wulff, Cabinet Member for Community and Leisure
Responsible Officer:	Simon Newcombe, Head of Housing and Health
Exempt:	Not Applicable
Wards Affected:	All
Enclosures:	Annex A – Updated Corporate Safeguarding Policy Annex B – Equalities Impact Assessment screening

## Section 1 – Summary and Recommendation(s)

The purpose of this report is to seek approval for the adoption of the revised Corporate Safeguarding Policy (recommendation 1). As a local authority public sector body we must have adopted policies for staff and members to follow that set out our roles and responsibilities for safeguarding children and vulnerable adults.

The current Policy was last reviewed by the Community PDG in March 2022 and Cabinet in April 2022 and is scheduled to be reviewed every 3 years, but can be reviewed earlier at the request of the Council's Corporate Safeguarding Lead as is the case. A Policy review was instigated to take into account changes of responsibilities within the Council, inclusion of new sections on the role of the Local Authority Designated Officer (LADO), the importance of Corporate Parenting alongside updates to legislation and guidance and a refresh of the 'Safeguarding Champions' Group.

As part of the review process, views were sought on current safeguarding policy and operational practice from an informal, internal working group of safeguarding leads and the external Devon Districts Safeguarding Officers network.

The updated Corporate Safeguarding Policy was also reviewed by a consultant with national experience carrying out a self-assessment of Mid Devon Housing in January 2024. The purpose was to assess the proposed changes against the expectations of the new housing regulatory regime and in recognition of the particular involvement of housing in safeguarding matters. Further changes have been made to the Policy to reflect recommendations made.

Introductory safeguarding training for Members was carried out in December 2023 and a second session is planned for March 2024 for any Members missing the first date. Feedback from the first session has also helped to shape the policy format in particular.

Together, the review process and recent member training have also identified a potential gap in safeguarding provisions for Members with a recommended mechanism to review DBS checks which could be included in a future update of relevant policies (recommendation 2).

#### **Recommendations:**

- 1. That Cabinet approve the updated Corporate Safeguarding Policy that was recommended for approval by the Community PDG.**
- 2. That Cabinet note that the Community PDG recommends to Standards Committee that a Member working group is established to review the potential future inclusion of DBS checks for Members within the Corporate Safeguarding Policy and related DBS Policy.**

## **Section 2 – Report**

### **1 Background**

- 1.1 We have adopted policies for staff and Members to follow, which set out our roles and responsibilities for safeguarding children and vulnerable adults. The Districts' Safeguarding Leads in Devon have produced a combined policy as part of the Devon Districts Safeguarding Officers Network, drawing on good practice found in existing safeguarding policies to ensure that we all have access to a policy that is relevant and appropriate. This year we have adapted it to reflect this Council's specific way of working. An updated version of the proposed policy is shown at Annex A.
- 1.2 The Policy sets out a series of high level responsibilities and goes into detail on the requirements to provide clarity on who should be doing what.
- 1.3 In essence we have a duty to work with other agencies and the Policy reminds us of the Council's responsibility under the Children's Act 2004, the Care Act 2014 and other relevant legislation, which is essential to ensure that our functions are discharged with regard to the need to safeguard and promote the welfare of children and other vulnerable groups.



- 1.4 We have a shared responsibility with a variety of statutory agencies to protect children and vulnerable adults from harm, ensure their safety, and prevent impairment of their health or development. As a partner agency we appreciate that safeguarding is not just the duty of Social Services and child protection specialists.
- 1.5 As a minimum all employees, Members and partners/contractors should become familiar with our Corporate Safeguarding Policy and procedures on how to report and handle incidents where we suspect abuse or neglect.

## **2 The Council's Commitments and Further Actions**

- 2.1 We have set out a series of commitments in the Policy which state that we will seek to tackle and manage safeguarding concerns.
- 2.2 We have raised awareness of our duties through the staff induction process, making on-line safeguarding mandatory training for staff, development of an internal Safeguarding Champions Group and we will take update reports to the Corporate Management Team (CMT).
- 2.3 There is mandatory training on induction for all staff which is renewable every three years. We are also working towards being able to provide a Level 2 course for frontline staff that come into regular face to face contact with customers and require more than just an awareness of the issues. We have also provided a dedicated briefing for Members and are also working toward enhancing this with a package of safeguarding training for members and senior Leadership Team, alongside bespoke enhanced safeguarding/mental capacity training for staff. These bespoke elements are subject to further investigation and budgetary provision.
- 2.4 The Safeguarding Champions Group has been in place since October 2023 (having been a previous forum that did not meet for several years) and is made up of representatives including the Designated Corporate Safeguarding Lead, the Corporate Safeguarding Officer and Safeguarding Champions from Services. The forum meets every two months to discuss the direction of safeguarding delivery internally, monitoring how we are currently working and drawing on National/County and local learning to inform staff and keep their knowledge current around emerging trends.
- 2.5 We will encourage managers to reinforce awareness of safeguarding issues with their teams at team meetings to help keep this important duty in our corporate consciousness.
- 2.6 In adopting a revised Policy it will also be necessary to underpin this Policy with improved procedures that set out how staff and Members should deal with particular situations. We draw on good practice and advice from our Safeguarding Partnerships to ensure that we have a Policy and procedure that is clear and easy to follow.

- 2.7 Our membership of the Devon Districts Safeguarding Officers Network, which has representatives from both safeguarding boards and the other Devon districts ensures that we are aware of all relevant local updates, changes and emerging threats. We share these updates with our Safeguarding Champions for cascading to relevant frontline staff.
- 2.8 The Mid & East Devon Community Safety Partnership (CSP) also deals with some safeguarding issues on a more strategic and district-wide basis such as domestic and sexual violence and abuse, modern slavery, child sexual exploitation and preventing violent extremism. The Specialist Lead for Community Safety and Safeguarding (which encompasses the role of Corporate Safeguarding Officer) sits on the Safeguarding Champions Group and the CSP and hence is able to ensure that strong links are maintained between the two policy areas. The CSP is also currently chaired by the Designated Corporate Safeguarding Lead. This provides essential continuity across the different functions/role involved with and responsible for safeguarding.

### **3 Policy Amendments**

- 3.1 Amendments have been made to the following sections of the existing Policy in addition to minor wording changes. These reflect a significant revision and update on current Policy.
- Updates throughout to reflect internal organisational changes as well as those to external partners
  - 1.3 New section of definitions added
  - 2.1 Additional Policy aim added 'Ensure the importance of listening to children and adults at risk and responding appropriately'
  - 3.1 Scope of Policy – Care Leavers up to the age of 25 added, and includes 'employees and Members involved in decision making with regard to licensing'
  - 3.4 New paragraph on consent added.
  - 4.1.1 The six principles of safeguarding added for clarity
  - 4.1.2 Reference to new statutory guidance (December 2023) added: [Working together to safeguard children - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/working-together-to-safeguard-children)
  - 4.1.3 and 4.1.9 to 4.1.12 added
  - Section 5 – updated role descriptions
  - 5.5 Safeguarding Champions – title and role description updated
  - 5.9 Additional cross-referenced policies added (bottom six bullet points)
  - 6.1.1 Updated description of responsibilities for Members
  - 6.2 Bullet point 8 added – 'Ensure the Council officers take account of the Section 11 Duty in the Children Act 2004 to make arrangements to ensure that the Council's functions are discharged with regard to the need to safeguard and promote the welfare of children in all decision making' to clarify statutory duty

- 6.3 Updated description of senior management responsibilities
- 6.4 Updated description of management responsibilities
- 6.5 Updated description of HR responsibilities
- Section 9 - A new section on Confidentiality and Information Sharing to provide additional guidance and clarity
- Section 10 - A new section on Mental Capacity and Best Interest
- Section 11 - A new section on Partnership Working, Escalation and Resolution
- Section 12 - A new section setting out the Council's Corporate Parenting responsibility under the Children and Social Work Act 2017 in relation to certain children and young people
- Section 13 - A new section describing the role of the Local Authority Designated Officer (LADO) setting out how the organisation will respond to requests for information from the LADO
- Appendix 1 inclusion of new safeguarding summary process flowchart

#### **4 Members and DBS checks**

4.1 Members are currently not included in policy provisions to undertake a basic DBS check as a requirement of their role.

4.2 Unlike specific officer roles, Member DBS checks are not a legally mandated requirement however can be considered as a best practice from a safeguarding perspective. It is therefore a key provision that merits further consideration given the role of Members:

- As trusted community leaders at a very frontline ward level with day to day direct engagement with families including children
- Being in receipt of sensitive and confidential information with regard to safeguarding matters and vulnerable persons where consented
- In ensuring the Council has an adequate Corporate Safeguarding Policy in place that is resourced and implemented
- As safeguarding promoters concerned with the protection of vulnerable people in our community

4.3 Many of our residents may be under an assumption our Members currently undergo the same checks as officers engaging in the frontline areas of the Council, notably across housing, public health and leisure. As such they are arguably relying upon misleading assurances including where they consent to the sharing of sensitive information.

4.4 A number of councils have introduced checks for all Members including those with lower-tier functions where councillors typically operate in less 'arms length' roles in the community. Nonetheless, this is a potentially sensitive subject and one where debate and any changes must be led and agreed by Members.

## **5 Recommendations**

5.1 In accordance with the above, the following recommendations are made:

1. That Cabinet approve the updated Corporate Safeguarding Policy that was recommended for approval by the Community PDG.
2. That Cabinet note that the Community PDG recommends to Standards Committee that a Member working group is established to review the potential future inclusion of DBS checks for Members within the Corporate Safeguarding Policy and related DBS Policy.

## **Financial Implications**

There are no direct financial implications from updating the Policy.

However, it is proposed that face to face training for the most relevant staff teams would be beneficial to increase the awareness and understanding of safeguarding responsibilities and good practice. This approach has been successful at East Devon District Council. Detailed proposals and costing have not been developed at this stage, but it is recommended that is provided as soon as possible to enable external training to be delivered in 2024/25.

## **Legal Implications**

The Children Act 2004 and, specifically Section 11 of the Act places a duty on key people and public bodies, including district councils, to make arrangements to ensure that their functions are discharged having regard to the need to safeguard and promote the welfare of children. Updated statutory guidance has been issued in 2023.

Section 6 of the Care Act 2014 requires County Councils and their relevant partners including district councils, to co-operate with each other when exercising their respective functions where they are relevant to the care and support. This co-operation can be both at a strategic level and in relation to individual cases.

There is also other relevant legislation which applies to the issue of safeguarding under which the Council has specific duties. Members will note that this legislation is listed in the Policy document and at the end of this report.

## **Risk Assessment**

Failure to meet the requirements of the legislation could lead to children and adults at risk coming to significant harm. This could also result in legal challenge to the Council and adverse reputational damage to the Council.

Failure to take action around safeguarding is a medium risk as we have an existing Policy in place and regularly reviewing this policy keeps it up-to-date with any learning and new legislation. Therefore, the Council has a continued mitigation against those risks occurring as long as an effective policy is fully implemented.

Leadership Team and CMT provide governance to the Policy and resulting actions.

The Designated Corporate Safeguarding Lead, and the Corporate Safeguarding Officer work closely with both the Torbay and Devon Safeguarding Adults Partnership, Devon Safeguarding Children Partnership, Safer Devon Partnership and other district councils. This ensures the sharing of best practice and that the Council is kept up to date with any new developments or changes to requirements. This ongoing work has helped shape this policy update.

### **Impact on Climate Change**

No direct carbon/environmental impacts arising from the recommendations.

### **Equalities Impact Assessment**

The equalities considerations are as set out in the report and the Policy. The Policy itself and processes that underpin the Policy are an important way of reducing inequality and ensuring that vulnerable people are protected.

An Equality Impact Assessment (EIA) screening has been completed under the revised corporate template. This is attached at Annex B. It concludes that the updated Policy is overwhelmingly positive in terms of equalities and therefore does not require a full EIA.

### **Relationship to Corporate Plan**

The Policy helps the Council meet its legal responsibilities in respect to safeguarding and child protection and contributes to the Corporate Plan. An effective Corporate Safeguarding Policy, awareness and training is important to support our staff and to support the most vulnerable in the community we serve. It's particularly relevant to the housing services we provide and in support of our tenants.

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

**Statutory Officer:** Andrew Jarrett

Agreed by or on behalf of the Section 151

**Date:** 12 Mar 2024

**Statutory Officer:** Maria de Leburne

Agreed on behalf of the Monitoring Officer

**Date:** 12 Mar 2024

**Chief Officer:** Simon Newcombe

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

**Date:** 29 February 2024

**Performance and risk:** Steve Carr

Agreed on behalf of the Corporate Performance & Improvement Manager

**Date:** 07 March 2024

**Cabinet member notified:** Yes

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

**Contact:** Simon Newcombe, Head of Housing and Health, or Adrian Gardner, Specialist Lead for Community Safety & Safeguarding (and Corporate Safeguarding Officer) Email: [snewcombe@middevon.gov.uk](mailto:snewcombe@middevon.gov.uk) or [agardner@middevon.gov.uk](mailto:agardner@middevon.gov.uk)  
Telephone: 01884 255255

### **Background papers:**

1. The Care Act 2014 in particular Sections 42 to 46 related to safeguarding, further information can be found at: [Care Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/18/contents)
2. The Children Act 2004, specifically Section 11 which places a duty on key people and public bodies, including district councils, to make arrangements to ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children. New Statutory guidance has been issued in 2023: [Working together to safeguard children - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/working-together-to-safeguard-children) Further information can be found at: <http://www.legislation.gov.uk/ukpga/2004/31/contents>
3. The Children and Social Work Act 2017 sets out how all local authorities should approach their Corporate Parenting responsibilities for looked after children and care leavers. For district councils this includes Housing, Leisure and Recreation and Local Taxation Collection as set out in the [statutory guidance](#).
4. The Counter Terrorism and Security Act 2015 section 26 which places a duty on certain bodies, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism. The Prevent Agenda is one of four strands which makes up the Governments counter-terrorism strategy. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2015/6/contents>

5. The Modern Slavery Act 2015. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2015/30/contents/enacted>
6. The Anti-Social Behaviour, Crime and Policing Act 2014 in particular Part 10 relating to forced marriage. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2014/12/contents/enacted>
7. The Serious Crime Act 2015 particularly Part 5 relating to female genital mutilation, child cruelty and domestic abuse. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2015/9/contents/enacted>
8. The Domestic Abuse Act 2021 Part 1 Sec 3 provides that children who witness domestic abuse are now counted as victims in their own right.
9. Serious Violence Duty within the Police, Crime, Sentencing and Courts Act 2022. The statutory guidance requires specified authorities (including district councils) to focus on youth violence when setting their definition of serious violence. It also encourages a focus on domestic abuse and sexual offences.
10. The Devon Adolescent Safety Framework provides a route to protect young people from extra familial violence such as exploitation and sits alongside the usual statutory child protection procedure that deal with intra familial abuse. <https://www.dcfp.org.uk/training-and-resources/policies-and-procedures/adolescent-safety-framework-safer-me/>
11. Devon County Council procedures for managing allegations against staff and Local Authority Designated Officer (LADO) role. [Managing allegations - Devon Safeguarding Children Partnership \(devonscp.org.uk\)](#)
12. The Statutory Taxi and Private Hire Vehicle Standards <https://www.gov.uk/government/news/new-standards-to-improve-safety-for-taxi-and-private-hire-vehicle-passengers>

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# Corporate Safeguarding Policy

## Version Control Sheet

*Title:* **Safeguarding Policy**

*Purpose:* Mid Devon District Council is committed to safeguarding from harm all children, young people and adults with care and support needs using any Council services and involved in any of their activities and to treat them with respect during their dealings with the Council's staff and elected members and our partners and contractors.

*Owner:* **Corporate Manager for Public Health, Regulation and Housing**

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

*Telephone Number:* **01884 244615**

*Date:* **February 2024**

*Version Number:* **4.0**

*Status:* **Final Draft for Approval**

*Review Frequency:* **Every 3 years**

*Next review date:* **April 2027 unless the legislation has been significantly amended**

*Consultation* **This document was developed in consultation with the following:**

Safeguarding Champions Group  
Safeguarding Policy Review Working Group  
Councillors Jane Lock and David Wulff (Portfolio Holder)  
Devon Safeguarding Children Partnership (Devon SCP)  
Claire Fry – MDH  
Laura Woon – Democratic Services Manager  
Chris Grose Consulting (Housing Safeguarding Lead/external specialist)

## Document History

This document obtained the following approvals and is valid on the date printed.

Title	Date	Version Approved
Safeguarding Policy – Community PDG	20/11/2018	1
Scrutiny Committee	14/01/2019	2
Cabinet	07/02/2019	2
Safeguarding Policy – Community PDG	22/03/2022	3
Cabinet	05/04/2022	3
Safeguarding Policy – Community PDG	26/03/2024	4
Cabinet	04/06/2024	4

## SAFEGUARDING POLICY

### 1. Introduction

1.1 Mid Devon District Council (the 'Council') believes that all children, young people and adults have the right to be safe, happy and healthy and deserve protection from abuse. The Council is committed to safeguarding from harm all children, young people and adults with care and support needs (see definition in point 3.1 relating to the Care Act 2014); that is using any Council services and involved in any activities, to be treated with respect during their dealings with the council, our partners and contractors. **Safeguarding is everyone's responsibility.**

1.2 We aim to act as an exemplar of safeguarding practice providing strong leadership and improving safeguarding standards through having a robust safeguarding policy and monitoring system.

### 1.3 Definitions – Safeguarding of Adults

1.3.1 **Safeguarding** means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. Safeguarding adults at risk includes:

- protecting their rights to live in safety, free from abuse and neglect
- people and organisations working together to prevent the risk of abuse or neglect, and to stop them from happening
- making sure people's wellbeing is promoted, taking their views, wishes, feelings and beliefs into account
- recognising that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances and therefore potential risks to their safety or wellbeing.

1.3.2 **Abuse** is an act, or lack of appropriate action, which causes harm or distress and occurs within a relationship where there is an expectation of trust. Abuse can be:

- a crime
- perpetrated by anyone
- the result of neglect, omission, or failure to act
- unintentional or a result of a lack of knowledge
- consist of a single or repeated acts
- occurring in any relationship

1.3.3 **At Risk** includes those who are unable to take care of or protect themselves; and whose independence and well-being is at risk without support because they are vulnerable through:

- age
- having a long-term limiting illness or condition
- being in an abusive relationship
- having a physical, learning or mental health disability
- frailty
- having been in care, prison or other institution

1.3.4 An **Adult** under the scope of this policy means any person who is 18 years of age or over, and who is or may be in need of community care services by reason of, for example a physical or mental disability, a learning difficulty, reduced physical or mental capacity due to old age, dependency on drugs, alcohol or medication and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or serious exploitation.

## 1.4 Definitions – Safeguarding of Children

### 1.4.1 Child safeguarding is defined as:

- Protecting children from maltreatment.
- Preventing impairment of children's health and development.
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care.
- Taking actions to enable all children to have the best outcomes.

1.4.2 A **child** is anyone who has not yet reached their 18th birthday and includes unborn children. Due to their immaturity and dependency on others, all children are at risk of abuse.

1.4.3 The term **parent** includes carers or guardians. It means, in usual circumstances, someone who is legally entitled to take decisions on behalf of the child.

1.4.4 **Abuse or neglect** takes many forms and can be caused by single or repeated acts or a failure to act by any other person or persons, or in the case of self-neglect, the victim themselves. The circumstances of each individual case will be considered as to not limit what constitutes abuse or neglect. However the Council will reference the *Working Together* definition for abuse:

*'A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children.'*

## 2. Aims of the Policy

2.1 The aims of the policy are to:

- Clarify the roles and responsibilities of all parties within scope of the policy.
- Minimise chances of abuse through effective Council recruitment and selection procedures.
- Have procedures in place for dealing with concerns through the process of timely and appropriate reporting of issues to Devon County Council or other relevant agencies.
- Support the promotion of a safe working environment and a culture of care in which the rights of all children, young people and adults with care and support needs are protected and respected and have the right to be safe.
- Ensure the importance of listening to children and adults at risk and responding appropriately.
- Promote best practice in how employees, elected members and associated workers interact with children, young people and adults with care and support needs while providing Council services.
- Develop clear guidance and procedures for those employees, elected members and associated workers and ensure through training and support that they are aware of these and able to implement them.

- Provide a framework for developing partnerships with appropriate external bodies e.g., Devon Safeguarding Children Partnership and Torbay and Devon Safeguarding Adults Partnership, to ensure that the policy continues to reflect legal and best practice requirements in respect of the responsibility of care of children, young people and adults with care and support needs.
- Provide a framework for local Practical Guidance to exist for the consideration and management of safeguarding via the MDDC Safeguarding SharePoint Page.
- To provide a '**Summary Safeguarding Process Chart - Safeguarding Guidance for Staff and Members**' enclosed at Appendix 1 of this policy.

### 3. Scope of the Policy

3.1 The policy is in respect of the Council's responsibility towards:

- Children and young people legally defined as any person under the age of 18. From this point the terms child or children will be used to refer to this group.
- Care leavers up to the age of 25. The primary function for providing services specifically for care leavers in Mid Devon rests with Devon County Council. However the Council recognises its role in providing services that care leavers may access in particular its housing, homelessness and homeless prevention services.
- Adults to whom the safeguarding duty applies. These are adults with care and support needs who are defined under the Care Act 2014 and for the purposes of this policy, as anyone over the age of 18 who:
  - has need for care and support (whether or not the local authority is meeting any needs) **and;**
  - is experiencing, or at risk of, abuse or neglect; **and**
  - as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.
- The employees of the Council who have dealings with children, young people and adults with care and support needs and who are required to act in a position of trust and to act responsibly and within the law.
- The employees and Members of the Council who, while not required to act in a position of trust, will come into contact with members of these groups on a regular basis during the course of their work.
- Employees and Members involved in decision making with regard to licensing.
- Volunteers and other workers involved in the provision of Council services but not employed by the Council, including workers in organisations with which the Council has contracts for the delivery of services.

3.2 It covers all the functions and services of the Council, Members, staff, partners and contractors.

3.3 This document is primarily concerned with protecting children, young people and adults with care and support needs from harm and providing guidance on how to deal with issues. However it is important to remember that safeguarding has a wider meaning which includes the promotion of welfare and taking action to enable all children, young people and adults with care and support needs to have the best life outcomes.

- 3.4 The Council recognises the difference between adults at risk and children when it comes to the approaches used in safeguarding. Consent is a legal requirement for safeguarding adults, unless the adult either lacks capacity; is at significant risk of harm; a crime could be prevented or an employee is an alleged perpetrator of the suspected abuse. Consent **is not** required when considering making a safeguarding referral for a child, however in the appropriate circumstances, speaking with the parent/guardian prior to referrals is seen as best practice. We recognise the importance of the wishes and feelings of a child, however these may sometimes be contradicted in order to act in the child's best interests.
- 3.5 The policy does not cover health and safety issues related to safeguarding children such as use of play equipment or provision of food at events. Separate guidance on this and appropriate behaviours when dealing with children and adults with care and support needs, should be read in conjunction with this policy.
- 3.6 In accordance with this statutory framework, this policy should be read in conjunction with other Council policies which promote wellbeing.

## 4. Legal Framework

4.1 This policy is based on the Council's responsibilities under:

4.1.1 The Care Act 2014, in particular Sections 42 to 46 related to safeguarding. The Act sets out six important principles of safeguarding:

- **Empowerment:** presumption of person led decision and informed consent.
- **Prevention:** it is better to take action before harm occurs.
- **Proportionality:** proportionate and least intrusive response appropriate to the risks presented.
- **Protection:** support and representation for those in greatest need.
- **Partnership:** local solutions through services working with the communities.
- **Accountability:** accountability and transparency in delivering safeguarding.

Further information can be found at: [Care Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

4.1.2 The Children Act 2004, specifically Section 11 which places a duty on key people and public bodies, including district councils, to make arrangements to ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children. New Statutory guidance has been issued in 2023: [Working together to safeguard children - GOV.UK \(www.gov.uk\)](https://www.gov.uk) Further information can be found at: <http://www.legislation.gov.uk/ukpga/2004/31/contents>

4.1.3 The Children and Social Work Act 2017 sets out how all local authorities should approach their Corporate Parenting responsibilities for looked after children and care leavers. For district councils this includes Housing, Leisure and Recreation and Local Taxation Collection as set out in the [statutory guidance](#).

4.1.4 The Counter Terrorism and Security Act 2015 section 26 which places a duty on certain bodies, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism. The Prevent Agenda is one of four strands which makes up the Governments counter-terrorism strategy. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2015/6/contents>

4.1.5 The Modern Slavery Act 2015. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2015/30/contents/enacted>

- 4.1.6 The Anti-Social Behaviour, Crime and Policing Act 2014 in particular Part 10 relating to forced marriage. Further information can be found at:  
<http://www.legislation.gov.uk/ukpga/2014/12/contents/enacted>
- 4.1.7 The Serious Crime Act 2015 particularly Part 5 relating to female genital mutilation, child cruelty and domestic abuse. Further information can be found at:  
<http://www.legislation.gov.uk/ukpga/2015/9/contents/enacted>
- 4.1.8 The Domestic Abuse Act 2021 Part 1 Sec 3 provides that children who witness domestic abuse are now counted as victims in their own right.
- 4.1.9 Serious Violence Duty within the Police, Crime, Sentencing and Courts Act 2022. The statutory guidance requires specified authorities (including district councils) to focus on youth violence when setting their definition of serious violence. It also encourages a focus on domestic abuse and sexual offences.
- 4.1.10 The Devon Adolescent Safety Framework provides a route to protect young people from extra familial violence such as exploitation and sits alongside the usual statutory child protection procedure that deal with intra familial abuse. <https://www.dcfp.org.uk/training-and-resources/policies-and-procedures/adolescent-safety-framework-safer-me/>
- 4.1.11 Devon County Council procedures for managing allegations against staff and Local Authority Designated Officer (LADO) role. [Managing allegations - Devon Safeguarding Children Partnership \(devonscp.org.uk\)](http://devonscp.org.uk/Managing%20allegations%20-%20Devon%20Safeguarding%20Children%20Partnership)
- 4.1.12 The Statutory Taxi and Private Hire Vehicle Standards  
<https://www.gov.uk/government/news/new-standards-to-improve-safety-for-taxi-and-private-hire-vehicle-passengers>

## 5. Supporting structures, policies and procedures

- 5.1 The Corporate Management Team (CMT) has oversight of safeguarding practice within the Council and responsibility to drive forward improvements and disseminate and implement the policy within their area of responsibility. The Group meets weekly however a specific safeguarding update is presented to CMT quarterly. This will be disseminated to Leadership Team (LT) informally, although a more formal annual report will be submitted to LT
- 5.2 The Chief Executive has overall responsibility for the Council's safeguarding arrangements. The Corporate Manager for Public Health, Regulation and Housing is currently appointed as the **'Designated Corporate Safeguarding Lead'**.
- 5.3 In addition the Council has appointed a **'Corporate Safeguarding Officer'** responsible for co-ordinating the implementation of the policy and providing a single point of contact.
- 5.4 The **Designated Corporate Safeguarding Lead** has responsibility for:
- recommending to LT and Members new/revised policies, so that the Council can safeguard children and adults in accordance with its legal obligations.
  - developing procedures, implementing a performance framework and reporting on the Council's safeguarding performance to LT, CMT and Members.
  - promoting the policy within the Council.

- procuring and directly providing training, so that officers can undertake their safeguarding roles successfully and efficiently.
- ensuring there is a secure central record relating to allegations and investigations.
- working with other district authorities to share best practice and create a shared culture for Devon.
- advocating the importance of safeguarding to partners, contractors and customers
- ensuring all safeguarding policies, procedures and guidelines are implemented and promoted

5.5 In addition the Corporate Safeguarding Officer chairs a Safeguarding Champions Group made up of a number of staff across the different services of the Council. This group will have an operational overview of safeguarding issues in service areas, together with actions that could be taken.

5.6 **Safeguarding Champions** have responsibility for:

- Receiving concerns, discussing them with whoever has raised the concern and taking advice from the relevant partner agency / Devon County Council service: this could include complex matters such as consent and whether parents/carers should be notified.
- Supporting colleagues from other Services with advice, if their relevant Safeguarding Champion is unavailable.
- Liaison with the relevant Team / Service Manager, and making a decision about how to proceed and whether to make a formal referral. If there is disagreement on the appropriate course of action to take then the Corporate Safeguarding Officer / Corporate Safeguarding Lead will advise and make the final decision. Where a member of staff is dissatisfied with the decision of the Corporate Safeguarding Officer / Lead, they should report their concerns to their line manager in the first instance and can still make a referral if they have strong concerns.
- Ensuring the procedure is followed on such matters as making a referral, confidentiality and recording.
- Working with colleagues to improve practice across the organisation.
- In the event of an incident or query, if a Safeguarding Champion or the Corporate Safeguarding Officer (or escalation to the Corporate Safeguarding Lead) are not available, staff should go straight to the relevant partner agency / Devon County Council service. They can be supported by their line manager but details of any incident must not be shared any wider than absolutely necessary.
- Attending appropriate courses and remaining updated on safeguarding legislation, policy and practice.

5.7 Any staff who has a safeguarding concern should in the first instance discuss the matter with any one of the Safeguarding Champions and/or their line manager who will make a decision whether or not to refer the matter to the appropriate external organisation. A suite of supporting procedural documents is made available to all staff on the Council's SharePoint site.

5.8 The Mid & East Devon Community Safety Partnership (CSP) also deals with some safeguarding issues on more strategic and district-wide basis such as domestic and sexual violence and

abuse, modern slavery, child sexual exploitation and preventing violent extremism. The Specialist Lead for Community Safety and Safeguarding (which encompasses the role of Corporate Safeguarding Officer) sits on the Safeguarding Champions group and the CSP and hence is able to ensure that strong links are maintained between the two policy areas.

5.9 The Mid Devon Housing Anti-Social Behaviour Policy contains a commitment that the Council will appropriately risk assess all complaints and prioritise accordingly, acting as swiftly as possible to protect people and property. There may be a legal obligation to share relevant information with other statutory agencies e.g. if there is a safeguarding concern about the complainant where there are allegations of domestic abuse, and/ or about the perpetrator.

5.9 This policy should also be used in conjunction with the following documents:

- Disciplinary Procedure
- Grievance Procedure
- Whistle Blowing Policy
- IT Acceptable Use Policy
- Equality and Diversity Policy
- Complaints & Feedback Procedure
- Dignity at Work Policy
- Health & Safety at Work guidance
- Disclosure & Barring Service Policy
- Modern Slavery Transparency Statement
- Hackney Carriage and Private Hire Policy
- Statement of Licensing Policy
- The Corporate Anti-Social Behaviour Policy
- The Mid Devon Housing Anti-Social Behaviour Policy
- The Mid Devon Housing Hoarding Policy
- The Mid Devon Housing Vulnerability Policy
- Domestic Violence & Abuse Employment Policy

## **6. Responsibilities**

6.1 Responsibility for the implementation of this policy lies at all levels of the Council. Safeguarding is everyone's responsibility.

### **6.1.1 Members**

Members are collectively responsible for ensuring that the Council has a policy, which adequately provides protection for children and adults with care and support needs in receipt of its services and for the regular review of this policy in the light of changes to legislation or regulation.

Each Mid Devon District Councillor has the personal responsibility to comply with the policy.

Members are responsible for:

- Undertaking mandatory safeguarding training upon induction and to attend refresher training when provided.
- Ensuring that they are familiar with and understand the policies and procedures relating to their Council work with or in the vicinity of children and adults with care and support needs.
- Treating all those children and adults with whom they come into contact while carrying out their Council duties equally and with respect.
- Reporting to the Designated Corporate Safeguarding Lead (or in his/her absence, the Corporate Safeguarding Officer), any concerns they may have about abuse or a lack of care



of children and adults with care and support needs either from other Councillors, staff, from carers, parents or those in place of a parent or between members of the group.

- Members are encouraged to report urgent concerns directly to Devon County Council Multi-Agency Safeguarding Hub (MASH) (for Children) or Care Direct (Adults), or other agencies such as the Police.

The Portfolio Holder for Community and Leisure has lead responsibility for safeguarding, supported by other relevant Cabinet Members as necessary.

Members of the Regulatory Committee have responsibility for ensuring that those hackney carriage and private hire vehicle drivers to whom they grant licences are fit and proper people to hold such licences.

The Democratic Services Manager will provide information on the training needs of elected members and preferred methods of learning

## 6.2 Employees

All employees and particularly those working with children and adults with care and support needs are responsible for:

- Ensuring that they are familiar with and understand the policies and procedures relating to their work with or in the vicinity of children and adults with care and support needs.
- Ensuring that they feel confident in working within this environment and working with their managers to ensure that they have the knowledge and skills to carry out their tasks in this context.
- Treating all those children and adults with whom they come into contact while carrying out their work equally and with respect.
- Listening to and taking account of the wishes and feelings of children and adults that they work with, both in individual decisions and the development of service
- Reporting to a Safeguarding Champion or line manager, or to make a MASH enquiry (for Children) or contact Care Direct (for adults) with a referral, if they have concerns about abuse or a lack of care of children and adults with care and support needs, either from other staff, carers, parents or those in place of a parent or between members of the group, providing they feel confident and competent to do so
- Taking personal responsibility for their own welfare related to distressing or difficult disclosure of case outcomes and engaging in appropriate levels of support as required by the situation or the organisation.
- Undertaking mandatory safeguarding training upon induction and every three years.
- Ensuring they take account of the Section 11 Duty in the Children Act 2004 to make arrangements to ensure that the Council's functions are discharged with regard to the need to safeguard and promote the welfare of children in all decision making.

## 6.3 LT are required to ensure good governance of the Council and has responsibility to make sure this policy is consistently applied and taken into account when setting strategic direction and reviewing performance.

Members of CMT are further responsible for:

- Implementation of this policy and ensuring that all necessary procedures and practices are in place to provide adequate protection both for the individuals in these groups but also protection for the employees involved with them.
- Ensuring that the procurement framework for the Council includes expectations upon contractors to demonstrate effective safeguarding practices for all their staff.
- Identifying, commissioning and monitoring the Council's safeguarding training needs and attainment of the required training standards.

**6.4 Operations and Service Leads (or equivalent senior line manager roles) are responsible for:**

- Identifying those services and posts that are likely to have an involvement with children and adults with care and support needs, and undertaking an appropriate risk assessment of posts in respect of Disclosure & Barring Service (DBS) disclosure requirements.
- Ensuring that those people appointed by them to the Council, whose normal duties fall into the definition of regulated activity as defined in the Safeguarding Vulnerable Groups Act 2006 and amended by the Protection of Freedoms Act 2012, are subject to the appropriate level of DBS disclosure and are appropriately qualified and/or trained in working with these groups.
- Ensuring that proper records are kept of any incidents occurring within their service and that these are held securely and/or passed on to the Council's human resources team if the incident involves an employee.
- Ensuring that employees, volunteers and other workers dealing with these groups are adequately trained and aware of their responsibilities in this area.
- Ensuring that external contractors delivering Council services are aware of the Council's expectation that workers are aware of and abide by the standards of behaviour expected of council employees.
- Ensuring that any evidence or complaint of abuse or lack of care is reported to the appropriate body e.g. Devon County Council, Safeguarding Board or the Police, and to the Council's Human Resources team where employees, volunteers and contractors are involved and to the Monitoring Officer where Members are involved.
- Ensuring that employees and others do not work with children or adults with care and support needs on regulated activities without an appropriate DBS disclosure.
- Working with other associated agencies to ensure the proper transfer of information relating to dealings with children and adults with care and support needs, where necessary.
- Ensuring that adequate supervision and support is available to those who have been directly involved in dealing with safeguarding cases, including a debrief of the case and any relevant outcomes.

**6.5 Human Resources are responsible for:**

- Working with senior managers in maintaining a record of those posts requiring a DBS disclosure together with the level of disclosure required, and checking when DBS checks need updating.
- Developing and maintaining a robust Recruitment policy and associated working practices in line with the principles of 'Safer Recruitment' (See [Safer recruitment | NSPCC Learning](#)).

- Ensuring that DBS Disclosures are carried out in compliance with legislation and DBS guidance.
- Maintaining a DBS Policy in accordance with best practice.
- Supporting senior managers in dealing with allegations of abuse or lack of care by staff.
- Referring information to the DBS and Local Authority Designated Officer (LADO) about employees who have been dismissed or removed from working with vulnerable groups (or would have been had they not left/resigned) as a result of a relevant caution/conviction, conduct that has harmed or put a child/vulnerable adult at risk of harm, or satisfied the 'Harm Test' in relation to vulnerable groups.

**6.6 Volunteers, contractors, suppliers and consultants and other workers** are responsible for:

- Working with employees of the Council, to the same standard, in ensuring the safety and well-being of children and adults with care and support needs within their scope.
- Participating in any training or development opportunities offered to them to improve their knowledge of skills in this area.

**6.7** A requirement to comply with equality legislation will be included in all contracts and service level/delivery agreements. Failure to comply may lead to the termination of contracts. Organisations doing business with the Council are welcome to adopt the Council's safeguarding policy for their own use.

## **7. Events and land hire**

**7.1** Any organisation who has lease agreements or regularly hire out or lease Council facilities or open spaces, should have appropriate safeguarding procedures in place. They should also ensure any volunteer or employee that has unsupervised contact with children, young people or adults with care and support needs undertakes a relevant DBS check.

**7.2** A positive disclosure is a certificate that shows cautions, warnings or convictions. They may show spent convictions and also unspent convictions and for enhanced checks, they will also show information that a police force deems relevant to disclose based on the nature of the job that the individual will be undertaking. The organisation will be required to use a positive disclosure & barring service disclosure decision sheet to make an assessment about a volunteers' suitability to be named as the safeguarding representative for the event.

**7.3** Any safeguarding concerns on Council land should be reported to Corporate Safeguarding Officer or a safeguarding representative. (Not negating a need to call police in a safeguarding emergency) safeguarding representatives are able to provide further advice and support to groups or organisations.

## **8. Grant applications**

**8.1** All organisations seeking funding from the Council are expected to have appropriate safeguarding policies and procedures in place according to the level and type of their activities. Such policies should include DBS checks for all employees and volunteers working with children, young people and adults with care and support needs. Evidence of these policies and procedures may be requested as part of the grant making process.

**8.2** As a minimum, an organisation will be expected to have a policy statement or procedure relating to safeguarding. Commissioned, contracted or grant funded organisations with minimal contact

with children, young people and vulnerable adults may wish to adopt the Council's Corporate Safeguarding Policy and procedures if deemed suitable.

## **9. Confidentiality and Information Sharing**

- 9.1 The Council will share information appropriately with partners that have a statutory responsibility to investigate safeguarding concerns, including Devon County Council and Devon & Cornwall Police.
- 9.2 Information can be shared lawfully within the parameters of the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). The Council will ensure that all colleagues understand that data protection does not prevent the sharing of information where it would protect the welfare of and/or promote the wellbeing of adults or children.
- 9.3 Emergency or life-threatening situations may warrant the sharing of relevant information with the relevant emergency services without consent.
- 9.4 It is very important that the risk of sharing information is also considered. In some cases, such as domestic abuse or hate crime, it is possible that sharing information could increase the risk to the individual. Safeguarding partners shall work jointly to provide advice, support and protection to the individual.

## **10. Mental Capacity and Best Interest**

- 10.1 People must be assumed to have capacity to make their own decisions and be given all practicable help before they are considered not to be able to do so. If there is a concern that an adult may lack capacity around making a specific decision a referral must be made to Devon County Council Adult Social Care.
- 10.2 Where an adult is found to lack capacity, then any action taken, or any decision made for, or on their behalf, must be made in their best interests. Professionals and other stakeholders have a responsibility to ensure they understand and always work in line with the Mental Capacity Act 2005. Any concerns must be referred to Devon County Council Adult Social Care.

## **11. Partnership Working, Escalation and Resolution**

- 11.1 **Section 42 Enquiries** – The Council recognises that safeguarding adults at risk requires a multi-agency approach. Devon County Council may carry out Section 42 Enquiries which may involve this Council sharing information, attending meetings, putting in protection measures to protect an adult from abuse and/or neglect and in some cases perhaps leading on an enquiry. The Council will comply with obligations highlighted within the Care Act 2014 in relation to Section 42 Enquiries.
- 11.2 **Disagreements** - Effective working together depends on resolving disagreements to the satisfaction of colleagues and partner agencies, and a belief in partnership and joint working for the ultimate benefit of the adult at risk, child or young person. The focus within this Council will be to ensure resolution and the continuation of good partnership working, managing disagreements professionally and escalating concerns where necessary. At no time must any professional disagreement undermine the safeguarding of an adult at risk. The welfare and safety of the individual must remain paramount throughout.
- 11.3 Where a Council employee feels they do not have sufficient experience to challenge a partner agency, they must seek guidance from the Designated Corporate Safeguarding Lead or the Corporate Safeguarding Officer.

11.4 **Safeguarding Adult Reviews (SARs)** - A Section 44 Safeguarding Adult Reviews will be undertaken by the Torbay & Devon Safeguarding Adults Partnership in the event of a tragedy or near miss. The objective of the review is to learn lessons and not to apportion blame. The Council will co-operate with the Torbay & Devon Safeguarding Adults Partnership in carrying out its statutory obligations under Section 44 of the Care Act 2014.

11.5 **Safeguarding Practice Reviews** – The Devon Safeguarding Children Partnership are required, under the statutory guidance Working Together to Safeguard Children 2023, to undertake a Rapid Review for serious child safeguarding cases where:

- abuse or neglect of a child is suspected and
- the child has died or been seriously harmed.

All agencies, such as the Council, who had been involved with the subject child or family will be required to contribute to the Rapid Review. The Council will co-operate with any such reviews.

## 12. Corporate Parenting

12.1 Section 1 of the Children and Social Work Act 2017 applies a set of Corporate Parenting principles to any council “whenever they exercise a function in relation to looked-after children or care leavers”. For a district council the primary impact of this is in relation to the duty to accommodate, council tax support, access to leisure and employment skills development.

12.2 The seven Corporate Parenting principles set out the principles that local authorities must have regard to when exercising their functions in relation to looked after children and young people, as follows:

- to act in the best interests, and promote the physical and mental health and wellbeing, of those children and young people
- to encourage those children and young people to express their views, wishes and feelings
- to take into account the views, wishes and feelings of those children and young people
- to help those children and young people gain access to, and make the best use of, services provided by the local authority and its relevant partners
- to promote high aspirations, and seek to secure the best outcomes, for those children and young people
- for those children and young people to be safe, and for stability in their home lives, relationships and education or work; and
- to prepare those children and young people for adulthood and independent living

12.3 The lead officer for Corporate Parenting is the Designated Corporate Safeguarding Lead and the lead member is the Portfolio Holder for Community & Leisure which includes safeguarding.

12.4 Section 2 of the Children and Social Work Act 2017 requires each local authority to consult on and publish a local offer for its care leavers. The local offer should provide information about all the services and support that is available to care leavers from the local authority, including information about both their statutory entitlements as well as any discretionary support that a local authority chooses to provide.

## 13. The Local Authority Designated Officer (LADO) process

13.1 The LADO is a statutory role which sits within Devon County Council Children Services. The LADO is responsible for co-ordinating the response to concerns that an adult who works with children may have caused them or could cause them harm. The LADO also gives advice and guidance to employers, organisations and other individuals who have concerns about the behaviour of an adult who works with children and young people. Included in this group are volunteers, agency staff and foster carers as well as people who are in a position of authority and have regular contact with children.

- 13.2 The LADO should be alerted to all cases in which it is alleged that a person who works with children has:
- behaved in a way that has harmed, or may have harmed, a child
  - possibly committed a criminal offence against children, or related to a child
  - behaved towards a child or children in a way that indicated they may pose a risk of harm to children.
  - behaved or may have behaved in a way that indicates that they may not be suitable to work with children.
- 13.3 Allegations of non-recent abuse should be referred in the same way as contemporary concerns.
- 13.4 If a Council staff member or Member becomes aware of a situation as outlined in 13.2 above they should immediately alert the Corporate Safeguarding Lead (and in his absence the Chief Executive or a Director) and either:
- the Corporate Manager for People, Governance & Human Resources where a member of staff is involved, or
  - The Monitoring Officer where an elected member is involved, or
  - the Corporate Manager for Public Health, Regulation & Housing (where different to the Corporate Safeguarding Lead) in cases which involve a licence issued by the Council,

who will then inform the LADO within 1 working day.

- 13.5 Having assessed the referral the LADO may arrange one or more Managing Allegations Meetings liaising with the police and other agencies as necessary. **Attendance at a LADO Managing Allegations Meeting should be always be made by two officers together to ensure that if total confidentiality is required (e.g. to safeguard an ongoing police investigation) the weight of responsibility does not fall to one officer alone.**

## **14. Review**

- 14.1 This policy and the related guidance will be reviewed **every three years** or sooner if required by the Designated Corporate Safeguarding Lead and/or CMT. This will include an on-going review of guidance, both nationally and locally, to ensure the Council meets requirements to safeguard children, young people and adults, and there are appropriate procedures and protocols in place.
- 14.2 The Council's scrutiny function will also have a role in scrutinizing and challenging the Corporate Safeguarding Policy and the work of the Safeguarding Champions Group. An annual report will be submitted to the Community PDG.

This policy should be read with the Council guidance and procedures.

This policy can be made available in large print and other formats such as printed on yellow paper, taped, etc. as requested.

## Appendix 1 MDDC Summary Safeguarding Process - Safeguarding Guidance for Staff and Members.

**EVERY Staff & Member has a DUTY to report Safeguarding Concerns and share information.**

**If you think a child or adult is in immediate danger or a crime has been committed, then always contact the police on 999.**

Remember to stick to what is factual or your professional opinion when reporting safeguarding concerns.

Check the client's file/records for any professionals they are already working with and keep them involved.

**Staff member** discusses the concern about a child or adult at risk with their line manager and/or Safeguarding Champion.

Or the Corporate Safeguarding Officer;  
Or the Corporate Safeguarding Lead.

If it involves a member of staff, then raise with HR.  
If it involves a Councillor, then raise with the Monitoring Officer

**Councillors** wishing to raise a concern can seek advice from the Safeguarding Lead (or Safeguarding Officer) but should report direct to Care Direct or MASH and send a copy of the form to the

Staff member records details of the incident if not already done so and what action they took following the **Safeguarding Policy.**

### For Adults

Contact Care Direct for advice – 0345 155 1007. Use the referral form on the [Torbay & Devon Safeguarding Adult Partnership](#)

### For Children

Use the DCFP online link [Devon Safeguarding Children Partnership](#) for making a request for support to MASH safeguarding officer.

Please ensure you have forwarded a copy of the referral form to the MDDC Safeguarding Officer.

If no automated email receipt is received within 24 hrs:  
Chase Care Direct or MASH. The form may need to be submitted again.

If it is required the Corporate Safeguarding Lead will make a referral to the Local Authority Designated Officer (LADO) at Devon County Council if the allegation involves a member of staff, or if a Councillor the referral will be made in liaison with the Monitoring Officer.

If a concern is raised to Social Services via Care Direct they will start an enquiry if it reaches the Section 42 Care Act criteria.

If a referral is made to MASH for a child they will start a support enquiry if it meets the threshold.

An email recording the safeguarding decision will be sent to the originating officer for their info. Please forward this to the MDDC safeguarding officer

If your concerns need an urgent response call the agency you have referred to and prompt them to check your referral.  
This part of the process should be completed within 24hrs.

The agency that concerns have been raised with should confirm receipt within 24 hrs. Young Person/Child MASH Multi Agency Safeguarding Hub - [Devon Safeguarding Children Partnership](#). 0345 155 1071  
Adults Care Direct - [Torbay & Devon Safeguarding Adult Partnership](#) 0345 155 1007

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## Equality Impact Assessment

### **Purpose of the Equality Impact Assessment process:**

The Equality Act (2010) introduced the [Public Sector Equality Duty](#) (PSED) requiring public bodies to give due regard to the need to:

- Eliminate unlawful discrimination
- Advance equality of opportunity
- Foster good relations

Consideration must be given to the protected characteristics covered by the Equality Act (2010). Assessments should consider relevant evidence relating to persons with protected characteristics in relation to assessments of potential impact.

The purpose of an Equality Impact Assessment (EIA) is to ensure that policies, functions, plans or decisions (hereafter referred to as 'policy/ decision') do not create unnecessary barriers for people protected under the Act. Where negative impacts are identified these should be eliminated or minimised, and opportunities for positive impact should be maximised. An EIA is not required for a decision in relation to an individual.

Screening is a short exercise to determine whether a policy/ decision is relevant to equalities, and if so, whether a full EIA should be conducted.

## Section 1: Equality Impact Assessment Screening

<b>Basic Details</b>	
Title and description of the policy/ decision:	Review & Update of the Council's Corporate Safeguarding Policy
Job title of the person(s) undertaking the assessment:	Specialist Lead for Community Safety & Safeguarding
Council service:	Public Health
Date of assessment:	13 <sup>th</sup> February 2024

What are the aims, purposes, objectives and proposed outcomes of the policy/ decision?

This is a review of the Council's Corporate Safeguarding Policy taking into account updates to legislation and best practice, and the feedback from partner organisations and an internal working group.

The policy was last reviewed by the Community PDG and adopted by Cabinet in March/April 2022. The policy would normally be reviewed every 3 years. The next review is due in April 2027.

In essence the Council has a duty to work with other agencies and the policy reminds us of the Council's responsibility under the Children's Act 2004, the Care Act 2014 and other legislation, which is essentially to ensure that our functions are discharged with regard to the need to safeguard and promote the welfare of children and other vulnerable groups.

We have a shared responsibility with a variety of statutory agencies to protect children and vulnerable adults from harm, ensure their safety, and prevent impairment of their health or development. As a partner agency we appreciate that safeguarding is not just the duty of Devon County Council Adult Social Care and child protection specialists.

The aims of the Policy are to:

- Clarify the roles and responsibilities of all parties within scope of the policy.
- Minimise chances of abuse through effective Council recruitment and selection procedures.
- Have procedures in place for dealing with concerns through the process of timely and appropriate reporting of issues to Devon County Council or other relevant agencies.
- Support the promotion of a safe working environment and a culture of care in which the rights of all children, young people and adults with care and support needs are protected and respected and have the right to be safe.
- Ensure the importance of listening to children and adults at risk and responding appropriately.
- Promote best practice in how employees, elected members and associated workers interact with children, young people and adults with care and support needs while providing Council services.

What are the aims, purposes, objectives and proposed outcomes of the policy/ decision?

- Develop clear guidance and procedures for those employees, elected members and associated workers and ensure through training and support that they are aware of these and able to implement them.
- Provide a framework for developing partnerships with appropriate external bodies e.g., Devon Safeguarding Children Partnership and Torbay and Devon Safeguarding Adults Partnership, to ensure that the policy continues to reflect legal and best practice requirements in respect of the responsibility of care of children, young people and adults with care and support needs.
- Provide a framework for local Practical Guidance to exist for the consideration and management of safeguarding via the MDDC Safeguarding SharePoint Page.

#### **Further Details**

Who may be affected by the policy/ decision?

The Policy gives guidance and policy framework for staff and Members, and our contractors and volunteers, based on our legal obligations, good practise and local organisational arrangements in Devon. The policy will support our own staff and Members who may find themselves at risk or vulnerable. The policy supports our service users (including tenants) particularly those who are vulnerable adults with care needs, and children and young people under 18 where we have specific legal duties.

How have stakeholders been involved in the development of the policy/ decision?  
E.g. a consultation exercise

An internal working group of staff and members met to review the policy and raise issues for review or clarification. Devon County Council officers have reviewed the policy, and an independent consultant working with Mid Devon Homes has also reviewed the policy from a housing regulatory perspective.

Will there be scope for prompt, independent reviews and appeals against decisions arising from the policy/ decision?

The Policy is generated in response to a range of legal duties imposed on the Council by legislation. In the main, the Council refers safeguarding concerns to other agencies (such as Devon County Council) for their evaluation and formal decision making under the legislation.

To which part(s) of the Public Sector Equality Duties is the policy/ decision relevant:

Yes

No

Details

1. Eliminate unlawful discrimination

☒

☐

2. Advance equality of opportunity

☐

☒

To which part(s) of the Public Sector Equality Duties is the policy/ decision relevant:	Yes	No	Details
3. Foster good relations between different groups	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**Which of the protected characteristics is the policy/ decision relevant to?**

Tick and briefly describe any likely equalities impact (positive, negative, or neutral)

Characteristic	Positive	Negative	Neutral	Comments
Sex	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The Policy covers domestic violence and abuse which has a disproportionate impact on women.
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The purpose of the Policy is to demonstrate the Council's commitment to safeguarding from harm all children, young people and adults with care and support needs using any council services and involved in any of their activities, and to treat them with respect during their dealings with the Council, our partners and contractors.
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The Policy has two key purposes, one of which is to demonstrate the Council's commitment to safeguarding from harm all adults with care and support needs using any Council services and involved in any of their activities, and to treat them with respect during their dealings with the Council, our partners and contractors.
Religion or Belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No specific impacts
Race	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The Policy includes actions to protect people experiencing cultural issues such as forced marriage and Female Genital Mutilation which tend to affect young people from ethnic minority backgrounds disproportionately.

Characteristic	Positive	Negative	Neutral	Comments
				The Policy covers Modern Slavery which can affect migrant workers.
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No specific impacts
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No specific impacts
Pregnancy/ maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No specific impacts
Marriage and Civil partnership*	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No specific impacts

\*Applies only to Employment and the duty to give regard to the elimination of discrimination.

**Decision by Corporate Manager to recommend this policy/ decision for an Equality Impact Assessment?**

**Yes/ No**

**If the answer is “Yes”, please continue to the Section 2 and complete the Equality Impact Assessment. If the answer is “No”, please give a brief reason here.**

The Policy is overwhelmingly positive in terms of equalities with no negative impacts identified. It specifically sets out how the Council will meet its legal duties and also apply best practice in safeguarding vulnerable children and adults.

**EIA Screening Complete**

## Section 2: Equality Impact Assessment

## Evidence and Consultation

What existing sources of information have you gathered to help identify how people covered by the protected characteristics may be affected by this policy/ decision? E.g. consultations, national or local data and/or research, complaints or customer feedback. Please identify any gaps in the available information that might make it difficult to form an opinion about the effect of the policy on different groups.

Please complete this table for all the Protected Characteristics. If you have identified any negative impacts you will need to consider how these can be justified or where possible mitigated either to reduce or remove them. (Please add rows where needed)

Protected Characteristic	Potential Impacts/ Issues Identified/ Opportunities identified	Mitigation required (action) or Justification	Lead Officer and target completion date	What is the expected outcome from the action?
Sex				
Age				
Disability				
Religion or Belief				
Race				
Sexual Orientation				
Gender Reassignment				

Protected Characteristic	Potential Impacts/ Issues Identified/ Opportunities identified	Mitigation required (action) or Justification	Lead Officer and target completion date	What is the expected outcome from the action?
Pregnancy/ maternity				
Marriage and civil partnership*				

\*(Applies only to Employment and the duty to give regard to the elimination of discrimination)



**Please provide details of arrangements to monitor and review the policy/ decision and any mitigating actions or actions to promote equality:**

**Please state where the EIA will be published (e.g. on the Mid Devon District Council website):**

=====

**Equality Impact Assessment Sign off**

**For completion by Corporate Manager**

**Are you prepared to agree and sign off the EIA?**

☐ **Yes**                      ☐ **No**

If "No", provide details of why and next steps:

**Name:**

**Job Title:**

**Date:**

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<b>Report for:</b>	<b>Cabinet</b>
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Date of Meeting:	4 June 2024
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<b>Subject:</b>	<b>Productivity Plan</b>
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Cabinet Member:	Cllr Luke Taylor
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Responsible Officer:	Andrew Jarrett Deputy CEO (S151)
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Enclosures:	Appendix 1 - Letter from Local Government Minister Appendix 2 - Productivity Plan
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## **Executive Summary**

This report introduces and looks for the approval of our Productivity Plan before submitting to the Dept. for Levelling Up, Housing & Communities.

## **Recommendation(s):**

**1 – That the Cabinet approves the attached Productivity Plan for submission to the Department for Levelling Up, Housing and Communities.**

## **1.0 Introduction**

- 1.1 As part of the 2024/25 Local Govt. financial settlement the Department for Levelling Up, Housing and Communities (DLUHC) has required that all Councils produce a Productivity Plan. Rather unusually, these plans have not been requested in a formulaic template, but we have received a letter from the Minister outlining key areas to consider. This letter has been attached as appendix 1 to this report.

## **2.0 Our Productivity Plan**

- 2.1 As requested, we have produced an overarching Productivity Plan (included as appendix 2), that has focused on the many areas where we have already made our services more productive/effective. Much of this work has been as a direct consequence of seeing the Council's government funding reduce by over £4m since 2010/11.
- 2.2 This plan also indicates our continued efforts to become even more productive and highlights a number of areas where further efficiencies could be made. The plan also, importantly, concludes by referencing a number of barriers to further efficiencies that the Government should/could reflect on and then take some remedial action.

## **3.0 Conclusion**

- 3.1 The Minister in his guidance letter, is expecting all Councils to provide member oversight and endorsement of their plan. It is also fair to say that some of the areas focused on seemingly have very little to do with productivity; a point that has been addressed in the plan by way of response.
- 3.2 In addition to this member "sign-off" the letter also references the inclusion of relevant metrics and key performance indicators. As the Council is currently finalising a new Corporate Plan and has agreed a new/improved performance dashboard that will track both service and budget performance it is felt that these 2 processes will deliver the necessary internal and external check and challenge on Council productivity.

**Financial Implications:** None emanating directly from this report.

**Legal Implications:** The Council is required to produce a Productivity Plan as part of the Local Govt. finance settlement.

**Risk Assessment:** None emanating directly from this report.

**Impact on Climate Change:** None associated with this report.

**Equalities Impact Assessment:** None associated with this report.

**Relationship to Corporate Plan:** Key productivity improvements and measurements will be embedded in the new Corporate Plan.

### **Statutory Officer sign-off**

**Statutory Officer:** Andrew Jarrett

Agreed by or on behalf of the Section 151

**Date:** 21/5/24

**Chief Officer:** Stephen Walford

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

**Date:** 21/5/24

**Cabinet member notified:** Yes

### **Contact Details and Background Papers**

**Contact:** Andrew Jarrett

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

Telephone: 01884 - 234242

**Background papers:** None

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## Department for Levelling Up, Housing & Communities

**Simon Hoare MP**  
Minister for Local Government  
2 Marsham Street  
London  
SW1P 4DF

16 April 2024

*Dear Chief Executive*

### **Productivity in Local Government**

As you know, the Government is reviewing productivity across all public services and local government is, of course, part of that exercise. The recent [Local Government Finance Settlement](#) announced that councils would be asked to produce productivity plans. This letter formally begins that process.

May I first thank you for your very helpful engagement with my officials. Your views and thoughts have been valuable in shaping this approach to make it as useful as possible for all of us.

Local government has already done a huge amount in recent years to improve productivity and efficiency. However, lockdown and post-lockdown has proved challenging, and you are looking for new ways to go further. These new plans will help us understand what is already working well across the whole country, what the common themes are, whether there are any gaps and what more we need to do to unlock future opportunities. We will share these important lessons across the sector.

Productivity is not one-dimensional, and I would encourage you to consider the various facets that encompass the drive for greater productivity. When developing your plans, please think broadly and include reference to not only how you run your organisation, but also how you run the public services you provide and how you provide place leadership. It is with this wide view that we can ensure we are providing value for money for residents.

I am not looking to impose excessive burdens. I am not issuing you with a formal template or a detailed list of criteria to meet. I expect your plans to be three to four pages in length, and to set out what you have done in recent years, alongside your current plans, to transform your organisation and services. I do not want to specify a list of metrics you must report, but I do want to understand how you will monitor and assess your plans to assure yourselves and your residents that they will be delivered.

The plans should consider the below themes and where appropriate, should reference the work your council undertakes alongside other public services, such as the NHS and police.

### **1. How you have transformed the way you design and deliver services to make better use of resources.**

Questions to consider:

- how has the organisation changed in recent years to become more productive? You may wish to consider what you have done around staffing, structures, operating models etc;
- how do you measure productivity in your organisation?
- what changes have you made to improve services, and what effects have those had?
- what are your current plans for transformation over the next two years and how will you measure the effects of those changes?



- looking ahead, which service has greatest potential for savings if further productivity gains can be found? What do you estimate these savings to be?
- what role could capital spending play in transforming existing services or unlocking new opportunities? If you have already used capital spending to boost growth or improve services, we would be interested in learning more;
- what preventative approaches you have undertaken and can the value of these be quantified?
- are there wider locally-led reforms that could help deliver high quality public services and improve the sustainability and resilience of your authority?

## **2. How you plan to take advantage of technology and make better use of data to improve decision making, service design and use of resources.**

Questions to consider:

- what are your existing plans to improve the quality of the data you collect; how do you use it and how do you make it available to residents?
- are there particular barriers from legacy systems?
- how often do you share data with other organisations, and do you find this useful?
- Are there opportunities to use new technology to improve workflows and systems, such as predictive analytics and AI?

## **3. Your plans to reduce wasteful spend within your organisation and systems.**

I know we will share the aim to reduce waste wherever we can and, while you have all made huge strides in recent years, no organisation is ever 100% efficient. You should set out your plans to reduce wasteful or “gold-plated” spend.

Questions to consider:

- how do you approach identifying and reducing waste in the organisation? How do you monitor progress?
- where have you followed invest to save and what was the result?
- how much time and money do you spend on staff EDI training (internal and external), networks, and other programmes? How many EDI Champions do you have as an organisation? How do you log and report the time and money spent on EDI related activity? How do you assess the effectiveness of that training?
- what percentage of total staff budget is spent on a) agency and b) consultants? How do you assess value for money on agency & consultancy spend and what are your plans to reduce use / costs? How many of those consultants or agency staff have been in place for over a year?
- what governance structures do you use to ensure accountability of spend?
- do you share office functions with other councils and if so, how useful do you find this?
- if you share external training costs with neighbouring councils, how do you factor out duplications of service between your council and your upper-tier council (if you have one)?



- if you have one, what is your assessment and experience of working with an elected mayor, combined authority, or devolution deal?
- what proportion of your paybill is spent on trade union facility time?

#### 4. The barriers preventing progress that the Government can help to reduce or remove.

There will be barriers preventing you from going as far or as fast as you would like to. I would like your plans to set those out, so that we can understand how government, or the market, can help you overcome these barriers to go even further.

Questions to consider:

- what are the barriers preventing you from improving productivity further within your organisation?
- what are the barriers preventing you from improving services further?
- are these barriers consistent across multiple services?
- what would you need to remove those barriers? What do you need from government, the market or elsewhere?

Your plans must be returned by 19 July 2024, by email to [productivityplans@levellingup.gov.uk](mailto:productivityplans@levellingup.gov.uk).

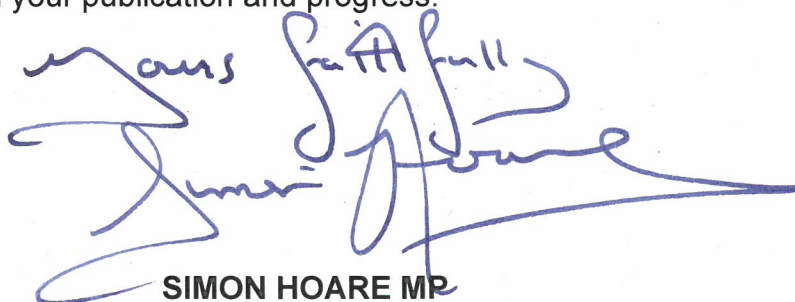
You must ensure that there is member oversight and endorsement of the plan before it is submitted, and the plan must also be uploaded to your website so that residents can see it. You should consider how you will update the plans and report on progress on a regular basis. The plans should also contain relevant metrics and key performance indicators to allow you and your residents to monitor progress.

Once received, we will review the plans to identify common themes and issues across the sector. We are keen to highlight best practice that others can learn from.

Individual plans will not be rated or scored, and we will not produce any kind of league tables. We are interested in understanding what is happening across the sector.

We are setting up a panel to consider the themes and evidence that comes from the plans. I will chair the panel and bring together experts from the sector and beyond, including Oflog and the LGA. They will consider the issues emerging from the plans, the implications for future national policy design, the role of government in supporting further change and the role of the sector in going further. The panel will advise national government and local government, and I believe this collaborative approach will ensure the most effective outcomes.

I look forward to updates on your publication and progress.



**SIMON HOARE MP**  
Minister for Local Government

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### Mid Devon District Council – Productivity Plan

#### Introduction

This statement has been produced in accordance with the guidance as issued by the Minister for Local Government to local authority chief executives on 16<sup>th</sup> April 2024, where it is made clear that member oversight and endorsement is required.

*This council welcomes the Minister’s acknowledgement of the ‘huge amount’ that has already been done in local government to improve productivity and efficiency, and furthermore recognises that the Minister does not wish to impose excessive new burdens on the sector.*

*After 14 years of austerity and cuts, a lack of appetite to reform local government finance, and a stubborn refusal to grasp the challenges of how to fund social care meaning that 2/3rds of local council tax receipts are now spent on 3% of the population propping up an invaluable social care sector, we remain reassured that the government’s focus throughout this exercise is on such priorities as wasteful spend on equalities activity and union time. I look forward to a time when a government Minister approaches their local council leader counterparts with a request to learn from our collective experiences and agility, rather than seeking to set out the tune to which we must dance, or the nature of the bowls with which we must beg in upcoming bidding rounds to secure the favour of investment to deliver for our communities. More productive local communities are the building blocks for a more productive nation; invest in all our todays for a more productive tomorrow for the whole country. You could call it something like ‘levelling up’....*

Cllr Luke Taylor, Leader of the Council

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#### **1. How you have transformed the way you design and deliver services to make better use of resources.**

In recent years we have: reduced the costs of our senior management by £100k p.a., changed to 3 weekly waste collection saving around £0.5m p.a. (which has also increased our recycling rate by 5% - putting us in the top 10% nationally) and have nearly a 1/3<sup>rd</sup> of our residents on our paid for garden waste permit system generating £0.5m p.a. We are co-delivering some services with Town/Parish Councils (and have transferred some assets to them to operate directly), introduced a corporate review process for all fees/charges, and have reduced the running costs of our 3 leisure centres by £0.4m after robustly benchmarking and identifying efficiencies. We have improved our Council tax and Business rates collection back to above pre-pandemic levels and have recently identified further income by undertaking a review of all single person discounts as part of a regular fraud/assurance framework (work that has been done in partnership across the whole county using the Devon Audit Partnership).

We measure productivity by benchmarking our performance against local/national PIs (both cost and performance – we have a good number of services in the upper quartile of performance nationally), and by constantly seeking to learn from others and take advantage of operational alignment where possible. We actively and regularly participate in the LGA’s sector led improvement process and a number of our senior officers assist in undertaking reviews across the country.

Operationally, we have a monthly corporate performance meeting (this also looks at corporate/service risks/opportunities, staffing data and opportunities for Comms/PR messaging), to ensure that operational effectiveness and efficiency is at the heart of the way we run the organisation. Most of our member committees receive performance dashboards at regular intervals and are seen to substantially ‘own’ the performance imperative in terms of delivery for communities and opportunities for improvement.

Recent service improvement examples include making a further senior management saving of £50k, making efficiency changes to the delivery of our waste service – building on the success of our 3 weekly service – which has seen customer satisfaction rates increase by 3% since this new scheme was

introduced. Our new customer service portal in Revenues/Benefits has seen not only an increase in self-service functionality, but has also helped improve collection rates by over 1%. We have purchased 11 new housing units using the local authority housing fund to try and address housing and homelessness pressures, in the last 2 years have spent over £3.5m on decarbonisation works across our 3 leisure centres to remove our reliance on mains gas. We have secured additional tenants at our HQ – generating an additional annual rental stream of £55k, which is money that can be used to protect service delivery in light of ongoing funding cuts. We also continue to identify surplus assets for disposal – deploying the receipts for future property maintenance or invest to save schemes.

In our Housing Revenue Account (HRA) we have added around 50 new housing units in 23/24 to work towards reducing our housing waiting list, and have also have another few hundred units in the planning stage for delivery over the next 3 years to try and maintain or increase our social housing stock in the face of the damaging impacts of right to buy legislation.

Efficiency and effectiveness is a never-ending journey and in the next 2 years we have already initiated a few areas of transformational gain: we have just gone live with a new CRM system – we have already captured current customer contact to use as a baseline to measure against. This will enhance our journey to move more service/customer interactions on-line and promote digital by default/design by enabling increasing customer self-service while freeing up human interactions to focus on the more complex cases to continue to help our customers who need it. We are also moving forward with an ambitious improvement plan to reduce cost and increase income at our 3 leisure centres (part of this project has a new digital customer platform). This is planned to reduce the taxpayer subsidy required, however this is one service area where value is measured by service availability for our communities, not just be income gained. As a rural area we don't have the critical population mass to generate the incomes of our more urban counterparts, but strongly believe that communities should not lose out because of this. We will also be continuing our successful dialogue with our neighbouring District Councils, the County and our Town/Parish councils to consider further cost sharing ideas.

It is fair to say that our area for greatest potential operational gains has been taken – as our highest cost service the move to 3 weekly waste collection has delivered the biggest saving while also seeing satisfaction rates and recycling rates improve. To that end we despair at the recent announcement by DEFRA to try and standardise service to deal with the lowest common denominator of poor performing councils. We our focusing on reducing the subsidy at our leisure centres (our 24/25 budget has already seen a £0.4m improvement in the cost of running this discretionary service). Most of our other main services have gone through regular efficiency reviews – which mean there is little left to make more productive. Any further financial 'savings' effectively mean service cuts/reductions. The greatest potential for strategic productivity gain will come from addressing the continued physical and digital infrastructure deficits in Mid Devon, but here we are reliant on the vision of government to see the need for unlocking housing growth or enabling digital connectivity – Mid Devon was referenced in the levelling up white paper for its poor broadband coverage, and OFCOM's Connected Nations report in 2020 revealed Mid Devon as having the 6<sup>th</sup> worst average download speeds in the country.

We continue to deploy capital funds where possible to maximise efficiency and reduce revenue pressures: over the past few years we have made major investments in leisure, both in terms of building extensions and state of the art equipment. This has helped increase revenue by circa £0.3m. We have also purchased 11 housing units as a proactive measure to reduce the Council's growing B&B expenditure. This is more of a cost mitigation rather than a saving measure.

On local reforms, the Council continues to build on success in partnership working across Devon in areas such as, building control, procurement and audit. In addition, Devon now looks forward to taking full advantage of the increased freedoms/flexibilities of the new Devo deal, which will hopefully allow for increased investment in a range of areas alongside better targeting of investment in areas such as skills and training; areas that are key to improving the productivity of our area.

## **2. How we plan to take advantage of technology and make better use of data to improve decision making, service design and use of resources.**

The implementation of our new CRM will see more services have an on-line customer access offering and most fees/charges will be able to be ordered/paid for on-line. We publish all performance data quarterly for member visibility and public transparency, and will continue to utilise performance benchmarking data such as the LGA Inform to compare our performance and learn from best practice elsewhere. We will also be mindful of the burgeoning OFLOG intent and the extent to which that may prove helpful or a hindrance depending on how it is used by government or any third parties.

Barriers from legacy systems can include having few suppliers in the Local Govt. system market (Capita, Northgate, Advanced, Orchard, etc.) thus making it very difficult to drive down costs. Also the sheer cost in transferring from systems is well known by the suppliers. However, by consolidating our offer by grouping together to make one procurement/market bid can drive out some efficiencies (both price and implementation costs).

Sharing data: there are a number of barriers to this, however we do share data wherever possible with other authorities to achieve shared outcomes. One example of sharing data is where we work with the County Council regarding care leaver exemptions for CTax and the arrangements around the Ukrainian support schemes.

Opportunities of new technology: the most obvious service areas that will be able to make the most benefit here are: our new CRM, Ctax/Benefits, Democratic Services, and planned investment in updated technology underpinning leisure centre memberships and activities.

## **3. Plans to reduce wasteful spend within the organisation.**

Our approach: All of our senior managers sit on pan-Devon and some national networking groups to share and learn from best practice. Our monthly corporate performance meetings discuss; service/budget performance, risks, H&S, key employee data and comms/PR opportunities. Leadership Team and our corporate managers regularly discuss organisational performance and improvement ideas. These are then fed into Cabinet considerations and are explored further in all of our service reviews and budget setting meetings which involve: Cabinet, the Council's Policy Development Groups, Audit and Scrutiny Committees. We also encourage staff feedback to capture front line suggestions on efficiency as part of budget discussions.

Invest to save: over the past few years we have made major capital investments at our leisure centres to enhance and improve the facilities to drive up our customer numbers and overall income. This has seen us achieve market penetration rates exceeding those forecast by industry experts. We have also invested significant funds in IT (including the new CRM) to embed "digital by design" across a number of services that have high customer contact levels. In addition our recent property purchases under the LAHF scheme are beginning to offset the escalating costs of B&B to accommodate growing homeless numbers.

Regarding time/money spent on equality, diversity and inclusion (EDI): we don't have any specifically/solely employed EDI champions, one officer spends about 20% of their time on this area of work (circa £10k). We have also recently set up an EDI working group that meets quarterly to embed good practice across the Council. We feel our current measures ensure compliance with the Equalities Act and respectfully suggest that seeking to address inequality is a fundamental role of local councils. Portraying the tackling of inequality as 'waste' is an uncomfortable narrative and one that central government has a duty to distance itself from.

Spend on agency/consultants: it should be noted that the majority of the Council's agency spend is in frontline service provision to cover short term sickness (e.g. waste and leisure). In 23/24 the Council reduced its spend on agency staff by £0.4m from £1.1m down to 0.7m – these percentages equate to 5.08% to 3.07% respectively. The 24/25 budget is based on an estimate reduction of a further £0.1m or

0.45%. We have already taken proactive steps across the organisation to reduce this expenditure – which is clearly already resulting in a reduced level of spend. However, it would be remiss not to point out that successive years of below inflation pay rises for local government staff has meant that retaining a fully-resourced staffing structure is not always easy. Sometimes agency or consultant use is absolutely the most effective way to deliver or procure an outcome. Other times it comes down to the necessity of keeping services running against a backdrop of recruitment and retention, exacerbated by the national drive for financial efficiency often meaning real-terms pay cuts for the majority of staff.

Governance structures to track spend: our budget monitoring systems/reporting to all service managers and then on to various Council meetings to track this expenditure. The Council has a demonstrable track record of delivering to budget and receives positive feedback from its external auditors on the delivery of VFM and timely/clean sets of accounts.

Shared office functions: we currently share our HQ with Devon County Council (library, social and education services) and the DWP – this brings in a valuable rental stream and also makes our offices a local public services hub. We are in current discussions with other potential tenants to further maximise this income stream. We also collocate our building control services with a neighbouring District.

External training costs: we work with neighbouring Councils/organisations to maximise economies of scale in our purchasing power. This also fosters enhanced shared learning and the imparting of best practice arrangements.

Experience of elected mayor, CA or Devo-deal: Devon is currently about to go live with its Devo-deal and is already looking to enhance collaboration within this new governance framework as well as putting existing 'Team Devon' partnership working on a more formal footing through the establishment of a statutory joint committee. However, we will be seeking to ensure that greater investment flows from government as a result of this deal and that we continue to press for actual devolution on a far wider and deeper spectrum of issues than is currently the case.

Regarding the query on trade union facility time: we don't budget for this as it's such an immaterial sum, the costs were circa £2k in 22/23 and £3k in 23/24 – even in 23/24 this is about 0.00015% of our paybill. We have an excellent working relationship with our union representatives and indeed our other employee groups and, as with our comments earlier on EDI, would call on the government to distance itself from unhelpful narratives about such activity being 'wasteful'.

#### **4. Barriers preventing progress that the Government can help to reduce or remove.**

The barriers preventing productivity are largely ones that the government has continuously failed to address: it is hard, if not impossible, to make strategic medium term investment decisions set against a one year funding deal. Every year the government says it recognises this and every year we see the same. The continued delays/uncertainty on fair funding, business rates review, the future of NHB. Every year the government says it recognises this and every year we see the same. The insidious move to a bid funding system where outcomes can only be achieved through the favour of government. Lots of officer resource tied up in complex and often opaque processes, with little or no feedback if unsuccessful. Every year the government says it recognises this and every year we see the same.

The DHLUC revisions to right to buy receipts – a 2 year amnesty allowed Councils to keep 100% of the receipts ended on the 31/3/24. Surely if the delivery of increased numbers of affordable housing is a national priority this would have continued, as so many commentators have called for.

Uncertainty breeds inefficiency as we wait for the fog of government deliberation to clear. Uncertainty on extended producer responsibility (EPR) and funding for weekly food waste. EPR has already been delayed for a few years – when the promise of a £1.3bn national scheme was being outlined. After years of delay, councils who failed to deliver are now being awarded significant capital sums to introduce weekly food waste collection. The councils, like ours, who did the "right thing" some years ago to comply with

national recycling PIs will receive zero funding. Against such a backdrop of financially rewarding failure, it is unclear how to make decisions in the medium term – go for efficiency/productivity as early as possible, or wait for the government to instruct it along with the funds to do so.

The support from national bodies is inconsistent – HE has become a complicated and uncertain partner on all key infrastructure delivery. This is intrinsically linked to the uncertainty on bid-related processes. The need for capital investment to achieve productivity is a point recognised in theory by government, but one which rarely materialises in practice.

The current audit regime seems likely to prove a barrier – a circa 200% in audit fees (not matched by any new burdens funding) and no recognition what value added is derived from the audit process. Too often this is overly technical and complex when it could be a lot more focused/prescribed – in a way that our residents/customers would understand; pages and pages in the accounts on asset and pension valuations mean nothing to our public, and are likely to act as a barrier to understanding the real value that councils do provide for their communities.

A barrier to progress is also the sheer volume of new burdens and additional requirements that have come with little/insufficient funding – that have therefore had to be subsumed as part of the day job – e.g. Ukraine, homelessness, CTax support fund, delivery of covid support, and migration to UC, extra FOI/SAR burdens, election boundary changes, changes to regulatory regimes etc.

Barriers to improving services: there is no medium term certainty of direction provided by Govt. – e.g. EPR and Food Waste delays – how much financial support and when? And now the recent untimely DEFRA announcement on Simpler Recycling, which might force Councils who have invested large sums to collect residual waste 3 weekly in order to; reduce cost, reduce carbon footprint and significantly increase recycling rates – precisely what Govt. departments should be encouraging (we were actually asked to Chair an OFLOG webinar on our successful transition about 6 months ago). The irony of this decision being made at a time when Councils are completing productivity plans is surely worthy of reflection....

With regard to how Council services are paid for, it would be useful to see some agreement nationally on whether some service fees/charges can fully recover cost. Why should the council tax payer subsidise planning applications? Is there a recognition that some services should be subsidised by the CTax payer – e.g. leisure, parks, play areas etc. - ones that have health preventative benefits? How prescriptive does government intend to be in this space; for all the talk of devolution we are still seeing national commentary on types of bin collection, for example.

How could these barriers be removed? Government needs to:

- reflect on how fair local government funding is, especially to sparsely populated rural authorities
- give some medium term financial certainty
- consider whether certain services shouldn't be funded by council tax
- work out what it is that it thinks local government exists to deliver
- address the challenge of social care so that it is clear to the public what the majority of council tax receipts are actually being used for
- ensure that national bodies support local delivery rather than frustrating it
- plan for the long-term health and wealth of individuals, places and the nation, by recognising the value of preventative investment rather than choosing to bear the (greater) societal cost of dealing with avoidable outcomes, and
- create a compelling vision of public services for the future alongside a well-understood funding regime for the delivery of that vision, and secure appreciation across government of such ambition and intent.

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## **Report for: Cabinet**

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Date of Meeting:	4 <sup>th</sup> June 2024
<b>Subject:</b>	<b>Grand Western Canal Conservation Area – Public Consultation of Conservation Area Appraisal and Management Plan</b>
Cabinet Member:	Councillor Steve Keable, Cabinet Member for Planning and Economic Regeneration
Responsible Officer:	Richard Marsh, Director of Place and Economy
Exempt:	None
Wards Affected:	Tiverton Cranmore, Halberton, Canonsleigh
Enclosures:	Appendix 1 – Grand Western Canal Conservation Area Appraisal and Management Plan, draft for public consultation

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

The Grand Western Canal has been adopted as a Conservation Area since October 1994. However, it is without a Conservation Area Appraisal. The Council now brings forward the Conservation Area Appraisal in order to meet the requirements of the Planning (Listed Buildings and Conservation Areas) Act 1990 and the National Planning Policy Framework (NPPF).

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

##### **To Cabinet that:**

- 1. The draft Grand Western Canal Conservation Area Appraisal and Management Plan (Appendix 1 to this report), including proposed alterations to the extent of the Grand Western Canal Conservation Area made through Section 69(2) of the Planning (Listed Buildings and Conservation Areas) Act 1990 (as amended), is approved for public consultation.**
- 2. That delegated authority be given to the Director of Place and Economy in consultation with the Cabinet Member for Planning and Economic Regeneration to finalise the material and arrangements for consultation.**

## **Section 2 – Report**

### **1.0 Introduction**

- 1.1 Sections 69 & 71 of the Planning (Listed Buildings and Conservation Areas) Act 1990 state that local authorities shall from time to time determine which parts of their area are areas of special architectural or historic interest, the character or appearance of which it is desirable to preserve or enhance. The Grand Western Canal Conservation Area Appraisal and Management Plan is the mechanism by which the local authority defines the special interest of the area and the boundary was reviewed during the writing of the document.
- 1.2 This appraisal and review of the existing boundary was instigated by the Council in order to comply with Section 71 of the 1990 Act. Section 71 states that the local planning authority shall formulate and publish proposals for the 'preservation and enhancement' of any parts of their area which are conservation areas. The draft Grand Western Canal Conservation Area Appraisal and Management Plan (Appendix 1) has been prepared for a public consultation.
- 1.3 The public consultation period shall be commenced on the publication of the draft following approval from this Cabinet. This shall be a six-week period and hard copies of the document shall be made available at Phoenix House, Tiverton. The publication of the draft shall be advertised by notice within the local newspaper (Mid Devon Gazette) and the Council's website.

### **2.0 The draft Grand Western Canal Conservation Area Appraisal and Management Plan**

- 2.1 The draft Grand Western Canal Conservation Area Appraisal and Management Plan includes:
  - A summary of the history of the Grand Western Canal's development, an assessment of its historic and architectural interest and interactive mapping showing various details of spatial analysis.
  - Proposed revisions to the existing boundary of the Grand Western Canal Conservation Area. This includes rationalisation of the boundary where it crosses the curtilages of properties.

### **3.0 Proposed changes to the designated boundary**

- 3.1 There are areas where the existing Conservation Area Boundary is proposed for revision. The Conservation Area's boundary has been revised to reflect changing methodologies of good practice and is in line with the NPPF. Local Planning Authorities should ensure that an area justifies inclusion within a conservation area because of its special historic or architectural interest, and that the concept of conservation is not devalued through designated of areas that lack special interest. The proposals are explained in Section 2.4 of the

document (Appendix 1) and maps showing the extent of the proposed changes to the Conservation Area are included in Section 7.6 of the document (Appendix 1). The following areas are proposed to be removed from the existing boundary:

- The area of agricultural land to the east of Tidcombe Hall; the area of woodland to the north and south of the canal; the area of agricultural land to the east of Rock House; and the area of agricultural land to the west of Ayshford.
- The building, 16 Turnpike, is proposed to be removed from the boundary.
- The building, Holbrook Farm, is proposed to be removed from the boundary.
- The building, Nos. 1 and 2 Quarry View, are is proposed to be removed from the boundary.
- The area of woodland to the rear of Wharf House and the building, Pondground Cottage, is proposed to be removed.

3.2 The boundary is proposed to be extended in the following areas:

- The boundary is proposed to be extended to include the Grade II listed limekilns to the south of Westleigh Quarry.

3.3 Officers recommend that the Cabinet approves the proposed draft Grand Western Canal Conservation Area Appraisal and Management Plan as set out in Appendix 1, for public consultation. The Council shall hold this consultation for six weeks and public representations shall be carefully considered and the document amended as necessary, as part of this process.

#### **4.0 Groups consulted**

4.1 The Planning Policy Advisory Group (PPAG) considered the draft Grand Western Canal Conservation Area Appraisal and Management Plan at its meeting on 15<sup>th</sup> May 2024 and has endorsed the recommendations in this report to the Cabinet.

#### **5.0 Next Steps**

5.1 The Grand Western Canal Conservation Area Appraisal and Management Plan (Draft) will be published on the Council's website and made available to the public.

5.2 A public event will be held at Phoenix House, the date and time to be published on the Council's website and in the local newspaper. Hardcopies of the document will be made available.

- 5.3 The draft Grand Western Canal Conservation Area Appraisal and Management Plan will be updated as necessary following the public consultation and brought to a further meeting of the Cabinet later this year for its approval.
- 5.4 Once approved, the Grand Western Canal Conservation Area Appraisal and Management Plan will be reviewed within a 5 year cycle, subject to prioritisation and the need to review other Conservation Areas in the district.

### **Financial Implications**

There are no direct financial implications from the adoption and the public consultation of the Grand Western Canal Conservation Area Appraisal and Management Plan. The process of designating a conservation area entails a small cost to advertise the designation of a new boundary to meet the statutory notification requirements as described in the legal implications section below. This cost can be met from within existing planning budgets.

### **Legal Implications**

The Appraisal meets the Council's obligations required by the Planning (Listed Building and Conservation Areas) Act 1990. Under Sections 69 and 71 of the Act, the Council should review conservation area boundaries from time-to-time and formulate and publish proposals for the preservation and enhancement of any parts of their area which are conservation areas. Advice is also given in the Historic England publication - Conservation Area Appraisal, Designation and Management Second edition, Historic England Advice Note 1, 2019. This Appraisal forms part of the Council's rolling programme of providing conservation area appraisals for all its designated conservation areas. The principal legal effect of the designation of an area as a conservation area is control over demolition of buildings (including structures classed as buildings in planning legislation) and control over works to trees. In determining applications, the Council also has a duty under the Planning Acts to have regard to the desirability of preserving or enhancing the character or appearance of the area and there are less generous permitted development rights, under the Town and Country Planning (General Permitted Development) Order 2015.

The Planning (Listed Building and Conservation Areas) Act 1990 requires that the designation of a new conservation area or variation to it be advertised in the London Gazette, a local newspaper and registered as a local land charge. The Secretary of State (DCMS) and Historic England will also be notified.

The Grand Western Canal Conservation Area Appraisal and Management Plan will not form part of the Development Plan for Mid Devon and is not being prepared as a Supplementary Planning Document (SPD). However, once adopted, it will be capable of being a material consideration in the determination of planning, listed building consent and advertisement consent applications relating to the Grand Western Canal Conservation Area.

## **Risk Assessment**

No operational or strategic risks associated with the matters covered in this report have been identified.

## **Impact on Climate Change**

The Grand Western Canal Conservation Area Appraisal and Management Plan is, by its nature, neutral on climate change.

## **Equalities Impact Assessment**

The draft Grand Western Canal Conservation Area Appraisal and Management Plan will not in itself lead to any impacts on the equality strands protected under the Equality Act 2010 (the “protected characteristics”). It has been subject to a screening exercise to determine whether its content is relevant to equalities, and if so, whether a full Equality Impact Assessment should be conducted. The screening exercise has found the draft Grand Western Canal Conservation Area Appraisal and Management Plan will have neutral equalities impacts on all protected characteristics. The screening exercise has concluded the draft Grand Western Canal Conservation Area Appraisal and Management Plan is not recommended for a full Equalities Impact Assessment.

## **Relationship to Corporate Plan**

The Grand Western Canal Conservation Area Appraisal and Management Plan can help the following priority areas and actions identified in the Council's Corporate Plan 2020-24:

- Economy: Identify strategic and tactical interventions to create economic and community confidence and pride in the places we live. and
- Community: Promote new, more integrated approaches to better health and living especially in the context of planned new developments.

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

**Statutory Officer:** Andrew Jarrett

Agreed by or on behalf of the Section 151

**Date:** 21/05/24

**Statutory Officer:** Maria De Leiburne

Agreed on behalf of the Monitoring Officer

**Date:** 21/05/2024

**Chief Officer:** Stephen Walford  
Agreed by or on behalf of the Chief Executive  
**Date:** 21/05/24

**Performance and risk:** Steve Carr  
Agreed on behalf of the Corporate Performance & Improvement Manager  
**Date:** 16/05/2024

**Cabinet member notified:** (yes/no)

**Report:** Exclusion of the press and public from this item of business on the published agenda on the grounds that it involves the likely disclosure of exempt information. (Yes/No)

**Appendix:** Exclusion of the press and public from this item of business on the published agenda on the grounds that it involves the likely disclosure of exempt information. (Yes/No)

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

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#### **Background papers:**

[Conservation areas - MIDDEVON.GOV.UK](#)

[Grand-western-canal.pdf \(middevon.gov.uk\)](#)

The Adopted Mid Devon Local Plan (2013-2033): [Adopted Local Plan and Policies Maps - MIDDEVON.GOV.UK](#)

Planning (Listed Buildings and Conservation Areas) Act 1990  
<https://www.legislation.gov.uk/ukpga/1990/9/contents>

National Planning Practice Guidance for the historic environment [Historic environment - GOV.UK \(www.gov.uk\)](#)

# Grand Western Canal Conservation Area

## Conservation Area Appraisal and Management Plan



The Grand Western Canal Conservation Area

## Grand Western Canal Conservation Area

### Conservation Area Appraisal and Management Plan Draft

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Issue: Draft for Public Consultation

Date: 12/04/2024

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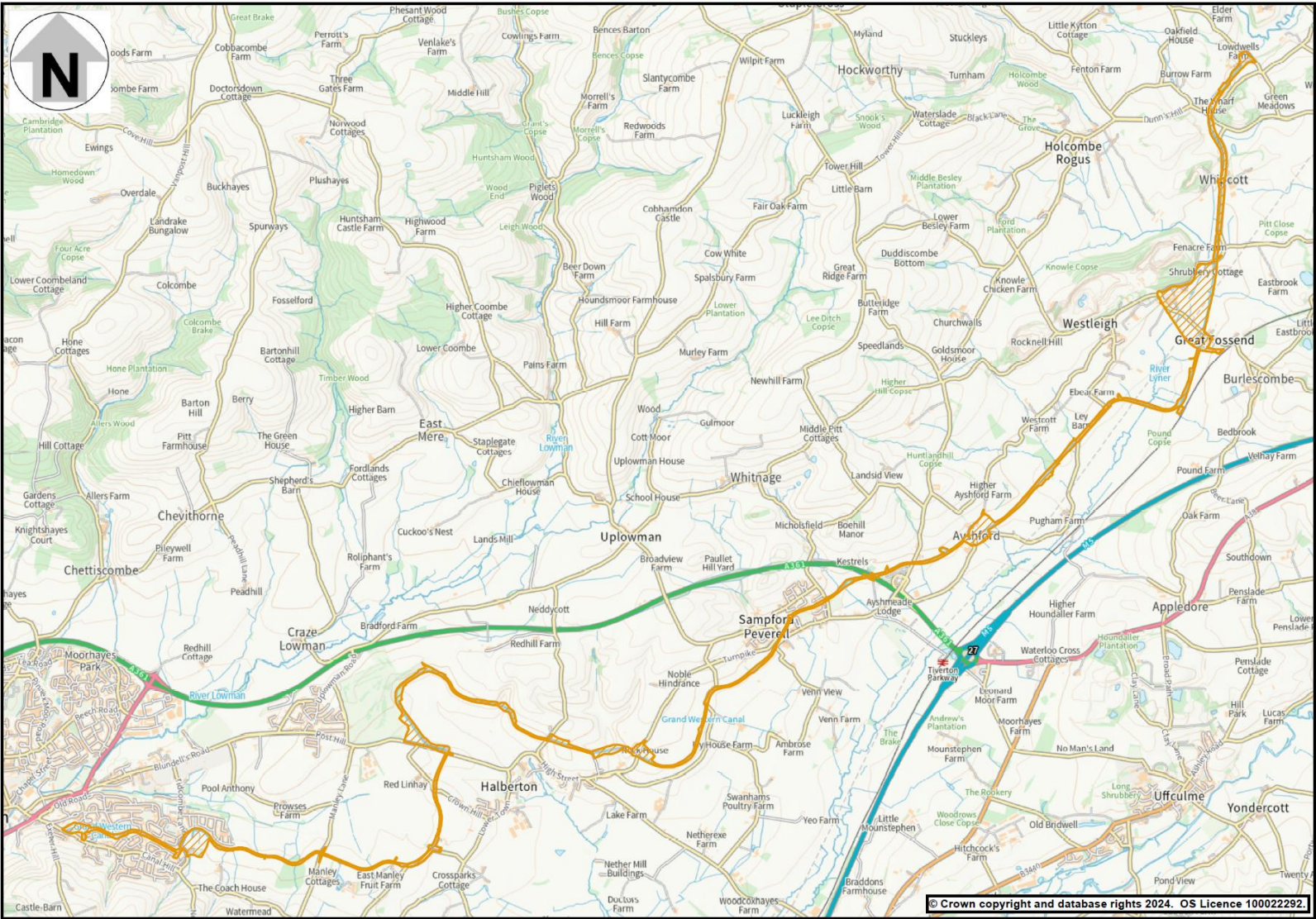
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The Grand Western Canal Conservation Area



The Grand Western Canal Conservation Area as proposed

## 1. Introduction

### 1.1 Summary of Special Interest

The historic and architectural special interest of the Grand Western Canal Conservation Area is mainly derived from its historic importance as an early form of transportation within the industrial era. The canal has a notable body of historic buildings, this largely being that of the surviving bridges, as well as other buildings and structures associated to the canal along its length.

The Grand Western Canal first began as a scheme to connect the English and Bristol Channels in the late eighteenth-century. Construction of the canal was delayed until 1814, where the first phase of work began at the section close to Westleigh Quarry, as this allowed the transportation of material from the quarry to Tiverton. The layout of the canal and the history buildings constructed along its length, constructed by the engineer John Rennie, has undergone little change over time. Much of the route of the canal passes through the rural landscape, it connects smaller settlements such as Sampford Peverell and Halberton to Tiverton and the canal would have not only physically influenced the development of these places but also socially, being a large employer. At its height, the canal connected Tiverton to Taunton.

There are buildings of a much earlier date within the Conservation Area, including a Scheduled Monument, these heritage assets are a significant contribution to the Grand Western Canal Conservation Area, its character and special historic interest. The Grand Western Canal and its industrial legacy is evidenced by the surviving examples of limekilns and its historic relationship to the settlements it passes and terminates within. Many of the historic buildings in these places are built from materials transported along its length and despite its closure to commercial traffic the canal continues to have an important relationship to this area of Mid Devon.

The Conservation Area has distinct zones and there are variations in the historic character of each one. This variation is a result of the differing phases of development of the canal and the different character of each area. The Conservation Area status of the Grand Western Canal is intended to preserve the special architectural or historic interest of these areas.

### 1.2 Purpose of the Appraisal

This document is to be used as a baseline to inform future change, development and design with regard to the sensitivities of the Conservation Area and its unique character. The appraisal recognises designated and non-designated heritage assets within the area which contribute to its special interest, along with their setting. It will consider how the area developed, and its building styles, forms, materials, scale, density, roads, footpaths, streetscapes, open spaces, views, landscape, landmarks, and topography. These qualities will be used to assess the key characteristics of the area, highlighting the potential impact future developments may have upon the significance of heritage assets and the character of the Grand Western Canal Conservation Area. This assessment is based on information derived from documentary research and analysis of the individual character areas.

This appraisal will enhance the understanding of the Grand Western Canal Conservation Area and its development, informing future design. Applications that demonstrate an understanding of the character of a conservation area are more likely to produce appropriate design and positive outcomes.

It is expected that applications for planning permission will also consult and follow the best practice guidance outlined in the bibliography.



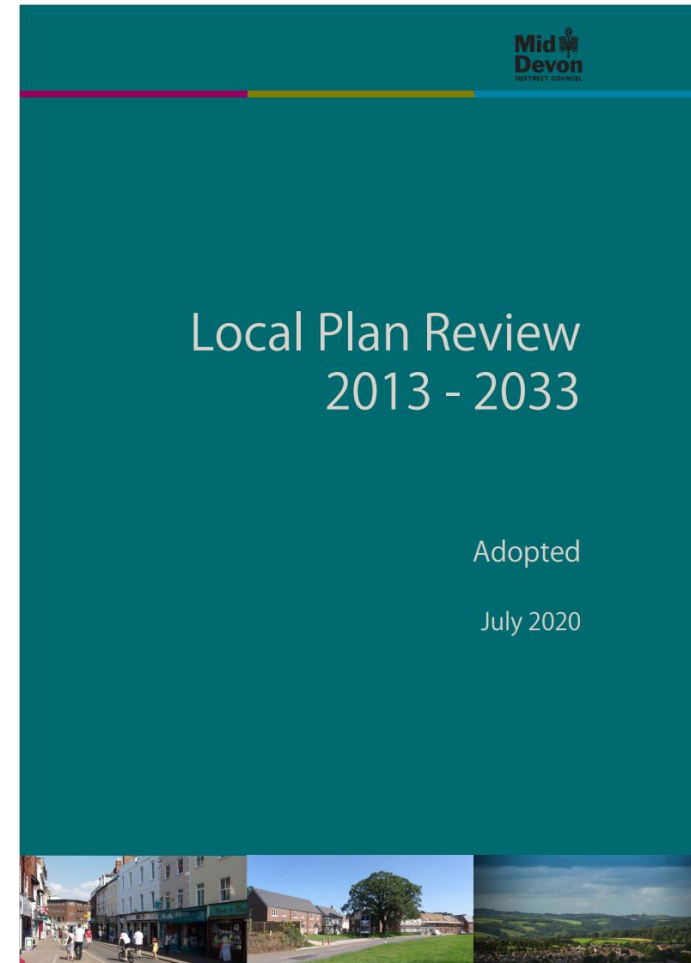
### 1.3 Location

The Grand Western Canal connected Taunton to Tiverton, other sections of the canal were approved however never built, as initial plans included linking the Bristol Channel to the English Channel. The only surviving section of the canal is located within Mid Devon, 17 miles north of Exeter, running between Tiverton and Lowdells, near Holcombe Rogus.

The geology of Mid Devon is largely that of red marl, sandstones and slates of the Carboniferous period, which make up the Devon Redlands. To the south of the District there are deposits of coarse breccias, also sands and clays are found to the easternmost boundary of Mid Devon.

The Canal runs from Tiverton and passes through the settlements of Halberton, Sampford Peverell and Burlescombe. Tiverton is a historic market town with a population of around 22,000 (*Census 2021*), agriculture has historically been a mainstay of the economy in the region, with the cattle market being located within Tiverton. The rural settlements of Halberton and Sampford Peverell are located along the canal and farming was also of great importance to their economy and development. The canal served these areas through the transportation of goods such as lime which was used upon the fields to control the acidity of the soil.

### The Mid Devon District Council Local Plan<sup>1</sup>



<sup>1</sup> Mid Devon Local Plan 2013-2033, adopted July 2020.

## 2. Planning Policy Context

### 2.1 Planning Policy and Guidance

#### National Policy

The national legislative framework for the conservation and enhancement of conservation areas and listed buildings is set out in the Planning (Listed Buildings and Conservation Areas) Act 1990 (HMSO 1990). Section 69 of this act requires Local Planning Authorities to designate areas which they consider to be of architectural and historic interest as conservation areas, and Section 72 requires that special attention should be paid to ensuring that the character and appearance of these areas is preserved or enhanced. Section 71 requires the Local Planning Authority to formulate and publish proposals for the preservation and enhancement of these areas.

National Planning Policy in relation to the conservation and enhancement of heritage assets is outlined in Chapter 16 of the Government's National Planning Policy Framework, or NPPF (DLUHC 2023). The NPPF highlights good design as one of twelve core principals of sustainable development. Sustainable development relies on sympathetic design, achieved through an understanding of context, along with the appreciation of the immediate and larger character of the area in which new development is sited.

#### Local Policy

The Mid Devon Local Plan was adopted July 2020. Strategic policies identify areas of growth including Tiverton (Policy S10), Sampford Peverell (Policy SP1) and others. The Mid Devon Local Plan Review 2013-2033 sets out policies to guide future development.

With regard to Built Heritage the Mid Devon Local Plan includes the following policies:

#### DM1 High quality design

Designs of a new development must be of high quality, based upon and demonstrating the following principles:

- A) Clear understanding of the characteristics of the site, its wider context and the surrounding area;
- B) Efficient and effective use of the site, having regard to criterion (a);
- C) Positive contribution to local character including any heritage or biodiversity assets and the setting of heritage assets;
- D) Creation of safe and accessible places that also encourage and enable sustainable modes of travel such as walking and cycling;
- E) Visually attractive places that are well integrated with surrounding buildings, streets and landscapes, and do not have an unacceptably adverse effect on the privacy and amenity of the proposed or neighbouring properties and uses, taking account of:
  - i) Architecture
  - ii) Siting, layout, scale and massing
  - iii) Orientation and fenestration
  - iv) Materials, landscaping and green infrastructure
- F) Appropriate drainage including sustainable drainage systems (SUDS), including arrangements for future maintenance, and connection of foul drainage to a mains sewer where available;
- G) Adequate levels of daylight, sunlight and privacy to private amenity spaces and principal windows;
- H) Suitable sized rooms and overall floorspace which allows for adequate storage and movement within the building together as set out in the Nationally Described Space Standard with External spaces for recycling, refuse and cycle storage; and
- I) On site of 10 houses or more the provision of 20% of dwellings built to Level 2 of Building Regulations Part M 'access to and use of dwellings'.

### DM11 Residential extensions and ancillary development

Extensions to existing dwellings and other ancillary development will be permitted provided they:

- a) Respect the character, scale, setting and design of existing dwellings;
- b) Will not result in over-development of the dwelling curtilage; and
- c) Will not have a significantly adverse impact on the living conditions of occupants of neighbouring properties.

### DM16 Fronts of shops and business premises

Proposals for the alteration, replacement or construction of fronts for shops or business premises must be well proportioned and suited to the character of the building, adjacent buildings and the surrounding street scene. Where security measures such as grilles or shutters are proposed, these should be designed as an integral part of the buildings front, maintaining the visibility of the building's interior and minimising visual impact. Independent ground floor access to the upper floors must be retained.

### DM25 Development affecting heritage assets

Heritage assets and their settings are an irreplaceable resource. Accordingly the Council will:

- a) Apply a presumption in favour of preserving or enhancing all designated heritage assets and their settings;
- b) Require development proposals likely to affect the significance of heritage assets, including new buildings, alterations, extensions, changes of use and demolitions, to consider their significance, character, setting (including views to or from), appearance, design,

layout and local distinctiveness, and the opportunities to enhance them;

- c) Only approve proposals that would lead to substantial harm or total loss of significance of a designated heritage asset where it can be demonstrated that the substantial harm or loss is necessary to achieve substantial public benefits that outweigh that harm or loss or the requirements of the National Planning Policy Framework are met;
- d) Where a development proposal will lead to less than substantial harm to the significance of a designated heritage, this harm should be weighed against the public benefits of the proposal, including securing its optimum viable use; and
- e) Require developers to make a proportionate but systematic assessment of any impact on the setting and thereby the significance of heritage asset(s).

The Mid Devon Local Plan can be accessed on the Council's website:

[Adopted Local Plan and Policies Maps - MIDDEVON.GOV.UK](https://www.middevon.gov.uk/adopted-local-plan-and-policies-maps)

### Neighbourhood Plans

The Localism Act 2011 has provided the opportunity for people to have more say in their local area through the preparation of Neighbourhood Plans. Neighbourhood Plans and the contained policies may also be of relevance to the Grand Western Canal, its Built Heritage and potential future development.

'Made' Neighbourhood Plans can be accessed on the Council's website. The Tiverton Neighbourhood Plan is of relevance to the Grand Western Canal, as part of the Conservation Area falls within this area. With regard to Built Heritage the Tiverton Neighbourhood Plan includes Policy:

- T1: Location and Scale and development in Tiverton
- T4: Character of Development

## The Grand Western Canal Conservation Area

- T6: Design of Development
- T8: Local Buildings and Structures of Merit and Heritage Assets at risk

The Tiverton Neighbourhood Plan can be accessed on the Council's website: [Neighbourhood planning - MIDDEVON.GOV.UK](https://www.middevon.gov.uk/Neighbourhood-planning)

### Other advice and guidance

Mid Devon District Council has published further guidance upon the historic environment, this includes:

- Design Guide to Windows and Doors- Mid Devon District Council
- Design Guide to Roofs and Chimneys – Mid Devon District Council

Both documents can be accessed on the Council's website: [Design Guidance - MIDDEVON.GOV.UK](https://www.middevon.gov.uk/Design-Guidance)



## The Grand Western Canal Conservation Area

### 2.2 Designation of the Conservation Area

The Grand Western Canal was first designated in October 1994. The Conservation Area has not had a written appraisal or any revisions to its original boundary.

There has been a great deal of change since the Conservation Area was first designated. This document has reviewed the Conservation Area's boundary and special interest to account for the changes that have occurred, including policy, and provides an accurate account of the area as it is today.

The following sections describe the architectural and historic interest of the area which make it worthy of designation.

### 2.3 Article 4 Directions

The Conservation Area is not currently covered by an Article 4 Direction.

### 2.4 Revisions to the Boundary

This Appraisal has reviewed the Conservation Area boundary and this has been revised to reflect the changing methodologies of good practice and to provide a robust strategy towards the Conservation Area.

Maps showing the proposed reductions and additions to the Conservation Area boundary can be viewed within the appendix (Section 7.6).

#### Proposed Reductions and Adjustments

##### Tiverton Basin

The existing conservation area boundary takes in Tidcombe Hall and part of the fields to the east. Tidcombe Hall is a building of sufficient architectural and historic interest to be included within the Conservation Area, however the area of agricultural land to the east is not of sufficient

architectural or historic interest. This area of land currently included within the boundary is to be reduced, to the southern edge of the canal and its embankment.



**Tidcombe Hall**

The large area of woodland currently included within the Conservation Area boundary is also to be excluded, although the woodland provides an attractive setting it is of little historic or architectural interest. The boundary shall be adjusted to remove the large area of woodland.

##### Halberton

There is an area of agricultural land included within the Conservation Area to the north, a short distance from Rock House to the east. The existing boundary includes an area of a deep and steeply sided embankment and historic maps show that this area also included an orchard and small quarry. The boundary at this location shall be reduced, removing open areas of agricultural land which has little architectural or historic interest.

## The Grand Western Canal Conservation Area

### Sampford Peverell

The current boundary includes the modern building of 16 Turnpike, to the southwest of Sampford Peverell. The building is not of historic or architectural interest thus it should be removed from the Conservation Area.

To the northeast of Sampford Peverell is Holbrook Farm. The building is rendered with a slate roof, with UPVC windows and doors. To the rear of the farmhouse is a large industrial/storage building and the yard is utilised for parking or storage. The building is to be excluded from the Conservation Area as it does not have the necessary architectural and historic special interest worthy of conservation area designation.



**Holbrook Farm**

### Ayshford

Ayshford contains several buildings that make a significant contribution to the architectural and historic interest of the Conservation Area. To the north, the current conservation area boundary follows the canal with an area which projects southward, taking in agricultural land. Historic maps

show that there is a sluice at this point however the existing boundary takes in a large area of land that is without historic or architectural interest, thus it is proposed to be reduced.

### Burlescombe

Nos.1 and 2 Quarry View are twentieth century dwellings of modern materials including UPVC windows throughout. The buildings are excluded as they do not have the necessary architectural and historic special interest worthy of conservation area designation.

An area of woodland to the north of Whipcott Farm is to be reduced as the land lacks both architectural and historic interest.



**Quarry View Cottages**

### Lowdells

The existing conservation area boundary takes in Wharf House and a large area of woodland to the rear of Wharf House and adjacent to the canal. The boundary is to be reduced in this area, excluding the area of woodland as it lacks both architectural and historic interest. This area also

## The Grand Western Canal Conservation Area

excludes Pondground Cottage, which has limited historic and architectural interest.

### Proposed Additions

#### Canonsleigh

The boundary as previously designated did not include the limekilns immediately adjacent to the boundary. The limekilns are Grade II listed, thus their architectural and historic significance is recognised by inclusion upon the National Heritage List for England (list entry number: 1106470). It is proposed to include the building within the Conservation Area.



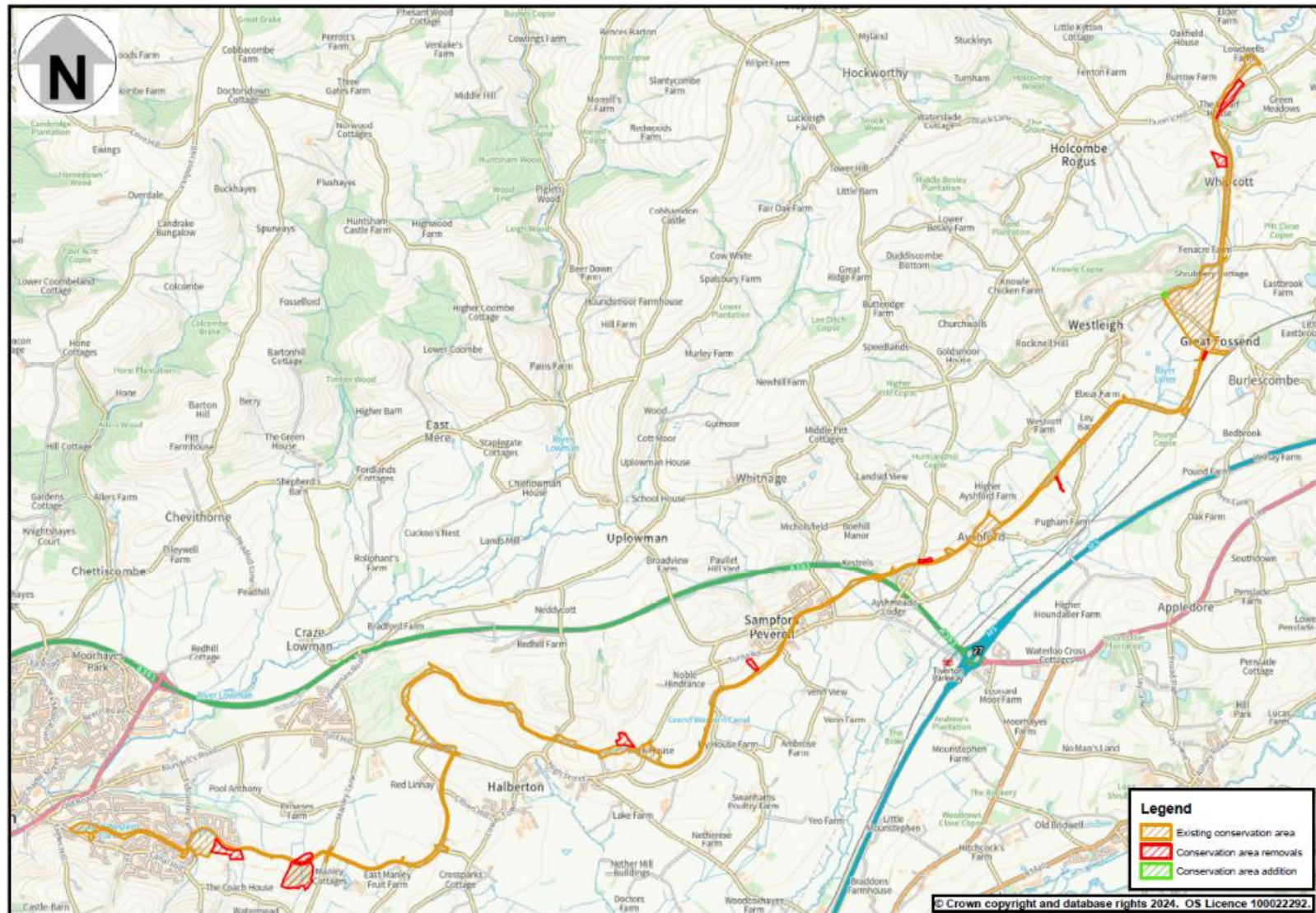
**Grade II listed Limekilns**

The interactive conservation area boundary map, showing all the proposed additions and removals can be viewed on the Council's website.



## The Grand Western Canal Conservation Area

### Map of the proposed boundary



## 2.5 Designated Heritage Assets

There are 35 designated heritage assets within the Grand Western Canal Conservation Area, this includes a Scheduled Monument.

There are three categories of listing, Grade I, Grade II\* and Grade II. Grade I listed buildings only account for 2.5% of those included upon the National Heritage List for England (NHLE) and Grade II\* for 5.8%. Scheduling is the oldest form of heritage protection for nationally important archaeological sites.

Many of the list entries are of bridges which cross the canal and other structures associated to the Grand Western Canal such as lime kilns. These are as follows: Canal Basin Lime Kilns at NGR SS 9638 (list entry number: 1384779), Limekilns at ST 066 174 (list entry number: 1106470) and Waytown Limekilns (list entry number: 1140142). These lime kilns were built beside the Great Western Canal which transported limestone and other materials, these are particularly important as the kilns demonstrate the growth of industry along the route, which it also regionally supported. Many of the bridges are also contemporary to the Canal, such as Greenway Bridge, Halberton. Some bridges such as Black Bridge which carried the Mineral Railway Line from Westleigh Quarry were constructed at a later stage.

These buildings and structures have been listed due to their special historic and architectural interest, under Section 1 of the Planning (Listed Buildings and Conservation Areas) Act 1990. Listed buildings are protected by legislation and there are policies in place to ensure that any alterations preserve or enhance their special interest. It is possible to extend, alter or demolish a listed building but this requires Listed Building Consent and sometimes planning permission.

A full list of all designated heritage assets within the Conservation Area is included on Appendix 7.3. Buildings that make a notable contribution or are prominent within the Conservation Area are described in more detail within each Character Area, Section 4.2.

## 2.6 Non-Designated Heritage Assets

All buildings, structures and planned landscapes located within a conservation area make a contribution to its special interest and significance. Many of these may make a positive contribution and some can be identified as making either a neutral or negative contribution.

Heritage assets are defined in the NPPF 'as a building, monument, site, place area or landscape identified as having a degree of significance meriting consideration in planning decisions, because of its heritage interest'. It includes designated heritage assets and assets identified by the local planning authority (including local listing).

Mid Devon District Council has compiled a Local List of non-listed buildings which make an important contribution to the locality. This list is not exhaustive and as part of this appraisal for the Grand Western Canal Conservation Area, buildings or structures have been identified as making a positive contribution and should be considered for inclusion upon the Local List.

The list of heritage assets within this document is also not exhaustive and there is the potential for further identification through the decision-making process on planning applications and neighbourhood plan-making processes.

## 2.7 Archaeological Potential

Within Mid Devon and the Tiverton area there is longstanding evidence of human occupation, with the Iron Age hillfort site of Cranmore Castle to the southeast of Tiverton.

## The Grand Western Canal Conservation Area

The Grand Western Canal is an early nineteenth century feature and there is the low potential for the survival of medieval or earlier archaeological finds in close proximity to the canal due to the original excavations during its construction. However, the canal is of a significant length and there has been some archaeological fieldwork in the immediate environs of the Grand Western Canal. The Grand Western Canal also passes close to or through smaller settlements such as Halberton, which has some evidence of its Saxon origins, including features such as burgage plots. Sampford Peverell and its historic core centres around the church, with the potential for medieval or possibly earlier evidence of occupation.

Much of the Grand Western Canal is located within the rural landscape of Mid Devon and there is evidence of medieval occupation and agricultural activity, as shown by strip fields and visible field boundaries, outside of the Conservation Area. Earlier occupation is also visible from flint scatter however this is more limited.

Within the Conservation Area, the majority of the buildings and structures date from its construction in the nineteenth-century however there are earlier buildings present. The Conservation Area contains the medieval site of Canonsleigh Abbey, a Scheduled Monument (list entry number: 1003830) with the individually listed Gatehouse and ruins of Priory Mill. The site of Ayshford Court (list entry number: 1147581), a fifteenth-century manor house and Ayshford Chapel (list entry number: 1325900) are further evidence of medieval occupation, with possibly earlier origins.

In accordance with Section 16 of the NPPF where development includes, or has the potential to include, heritage assets with archaeological interest a desk-based assessment and, where necessary, a field evaluation should be carried out.

### 2.8 Heritage at Risk

Historic England publishes a yearly list of Heritage at Risk. To be included on the list, buildings must be Grade II\* listed or above, with the exception of Grade II listed places of worship and Grade II listed buildings in London.

Other designated heritage assets can also be included on Historic England's register, including conservation areas, Scheduled Ancient Monuments and Wreck Sites. Non-designated heritage assets are not considered by Historic England for inclusion on the Heritage at Risk Register.

The Grand Western Canal Conservation Area is not on Historic England's Heritage at Risk register and there are no Grade I or Grade II\* at risk entries on within the Conservation Area. However, the Scheduled Monument of Canonsleigh Abbey is included upon the list. The local authority shall proactively engage with land owners to improve the condition of the asset with the aim to remove it from the register.

There are also many areas of the Conservation Area and buildings, including Grade II Listed buildings, which would highly benefit from enhancement, repair and maintenance which are identified in Section 5 of this document.

The interactive conservation area boundary map, showing all the designated heritage assets within the Conservation Area can be viewed on the Council's website.



### 3.0 Historical Development

The following section provides an overview of the history of the Grand Western Canal Conservation Area and the surrounding area.

#### Prehistory (50,000BCE- 43AD)

There is evidence of longstanding human occupation within Devon since the Lower Palaeolithic, with hand tools found near Axminster and further evidence of activity from the Mesolithic. Later Neolithic sites include the notable settlement of Merrivale, upon Dartmoor. Other sites include long barrows and earth mounds associated with burials, examples of this near to the Grand Western Canal include the long barrow south west of Putson Cross (list entry number: 1019058) and the bowl barrow to the North West of Putson Cross (list entry number: 1017132). Later evidence of occupation includes the site of Cranmore Castle to the south of Tiverton, an Iron Age hillfort and a Scheduled Monument.

Large *univallate* hillforts date to the Iron Age period, most having been constructed between the fourth century BC and the first century AD. They are rare surviving features and most are located within southern England. Hillforts undoubtedly had a defensive purpose however they also acted as food stores, meeting places and perhaps religious centres. Cranmore Castle overlooks the confluence of the Rivers Lowman and Exe, a fertile area and an important crossing place.

#### Roman (43 – 410 AD)

Devon is a County that contains much evidence of Roman occupation and there are a number of finds of Roman date within the locality of Tiverton and the Canal, with large number of finds to the north of Tiverton, where a fort at Bolham was established. The location was strategically important

on route to the *Civitas* capital and legionary fortress at Exeter. A large jar of 3<sup>rd</sup> century Roman coins was unearthed at Little Gornhay. Pottery sherds and coinage have also been unearthed within the town of Tiverton.

The influence of the Romans is also legible through their road building and network which reached across Devon, connecting fortifications and sites of economic importance.

#### Medieval (410 – 1540AD)

The majority of Devon's towns have their origins in the later Saxon period, the first documentary reference to the town of Tiverton is within King Alfred's will dated 899, then known as *Twyfyrd* (two fords) and later within the Domesday Book as *Tovreton*. The Domesday Book records that there was a reasonably large population. The settlements of Halberton and Sampford Peverell record a high number of livestock, indicating the important role of agriculture for the local economy from an early period. It is a reasonable assumption that Tiverton, with its position between the Rivers Exe and Lowman served as a historic market and meeting place.

The remains of Canonsleigh Abbey, a scheduled monument, is situated beside the western bank of the Grand Western Canal. Canonsleigh Abbey was first founded as an Augustinian house by Walter de Claville in 1160. It was refounded by Maud, Countess of Devon as an abbey for Augustinian nuns in 1282.<sup>2</sup> Towards the Dissolution in 1539, there were eighteen nuns including the abbess. The surrender of the abbey to the Commissioners of the king took place on 16 February 1539.<sup>3</sup>

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<sup>2</sup> *The Cartulary of Canonsleigh Abbey*, ed. Vera C.M. London, Devon and Cornwall Record Society, New Series, VOL.8 (Torquay, The Devonshire Press, 1965), p.12.

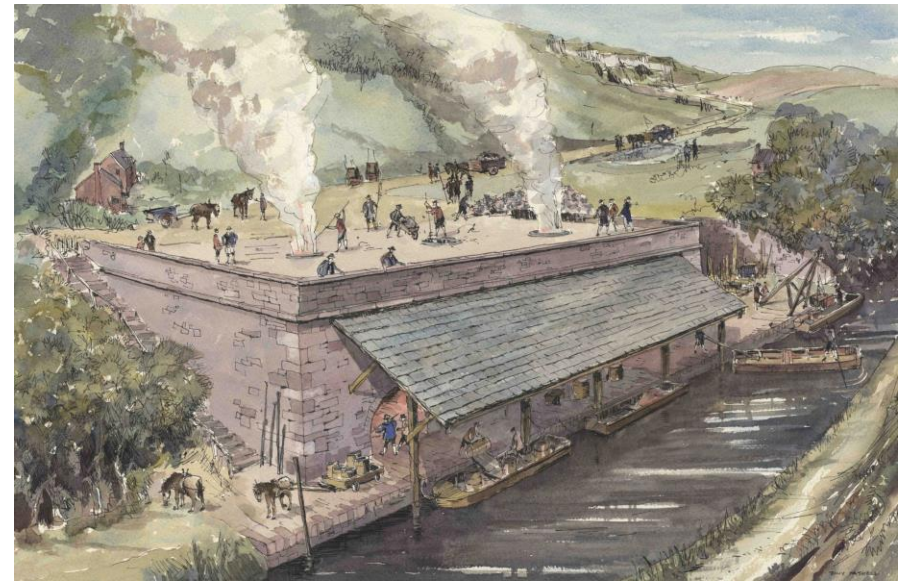
<sup>3</sup> *Monasticon Anglicanum*, ed. J.Caley, H.Ellis, B.Bandinell et al (London:James Bohn, 1817-1830), Volume VI, p.334.

### Post-Medieval (1540 – 1901AD)

Throughout the early post-medieval period Devon remained an economy largely based on agriculture. However, the mining of tin and the quarrying of this resource was also exploited. Taking advantage of the rich pastures of the county, farmers reared sheep to provide wool. The Devon cloth industry grew from early on in this period and from the late fifteenth century onwards the wool trade was incredibly important with global demand for English wool. The chantries of the parish churches of Tiverton and Cullompton show the wealth this gave rise to. Many water powered mills were constructed to support both the agricultural industry and the production of wool (fulling mills) however few survive today.

One such mill was reputedly at Canonsleigh Priory (now demolished) and others such as High Mill in Halberton and Sampford Mill, in Sampford Peverell. Coldharbour Mill is one of the best preserved mills in the country, having been in continuous production since 1797.

From the sixteenth century to the nineteenth century, lime was used by farmers across their lands to reduce the acidity of the soil. Many limekilns were constructed across the county to support the industry and there are some surviving examples on the banks of the Grand Western Canal.



Waytown Limekilns (©Tony Haskell & Devon County Council)

The Grand Western Canal emerged from the 1770s as a scheme to connect the Bristol and English Channels. The initial surveys by Robert Whitworth, under the supervision of James Brindley (Engineer) were not acted upon. The plans were later revived by 1792 and the Engineer William Jessop was engaged and the findings of his report were presented on the 29<sup>th</sup> November 1793. The report by Jessop included the potential trade the canal would carry, such as coal and limestone. The quarry site at Westleigh was an important source of lime and made an attractive source of income for the Grand Western Canal. In 1794 John Rennie, the engineer of the Kennet & Avon Canal was brought in and a revised route for the canal was approved by the committee. However, there was strong opposition from Exeter City Council and it was not until 1796 that on the 24<sup>th</sup> March, the act for the canal was passed by Parliament.

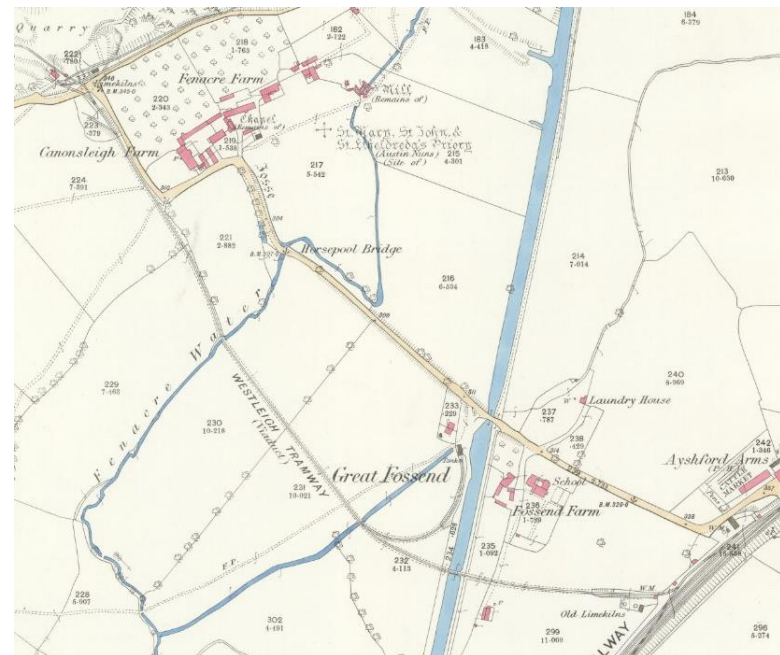


## The Grand Western Canal Conservation Area

During the late eighteenth century, the country was embroiled in war with France during the French Revolutionary Wars, so funds were diverted and the start on the canal was delayed. It was not until 1810 that work began at the Holcombe Rogus (Canonsleigh) area. The decision to start here was due to the ability to quickly trade the quarried lime and limestone to return a profit.

The Grand Western Canal and Westleigh Quarry were both linked to one another's development in the early nineteenth century. The high demand for lime for agricultural purposes drove the financial prospects of the quarry and therefore also the canal. The easternmost quarry at Westleigh was known as Barge Quarry showing the importance of the canal and the limekilns built in this area to the local economy. Other smaller quarries were also supported by the canal, such as that of Whipcott, to the north of Westleigh Quarry. Historic maps show the quarry with tramway, limekilns and a smithy beside the canal.

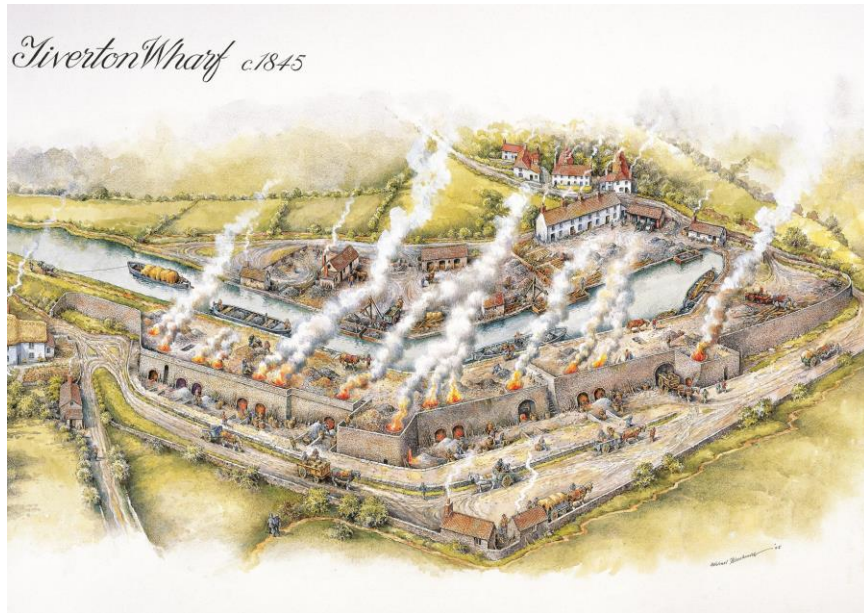
By 1810 it had been realised that the original route of the canal would run directly through the village of Halberton. A second Act of Parliament was passed in 1811 for the variation of the line to Tiverton, to pass around Halberton. The first barge to travel the length of the canal to Tiverton, laden with coal was in 1814, however by this point the total cost of the canal had far exceeded estimates.



OS 1<sup>st</sup> ED 1889 (©National Library of Scotland)

By 1829 it was acknowledged that the anticipated volume of trade between Tiverton and Westleigh was below the volume required to return a profit, therefore plans were rekindled for the connection to the Bridgwater & Taunton Canal. Construction began in 1831 and this portion of the Grand Western Canal featured seven boat lifts, designed by James Green.

The canal lifts each consisted of a pair of caissons, suspended upon wheels. The advantage of lifts was the speed compared to locks however the lifts were not successful, being of complex machinery with high maintenance costs and James Green was dismissed in 1836.



**Tiverton Wharf c.1845 (©Michael Blackmore & Devon County Council)**

The section of canal from Holcombe Rogus to Taunton was completed in 1838 and the canal was at last fully opened. The canal to Taunton allowed coal to be transported to the limekilns at Westleigh Quarry and Tiverton. Tiverton Basin was area of high activity with wharves and limekilns found along the route. However, the profitable years of the canal were short lived with the coming of the railways notably the Bristol and Exeter Railway by Isambard Kingdom Brunel which was completed in 1848. The branch line from Tiverton dealt a further blow and this spelt disaster for the commercial profitability of the Grand Western Canal. The Grand Western Canal conceded to the railway and was leased to the Bristol & Exeter Railway Board in 1854.

After some years trade drastically reduced upon the canal with only a small portion of lime and stone from the quarries near Holcombe Rogus

being transported. The eastern line with the lifts was deteriorating and by 1863 the terms of selling a length of the navigation to the Bristol & Exeter Railway was being negotiated. It was soon apparent that the Grand Western Canal was financially in an ever increasingly difficult position and by the 13<sup>th</sup> April 1865, the ownership of the Grand Western Canal Company was transferred to the Bristol & Exeter Railway Company.



**Stone being loaded at Whipcott Wharf**

The Railway Company soon acted to close the Lowdells-Taunton section in 1867, dismantling and removing machinery such as for the lifts. The Tiverton to Lowdells section was spared immediate closure as local limestone continued to be transported. By 1888, the annual tonnage of stone carried on the canal was only a quarter of the annual average for

the years 1846-54<sup>4</sup>. Part of this was also driven by the creation of a three foot gauge tramway to Westleigh Quarry from the Bristol and Exeter Railway. The tramway was worked by two diminutive tank engines and a wooden viaduct was erected over the canal. The 1881 census describes a local lime merchant, Mr Taylor, who employed fifty-seven men and seven boys, indicating that the transportation of lime by rail was quickly established and a commercial success, delivering another blow to the prospects of the Grand Western Canal. However, lime continued to be conveyed to Tiverton by the Canal as described in the 1892 *Sales Particulars for Whipcott Farm, Limestone Rocks and Quarries* that about 10,620 Hogsheads of burnt lime was produced over three years and a large quantity sent by the canal.

#### Modern (1901 – Present)

As commercial traffic upon the canal declined, other ventures such as the harvesting of water-lilies from the early twentieth century until the 1960s was carried out by the Barrie family, who took a lease from the Railway Company (now the Great Western Railway). After 1925, stone traffic upon the canal had ceased and it primarily became that of a recreation area, with people enjoying walks along the towpath.

On the 1<sup>st</sup> January 1948, the canal passed in ownership to the British Transport Commission and it was fully established by 1962 that the canal as a commercial waterway was redundant and the canal was closed to navigation in 1964. After the formation of the Tiverton Canal Preservation Society and a successful campaign to secure its future, Devon County Council took ownership of the canal on the 24<sup>th</sup> June 1971 with a cheque for £38,750 to go towards its maintenance.

<sup>4</sup> Helen Harris, *The Grand Western Canal* (Devon Books, 1996), p.134.

# SAVE THE CANAL TOW PATH WALK

Saturday, 18th October, 1969

The Lock Cottage, Greenham	-	-	10.30 a.m.
Burlescombe (Fossend) Canal Bridge	-	-	11 a.m.
Sampford Peverell Bridge	-	-	12.45 p.m.
Halberton Road Bridge	-	-	2 p.m.
West Manley Bridge	-	-	2.30 p.m.
Tidcombe Bridge	-	-	3 p.m.
Tiverton Basin	-	-	3.30 p.m.

3.30 p.m.

CIVIC WELCOME by the MAYOR OF TIVERTON

TIVERTON TOWN BAND    SEA CADET DEMONSTRATION

Issued by the Grand Western Canal Preservation Committee

Published: October, 1969. Price 10p. Printed: Tiverton. No. 1001

#### March to save the canal poster

The Grand Western Canal is a Country Park managed by Devon County Council, for the enjoyment of those either walking along the towpath or along its length by boat.

## 4.0 Assessment of Significance

### 4.1 Architectural and Historic Interest

The historic and architectural special interest of the Grand Western Canal Conservation Area is derived from its development as an early form of transportation and the subsequent commercial use of the canal, which brought about economic growth and development to Devon.

The economy of the early settlement and this area of Devon was heavily dependent on agriculture, and this remains visible today. The extent of the early settlement is still clearly defined with a concentration of historic buildings within Tiverton, the surrounding rural area and landmarks such as the castle.

The Industrial Revolution had a profound effect, this notably being the construction of the Grand Western Canal, and the industrialisation of the countryside which brought large social and economic change to previously isolated rural areas. The canal was envisioned to fuel trade and growth however by the late nineteenth century with the coming of the railway this was short-lived. With the construction of the canal other features such as the limekilns constructed along its length shows the effect it brought when in use and the goods it carried. The trade of lime and stone from the Canonsleigh area took on an importance tied to the commercial viability of the canal, as other goods were later transported by rail. The canal found purpose briefly in the harvesting of water lilies after closure of the eastern length by the railway company and later for recreation which continues to the present day. The rural setting of the canal makes a highly beneficial contribution to the Conservation Area's special interest and allows for its historic significance to be appreciated.

There is historic and architectural quality to the Conservation Area's buildings and spaces, which contribute to a sense of place. There is clear

evidence of important phases of development for the canal and its relationship to the surrounding landscape and settlements.

### 4.2 Character Areas

The Grand Western Canal is composed of distinct areas, which have variations due to phase of development, open spaces and character. As part of this appraisal, the Grand Western Canal Conservation Area has been divided into four main Character Areas, as follows:

- Character Area One: Tiverton Basin
- Character Area Two: Halberton
- Character Area Three: Sampford Peverell and Ayshford
- Character Area Four: Canonsleigh and Lowdells

The areas have been determined by historical development, land use, appearance and building typology. Many of the defining characteristics of each character area are present and repeated in other sections of the Conservation Area. The following descriptions are not exhaustive, aiming instead to provide accessible accounts which allow for an informed understanding of the Conservation Area's special interest.

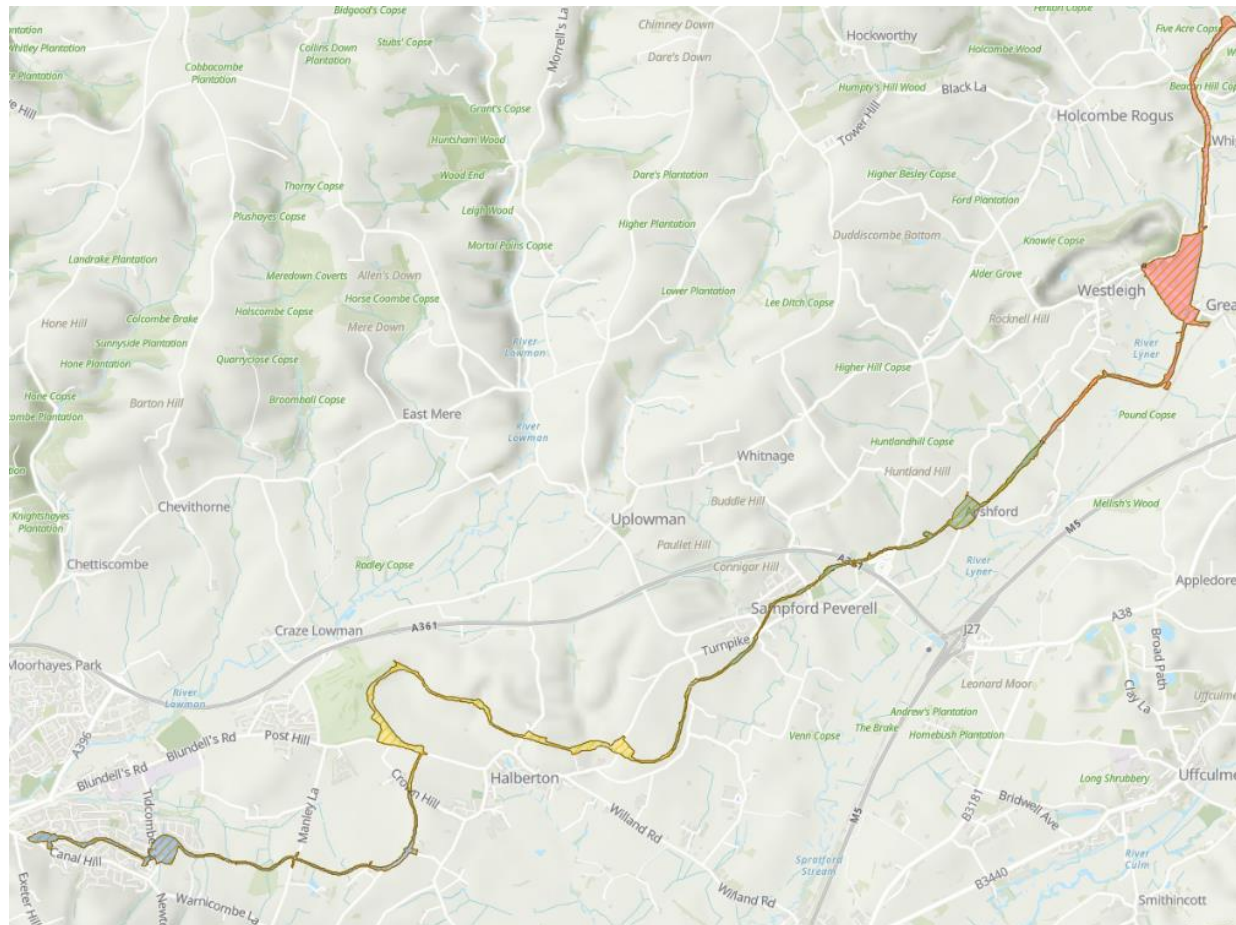
Prevailing building materials, architectural styles, spatial planning, landscaping and boundary treatments are detailed for each area to highlight the special architectural and historic value of the areas.

Designated buildings or structures which make a notable contribution to each character area are described, however the omission of any buildings from the description does not mean they make no contribution to the special interest of the Conservation Area. Other notable buildings or features may be deemed non-designated heritage assets due to their contribution to these areas and are identified in the description for each.



## The Grand Western Canal Conservation Area

Key views have been identified within each character area, and views from outside the Conservation Area are also highlighted, as these contribute to our appreciation of its special interest. There may be other views within or beyond the boundary of the Conservation Area which contribute to how its significance is appreciated and understood. Any proposals for development within the Conservation Area, or its environs should not only consider the keys identified within this document but others that may be relevant as part of a bespoke assessment.



Map of the four character areas of the Grand Western Canal Conservation Area

## The Grand Western Canal Conservation Area

### 4.2.1 Character Area One

#### Description

##### Tiverton Basin

Character Area One represents the western portion of the Conservation Area within Tiverton and its immediate environs. The Tithe Map of 1842 shows that construction of the canal to Tiverton was complete, with several buildings and limekilns built. There is otherwise sparse development along the canal and views across the open countryside would have been appreciable, including towards prominent buildings such as Tidcombe Rectory, also known as Tidcombe Hall. Today the canal has seen significant development along its length within Tiverton.

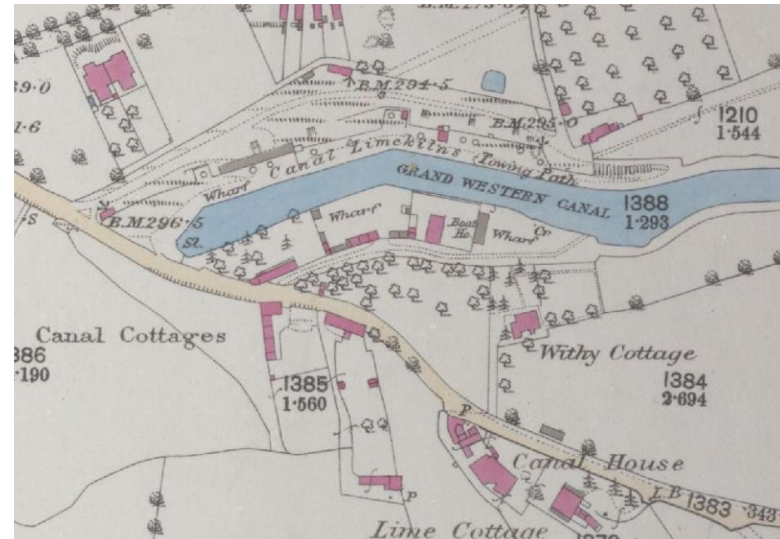


Tiverton Basin

#### Layout and Land Usage

Character Area One is that of the terminus of the canal at Tiverton, and the approach to the town from Halberton. The terminus of the canal would have been an area of high activity as goods were unloaded and barges resupplied for their return journey.

The limekilns constructed beside the wharf are of a quantity which indicate the importance of the canal and the industry it supported. The layout has historic origins, linking to its industrial use and the open space afforded to the canal in this area also reflects this. Characteristically, the buildings that were built in this area were likely utilitarian and closely associated to the Canal and the operation of the limekilns. The Grand Western Canal also constructed dwellings along its length, likely to house workers and there are surviving examples within the Character Area.



OS 1<sup>st</sup> Ed c.1890 map of the Grand Western Canal in Tiverton

©National Library of Scotland



## The Grand Western Canal Conservation Area

### Landscaping and Open Spaces

Almost all of the public realm in the Conservation Area is located along the tow path, which is a public footpath. The towpath is not paved, being mostly of light gravel with wide embankments along the canal. The lack of hardstanding such as tarmac or similar for the footpath or markings upon the towpath is a positive characteristic. Mature trees along the towpath marking the boundary of the canal positively contribute to sense of place and rural character.

There is a clearly defined area of residential development around the canal, at its western end. The land rises around the canal to the south, with modern development visible, with many dwellings in an elevated position. There has been little development within the Conservation Area itself, with large twentieth century development to the north and south of its boundary. The limited development within the Conservation Area consists of the Canal Visitor Centre, the Sea Cadet building and other small ancillary buildings. There is also a small bridge crossing the canal, connecting the modern residential developments.

The historic buildings of Withy Cottage and Lime Kiln Cottage are orientated towards the canal, its open character provides views of Withy Cottage from the Canal. This contributes to our ability to further understand the architectural and historic interest of the area.

The canal as a historic route through the rural landscape provides opportunities for views across the landscape. Tidcombe Hall is a prominent building that has historically been appreciable from the canal and the views across the surrounding agricultural land provides a strong visual relationship.

There is limited street lighting within the Character Area, street furniture includes benches and bins along the towpath with a large picnic area at the western end of the canal. This area also includes a small play area for

children at the entrance to the canal from Canal Hill and the open grassed area with veteran trees beside the limekilns positively contributes to the character of the area.



View of entrance to the canal within Tiverton with lime kilns to left hand side

## The Grand Western Canal Conservation Area

### Key Buildings

#### Designated

The Grade II listed limekilns built into the north-facing retaining wall of the canal basin are a prominent feature. The limekilns were built approximately c.1810-14, an early phase of the canals development, to produce lime from the transported limestone. One of the kilns is built forward and visible to the public, the others have only their working chambers visible, except where these are blocked.



**Tiverton Limekilns**

Withy Cottage is a small early nineteenth century house, built for the Great Western Canal. Its slate roof and stone rubble walls show it is a modest dwelling and it is reasonable to assume it was built to a budget dictated by the Great Western Canal. Much alike is that of the Grade II

listed Lime Kiln Cottage, with its thatched roof. The two contemporary dwellings form a pleasing historic group with the limekilns and are visible from along the towpath.



**Lime Kiln Cottage**

There are several Grade II listed bridges within Character Area One and these are contemporary to the canal and its construction. Some features such as original ironwork and markings such as where the ropes from the



## The Grand Western Canal Conservation Area

horse drawn barges are visible which contribute to our appreciation of their historic interest.

The bridges are predominantly constructed of volcanic agglomerate ashlar, such as Tidcombe Bridge. Similar in appearance is that of Manley Bridge. There is signage by each bridge warning of the narrow footpath and to give priority to the horses pulling the barges that are now strictly for leisure. East Manley Bridge differs from the other bridges in its construction, it is of brick in English bond. The bridges are important surviving features which contribute to the special architectural and historic interest of the Conservation Area.



**Tidcombe Bridge**

### Non-designated

The section below provides a selection of the non-designated buildings in Character Area One that make a valuable contribution to its special interest. This not an exhaustive account, other important and positive buildings will be identified through the assessment of future planning applications.

The Moorings is a modest building, in the ownership of Devon County and used by the Canal Rangers. It is a nineteenth century building orientated towards the Canal and is a positive contributor to the Conservation Area's special interest and character.



**Moorings**



## The Grand Western Canal Conservation Area

Tidcombe Hall is a large house to the south of the Grand Western Canal, historic maps show it is on the site of St. Lawrence's Chapel. It is a prominent building and makes an important contribution to the architectural and historic special interest of the Conservation Area. The building is highly distinctive within the rural landscape.

This Character Area also includes the only surviving aqueduct within the Conservation Area. The aqueduct was built in 1847, serving the branch line of the Bristol and Exeter Railway to Tiverton, for Brunel's Great Western Railway. It is of brick and cast iron with two arches, however one line was only used. It was closed in 1962 and is now in the ownership of Devon County Council. It makes a positive contribution to the historic and architectural interest of the Conservation Area.



Aqueduct

## The Grand Western Canal Conservation Area

### Building Materials

#### Roofs

There is a variety of roof forms within the Character Area, in general roofs are orientated parallel with the canal. The Visitor Centre is of a flat roof beside the canal, otherwise roofs are predominantly pitched in form.

Thatch and natural slate is observable throughout the area, as is corrugated sheet metal for buildings of a more industrial or utilitarian character such as the Sea Cadet building. Decorative barge boards as seen upon Lime Kiln Cottage are present.



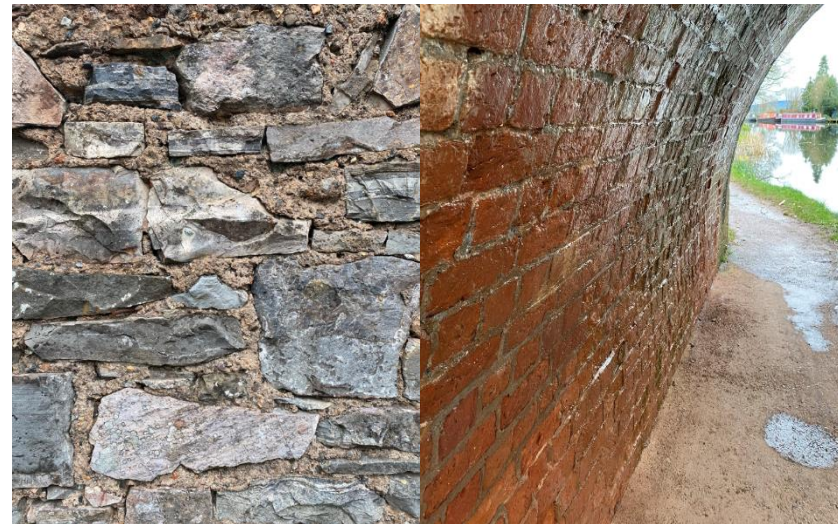
View of decorative barge boards upon Lime Kiln Cottage

#### Walls

Both brick, render or plaster finishes are common in Character Area One with render being used upon the stone rubble walls. Cob walling is also present and is a building material characteristically used throughout Devon. Stone rubble walls are often mixed with earthen mortar and cob walling. Stone walling is also observable as the predominant boundary treatment throughout the Character Area.

There is variation in the colour of painted rendered buildings with examples of white, cream, yellow and pink hues. Buildings are predominantly painted in light hues or pastel colours, the pinkish hues derived from the mixing of Devonshire red clays and limewash.

Exposed brickwork is present, as seen for East Manley Bridge and the aqueduct. The exposed brickwork and bond (English) enhances the historic character of the area and our understanding of part of the canal's development.



Left, stone walling, right English bond brickwork



## The Grand Western Canal Conservation Area

### Windows and Doors

There are examples of surviving timber windows and doors within the Character Area. New examples are also generally of timber and of a casement pattern. Historic and traditional joinery makes an important contribution to historic places and the continued use of timber, rather than UPVC, aids in the preservation of the area's character. Moorings features timber sash windows and these are surviving examples of high-quality joinery.



Timber sash window upon Moorings

### Boundary Treatments

Boundaries in the Character Area are of stone, as seen along Canal Hill and the area adjacent to the limekilns. There are also examples of timber fencing, particularly for residential boundaries to the north which are set back from the towpath. Where residential properties overlook the canal, these feature low brick walls in order to allow views through.

Tidcombe Hall includes a large boundary wall of brick with supporting buttresses. This wall can be appreciated from along the towpath. Much of the boundary to the towpath is that of mature trees and hedgerows which reinforces the rural character of the Conservation Area.

There is a large area of metal railings upon the boundary of the canal to Canal road, this is an area with the opportunity for enhancement. Other metal railings in the area are painted green in order to lessen their visual impact.



View of railings by Canal Hill

## The Grand Western Canal Conservation Area

### Public Realm

The Grand Western Canal is a Country Park and an important public space, the towpath is a public footpath. There are private dwellings and spaces along its length and the existing boundaries define these areas.

Towards the western edge of the Canal Conservation Area and upon its embankment, benches and a picnic area has been provided amongst the trees. The area is well signposted with directions to the towpath and into Tiverton town centre. High-quality metal signposts are visible and positively contribute to the area.



Signpost to the canal



## The Grand Western Canal Conservation Area

### 4.2.2 Character Area Two

#### Description

Character Area Two encompasses the Halberton section of the Grand Western Canal and onwards from Halberton to Sampford Peverell.

#### Layout and Land Usage

Character Area Two is defined by the cutting of the canal through the countryside and its relationship to Halberton, which it closely passes by. As identified within Section 3, this section of the route was a late correction due to original plans placing the canal directly through Halberton. It was instead routed around the village to the north, it became one of the most expensive sections of the canal.

The area is primarily that of open fields adjacent to the canal and the towpath, with views across the rural landscape. The Character Area does include a small area of residential dwellings, some closely associated to the canal.

#### Landscaping and Open Spaces

Development is concentrated along the canal, which is to the north of the village of Halberton. A small cluster of buildings adjacent to Rock Bridge are included within this Character Area and make a positive contribution to both the special architectural and historic interest of the Conservation Area.

The canal to the north of Halberton is upon a higher elevation, with views across the agrarian landscape to the village and there is a sense of tranquillity. The hedging along the towpath is somewhat overgrown in areas, yet this provides a pleasant natural quality.

#### Key Buildings

The sections below highlight some of the buildings in Character Area Two that make valuable contributions to its character and special interest. The

list below is not exhaustive and other significant or positive buildings may be identified through future planning applications.

#### Designated

At the entrance to the Character Area is the Grade II listed Crownhills Bridge. It is of a singular elliptical arch with string course and carries the road above it. To the east is a small grouping of bungalows, the surrounding field system and farmstead of Hartnoll Farm help to define the rural edge of Halberton.



**Tiverton Road Bridge**

A short distance from Crownhills Bridge is another listed bridge at Post Hill, where the canal makes a bend to the west. There is a Grade II listed Milestone also at this point, marking the miles to Tiverton where the canal terminates. There are few milestones remaining upon the canal and the milestone marks the completion of the Halberton section in 1814.



**The Grade II listed Milestone**

On the northern section of the canal two Grade II listed bridges, Sellick and Greenway, are present. Both were constructed by the Grand Western Canal and Greenway Bridge carries a road. Sellick Bridge connected a footpath to Sellake Farm, this likely being the derivation of its name.

To the north of the canal and the Grade II listed Rock Bridge is an attractive group of historic buildings, Rock Cottage was built circa 1814 by John Rennie, the engineer of the Grand Western Canal. It is of a symmetrical two window range with central door with fanlight. Rock Cottage and Rock House can both be prominently viewed from the

towpath of the canal. Rock House is an impressive large house, also built by John Rennie. It is of a symmetrical design with a central projecting bay, ashlar quoining and a large porch with four Doric columns.



**Rock House**



## The Grand Western Canal Conservation Area

The Grade II listed Overock, also known as Turnpike Cottage, is a small cottage also built by Jon Rennie (circa 1814). It is of a symmetrical design with a three window range and rusticated quoins. It marks the entrance into the Conservation Area from the north and makes a valuable contribution to this grouping of historic buildings, which are closely associated to the canal.



Overock

### Non-designated

Water Side is a large house, nineteenth-century in date with render and a slate roof. It is prominently viewed beside the canal and is at the location of the wharf to the canal. The surrounding buildings were built by the Grand Western Canal and it is likely Water Side was also built by the company and engineer John Rennie.



Water Side

## The Grand Western Canal Conservation Area

### Building Materials

#### Roofs

Roofs in Character Area Two are predominantly tile covered (plain and pantile), and a mix of slate roofs. The slate roofs viewed within the area of found upon Rock House and the nearby historic buildings. Slate roofs are a common material throughout the district, pantiles are typically seen upon buildings of a more modest status or ancillary structures. For the few buildings adjacent to the canal, roofs are predominantly orientated parallel, Rock House and Rock Cottage both overlook the Canal. Water Side and its gable end is visible from the canal, it overlooks the short section of the canal which was a wharf.

#### Walls

Walls are largely that of coursed rubble sandstone and limestone for dwellings, it is reasonable to assume that much of the material came from the quarries near Burlescombe. For the many bridges within Character Area Two, ashlar and bricks are both observable. The brickwork upon Sellick Bridge is in English bond.

Rock House is a distinctive dwelling with detailing such as quoins, moulded stringcourse and a large porch with four Doric columns. There is also a large pediment above the arch for the carriage entry to its side elevation facing the road. The building makes an important contribution to the architectural and historic interest of the Conservation Area.



Rock House carriage entry



## The Grand Western Canal Conservation Area

### Windows and Doors

There is good survival of original timber sash windows and casements to the dwellings within the Character Area. The dwellings near to Rock House and Rock House itself feature fine examples of historic joinery including sash windows. Where original timber windows survive, they provide examples of high-quality workmanship which enhance the area.

There are examples of historic doors on the listed buildings. Where new windows have been installed these are of timber. UPVC as a material is not able to accurately replicate the detailing of historic or traditional joinery and its introduction within the area has a negative impact.

### Boundary Treatments

The boundary for the canal is largely that of native hedgerows and planting with mature trees, which help to define its character. Where dwellings are adjacent to the canal, these also share mature hedgerows as boundaries. Low stone walls are also common in the area, in combination with hedging to enhance the privacy of dwellings.

There is a notable section of iron railings at Rock House which positively contributes to the area's character, due to the use of traditional and distinctive materials. Some close board fencing is prominent, which is an incongruous addition due to its modern appearance, comparative to the historic stone walling across the Conservation Area.



Left, railings at Rock House, Right, signage for the Grand Western Canal

## The Grand Western Canal Conservation Area

### Public Realm

Character Area Two is defined by the route of the canal through the countryside, to the north of Halberton. There is a small public car park to the west of the canal at Post Hill road and beside Greenway Bridge. The grassed verges and mature trees along the canal enhance the sense of place. There is signage along the towpath where it joins other paths and these are generally of good quality, made of metal or timber. The public footpaths are well used and views across the landscape to Halberton reinforce the rural character of the area.

The area around Rock House has dwellings afforded large spacious plots with a good amount of mature planting. This verdant space benefits the Conservation Area and enhances the setting of the nearby listed buildings.



View of Rock House, Rock Cottage and Rock Bridge

## The Grand Western Canal Conservation Area

### 4.2.3 Character Area Three

#### Description

The Character Area encompasses that of the Grand Western Canal from the periphery of Sampford Peverell through the village to Ayshford.

#### Layout and Land Usage

Character Area Three can be viewed as two parts, the canal set within the open countryside and the area within Sampford Peverell. The buildings at Ayshford are included as being within the countryside due to their setting.

The canal through Sampford Peverell is of a historic layout, being the route first planned and constructed under the Engineer John Rennie. There are widened areas of the canal to serve as passing places for the barges, there is a winding hole close the Church and a wharf adjacent to Sampford Peverell Bridge. Historically, the canal passed through the small linear settlement of Sampford Peverell with the backs of dwellings orientated to the canal. Sampford Peverell has seen growth in recent years, notably to the east. There is dense residential development to the north and south of the canal in this location.

The Grand Western Canal as a Country Park is an area primarily for recreation, with a Public Footpath along the towpath. There are parts of this Character Area containing dwellings within their plots, the historic group of buildings at Ayshford are included in this area.



**View of St John the Baptist from the towpath**

#### Landscaping and Open Spaces

The Grand Western Canal to the west of Sampford Peverell is an area of valuable open space, the views across the rural landscape contributes to its character and sense of tranquillity. Areas of the hedgerow is overgrown however its presence and that of mature trees reinforces this rural character.

The Grand Western Canal within Sampford Peverell is experienced within an area with more urban characteristics, with dwellings in close proximity to the canal. However, the wide embankments and green verges with mature trees allow for its predominately rural character to still be appreciated. Views across the canal to the Parish Church of St John the Baptist and the planted boundaries of the canal within Sampford Peverell provides a pleasant enclave.



## The Grand Western Canal Conservation Area

### Key Buildings

The sections below highlight some of the buildings in Character Area Three that make valuable contributions to its character and special interest. The list below is not exhaustive and other significant or positive buildings may be identified through future planning applications.

### Designated

Batten's Bridge marks the entrance into Character Area Three, it is of brick in English bond with stone coping. The bridge was built as part of the Grand Western Canal and parts have been subject to repair. Wide ranging views of the canal and the Devonshire countryside can be appreciated when stood upon the bridge.



**Battens Bridge**

Sampford Peverell bridge is Grade II listed, built of brick in English bond with sandstone coping. It was built by the Grand Western Canal and carries the central road through the village, there are marks upon the side of the bridge from this use. A pedestrian footpath has been erected adjacent to the bridge with metal railings, there would be the opportunity for enhancement in this location.

The Grade II listed Buckland Bridge over the Grand Western Canal, built in c.1814, is of the same construction to Sampford Peverell Bridge. It is of brick in English bond, sandstone coping and at either end of the walls there are narrow projecting terminal piers. It marks the end of section of the canal within Sampford Peverell and leads to Holbrook Bridge, which is of the same construction and date.

There are good views from the canal across to the Grade I listed Ayshford Chapel. The open verdant land with veteran trees greatly contributes to a sense of tranquillity and rural character. Ayshford Chapel is fifteenth century in date with late nineteenth century features, it is a private chapel of the Ayshford family and a prominent building that is part of the attractive group of historic buildings at Ayshford Court.



**Ayshford Chapel and Ayshford Court**

Ayshford Court is Grade II\* listed, it is a late fifteenth century Manor House. The historic core has plastered walls, probably of cob on stone rubble footings, the early seventeenth-century wing is of Beerstone. The

## The Grand Western Canal Conservation Area

nineteenth-century extensions are of stone rubble and brick, forming an L-plan house. It features mullion windows with leaded panes of glass. Ayshford Court has a long history and the construction of the canal beside it would have been one of the greatest events in its history, with the change to how it is experienced and its position within the landscape.

To the rear of Ayshford Court, historic maps and Historic England identifies the location of a Grade II\* listed Barn, however the structure is no longer present. Also adjacent to Ayshford Court is the seventeenth century Stables which are Grade II listed, much altered in the nineteenth-century (list entry number: 1147593). Now only the walls remain of the original structure, a scheme to improve the condition of the listed building would enhance the area and the building. It forms part of an important and attractive group of buildings at Ayshford Court which make a valuable contribution to the special historic and architectural interest of the Conservation Area.



**Ayshford Cottages and Ayshford House**

### Non-Designated

To the south of the canal within Ayshford is the modest and attractive building, Aysford Court Cottages. The cottages are nineteenth-century in date, of stone walling and a slate roof. Despite the detrimental impact of UPVC the buildings make a positive contribution through their historic and architectural interest.

Ayshford House is a large nineteenth-century dwelling, with rendered walls and a slate roof. The historic core of the house features sash windows and is orientated to the south, facing away from the canal. Whilst also featuring UPVC, the building makes a positive contribution to the Conservation Area.

### Building Materials

#### Roofs

Within Character Area Three roofs are predominantly of slate and in the form of dual pitched roofs with rendered or stone gables. The manor house of Ayshford Court diverges from this as it is hipped on the later addition to the rear. Roofs of dwellings in this area are typically orientated parallel to the canal, as there are often good views across to the canal and towpath. Outbuildings in this area are a mix of slate and pantile, with unsympathetic cement tiles observable upon the outbuildings to Ayshford House.

#### Walls

The walls within the Character Area for the bridges are a mix of sandstone ashlar and red brick in English bond. The bridges are well built and there are signs of markings upon the walls from both road and canal traffic. The markings within the arches are from the horse drawn barges and contribute to our understanding of the areas special historic interest.



## The Grand Western Canal Conservation Area

The dwellings in this character area are predominantly of a stone wall construction and rendered. Ayshford Court is also partly of Beerstone which shows that it is a building of a higher status. Ayshford Chapel is mix of Beerstone detailing and local chert. Beerstone, named after the Devonshire village and quarry, is a chalk limestone and has been used for many prestigious buildings including Exeter Cathedral, Westminster Abbey and Winchester Cathedral.

The painted rendered buildings within the character area are painted in light hues or pastel colours, Ayshford Court is of a pinkish hue.



Ayshford Court

### Windows and Doors

Surviving historic timber joinery can be observed within the Character Area. Historic mullion windows upon Ayshford Court are present, which are an example of an early form of window most commonly used before the sixteenth century. Stone mullions were moulded on both the external and internal faces, timber window frames originally imitated this detail. Other observable window types include timber casement windows which are seen throughout the Conservation Area.

UPVC is visible within the Character Area and this has a negative effect upon the architectural interest of the Conservation Area. There is the opportunity to further enhance the Conservation Area through the replacement of UPVC windows for traditionally detailed timber windows.

### Boundary Treatments

Along the canal boundary treatments are predominantly that of mature hedgerows. Wide green verges and low brick walls are also observable and the lack of prominent boundaries better preserves the rural character of the Grand Western Canal.

Within Sampford Peverell there are sections of historic walling, notably the area adjacent to St John the Baptist contains a long length of stone walling that contributes to the character of the Conservation Area and views along it. Other notable examples of stone walling is present at Ayshford Court.

### Public Realm

The towpath of the canal is the predominant form of open public space within the area. There are large areas of open agricultural land adjacent to the canal with views across the agrarian landscape which reinforces its rural character. The open space of Ayshford Chapel and its grounds beside the canal provides a sense of tranquillity.

## The Grand Western Canal Conservation Area

The section of the canal through Sampford Peverell is an area of valuable open space for the village that provides a strong visual connection and link to the surrounding landscape, in an area that has a greater density of built form. There is no street lighting along the canal and few signposts, these being mostly of timber.

There are interpretation boards installed along its length and street furniture includes benches and bins. A number of telegraph poles and overhead wires are present, with a concentration within Sampford Peverell.



**Sampford Peverell Bridge and interpretation board**



#### 4.2.4 Character Area Four

##### Description

This section of the Conservation Area is characterised by its distinct rural setting, it was the first phase of development for the Grand Western Canal (c.1810). This includes the historic associations to Westleigh quarry and the importance of the quarry to the commercial viability of the canal. Some buildings in this area predate the canal and form a historic group, such as those adjacent to Canonsleigh Priory Gatehouse.

##### Layout and Land Usage

The layout of the Character Area has been subject to little change over time and the historic associations to places such as the quarries remains appreciable. In addition to Westleigh quarry, other smaller quarries such as Whipcott to the north and the buildings erected to support the local industry provide evidence of our past and to the development of the canal.

Surviving structures such as the Westleigh Mineral Railway Bridge, also known as Black Bridge (c.1873), which crosses the canal contributes to the historic and architectural interest of the Conservation Area.

Character Area Four contains residential dwellings within Burlescombe and dwellings with associated land adjacent to Westleigh quarry. The dwellings within the Character Area are afforded large plots, preserving the rural characteristics of the area.

##### Landscaping and Open Spaces

The primary area of open space is the towpath to the canal, allowing travel along its length. It is a verdant area with views across the rural landscape, it is bounded by mature hedgerows and trees which reinforce the rural character.

This Character Area contains the largest area of open space, including the site of Canonsleigh Abbey which encompasses several agricultural fields. The topography of this area is flat and as shown above in Section 3, there are shared historic associations. The landscape contains evidence of past occupation and uses associated to the canal. The 1889 Ordnance survey 1<sup>st</sup> Edition and 1904 2<sup>nd</sup> Edition OS map places a tramway from Westleigh quarry to the canal.



The Grand Western Canal looking towards Whipcott Bridge

## The Grand Western Canal Conservation Area

There are heavily wooded areas beside Waytown Tunnel and trees line the canal at the northern end of this area. The canal cuts through the landscape at this most eastern section, resulting in steep embankments.

### Key Buildings

#### Designated

The Grade II listed Ebear Bridge was constructed by the Grand Western Canal and this section opened in 1814. It is a single span bridge with an elliptical arch of large coursed block of sandstone ashlar.

The listed Milestone beside the canal is of limestone and marks the distance to Burlescombe, likely contemporary to the construction of this section of the canal. The Twin Culverts, which are brick-lined with large curved retaining walls of dressed stone are a fine example of this type of canal structure. The structure is in good condition and contributes to the special interest of the Conservation Area.



**Grade II listed Twin Culverts for the Grand Western Canal**

Fossend Bridge is built of coursed blocks of limestone with a parapet of red sandstone ashlar. It is of a single span and carries a road over the canal, there are shallow terminal piers at each end. This section of the canal was part of the first phase of works, opened in 1814.



**Fossend Bridge**

Canonsleigh Barton Farmhouse is Grade II listed, it is set back from the canal, part of a historic group of buildings including associated barns within its curtilage. The Farmhouse pre-dates the Grand Western Canal, it is of a local stone rubble with Beerstone windows. To the rear of the farmhouse is the Grade I listed Canonsleigh Priory Gatehouse. The former Priory Gatehouse is of local stone rubble with mostly Beerstone ashlar detail and some Hamstone. It is impressive building of significant architectural and historic interest, contributing to our understanding of the monastic site of Canonsleigh Priory.



## The Grand Western Canal Conservation Area

The Scheduled Monument of Canonsleigh Abbey includes the reredorter and other structures forming part of the Augustinian religious house beside the western bank of the Grand Western Canal. The Abbey was first founded between 1161 and 1173 and was later re-founded in 1282 by Maud, Countess of Devon. It was suppressed as part of the Dissolution. Within the Scheduled Monument is the Grade II listed Canonsleigh Priory Mill, this includes the reredorter and a length of wall with the reveals of a tall window with pointed arch. The historic group of buildings contribute to the special interest of the Conservation Area.

The Grade II listed limekilns south of Westleigh Quarry, built of local stone rubble and brick contribute to our understanding of the industrial activity associated to the quarries and the production of lime, which was closely associated to the construction and operation of the Grand Western Canal.

Fenacre Bridge is of similar design to Ebear Bridge, also being constructed as part of the first phase of works. It is of course limestone and carries a road over the canal to Westleigh Quarry, which supplied materials for the construction of the canal and the wider area. A quarry at Westleigh was named *Barge Quarry*, commemorating the importance of the canal and contributing to our understanding of its development<sup>5</sup>.



Grade II listed Limekilns at Canonsleigh

At the northern end of Character Area four is the Grade II listed Waytown Limekilns. The limekilns were built during the first phase of works of the canal (c.1810-1814), the limekilns would have produced lime by burning calcium carbonate found within the limestone quarried from Westleigh or Whipcott. As shown above in Section 3, lime was used both for construction and agricultural purposes. The limekilns contribute to the special interest of the Conservation Area and our understanding of its industrial heritage.

<sup>5</sup> R.W.D, Fenn and A.E.A, Cox, *The history of Westleigh Quarry in the Country of*

*Devon*. 2007 (Bardon Hall, Leicestershire), p.92.



**Waytown limekilns**

Waytown Tunnel is Grade II listed, at either end is a low round-headed arch, it is constructed of ashlar limestone. Due to the low height of the arches and tunnel, presumably barges were pushed through by walking along the low roof.

#### Non-Designated

Westcott Bridge, an accommodation bridge over the Canal was built c.1810-1814 to allow the farmer's access to the land to the north. It is of ashlar limestone and stone rubble to the upper section of the wall beneath the stone capping. The bridge is of steel, having replaced the original timber deck.

Westleigh Mineral Railway Bridge, also known as Black Bridge, crosses the Canal connecting Westleigh Quarry to Burlescombe Station. The tramway was first opened in 1879 and later changed to a standard gauge in 1898 with a steel girder bridge which is present today. The bridge contributes to the historic interest of the Conservation Area, its industrial heritage and of our understanding of its relationship with the quarry. There are the remains of a platform close to where the line joined the Great Western Railway mainline and stone archways which carried the railway.



**Surviving stone archway for the Westleigh Mineral Railway**



## The Grand Western Canal Conservation Area

Fossend Farmhouse is a mid-eighteenth century dwelling, with date stone inscribed 1749. It is of whitewashed stone with clay pantile roof and large brick chimney stack. Whilst some detrimental changes include the installation of UPVC, overall, it is considered a positive contributor.



**Fossend Farmhouse**

Burlescombe Primary School is potentially early to mid-nineteenth century in date. It is of stone rubble with large stack upon the north-facing gable and central stack with bell attached. The building is a positive contributor to the significance of the Conservation Area.



**Burlescombe Primary School**

The nineteenth century building of Bridge Cottage, near Whipcott Bridge, is also considered to positively contribute to the historic and architectural interest of the Conservation Area. The building is rendered with a slate roof and red brick chimney stacks.



The wharf at Fossend Bridge



Low stone wall within Canonsleigh

### Building Materials

#### Roofs

Roofs within the area are of mix of slate and clay tile (plain and pantile), there are examples of concrete tiles installed but in general traditional roofing materials remain.

#### Walls

The majority of dwellings are built using local stone and red brick, with exposed brick and stone commonplace within the character area. Fossend Farm is a notable exception as it is whitewashed. Where buildings are rendered, these are typically of muted or pastel colours.

#### Windows and Doors

There is a high proportion of replacement UPVC windows and doors, which has a detrimental effect upon the Conservation Area. Where timber windows survive, these positively contribute to the architectural interest of the Conservation Area. The use of UPVC is one of the greatest threats to Conservation Areas, as it cannot replicate the details of traditional joinery. Where historic and traditionally detailed joinery survives, it positively contributes to the Conservation Area.

#### Boundary Treatments

Walling within the Character is typically that of stone, low in height and combined with planting to enhance the privacy of dwellings. The dwellings adjacent to Fossend Canal Bridge (Burlescombe) are set back from the canal and boundary treatments are a mixture of masonry and planting. There is some close-boarded fencing within the Character Area which is detrimental to the visual quality of the Conservation Area.

The embankments to the canal in this area increase in depth and also height as the surrounding topography rises in elevation. The area of Waytown Tunnel and the steep vegetated embankments result in a sense of tranquillity and isolation.



## The Grand Western Canal Conservation Area

### Public Realm

The canal and the towpath is the significant open space within the character area, with a public footpath along the towpath. There is limited signage along the towpath to mark the public footpath and there are also interpretation boards which aid in our understanding of the areas historic interest.

There is a footpath adjacent to the canal close to Canonsleigh Abbey with views across the agricultural land. There is evidence of past human activity within the landscape showing the close relationship between the quarry and the Grand Western Canal. Views from footpaths outside of the Conservation Area across the agrarian landscape contributes to our experience of the area and its qualities.



View of the canal beside Whipcott Bridge

#### 4.3 Positive, Neutral or Negative Elements

The following section outlines the broad descriptions of positive, neutral and negative attributes to buildings within the Conservation Area. Some buildings may have negative attributes however this does mean that the building cannot be enhanced. Equally many buildings will be a positive contributor, this also does not mean that there is not the opportunity for enhancement. Often the opportunities for enhancement will be widespread across the Conservation Area, this is addressed further in the management plan. Other more bespoke issues may be identified within this section.

Positive buildings are those which contribute to the character or appearance of the Grand Western Canal Conservation Area. There may be the opportunity for minor alterations to result in an enhancement to their architectural interest, improving their contribution to the Conservation Area.

Positive buildings with the opportunity for enhancement are those which make an overall positive contribution but would benefit from enhancement. Buildings within this category may be compromised due to unsympathetic alterations and additions, or through the loss of original features.

Potential enhancement to buildings within the Conservation Area includes the replacement of UPVC windows with timber units. The use of high-quality and traditional materials, including timber windows preserves the special architectural interest of the Conservation Area.

Neutral buildings make no beneficial or adverse contribution to the Conservation Area. Often neutral contributors are recently built dwellings, these should make reference to local character and distinctiveness however fall short of making a beneficial contribution to the special interest of the area.

Negative buildings are those which make an adverse or intrusive contribution to the character or appearance of the Conservation Area. Within the Grand Western Canal Conservation Area, the late twentieth century developments beside the Canal which feature an unsympathetic material palette are examples of negative buildings. They make no contribution to the special historic or architectural interest of the Conservation Area.

Within the Conservation Area, the Listed Buildings are positive contributors to the special historic and architectural interest of the Conservation Area. The significance of these heritage assets is recognised by their inclusion upon the National Heritage List for England (NHLE). Nevertheless, there remains the opportunity for enhancement upon some of the listed buildings, in particular if the building is of a poor condition, it would benefit by sensitive repair. The many bridges within the Conservation Area which carry roads would benefit from a programme of maintenance and repair. The Listed Buildings, Canonsleigh Priory Mill and Stables north east of Ayshford Court, would also benefit from a programme of scheduled maintenance to improve its condition.

The interactive conservation area map, showing all positive, neutral, negative or positive with the opportunity for enhancement buildings within the Conservation Area can be viewed on the Council's website.

#### 4.4 Key Views

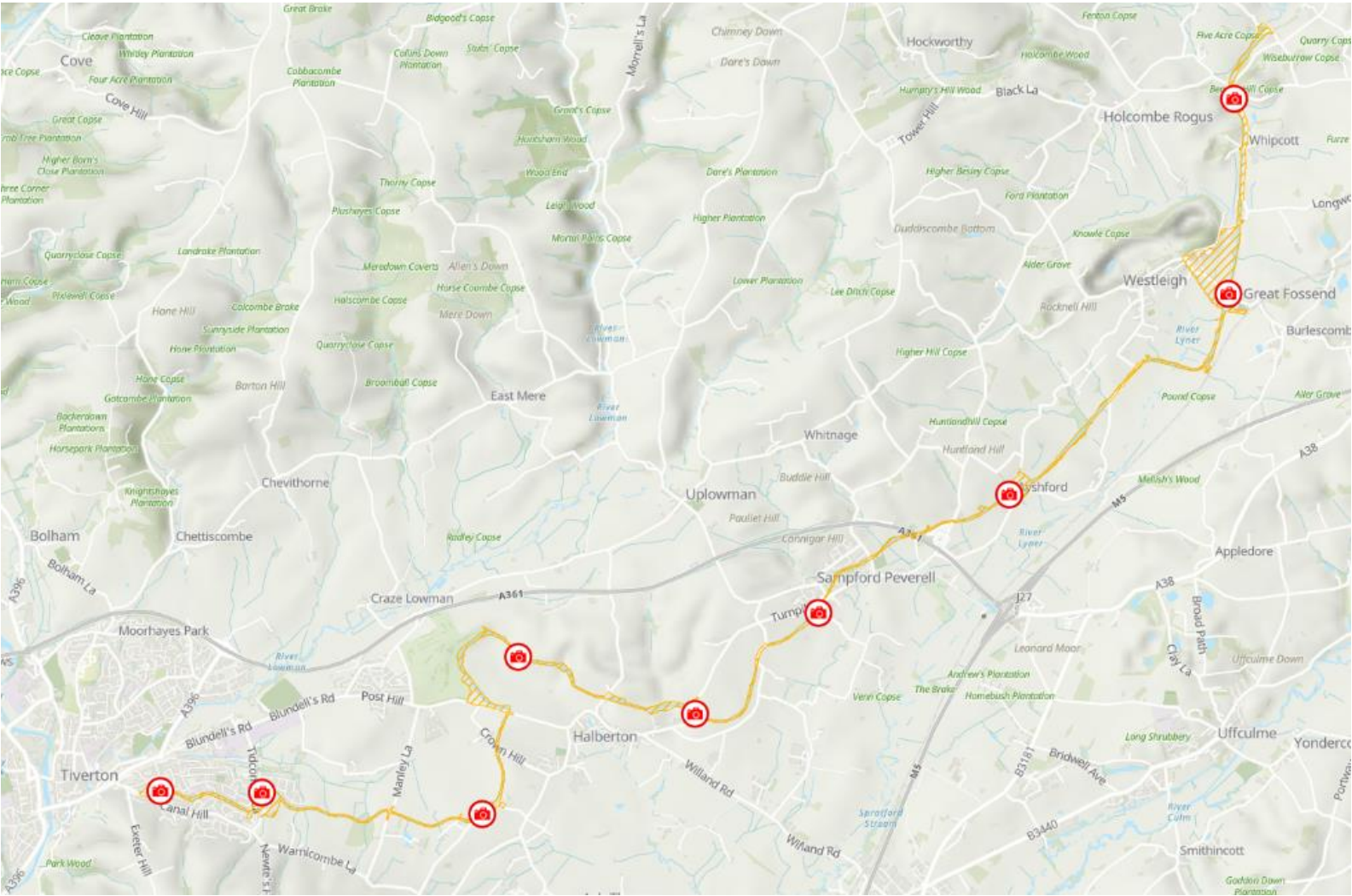
This section contains the important views in each of the Character Areas within the Conservation Area, each has been described below. Views can provide an important way to experience and appreciate the significance of an area. The Grand Western Canal is a prominent landmark and historic form of transportation connecting settlements. Views of the surrounding countryside and the settlements which it passes or terminates within are possible within the Conservation Area and from its boundary. The canal is without locks therefore it is of a relatively flat elevation, this often results in deep cuttings or being elevated to the surrounding landscape. Distant views of the canal from its surrounding countryside setting and the settlements of Burlescombe, Sampford Peverell, Halberton and Tiverton are also possible, which contribute to an understanding of its historic significance.

The below section is not an exhaustive list, as there are many areas where the special architectural and historic interest of the Conservation Area can be appreciated, of a kinetic nature as one travels along it. The following views are those which highlight the qualities of the Conservation Area and its special interest.

The interactive conservation area map, showing the location of Key Views within the Conservation Area can be viewed on the Council's website.

The Grand Western Canal Conservation Area

Views Map





## The Grand Western Canal Conservation Area

### Character Area One Views

Views of the Canal are often appreciable in both directions from along its length when stood upon the towpath, within Tiverton Basin the canal is framed by the density of development upon its boundary. The area where the canal terminates within Tiverton allows an appreciation of its historic layout and historic buildings including Moorings and Withy Cottage make a contribution to the significance of the Conservation Area (View 1).



View 1

## The Grand Western Canal Conservation Area

Adjacent to Tidcombe Bridge and Tidcombe Hall, views in an easterly direction across the rural landscape are appreciable. Tidcombe Hall is a prominent building set within the rural landscape and views are appreciable across the undeveloped setting of the Conservation Area, providing the travelling observer with an experience of the changing historic character (View 2).



View 2



## The Grand Western Canal Conservation Area

The kinetic views whilst travelling along the towpath provide an experience of the areas historic character and an appreciation of its rural setting, contributing to a sense of tranquillity. At the far edge of the Character Area, where the canal begins to bend northwards, the scene opens with views across the adjacent agricultural land, with mature trees (View 3).



View 3

## The Grand Western Canal Conservation Area

### Character Area Two Views

Important views in Character Area Two include the views of the canal to and from Halberton, where the historic significance of the canal its position and important role to the development of the area can be appreciated due to the elevated position (View 4).

Looking north from the towpath and from upon Rock Bridge, there are views of the historic buildings within Character Area Two, along with the dominant presence of Rock House (View 5).



View 4



View 5



## The Grand Western Canal Conservation Area

### Character Area Three Views

Character Area Three includes the section of the canal through Sampford Peverell, with a higher density of dwellings in proximity to the Grand Western Canal. The approach to Sampford Peverell allows long distance views of the wider landscape setting and of the settlement, allowing an appreciation of the historic significance of the Canal and its relationship to the village (View 6).

There are important views of Ayshford Chapel and Ayshford Court from the towpath and views towards the Canal from the historic buildings. The significance of the historic buildings, their position and close relationship to the canal can be appreciated (View 7).



View 6



View 7

## The Grand Western Canal Conservation Area

### Character Area Four Views

Character Area Four contains the ancient hamlet of Canonsleigh and the lowest density of buildings within the Conservation Area. The canal has close functional and historic associations to the landscape and quarries in this area. The view of the steel railway bridge and the wharf adjacent to Fossend Canal Bridge allows an appreciation of the Conservation Area's character and in particular, the industrial and historic significance of the canal and its position including views of Black Bridge which carried the railway for the quarry. (View 8).



View 8



## The Grand Western Canal Conservation Area

There are important views of the Waytown Limekilns along the canal, the rise in topography results in the canal being located within a deep cutting contributing to a sense of isolation. Waytown Tunnel is also visible and together with the Limekilns, greatly contributes to the architectural and historic interest of the Conservation Area (View 9).



View 9

## The Grand Western Canal Conservation Area

### 4.5 Setting of the Grand Western Canal

The setting of the Conservation Area is a contributor to its significance, allowing for the Grand Western Canal Conservation Area to be understood and appreciated. Setting is defined within the NPPF as:

*The surroundings in which a heritage asset is experienced. Its extent is not fixed and may change as the asset and its surroundings evolve. Elements of a setting may make a positive or negative contribution to the significance of an asset, may affect the ability to appreciate that significance or may be neutral.* (NPPF: Annex 2: Glossary).

The Grand Western Canal and its construction began at the start of the nineteenth century, it cuts through the agrarian landscape to Tiverton. The building of the canal was during the height of the Industrial Revolution in England, within the sudden boom of canal-building between the 1790s-1810s. As shown above in Section 3, the original intention of the canal was to link the Bristol and English Channels. Its route was carefully planned to link with the site of Westleigh Quarry which supplied building materials, in particular limestone which was also used for agricultural purposes. Its planned route through the rural landscape has played a vital part in its evolution, economic function and the development of the communities along it. Since the early twentieth century it has been an area of recreation and the use of the surrounding rural landscape therefore makes an important contribution to the historic setting and significance of the Grand Western Canal Conservation Area.

To the southeast of the canal from Tiverton, views across the agrarian landscape can be appreciated and this includes views of Tidcombe Hall, a prominent building and historically located in an isolated position. The pastoral character of the setting of the Conservation Area can also be appreciated from Warnicombe Lane to the south, which is of an elevated position. To the north of Tidcombe Hall and to the west, the area has

altered from a rural undeveloped landscape to residential, thus the open landscape character to the east and south remains an important link to the rural setting of the Conservation Area.

Much of the Conservation Area is experienced within the rural landscape, positioned between settlements. The historically open and agricultural land positively contributes to the pastoral character of the Conservation Area's historic setting, as shown in View 3. There are noteworthy buildings in the setting of the Conservation Area, often within views from the canal across the agrarian landscape to settlements such as The Parish Church of St Andrew, Halberton. Historic farmsteads such as Tidcombe Farm and Battens Farm set within the rural landscape are positive elements within the Conservation Areas setting.

Where urban development has expanded into the countryside, this has a detrimental effect. There are further areas where the setting has been urbanised including the significant change to Sampford Peverell in recent decades, with extensive and prominent residential development. Much of the rural character of the setting of the Conservation Area has been lost here. There is little architectural quality to much of the development which can be prominently viewed from within the Conservation Area.

Also within the Conservation Area's setting to the east of Sampford Peverell, the historically undeveloped area of land has been negatively impacted by the A361 and prominent development upon its boundary including large industrial storehouses at Holbrook Farm, and the area of caravan parking adjacent to the canal.

The small settlement of Ayshford with its historic buildings provides a clear pastoral character to the Conservation Area and its historic setting is better preserved. Whilst some development has occurred within Lower Ayshford Farm and a large storage building to the north, the area has retained its pastoral character. The development of a solar farm nearby

## The Grand Western Canal Conservation Area

within the setting of the Conservation Area has had a negative impact on the character of the Conservation Area, due to factors including visual prominence and change to the landscape character.

Character Area 4 of the Conservation Area and its setting has undergone little change over time, comparative to other Character Areas, kinetic views across the fields towards the Conservation Area such as from the Public Right of Ways west of the canal and to the east adjacent to Eastbrook Farm contributes to our appreciation and understanding of the rural character of the Conservation Area.

There has been infill development within Burlescombe adjacent to the Conservation Area, the development has had a detrimental impact due to its prominence and the unsympathetic palette of materials. A notable historic building within the setting of the Conservation Area includes the Parish Church of St Mary the Virgin, Burlescombe. The tower of the Church is visible in long distant views from within the Conservation Area, its architectural value and position as a visual way marker allows an appreciation of the Conservation Areas historic significance.

To the north, at the termination of the canal at Lowdwells Lock, the rural character of the Conservation Area and its setting remains appreciable. On the approach to the Conservation Area, small rural lanes are the primary route of travel. The undeveloped countryside and few dwellings along the country lanes attest to the rural character and setting of the Conservation Area.

## 5.0 Opportunities for Enhancement

### 5.1 Overview

The following key issues have been identified and are summarised below in brief. The list is in no way exhaustive and neither are the issues identified unique to the Grand Western Canal Conservation Area, with many being shared with other conservation areas within the district.

### 5.2 Heritage at Risk

The Grand Western Canal is not on Historic England's Heritage at Risk register. Canonsleigh Abbey, a Scheduled Monument, is on the register, the condition is noted as '*generally unsatisfactory with major localised problems*'. The local authority and Historic England will proactively engage with the owner to improve the condition of the asset and seek its removal from the register.

There is no statutory obligation upon the owner of a listed building to maintain their property or keep it in a good state of repair, although it is in their interest to do so. If left unchecked, buildings can deteriorate quickly resulting in ever increasing costs for complicated restoration and repairs. In addition, the National Planning Policy Framework states that 'where there is evidence of deliberate neglect of, or damage to, a heritage asset, the deteriorated state of the heritage asset should not be taken into account in any decision (Paragraph 202). The fabric of a heritage asset always retains its significance whatever the condition and the poor state of an asset would not automatically justify demolition.

### 5.3 Access and Integration

The Grand Western Canal Conservation Area covers an extensive area through Mid Devon, being approximately 11.5 miles in length. The Conservation Area and the towpath itself is a public footpath and there are multiple points where the Canal can be accessed. The Grand Western

Canal is well signposted, including the location of parking areas, as it is a Country Park and managed by Devon Country Council. Interpretation boards are placed at many of the main points of access.

### 5.4 Car Parking and Traffic

The Grand Western Canal due to its length and the multiple points of access attracts many visitors to the Conservation Area. The canal is for pedestrian or cyclist access only along the towpath, the volume of traffic within the Conservation Area is typically confined to the roads which cross the canal and this varies throughout the day. Car parking areas for the canal are provided along its length which help to reduce the presence of cars parked on verges beside roads along its length. While the volume of traffic varies, routes through the Conservation Area are also used by large vehicles, such as the traffic to Westleigh Quarry. The negative impacts of heavy vehicle use includes traffic congestion, reducing road safety, and overall, there is an adverse impact to appreciate the Conservation Area. Often traffic crosses narrow bridges, which also may be listed buildings.

Consultation between the Local Planning Authority and the Highways Authority should consider ways to alleviate the impacts of traffic and to protect the historic environment. This could be through a heavy vehicle restriction strategy.

### 5.5 Inappropriate and Unsympathetic Alterations

Where there are instances of inappropriate and unsympathetic additions to buildings or structures within the Conservation Area, this results in a cumulative negative impact. The prevalent use of UPVC is an issue common to conservation areas throughout the district, including the Grand Western Canal Conservation Area. In addition, the installation of roof lights, TV aerials, extraction flues, box dormers and unsympathetic



## The Grand Western Canal Conservation Area

fixings to the historic façade of buildings harms the character and special qualities of the area.

For the residential buildings located within the Conservation Area, the agglomeration of structures built on gardens which infill and reduce views to and from the canal can have a detrimental impact to our appreciation of the Conservation Area. The properties in close proximity to the canal typically are set back and feature well-proportioned gardens which affords the dwelling privacy. The gardens enhance the settings of the properties and the character of the area.

There are examples of unsympathetic or piecemeal boundary treatments and this has harmed the special qualities of the area and the setting of historic buildings. The loss of traditional boundary treatments such as low stone walling or iron railings for close board fencing or concrete walling has a harmful impact on the character and special interest of the Conservation Area. Historic boundaries will require repair and their repair or replacement using traditional materials is the only appropriate response.

### 5.6 Materials

The introduction of materials and a colour palette of a low-quality or unsympathetic form is of a concern within the Conservation Area. In particular, the loss of traditional or historic joinery for UPVC replacements is a concern, furthermore modern materials such as cementitious render, concrete or synthetic roof tiles diminishes the architectural quality of the area. The use of modern materials which are out of keeping with the area can have visually domineering impact to the streetscape and views within the Conservation Area.

Signage within the Conservation Area is typically that of timber signposts or are of metal. Within Tiverton Basin, Character Area One, there is a small amount of signage for commercial premises such as for the Tiverton

horse-drawn barge. Signage and good quality signage is important to the street scape of the Conservation Area, it should seek to emulate traditional designs, proportions and materials.



**Tiverton Canal Company beside the canal**

Typical materials have been identified within each Character Area, these descriptions should be referenced when new development or alterations are planned to ensure any development makes appropriate reference to the special interest of the Conservation Area and its character.



## The Grand Western Canal Conservation Area

### 5.7 Maintenance

Routine maintenance is required to prevent further deterioration of historic boundary walls and buildings throughout the Conservation Area. Historic England defines maintenance within Conservation Principles as “routine work necessary to keep the fabric of a place in good order”. The importance of regular and preventative maintenance cannot be over-emphasised, as this can avoid the loss of historic fabric or costly repairs.

The replacement of a traditional element that has been allowed to deteriorate, such as a timber sash window, with a modern UPVC unit would have a detrimental impact on the Conservation Area. There is scope for better engagement with landowners to improve the appearance of the Conservation Area and properties. The condition of the Scheduled Monument, Canonsleigh Abbey, which is also individually Grade II listed is of concern. The asset is also on the Heritage at Risk register.

### 5.8 Public Realm

#### Street Furniture (Benches, signage, bins, bike stands, bollards etc.)

Street furniture throughout the Conservation Area is generally of an acceptable quality, albeit generic in appearance. There is a general lack of streetlights, with the exception of built up areas such as Tiverton.

Benches are seen regularly along the length of the canal, often of a standard type being of timber. The bins within the Conservation Area are generic in appearance, bright red in colour. The Conservation Area would be enhanced through their replacement with traditional and less vibrant bins.

#### Hard Landscaping

Pavements and road surfacing is generally of a good quality, the towpath is predominantly of gravel with a small area of pavement such as within the Tiverton Area. The painting of road surfaces, in particular upon the

road carrying listed bridges, has the potential to result in a harmful impact on the Conservation Area and the buildings.

The removal of garden areas and in particular front gardens for parking will generally have a detrimental impact.

### Open Spaces

The open and verdant spaces in the Conservation Area make a positive contribution and are integral to its character. The towpath itself is the predominant area of open and public space which allows for an appreciation of the special interest of the Conservation Area. Other important open spaces include areas where views are afforded across the rural landscape which contributes to our experience of the asset.

Smaller areas of open space, in particular where built form encroaches or abuts the boundary of the Conservation Area offer important areas of breathing space.

### Tress and Planting

Areas of the Conservation Area are heavily wooded and the presence of mature hedgerows and veteran trees make a positive contribution. Invasive foreign species should be resisted and an appropriate level of maintenance should ensure that the footpath is not obstructed.

## 6.0 Management Proposals

This section seeks to identify and recommend management proposals, both short and long-term. The proposals are divided into themes in the sections below.

### 6.1 Development Management Tools

#### Enforcement

Where the necessary permission has not been sought for alterations, which are not contained within the General Permitted Development Order (2015), the Local Planning Authorities powers of enforcement should be considered. Enforcement could assist in reinstating any lost architectural features that may have a detrimental impact upon the Conservation Area. This can also help to avoid precedence being set for similar, uncharacteristic works.

#### Article 4 Directions

Article 4 Directions may be introduced as an additional planning control by the Local Planning Authority, removing specified permitted development rights. Article 4 Directions allow for change to be managed within the Conservation Area, ensuring any alterations or addition are sympathetic. Further details on Article 4 Directions within Mid Devon District Council can be found on the Council's website.

#### Heritage Statements, Heritage Impact Assessments and Archaeological Assessments

In accordance with Paragraph 200 of the NPPF (2023), applicants must describe the significance of any heritage assets affected, including any contribution made by their setting. The level of detail should be proportionate to the assets' importance and no more than is sufficient to understand the potential impact of the proposal on their significance.

All applications within the Conservation Area and immediate setting requires an appropriately detailed Heritage Statement. Applications which fail to assess any impact on setting and significance should not be validated.

The key views included within this document are in no way exhaustive. Any future development with the potential to affect the setting and significance of the heritage assets must provide a bespoke assessment of the potential impacts. This should be in accordance with Historic England's Good Practice Advice in Planning Note 3: *The Setting of Heritage Assets* (2019).

#### Local Heritage List

A Local List identifies building and structures of local architectural and/or historic interest, and these are considered 'non-designated heritage assets' under the NPPF. Local Lists can be beneficial in ensuring the maintenance of historic buildings and the character of a settlement or conservation Area. The Local List can allow for greater understanding of the area and to improve public engagement.

Mid Devon has produced a limited Local List of buildings of historic and/or architectural interest. The list should be periodically reviewed and updated, as an expanded Local List would aid in the preservation of the District's built heritage. Inclusion of a building or structure should be based on sound evidence, Historic England's guidance provides the criteria for assessments.

<https://historicengland.org.uk/images-books/publications/local-heritage-listing-advice-note-7/heag301-local-heritage-listing/>

## The Grand Western Canal Conservation Area

### Character Appraisal and Management Plans

The Conservation Area Appraisal and Management Plan should be reviewed from time to time, to monitor change and to inform management proposals.

### Conservation Area Boundary

The Conservation Area boundary should be reviewed as part of future management plans, to ensure it adequately protects the significance of the area.

## 6.2 Managing Future Change

### New Development

New development within the Great Western Canal Conservation Area and its setting should make a positive contribution to the Conservation Area, or at least, preserve its special interest. To be successful, future development should consider the character of the Conservation Area and the special qualities of the area.

Successful new development will:

- Use materials and building methods which are high in quality of those used in existing buildings;
- Respect the scale of neighbouring buildings;
- Respect key/important views; and
- Reflect the pattern of existing development (historic layout).

Mid Devon District Council should guide development by:

- Engaging with developers at an early stage through the Pre-Application process.
- Ensuring that medium to large scale development is designed as a bespoke response to the established character of the area. The choice of materials and the detailed design of the building are

important features in ensuring that a response is sensitive to the Conservation Area.

- Seeking opportunities for developers to make a positive contribution to the historic environment through Section 106 Agreements.

### The Setting of the Grand Western Canal

Some buildings or spaces fall outside of the Conservation Area, as they do not directly contribute to its special historic or architectural interest, but still may make an important contribution to its setting (as described above in Section 4.5). The Key Views identified in Section 4.4 include important parts of its setting and the buildings within it, however this is not an exhaustive account.

Any future development or alteration to these buildings or spaces outside the Conservation Area's boundary must carefully consider any potential impacts on the Conservation Area's character or local distinctiveness. Developments must be of a bespoke response to have no resultant harm.

The impact of any alteration, addition or removal of buildings, structures and trees on key views should be considered in decision making. This includes development outside of the Conservation Area. Where appropriate, views must be considered within Heritage Statements, in accordance with Historic England's Good Practice Advice in Planning Note 3: The Setting of Heritage Assets (2017).

### Sustainability

Mid Devon District Council recognises the benefits of renewable energy and the diverse effects of climate change and the growing considerations around change in the built environment. Some forms of renewable energy are less compatible with conservation areas or listed buildings. Solar panels, air source heat pumps and conditioning units installed in

## The Grand Western Canal Conservation Area

prominent locations would be intrusive to the character and appearance of the Conservation Area.

The fitting of external cladding, external insulation and triple glazing is also likely to harm the appearance of the Conservation Area. Historic England has produced guidance upon the role historic buildings can play in climate change mitigation and adaptation.

- Historic England Advice Note 14: Energy Efficiency and Traditional Homes (2020)
- Historic England, Energy Efficiency and Historic Buildings: How to Improve Energy Efficiency (2018)
- Historic England, Traditional Windows: their care, repair and upgrading (2017).

### Neutral Elements

Many buildings within the Conservation Area make a neutral contribution to the area. There is scope to enhance these sites and buildings through a considered design approach, through the continued use of high-quality materials and design. The Local Authority should not allow the quality of design to be 'averaged down' by the neutral and negative elements of the built environment.

## 6.3 Public Realm and Highways

### Access and Integration

The continued maintenance of areas of public space, this predominantly being the towpath along the canal, can preserve and promote good design within the public realm. There should be collaboration between the Local Authority, landowners and the Highways Department to ensure that the maintenance and replacement of street furniture and hard surfacing reflects local character and distinctiveness. Excessive street

signage and road markings should be avoided, as this can have a negative impact upon the appearance of the Conservation Area.

### Car Parking

The Grand Western Canal Conservation Area is well served by public car parks along its length. A car parking survey should establish the need for additional car parking and if necessary, a strategy should be created between Devon County Council and Mid Devon District Council.

### Tree Management

As directed within the Town and Country Planning Act, all trees in Conservation Areas are afforded the same protection as a Tree Preservation Order. Trees which have a trunk diameter of more than 75mm, at a height of 1.5m from the ground, may not be felled or lopped unless six weeks written notice has been given to the Council. Six weeks' notice has to be given to the council under S211 of the Act.

## 6.4 Public Resources

The preservation of the historic environment and its enhancement can be improved through the publishing of resources aimed to inform property owners and the public. A summary of the Conservation Area Appraisal in the form of a leaflet can be an effective method to communicate the significance of the area and the implications of owning a property within a conservation area. In addition, the publication of a Design Guide on standard alterations such as windows, doors, rainwater goods, extensions and boundary treatments will ensure appropriate development.

The publication of a maintenance guide would also assist property owners in caring for their property in an appropriate manner. This should detail and provide guidance on the use of traditional materials and detailing of historic buildings. Poor maintenance leads to the deterioration of the building environment and may also result in the loss of architectural details.

## 6.5 Funding Opportunities

There are three main funding opportunities which would assist in the execution of these plans:

### **National Heritage Lottery Fund**

The National Heritage Lottery Fund is the largest dedicated funder of the UK's heritage and therefore is the most obvious potential source of funding. Funding is provided in specific circumstances and is often targeted at schemes which preserve, enhance and better reveal the special interest of the area whilst also improving public awareness and understanding.

### **Section 106 Agreements**

Planning obligations, also known as Section 106 agreements, can be used by the local authority to ensure any future development has a positive impact upon the Conservation Area. These agreements could be used to fund public realm or site-specific improvements.

### **Partnership Schemes in Conservation Areas (Historic England)**

*Partnership Schemes in Conservation Areas* is a programme run by Historic England to target funding for the preservation and enhancement of conservation areas. The schemes are based on a partnership with the local authority. The scheme makes funds available to individuals to enable them to carry out repairs or improvement works to their property to enhance the area.



## 7.0 Appendices

### 7.1 Bibliography

*The Cartulary of Canonsleigh Abbey*, ed. Vera C.M. London, Devon and Cornwall Record Society, New Series, VOL.8 (Torquay, The Devonshire Press, 1965).

Dugdale, William, *Monasticon Anglicanum*, ed. J.Caley, H.Ellis, B.Bandinell et al (London: James Bohn, 1817-1830), Volume VI.

Helen Harris, *The Grand Western Canal* (Devon Books, 1996).

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#### Historic England

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Historic England, *Local Heritage Listing: Identifying and Conserving Local Heritage*. Historic England Advice Note 7 (2<sup>nd</sup> Ed) URL: [Local Heritage Listing: Identifying and Conserving Local Heritage \(historicengland.org.uk\)](https://historicengland.org.uk/local-heritage-listing-identifying-and-conserving-local-heritage/)

Historic England, The National Heritage List for England. Historic England, URL: [Search the List - Find listed buildings, monuments, battlefields and more | Historic England](https://historicengland.org.uk/monuments-buildings/national-heritage-list/)

Historic England, Heritage and the Economy 2020. Historic England, URL: [Heritage and the Economy | Historic England](https://historicengland.org.uk/heritage-and-the-economy/)

### 7.2 Legislation, Policy and Guidance

Legislation/Policy/Guidance	Document	Policy/Section
Primary Legislation	Planning (Listed Buildings and Conservation Areas) Act 1990	Section 66: General duty as respects listed buildings in exercise of planning functions Section 72: General duty as respects conservation areas in exercise of planning functions
National Planning Policy Framework (NPPF)	Department for Levelling Up, Housing and Communities (DLUHC)	Section 16: Conserving and enhancing the historic environment Annex 2: Glossary
National Guidance	National Planning Practice Guidance. DLUHC 2014	ID:18a
National Guidance	Historic England, Conservation Area Appraisal, Designation and Management. Historic England Advice Note 1. 2 <sup>nd</sup> Ed. Historic England: Swindon, 2019	
National Guidance	Historic England, The Setting of Heritage Assets. Historic Environment Good	

## The Grand Western Canal Conservation Area

	Practice Advice in Planning Note 3. Historic England: Swindon, 2017.	
Local Plan, Policies and Supplementary Planning Documents	Local Plan Review 2013-2033, Adopted 2020	DM1,DM11, DM16 and DM25.

### 7.3 List of all Designated Heritage Assets within the Conservation Area

List Entry Number	Address	Grade	Date first listed
1384779	Canal Basin Lime Kilns at HGR SS 9638 1241, Canal Hill	II	01-Mar-1993
1384780	Lime Kiln Cottage, Canal Hill	II	14-Dec-1972
1384781	Withy Cottage	II	12-Feb-1952
1384969	Tidcombe Bridge, Tidcombe Lane	II	12-Feb-1952
1384856	Manley Bridge, Manley Lane	II	12-Feb-1952
1105876	Bridge at SS994121	II	11-Jun-1986
1105883	Crownhills Bridge	II	11-Jun-1986
1326158	Bridge at SS998132	II	11-Jun-1986
1326162	Milestone at SS9981333	II	11-Jun-1986
1105890	Sellick Bridge	II	11-Jun-1986
1106641	Greenway Bridge	II	11-Jun-1986
1106646	Rock Bridge, Rock Bridge	II	11-Jun-1986
1106647	Cottage 100 metres east of Rock House	II	10-Jun-1986
1306712	Rock House and Adjacent Range of Outbuildings to rear	II*	04-Apr-1966
1106648	Overock	II	10-Jun-1986
1105877	Battens Bridge (024136)	II	11-Jun-1986
1106398	Sampford Peverell Bridge, Turnpike	II	17-Mar-1988
1307072	Buckland Bridge, Whitnage Road	II	17-Mar-1988

1106462	Holbrook Bridge	II	17-Mar-1988
1325900	Ayshford Chapel	I	04-Apr-1966
1147581	Ayshford Court	II*	04-Apr-1966
1106464	Barn approximately 20 metres north east of Ayshford Court	II*	17-Mar-1988
1147593	Stables approximately 25 metres north east of Ayshford Court	II	17-Mar-1988
1325897	Ebear Bridge	II	17-Mar-1988
1236821	Milestone IX at ST 0647 1635	II	01-Mar-1993
1140104	Twin Culverts at ST 0643 1643	II	01-Mar-1993
1325865	Fossend Canal Bridge	II	17-Mar-1988
1106456	Canonsleigh Barton Farmhouse	II	04-Apr-1966
1106457	Canonsleigh Priory Gatehouse	I	23-Oct-1951
1003830	Canonsleigh Abbey	Scheduled Monument	01-Apr-1953
1106458	Canonsleigh Priory Mill	II	23-Oct-1951
1106470	Limekilns at ST 066 174	II	17-Mar-1988
1236822	Fenacre Bridge	II	01-Mar-1993
1140142	Waytown Limekilns	II	01-Mar-1993
1325913	Waytown Tunnel	II	17-Mar-1988

### 7.4 Frequently Asked Questions

#### What is a conservation area?

Conservation Areas are designated by the Local Planning Authority, due to their special architectural and historic interest. Conservation Areas differ in size and character, as each place has its own special character and appearance. The types of conservation areas range from historic town centres, small villages and to large country houses. Conservation Area designated introduces additional planning controls and consideration within the planning process. These controls exist to protect an area's special interest.

## The Grand Western Canal Conservation Area

The 1990 Planning (Listed Buildings and Conservation Areas) Act 1990 specifies the general duty of Local Authorities to Conservation Areas in the exercise of planning functions (Section 72). The Act directs that special attention shall be paid to the desirability of preserving or enhancing the character or appearance of that area. The National Planning Policy Framework regards conservation areas as ‘designated heritage assets’.

### How are conservation areas designated?

The designation process by the Local Authority includes an analysis of the proposed conservation area to understand its special architectural and historic interest. The Conservation Area is supported by an appraisal and management plan, this should set out its character and various positive proposals to manage, enhance and protect the Conservation Area.

A review process should be periodically undertaken and the Conservation Area assessed to safeguard that it retains its special architectural or historic interest.

### How can I find out if I live in a conservation area?

Boundary maps of all conservation areas within Mid Devon can be found on the Council’s website and within each appraisal.

### What is an Article 4 Direction?

Article 4 Directions are written specifically to control works within conservation areas which have the potential to harm their character and special interest, by removing certain types of permitted development. An example of this would be the removal of permitted development rights for the replacement of windows and doors. The loss of features which positively contribute to the special interest of the conservation area would be considered harmful.

Mid Devon Council has published any existing Article 4 directions upon their Conservation Areas [page](#).

### Will I need to apply for permission for a new outbuilding, fence or boundary wall?

Any demolition, development or construction within a conservation area will generally require planning permission. A replacement boundary, outbuilding or structure such as garage will need to be designed with the special architectural and historic interest of the Conservation Area in mind. Mid Devon District Council will provide advice on how to proceed with an application including the offer of Pre-Application Advice.

### Can I demolish a building in a conservation area?

Demolition, or substantial removal of part of a building within a conservation area, will normally require planning permission as defined under the Planning (Listed Buildings and Conservation Areas) Act 1990. Advice on permissions should be sought from Mid Devon District Council and further guidance can be found upon the [Planning Portal](#).

### Can I remove a tree within a conservation area?

The local planning authority must be notified six weeks in advance if you are planning to cut down or carry out pruning work. This allows the local authority to assess the contribution of the tree to the character of the Conservation Area and whether, if necessary, a Tree Preservation Order (TPO) should be created to protect it.

The legislation relating to trees within Conservation Area is included within Part VIII of the Town and Planning Act 1990. This is supplemented by the Town and Country Planning (Tree Preservation) Regulations 2012. Historic England has produced further guidance available [here](#).

## The Grand Western Canal Conservation Area

### How do I find more information about conservation areas?

Historic England has published guidance on conservation areas and their designation, including an advice note called *Conservation Area Designation, Appraisal and Management* which sets out advice on how to analyse special interest and manage change in conservation areas.

Historic England's website contains additional information and advice on conservation areas, available here: [What Is a Conservation Area? | Historic England](#).

### What is setting?

The National Planning Policy Framework (NPPF) defines the setting of a heritage asset as the surroundings in which a heritage asset is experienced. Its extent is not fixed and may change as the asset and its surroundings evolve. Elements of a setting may make a positive or negative contribution to the significance of an asset, may affect the ability to appreciate that significance or may be neutral (Annex 2: Glossary).

All heritage assets have a setting, irrespective of their form and whether they are designated or not. The extent and contribution of setting to the significance of a heritage asset should be in the form of a thorough assessment to allow for an informed understanding, of the degree to which proposed changes enhance or detract from that significance and the ability to appreciate it.

The extent of setting is often expressed by visual considerations, including views to and from the asset. Although views will play an important role in how we experience an asset within its setting, it is also influenced by other environmental factors such as noise, movement and activity. Also the historic relationship between places further contributes to our understanding and experience of a heritage asset.

The extent and contribution that setting makes to the significance of a heritage asset does not depend on there being public rights or an ability to access or experience that setting. Local planning authorities may also need to consider the implications of cumulative change (PPG, paragraph: 13, REF ID: 18a-013-20140306).

## 7.5 Glossary

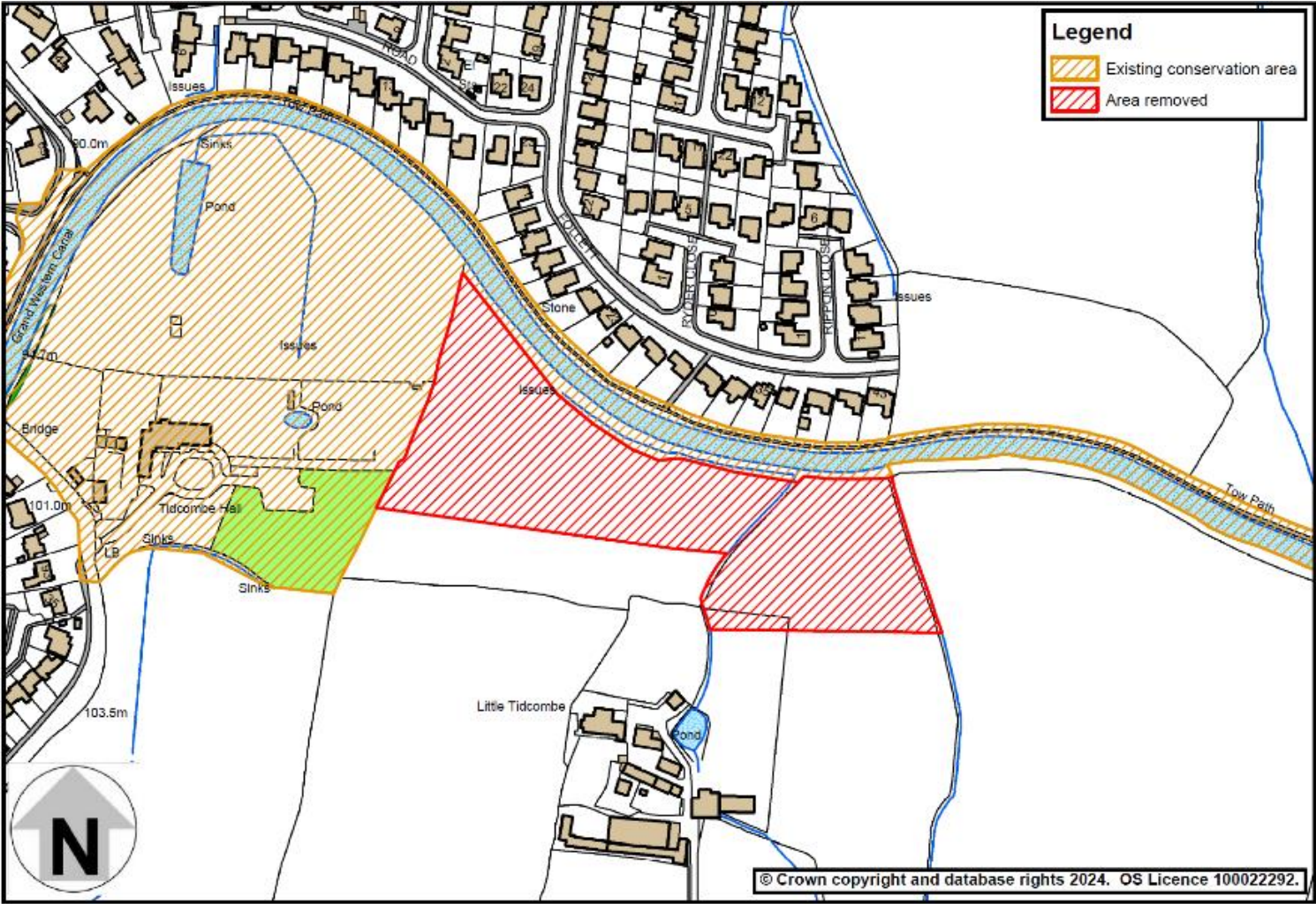
Term	Description
Archaeological interest	There will be archaeological interest in a heritage asset if it holds, or potentially may hold, evidence of past human activity worthy of expert investigation at some point. Heritage assets with archaeological interest are the primary source of evidence about the substance and evolution of places, and of the people and cultures that made them.
Conservation (for heritage policy)	The process of maintaining and managing change to a heritage asset in a way that sustains and, where appropriate, enhances its significance.
Designated heritage asset	A World Heritage Site, Scheduled Monument, Listed Building, Protected Wreck Site, Registered Park and Garden, Registered Battlefield or Conservation Area designated under the relevant legislation.
Heritage asset	A building, monument, site, place, area or landscape identified as having a degree of significance meriting consideration in planning decisions, because of its heritage interest. Heritage asset includes designated heritage assets and assets identified by the local planning authority (including local listing).
Historic environment	All aspects of the environment resulting from the interaction between people and places through time, including all surviving physical remains of past human activity, whether visible, buried or

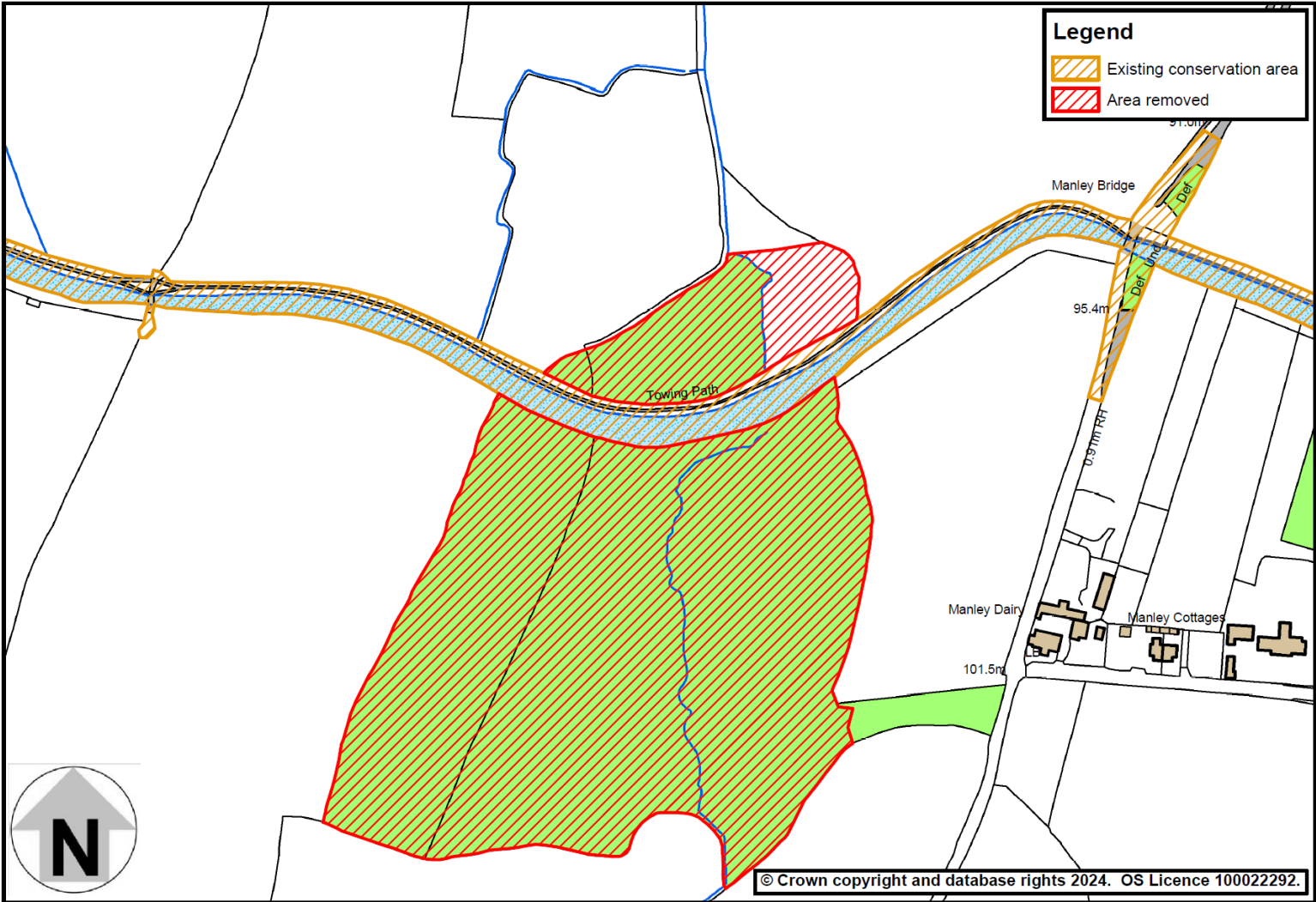
	submerged, and landscaped and planted or managed flora.
Historic environment record	Information services that seek to provide access to comprehensive and dynamic resources relating to the historic environment of a defined geographic area for public benefit and use.
Local List	Local listing is a concept that is designed to ensure that the historic and architectural interest of buildings that are of local importance but do not meet the criteria for being nationally listed is taken account of during the planning process. Local lists can be used to identify significant local heritage assets to support the development of Local Plans.
Non-Designated heritage asset	Non-designated heritage assets are buildings, monuments, sites, places, areas or landscapes identified by plan-making bodies as having a degree of heritage significance meriting consideration in planning decisions, but which do not meet the criteria for designated heritage assets. Only a minority of buildings have enough heritage significance to merit identification as non-designated heritage assets.
Setting of a heritage asset	The surroundings in which a heritage asset is experienced. Its extent is not fixed and may change as the asset and its surroundings evolve. Elements of a setting may make a positive or negative contribution to the significance of an asset, may affect the ability to appreciate that significance or may be neutral.
Significance (for heritage policy)	The value of a heritage asset to this and future generations because of its heritage interest. That interest may be archaeological, architectural, artistic or historic. Significance derives not only

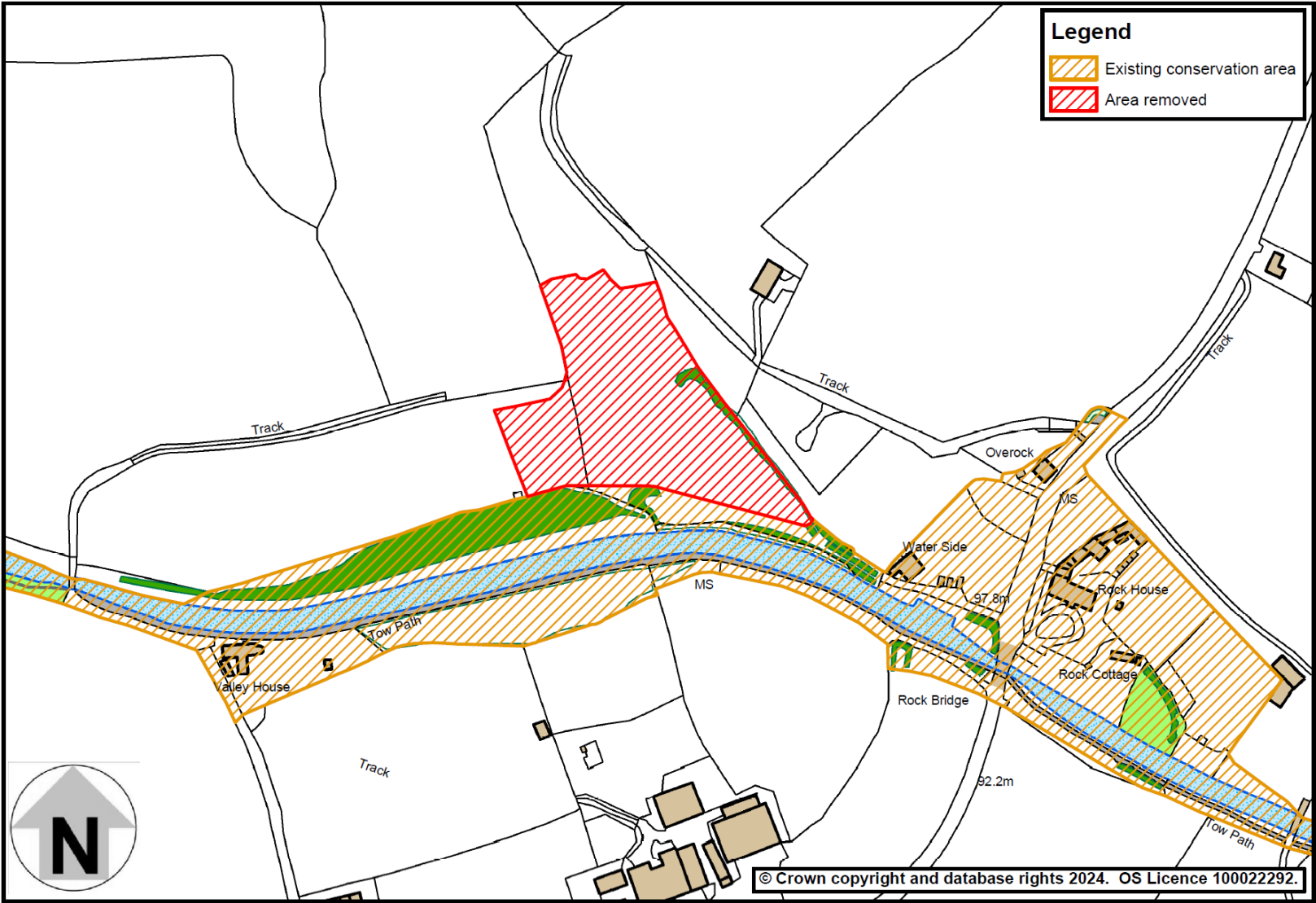
	from a heritage asset's physical presence, but also from its setting.
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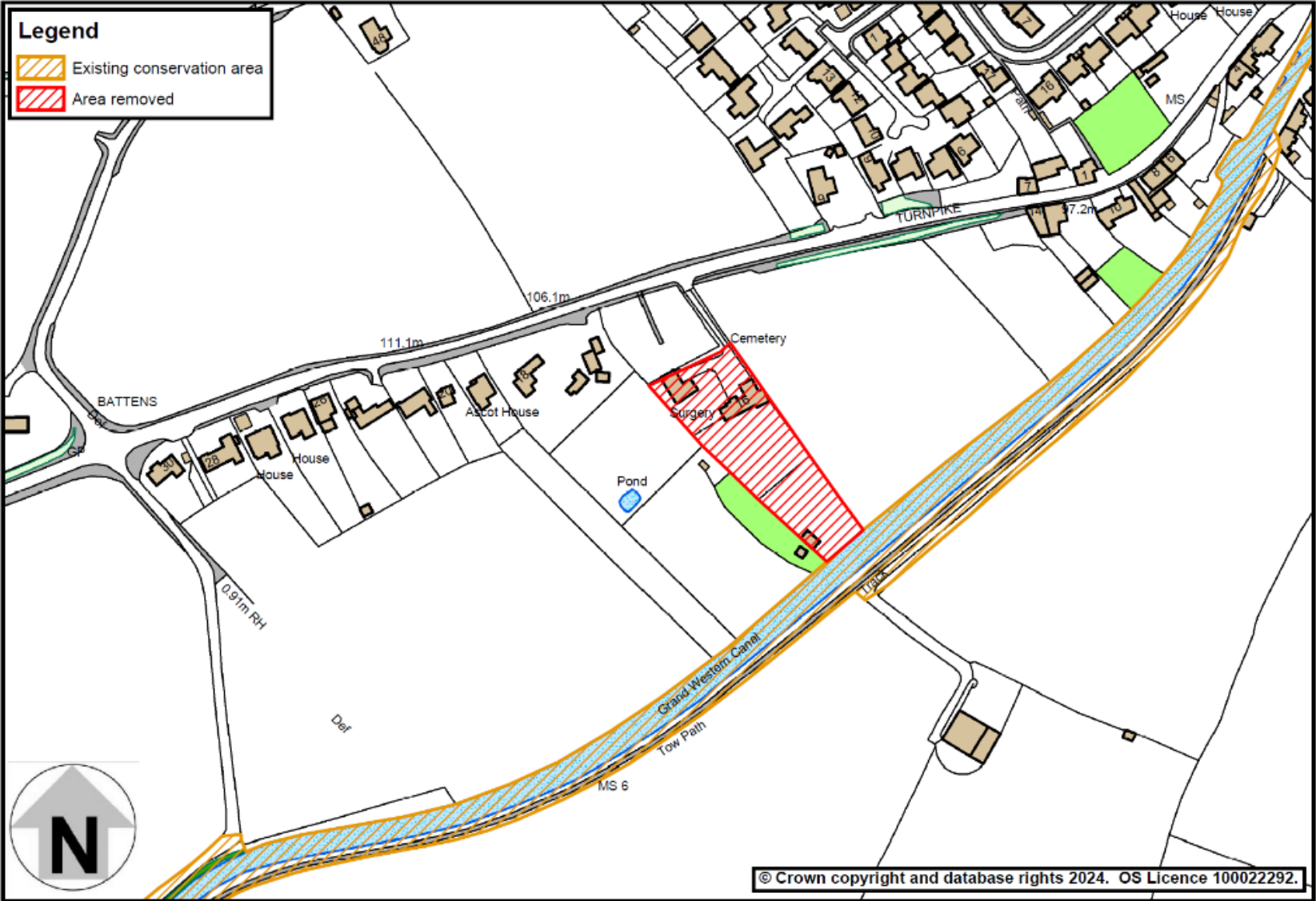
7.6 Maps

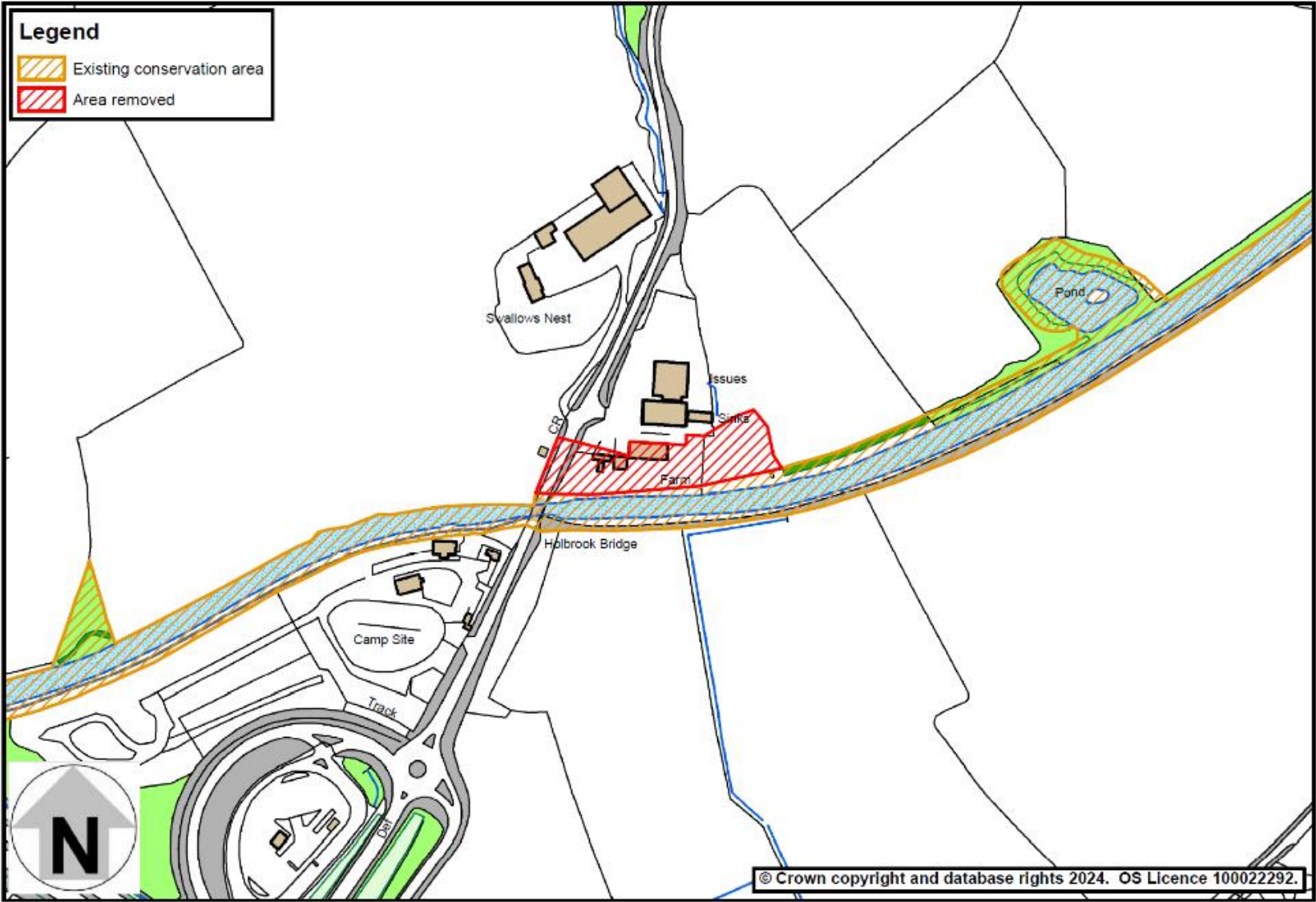


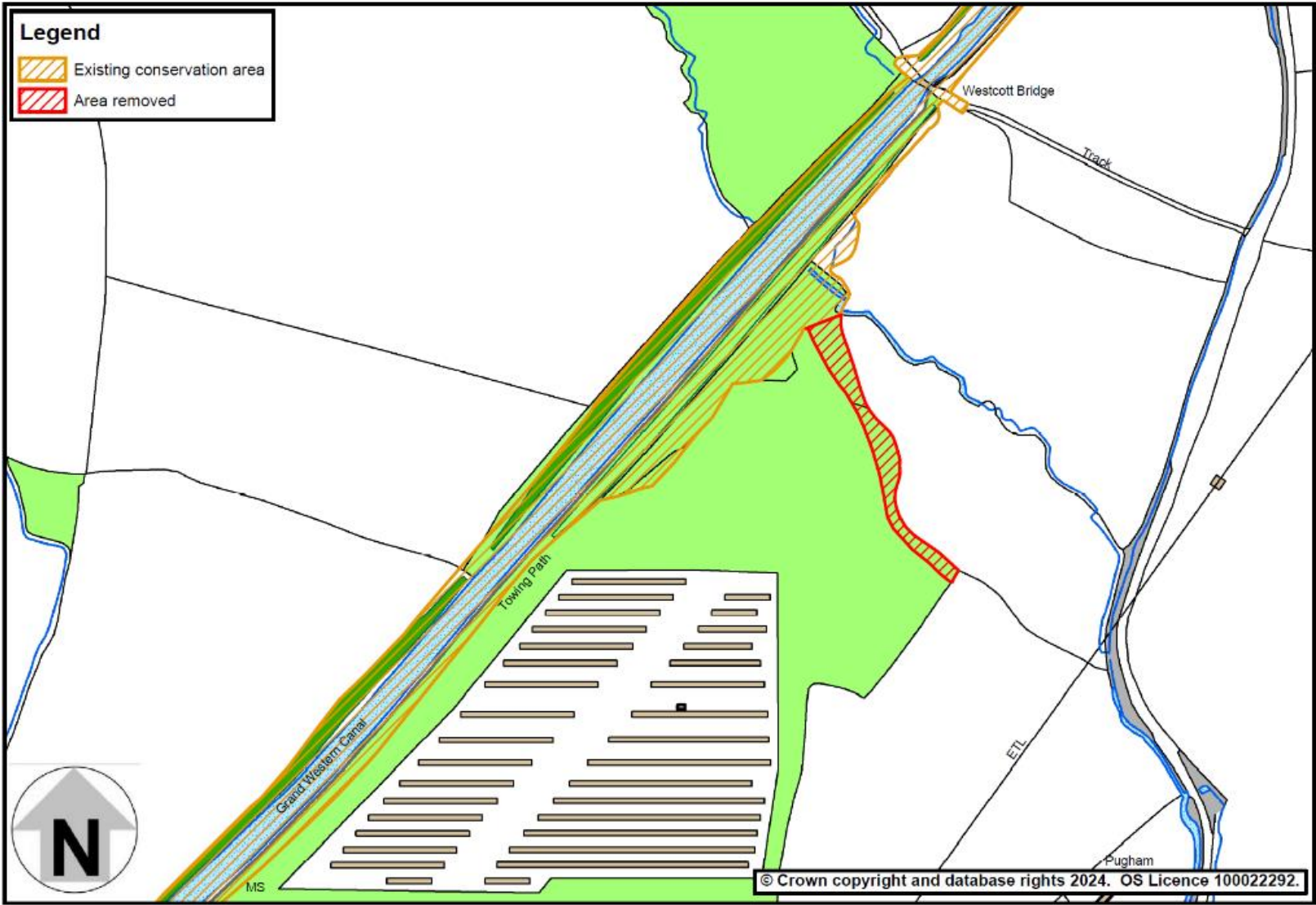




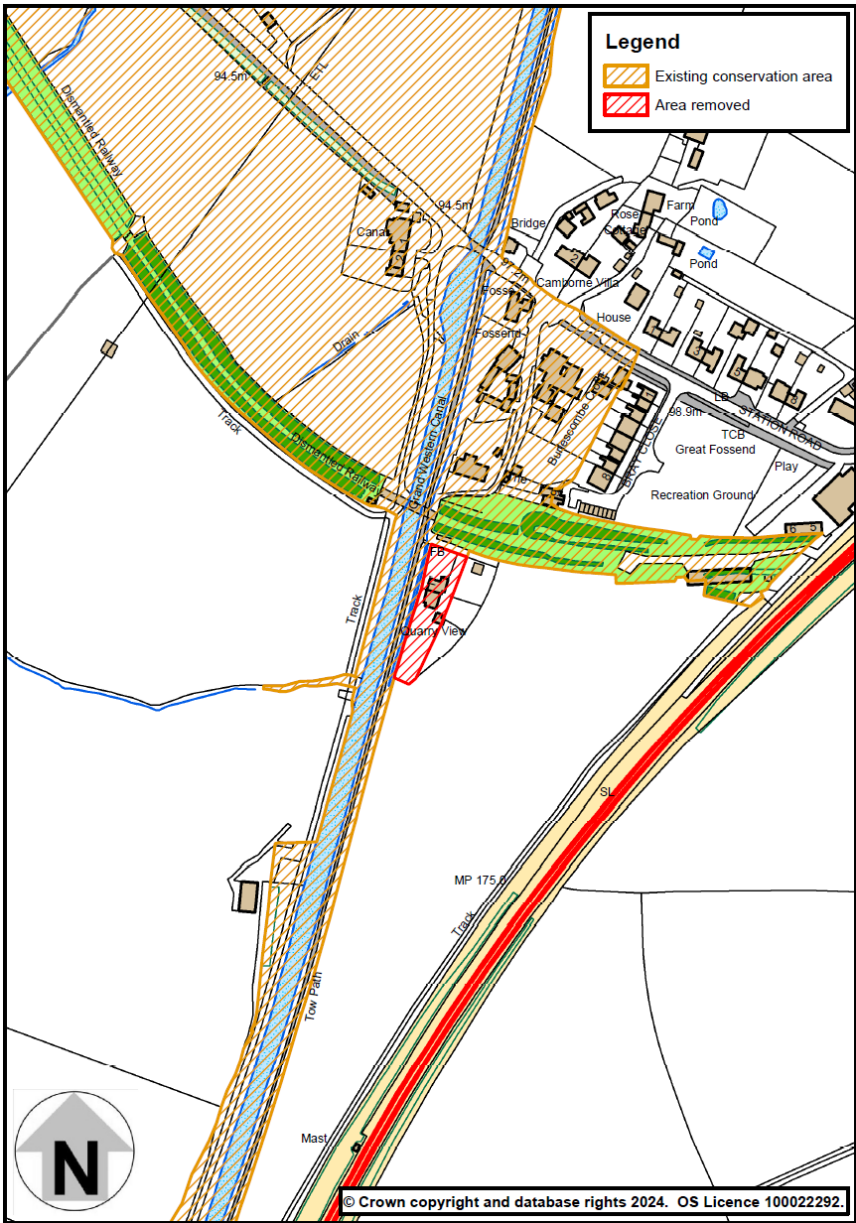
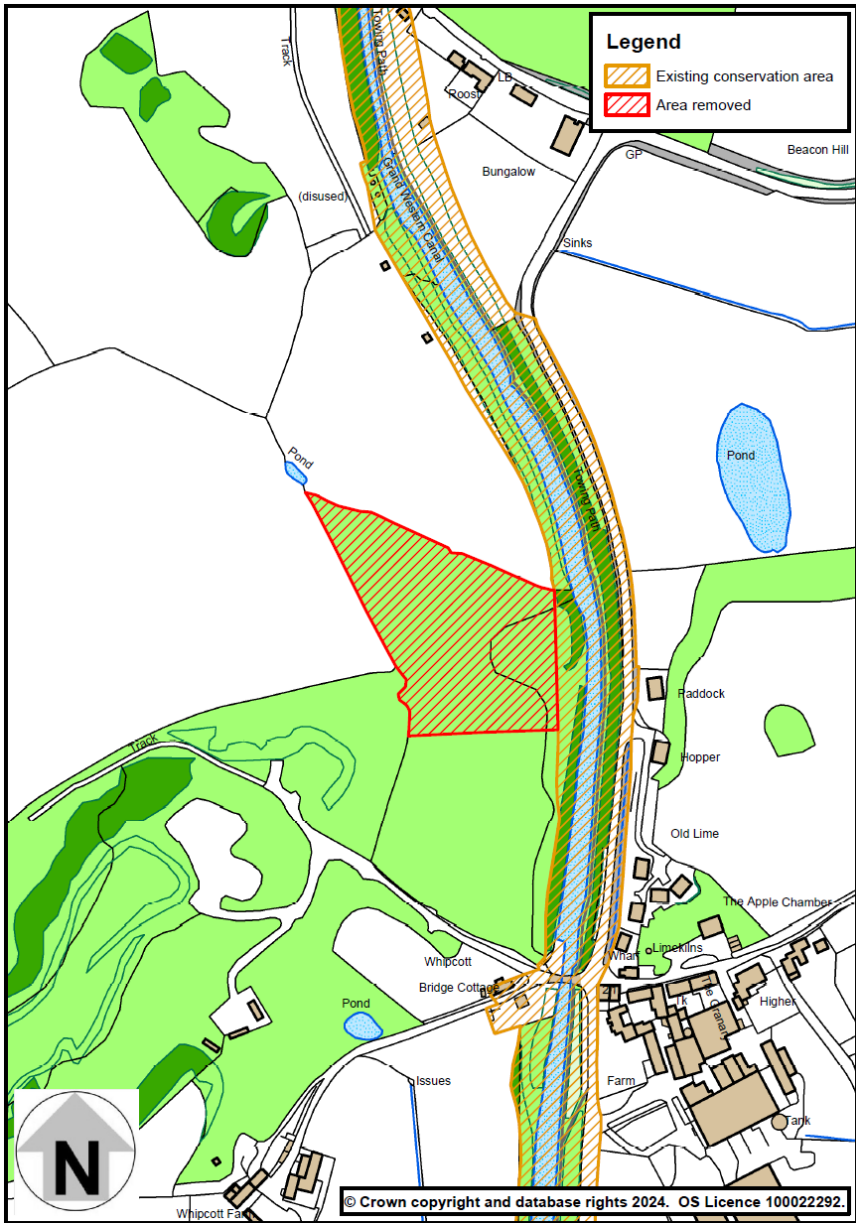






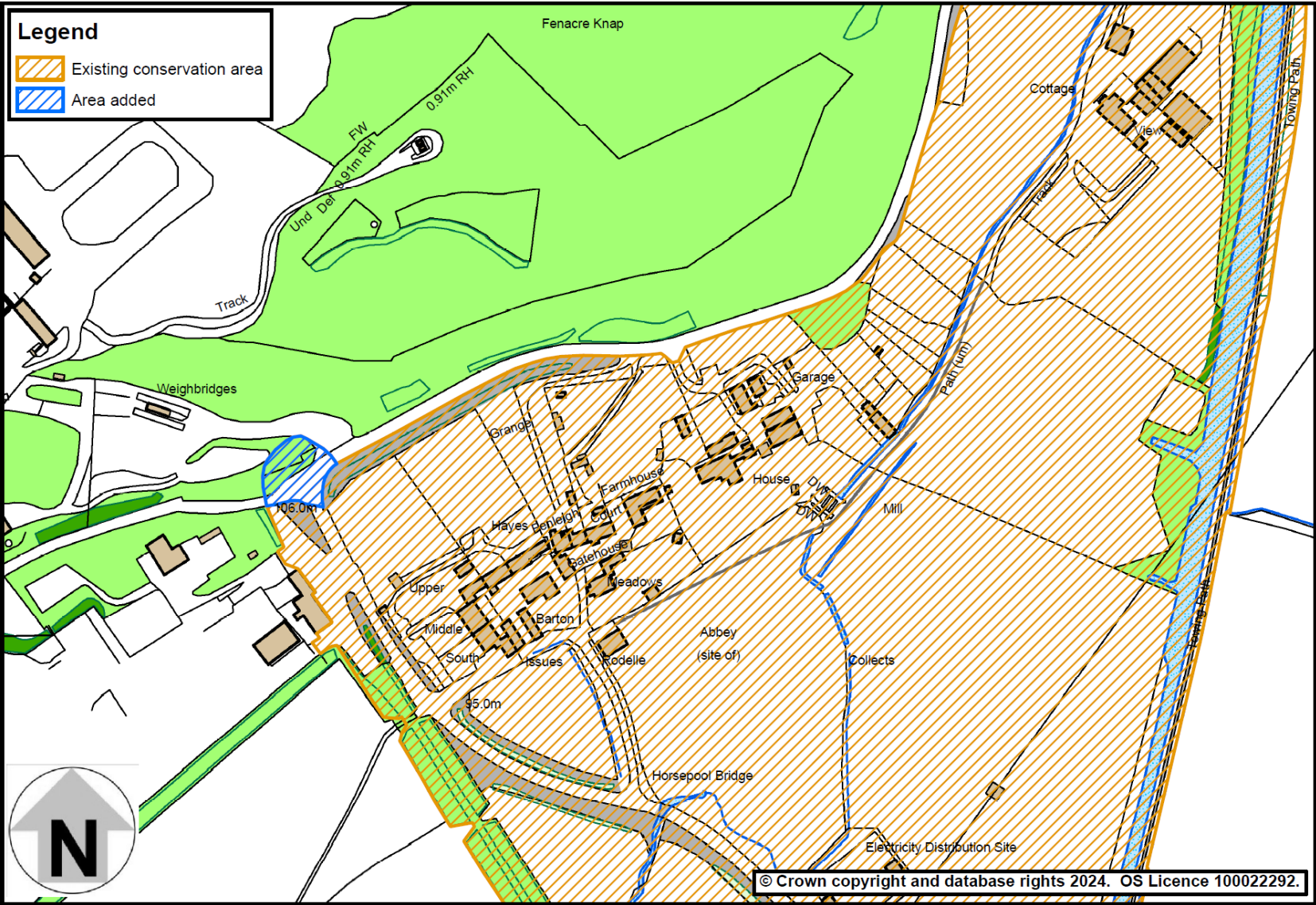














## **Report for: Cabinet**

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Date of Meeting:	4 June 2024
Subject:	<b>2023/24 Annual Treasury Management Review</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:	N/A

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

To provide Members with a review of activities and the prudential treasury indicators on actuals for 2023/24.

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

- 1. That Cabinet note the treasury activities for the year.**
- 2. That Cabinet approve the actual 2023/24 prudential and treasury indicators in this report.**

### **Section 2 – Report**

#### **1. Introduction**

- 1.1 This Council is required by regulations issued under the Local Government Act 2003 to produce an annual treasury management review of activities and the actual prudential and treasury indicators for 2023/24. This report meets the requirements of both the CIPFA Code of Practice on Treasury Management (the Code) and the CIPFA Prudential Code for Capital Finance in Local Authorities (the Prudential Code).
- 1.2 During 2023/24 the minimum reporting requirements were that the full Council should receive the following reports:
  - an annual treasury strategy in advance of the year (Council 08/03/2023)

- a mid-year (minimum) treasury update report (Council 20/12/2023)
- quarterly treasury updates included within the Q1 and Q3 financial monitoring reports (Council 06/09/2023 & 21/02/2024)
- an annual review following the end of the year describing the activity compared to the strategy (this report)

1.3 The regulatory environment places responsibility on members for the review and scrutiny of treasury management policy and activities. This report is, therefore, important in that respect, as it provides details of the outturn position for treasury activities and highlights compliance with the Council's policies previously approved by members.

1.4 This Council confirms that it has complied with the requirement under the Code to give prior scrutiny to all of the above treasury management reports by Cabinet before they were reported to the full Council. Member training on treasury management issues was undertaken during 2019, with further training being planned during 2024 in order to support members' scrutiny role.

## 2. The Council's Capital Expenditure and Financing

2.1 The Council undertakes capital expenditure on long-term assets. These activities may either be:

- Financed immediately through the application of capital or revenue resources (capital receipts, capital grants, revenue contributions etc.), which has no resultant impact on the Council's borrowing need; or
- If insufficient financing is available, or a decision is taken not to apply resources, the capital expenditure will give rise to a borrowing need.

2.2 The actual capital expenditure forms one of the required prudential indicators. The table below shows the actual capital expenditure and how this was financed.

<b>Capital Expenditure &amp; Financing</b>	<b>2022/23 Actual £000</b>	<b>2023/24 Actual £000</b>
<b>General Fund</b>		
<b>Capital expenditure</b>	10,273	13,778
Financed in year	4,815	3,739
<b>Unfinanced capital expenditure</b>	5,458	10,039
Funded by Leases	95	353
Funded by Internal Borrowing	5,363	9,686
<b>HRA</b>		
<b>Capital expenditure</b>	6,957	16,653
Financed in year	5,035	10,347
<b>Unfinanced capital expenditure</b>	1,922	6,305
Funded by Leases	63	106
Funded by Internal Borrowing	1,859	6,200



### 3. The Council's Overall Borrowing Need

3.1 The Council's underlying need to borrow to finance capital expenditure is termed the Capital Financing Requirement (CFR).

3.2 **Gross borrowing and the CFR** - in order to ensure that borrowing levels are prudent over the medium term and only for a capital purpose, the Council should ensure that its gross external borrowing does not, except in the short term, exceed the total of the capital financing requirement in the preceding year (2022/23) plus the estimates of any additional capital financing requirement for the current (2023/24) and next two financial years. This essentially means that the Council is not borrowing to support revenue expenditure. This indicator allowed the Council some flexibility to borrow in advance of its immediate capital needs in 2023/24. The table below highlights the Council's gross borrowing position against the CFR, including Finance Leases. The Council has complied with this prudential indicator.

Capital Financing Requirement	31 March 2023 Actual £000	31 March 2024 Actual £000
CFR General Fund	23,925	16,252
CFR HRA	40,668	45,973
<b>Total CFR</b>	<b>64,593</b>	<b>62,225</b>
Gross borrowing position	35,291	33,390
<b>(Under) / over funding of CFR</b>	<b>(29,302)</b>	<b>(28,835)</b>

3.3 **The authorised limit** is the "affordable borrowing limit" required by s3 of the Local Government Act 2003. Once this has been set, the Council does not have the power to borrow above this level. The table below demonstrates that during 2023/24 the Council has maintained gross borrowing within its authorised limit.

3.4 **The operational boundary** is the expected borrowing position of the Council during the year. Periods where the actual position is either below or over the boundary are acceptable subject to the authorised limit not being breached.

Borrowing Limits	2023/24 £000
<b>Authorised limit</b>	<b>107,000</b>
Maximum gross borrowing position during the year	35,291
<b>Operational boundary</b>	<b>98,000</b>
Average gross borrowing position	34,323

#### 4. Treasury Position as at 31 March 2024

- 4.1 At the beginning and the end of 2023/24 the Council's treasury (excluding borrowing by PFI and finance leases) position was as follows:

Debt Portfolio	31 March 2023 £000	31 March 2024 £000
<b>Fixed rate funding:</b>		
-PWLB	33,310	31,373
<b>Total debt</b>	<b>33,310</b>	<b>31,373</b>
<b>CFR</b>	62,611	60,207
<b>(Under) / over borrowing</b>	(29,301)	(28,834)
<b>Total treasury investments*</b>	21,000	19,000
<b>Net debt</b>	<b>12,310</b>	<b>12,373</b>

\*See 4.3 for a breakdown of treasury investments

- 4.2 The maturity structure of the debt portfolio was as follows:

Debt Maturity Structure	31 March 2023 Actual £000	31 March 2024 Actual £000
Under 12 months	1,937	1,975
12 months and within 24 months	1,975	2,033
24 months and within 5 years	6,279	6,463
5 years and within 10 years	11,756	12,101
10 years and within 20 years	11,364	8,802
20 years and within 30 years	0	0

- 4.2.1. During 2023/24, the Council maintained an under-borrowed position. This meant that the capital borrowing need (the Capital Financing Requirement) was not fully funded with loan debt, as cash supporting the Council's reserves, balances and cash flow was used as an interim measure. This strategy was prudent as interest rates on new borrowing remained high during the year and minimising counterparty risk on placing investments also needed to be considered.
- 4.2.2. The policy of avoiding new borrowing by running down spare cash balances, has served the Council well over the last few years. However, this has been kept under review to avoid incurring higher borrowing costs in the future when this Authority may not be able to avoid new borrowing to finance capital expenditure.

4.3 The Council's investment portfolio as at 31 March was as follows:

Investment Portfolio	31 March 2023 Actual £000	31 March 2023 Actual %	31 March 2024 Actual £000	31 March 2024 Actual %
<b>Treasury investments</b>				
Banks	4,000	19%	2,000	11%
Local authorities	12,000	57%	12,000	63%
Other Government Organisations	0	0%	0	0%
<b>Total managed in house*</b>	<b>16,000</b>	<b>76%</b>	<b>14,000</b>	<b>74%</b>
Property funds (CCLA)	5,000	24%	5,000	26%
<b>Total managed externally</b>	<b>5,000</b>	<b>24%</b>	<b>5,000</b>	<b>26%</b>
<b>Total Treasury Investments</b>	<b>21,000</b>	<b>100%</b>	<b>19,000</b>	<b>100%</b>

\*See Appendix 1 for a breakdown of internally managed investments held as at 31 March.

4.4 The value shown in the above table for the Council's CCLA investment is the amount paid by the Council on share acquisition. This differs to the carrying amount in the year end accounts of £4,458k (£4,639k in 2022/23) as there is a requirement to carry the investment at fair value. The fair value of the fund will continue to change over the longer term, and so this decrease in value may only be temporary in which case it would not be realised as a loss to Council funds.

4.5 During 2021/22 the Council made two loans totalling £2,175k to Redlands Primary Care to help fund the construction of a new NHS hub in Crediton. These loans are being repaid in quarterly instalments over a period of 27 years, with a balance of £2,048k outstanding at 31 March 2024.

Investment Portfolio	31 March 2023 Actual £000	31 March 2023 Actual %	31 March 2024 Actual £000	31 March 2024 Actual %
<b>Non-treasury investments</b>				
Subsidiaries (3 Rivers Developments Ltd)	20,075	91%	0	0%
Crediton NHS Hub (Redlands Primary Care)	2,100	9%	2,048	100%
<b>Total non-treasury investments</b>	<b>22,175</b>	<b>100%</b>	<b>2,048</b>	<b>100%</b>

## **5. Borrowing Outturn**

- 5.1 **Borrowing** – due to high interest rates on new borrowing, and counterparty risk on temporary investments, no borrowing was undertaken during the year.
- 5.2 **Borrowing in advance of need** – the Council has not borrowed more than, or in advance of its needs, purely in order to profit from the investment of the extra sums borrowed.
- 5.3 **Rescheduling** – no rescheduling was done during the year as the average 1% differential between PWLB new borrowing rates and premature repayment rates made rescheduling unviable.

## **6. Investment Outturn**

- 6.1 **Investment Policy** – the Council's investment policy is governed by the Department of Levelling Up, Housing and Communities (DLUHC) investment guidance, which has been implemented in the annual investment strategy approved by the Council on 08/03/2023. This policy sets out the approach for choosing investment counterparties, and is based on credit ratings provided by the three main credit rating agencies, supplemented by additional market data from our treasury advisers (Link Asset Services).
- 6.2 The investment activity during the year conformed to the approved strategy, and the Council had no liquidity difficulties.
- 6.3 **Investments held by the Council** – the Council made a total return of £2,431k from investments in 2023/24 against a budget of £1,473k. This can be broken down as follows:
- The Council maintained an average balance of £22.7m of internally managed funds.
  - The internally managed funds earned interest of £1,191k (£595k of which was transferred to HRA) giving an average rate of return of 5.25%.
  - The comparable performance indicator is the 365 day backward looking SONIA rate, which was 3.9317%.
  - The Council held £5m invested in Churches, Charities and Local Authorities (CCLA) property funds earning dividends of £234k (4.68%) in 2023/24.
  - Interest received from 3 Rivers Ltd amounted to £782k in 2023/24.
  - Interest received from Redlands Primary Care amounted to £73k in 2023/24.
  - Interest of £151k was received from HMRC in year against the Council's successful Leisure VAT claim.

## **7. Other Issues**

### **7.1 Non-treasury management investments**

- 7.1.1. As shown in the non-treasury investments table in section 4, the Authority previously held a 100% interest in 3 Rivers Developments Limited (3 Rivers), a private limited company engaged in construction in the Mid Devon area. The Authority advanced funds to the Company to facilitate operations with the intention that they are repaid from the proceeds of the sale of the developments.
- 7.1.2. During the year ended 31 March 2023, a further £4,249k was loaned to the Company to complete the live development projects at St George's Court, Tiverton and Hadden Heights, Bampton. In addition, further working capital was also lent to meet the cost of running the company. Interest of £782k was charged against the outstanding loan balances during 2023/24.
- 7.1.3. In September 2023, the Council decided to "soft close" the company, with all assets being realised and a commitment to paying all contractors, suppliers and tradesmen in full. The following actions were taken to soft close the company:
- St George's Court was sold to the Housing Revenue Account at an agreed price of £8,150k to enable an over 60's social housing scheme.
  - Knowle Lane, Cullompton, was bought by the Council at 3 Rivers book value (£3,662k) to be held until such time as development is permitted within Cullompton. A decision can then be taken as to the most appropriate use for the site.
  - The 5 unsold units at Haddon Heights, Bampton, were bought by the Council at the marketed price (£3,135k) and continue to be marketed for sale.
  - The property managed by 3Rivers was also bought by the Council at 3 Rivers book value (£180k).
  - Finally, the outstanding balance on the Working Capital Loan was written off.
- 7.1.4. In total, £26,723k was lent to the company over its lifetime. Through previous sales and the above transactions, £19,923k was repaid to the Council, leaving loan impairments required of £6,800k, mainly against St George's Court, Tiverton. £5,317k has previously been impaired, leaving an additional impairment of £1,483k required within 2023/24, split between Revenue (£1,069k) and Capital (£414k).
- 7.1.5. As at 31 March 2024, the Company has no loans outstanding.
- 7.1.6. The only other non-treasury investment held is the loan to Crediton NHS Hub (Redlands Primary Care), which is being repaid in line with the loan agreement.

## **8. Conclusion**

- 8.1 Whilst 2023/24 has been far from that initially anticipated, it has provided the Council with significant additional income through its increased returns on investments, £958k above budget.



- 8.2 The Council continued its under borrowed position effectively utilising its balances to avoid additional debt financing costs. It also complied with all internal policies agreed by the previous Full Council and all requirements under the CIPFA Code of Practice.

### **Financial Implications**

Good financial management and administration underpins the entire document. The Council's treasury position is constantly reviewed to ensure its continued financial health.

### **Legal Implications**

Authorities are required by regulation to have regard to the Prudential Code when carrying out their duties under Part 1 of the Local Government Act 2003.

### **Risk Assessment**

The S151 Officer is responsible for the administration of the financial affairs of the Council. Implementing this strategy and the CIPFA Code of Practice on Treasury Management manages the risk associated with the Council's treasury management activity.

### **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**

Maximising our return from all associated treasury activities enables the Council to support current levels of spending in accordance with our Corporate Plan.

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

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

Agreed by or on behalf of the Section 151

**Date: 21/05/2024 via Leadership Team Meeting**

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

Agreed on behalf of the Monitoring Officer

**Date: 21/05/2024 via Leadership Team Meeting**

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

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

**Date: 21/05/2024 via Leadership Team Meeting**

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

Agreed on behalf of the Corporate Performance & Improvement Manager

**Date: 21/05/2024**

**Cabinet member notified:** Yes.

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

**Contact:** Kieran Knowles, Principal Accountant & Procurement Manager

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

Telephone: 01884 24(4624)

**Background papers:** Treasury Management Strategy Statement 2023/24 (Council 08/03/2023) & Treasury Mid-Year Review 2023/24 (Council 14/11/2023)

## Appendix 1: Investment Portfolio

Internally managed investments held as at 31 March:

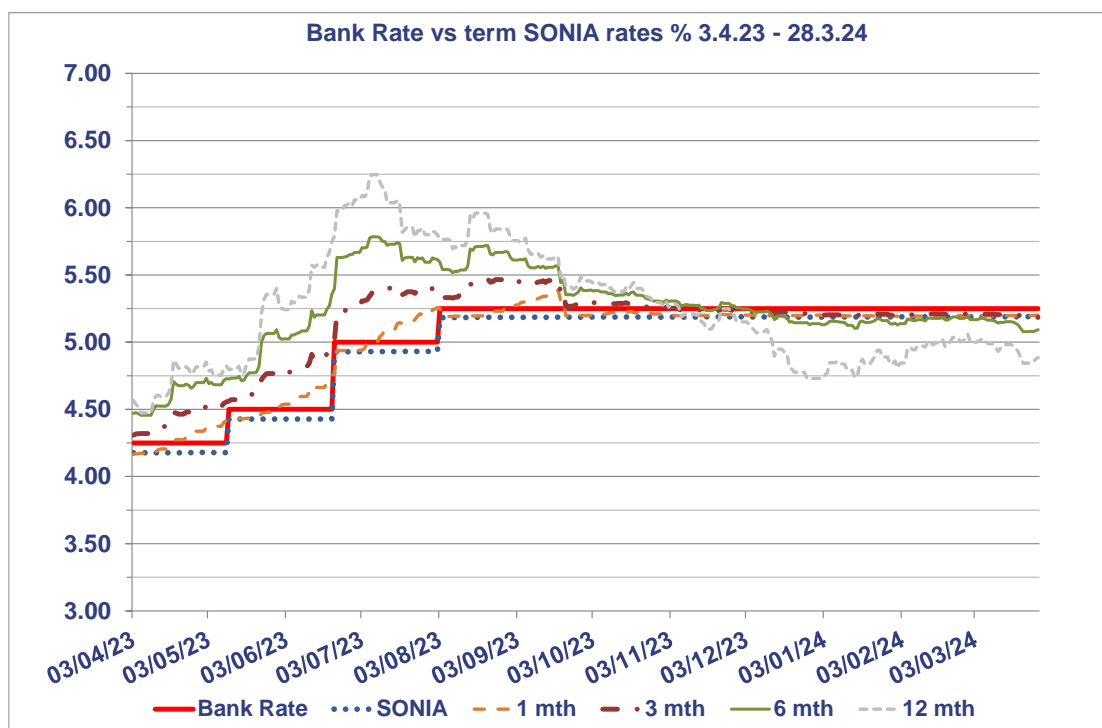
Bank/Building Society/Local Authority/PCC	Term		Fixed Interest Rate %	31/03/2023	31/03/2024
	From	To		£000	£000
Thurrock Council	25/10/2022	24/10/2023	3.55%	2,000	
Thurrock Council	14/07/2022	14/04/2023	2.00%	2,000	
London Borough of Croydon	24/10/2022	24/04/2023	4.00%	3,000	
West Dunbartonshire Council	25/10/2022	25/07/2023	3.90%	2,000	
NBK International PLC	15/11/2022	15/05/2023	3.92%	1,500	
Santander	01/12/2022	01/06/2023	3.90%	2,500	
Aberdeen City Council	26/01/2023	26/05/2023	3.60%	3,000	
City of Liverpool	29/09/2023	31/05/2024	5.70%		2,000
Surrey County Council	26/10/2023	26/04/2024	5.55%		2,500
NBK International PLC	02/11/2023	02/05/2024	5.55%		2,000
Surrey County Council	15/11/2023	15/05/2024	5.55%		2,500
Eastleigh Borough Council	20/11/2023	20/05/2024	5.55%		3,000
Central Bedfordshire Council	19/01/2024	19/04/2024	5.45%		2,000
<b>Total</b>				<b>16,000</b>	<b>14,000</b>

## Appendix 2: Market commentary provided by our Treasury Advisors (Link Group)

### The strategy for 2023/24

#### Investment strategy and control of interest rate risk

The following chart shows how Bank Rate and SONIA (Sterling Overnight Index Average) rates have changed during the year.



Investment returns picked up throughout the course of 2023/24 as central banks, including the Bank of England, continued to respond to inflationary pressures that were not transitory, and realised that tighter monetary policy was called for.

Starting April at 4.25%, Bank Rate moved up in stepped increases of either 0.25% or 0.5%, reaching 5.25% by August. By the end of the financial year, no further increases were anticipated. Indeed, the market is pricing in a first cut in Bank Rate in either June or August 2024.

The upward sloping yield curve that prevailed throughout 2023/24 meant that local authorities continued to be faced with the challenge of proactive investment of surplus cash, and this emphasised the need for a detailed working knowledge of cashflow projections so that the appropriate balance between maintaining cash for liquidity purposes, and “laddering” deposits on a rolling basis to lock in the increase in investment rates as duration was extended, became an on-going feature of the investment landscape.

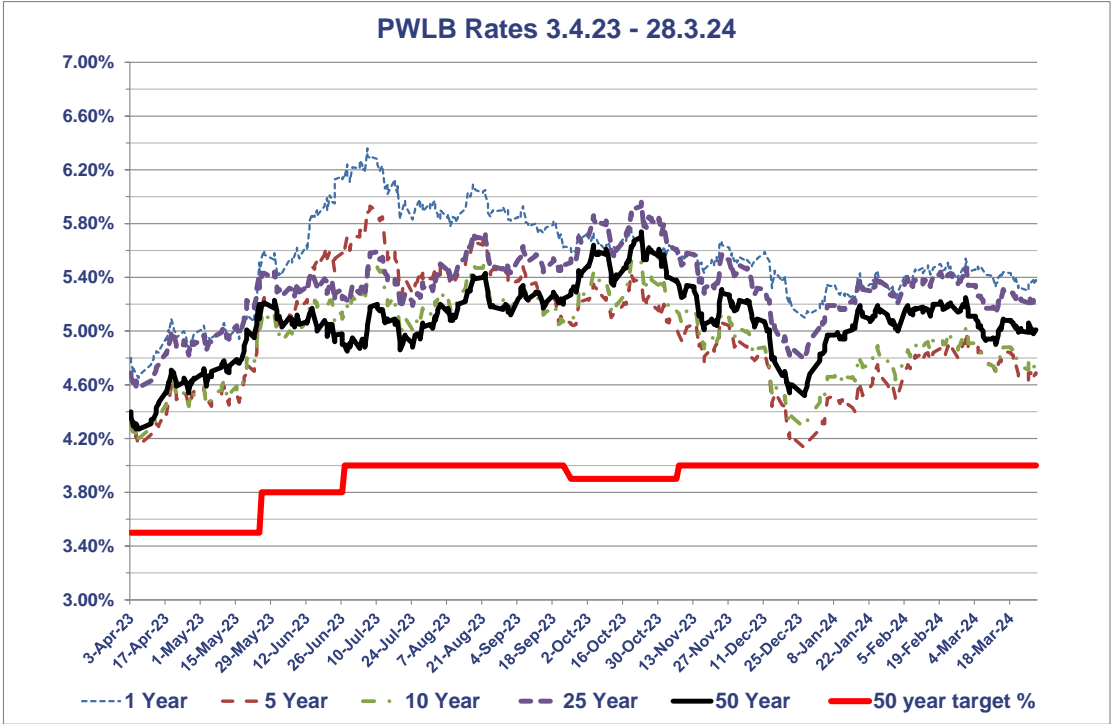
With bond markets selling off, UK equity market valuations struggled to make progress, as did property funds, although there have been some spirited, if temporary, market rallies from time to time – including in November and December 2023. However, the more traditional investment options, such as specified investments (simple to

understand, and less than a year in duration), have continued to be at the forefront of most local authority investment strategies, particularly given Money Market Funds have also provided decent returns in close proximity to Bank Rate for liquidity purposes. In the latter part of 2023/24, the local authority to local authority market lacked any meaningful measure of depth, forcing short-term investment rates above 7% in the last week of March.

While the Council has taken a prudent approach to investing surplus monies, it is also fully appreciative of changes to regulatory requirements for financial institutions in terms of additional capital and liquidity that came about in the aftermath of the Global Financial Crisis of 2008/09. These requirements have provided a far stronger basis for financial institutions, with annual stress tests by regulators evidencing how institutions are now far more able to cope with extreme stressed market and economic conditions.

### Borrowing strategy and control of interest rate risk

PWLB rates during 20232/24 are illustrated by the following chart:



	1 Year	5 Year	10 Year	25 Year	50 Year
Low	4.65%	4.13%	4.20%	4.58%	4.27%
Date	06/04/2023	27/12/2023	06/04/2023	06/04/2023	05/04/2023
High	6.36%	5.93%	5.53%	5.96%	5.74%
Date	06/07/2023	07/07/2023	23/10/2023	23/10/2023	23/10/2023
Average	5.54%	4.99%	4.97%	5.34%	5.08%
Spread	1.71%	1.80%	1.33%	1.38%	1.47%

The following table shows forecast interest rates over the next three years:



Link Group Interest Rate View		08.01.24												
		Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26	Sep-26	Dec-26	Mar-27
<b>BANK RATE</b>		5.25	5.25	4.75	4.25	3.75	3.25	3.00	3.00	3.00	3.00	3.00	3.00	3.00
3 month ave earnings		5.30	5.30	4.80	4.30	3.80	3.30	3.00	3.00	3.00	3.00	3.00	3.00	3.00
6 month ave earnings		5.20	5.10	4.60	4.10	3.70	3.30	3.10	3.10	3.10	3.10	3.10	3.10	3.10
12 month ave earnings		5.00	4.90	4.40	3.90	3.60	3.20	3.10	3.10	3.10	3.10	3.10	3.20	3.20
5 yr PWLB		4.50	4.40	4.30	4.20	4.10	4.00	3.80	3.70	3.60	3.60	3.50	3.50	3.50
10 yr PWLB		4.70	4.50	4.40	4.30	4.20	4.10	4.00	3.90	3.80	3.70	3.70	3.70	3.70
25 yr PWLB		5.20	5.10	4.90	4.80	4.60	4.40	4.30	4.20	4.20	4.10	4.10	4.10	4.10
50 yr PWLB		5.00	4.90	4.70	4.60	4.40	4.20	4.10	4.00	4.00	3.90	3.90	3.90	3.90

PWLB rates are based on gilt (UK Government bonds) yields through HM Treasury determining a specified margin to add to gilt yields. The main influences on gilt yields are Bank Rate, inflation expectations and movements in US treasury yields. Inflation targeting by the major central banks has been successful over the last 30 years in lowering inflation and the real equilibrium rate for central rates has fallen considerably due to the high level of borrowing by consumers: this means that central banks do not need to raise rates as much now to have a major impact on consumer spending, inflation, etc. This has pulled down the overall level of interest rates and bond yields in financial markets over the last 30 years. Indeed, in recent years many bond yields up to 10 years in the Eurozone turned negative on expectations that the EU would struggle to get growth rates and inflation up from low levels. In addition, there has, at times, been an inversion of bond yields in the US whereby 10-year yields have fallen below shorter-term yields. In the past, this has been a precursor of a recession.

However, since early 2022, yields have risen dramatically in all the major developed economies, first as economies opened post-Covid; then because of the inflationary impact of the war in Ukraine in respect of the supply side of many goods. In particular, rising cost pressures emanating from shortages of energy and some food categories have been central to inflation rising rapidly. Furthermore, at present the FOMC, ECB and Bank of England are all being challenged by levels of persistent inflation that are exacerbated by very tight labour markets and high wage increases relative to what central banks believe to be sustainable.

Gilt yields have generally been on a continual rise since the start of 2021, peaking in the autumn of 2023. Currently, yields are broadly range bound between 3.5% and 4.25%.

At the close of the day on 28 March 2024, all gilt yields from 1 to 50 years were between 3.81% and 4.56%, with the 1 year being the highest and 6-7 years being the lowest yield.

Regarding PWLB borrowing rates, the various margins attributed to their pricing are as follows: -

- PWLB Standard Rate is gilt plus 100 basis points (G+100bps)
- PWLB Certainty Rate is gilt plus 80 basis points (G+80bps)
- Local Infrastructure Rate is gilt plus 60bps (G+60bps)
- HRA Borrowing rate is gilt plus 40 40bps (G+40bps)

There is likely to be a fall in gilt yields and PWLB rates across the whole curve over the next one to two years as Bank Rate falls and inflation (on the Consumer Price Index measure) moves below the Bank of England's 2% target.

As a general rule, short-dated gilt yields will reflect expected movements in Bank Rate, whilst medium to long-dated yields are driven primarily by the inflation outlook.

The Bank of England is also embarking on a process of Quantitative Tightening. The Bank's original £895bn stock of gilt and corporate bonds will gradually be sold back into the market over several years. The impact this policy will have on the market pricing of gilts, while issuance is markedly increasing, and high in historic terms, is an unknown at the time of writing.

## The Economy and Interest Rates

Against a backdrop of stubborn inflationary pressures, the Russian invasion of Ukraine, and war in the Middle East, UK interest rates have continued to be volatile right across the curve, from Bank Rate through to 50-year gilt yields, for all of 2023/24.

Markets have sought an end to central banks' on-going phase of keeping restrictive monetary policy in place on at least one occasion during 2023/24 but to date only the Swiss National Bank has cut rates and that was at the end of March 2024.

UK, EZ and US 10-year yields have all stayed stubbornly high throughout 2023/24. The table below provides a snapshot of the conundrum facing central banks: inflation is easing, albeit gradually, but labour markets remain very tight by historical comparisons, making it an issue of fine judgment as to when rates can be cut.

	UK	Eurozone	US
<b>Bank Rate</b>	5.25%	4%	5.25%-5.5%
<b>GDP</b>	-0.3%q/q Q4 (-0.2%y/y)	+0.0%q/q Q4 (0.1%y/y)	2.0% Q1 Annualised
<b>Inflation</b>	3.4%y/y (Feb)	2.4%y/y (Mar)	3.2%y/y (Feb)
<b>Unemployment Rate</b>	3.9% (Jan)	6.4% (Feb)	3.9% (Feb)

The Bank of England sprung no surprises in their March meeting, leaving interest rates at 5.25% for the fifth time in a row and, despite no MPC members no longer voting to raise interest rates, it retained its relatively hawkish guidance. The Bank's communications suggest the MPC is gaining confidence that inflation will fall sustainably back to the 2.0% target. However, although the MPC noted that "the restrictive stance of monetary policy is weighing on activity in the real economy, is leading to a looser labour market and is bearing down on inflationary pressures", conversely it noted that key indicators of inflation persistence remain elevated and policy will be "restrictive for sufficiently long" and "restrictive for an extended period".

Of course, the UK economy has started to perform a little better in Q1 2024 but is still recovering from a shallow recession through the second half of 2023. Indeed, Q4 2023 saw negative GDP growth of -0.3% while y/y growth was also negative at -0.2%.

But it was a strange recession. Unemployment is currently sub 4%, against a backdrop of still over 900k of job vacancies, and annual wage inflation is running at above 5%. With gas and electricity price caps falling in April 2024, the CPI measure of inflation - which peaked at 11.1% in October 2022 – is now due to slide below the 2% target rate in 2024 and to remain below that Bank of England benchmark for the next couple of years, according to Capital Economics. The Bank of England still needs some convincing on that score, but upcoming inflation and employment releases will settle that argument shortly. It is noted that core CPI was still a heady 4.5% in February and, ideally, needs to fall further.

Shoppers largely shrugged off the unusually wet weather in February, whilst rising real household incomes should support retail activity throughout 2024. Furthermore, the impact of higher interest rates on household interest payments is getting close to its peak, even though fixed rate mortgage rates on new loans have shifted up a little since falling close to 4.5% in early 2024.

From a fiscal perspective, the further cuts to national insurance tax (from April) announced in the March Budget will boost real household disposable income by 0.5 - 1.0%. After real household disposable income rose by 1.9% in 2023, Capital Economics forecast it will rise by 1.7% in 2024 and by 2.4% in 2025. These rises in real household disposable income, combined with the earlier fading of the drag from previous rises in interest rates, means GDP growth of 0.5% is envisaged in 2024 and 1.5% in 2025. The Bank of England is less optimistic than that, seeing growth struggling to get near 1% over the next two to three years.

As for equity markets, the FTSE 100 has risen to nearly 8,000 and is now only 1% below the all-time high it reached in February 2023. The modest rise in UK equities in February was driven by strong performances in the cyclical industrials and consumer discretionary sectors, whilst communications and basic materials have fared poorly.

Despite its performance, the FTSE 100 is still lagging behind the S&P 500, which has been at an all-time high for several weeks.

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## **Report for: Cabinet**

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Date of Meeting:	4 June 2024
Subject:	<b>2023/24 REVENUE AND CAPITAL OUTTURN</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 – 3Rivers Overall Financial Summary Appendix 5 – Capital Programme Summary

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

To present the Revenue and Capital Outturn figures for the financial year 2023/24 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 2023/24 which requires no draw from the General Fund balance, but requires a transfer of £635k (4.05% on the Net Cost of Services Budget) from the New Homes Bonus reserve and the Housing Revenue Account which shows an under spend of £393k (3.28% on the Total Direct Expenditure Budget).**
- 2. Note the overarching General Fund budgetary savings delivered of £1,873k in order to mitigate the £2,508k exceptional cost pressures shown in paragraphs 1.3 and 1.4.**



- 3. Approve the transfer of the £393k Housing Revenue Account surplus to the ring-fenced HRA Earmarked Reserves as detailed in the HRA Budget Variance Report shown in Appendix 2 and summarised in Appendix 3.**
- 4. Approve the Net Transfers from Earmarked Reserves of £1,532k detailed in the General Fund Service Budget Variance Reports shown in Appendix 1a and 1b and summarised in Appendix 3.**
- 5. Approve the slippage of £28,441k from the 2023/24 Capital Programme to be delivered in 2024/25 or later years.**
- 6. Note the procurement waivers used in Quarter 4 of 2023/24, as outlined in Section 7.**

## **Section 2 – Report**

### **1.0 Executive Summary**

- 1.1 This report contains information relating to the Council's overall financial performance for the 2023/24 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. Bishop Fleming (the Council's new auditor) have recently advised that due to resourcing issues, the audit will be delayed from July to August but officers currently continue to expect the audit to be completed and reported in October.
- 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 General Fund position must be considered against the position agreed by Full Council in March 2023 to draw £625k from General Reserves to balance the budget and the £400k vacancy saving target to be identified in-year. Therefore, officers were set the challenge to offset £1,025k in-year to avoid drawing on reserves and taking them below the £2,000k recommended minimum balance.
- 1.4 In addition to the above budgetary challenge, the Council also incurred exceptional one-off costs totalling £1,483k in order to deliver the soft closure of 3 Rivers Developments Ltd.
- 1.5 Therefore, the Council has delivered overall in-year savings and increased income of circa £1,873k, to offset the challenges quoted in paragraphs 1.3 and 1.4 totalling £2,508k, requiring a draw of only £635k from reserves. This is a major corporate achievement and reflects the hard work and efforts of managers and services during the year.
- 1.6 The Revenue Outturn position for the financial year 2023/24 is as follows:

- The General Fund (GF) Revenue Outturn position for 2023/24 is a net over spend of £635k as shown in **Appendix 1a**. The table below assumes this is offset by a transfer from the New Homes Bonus Earmarked 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 2023/24 is a net under spend of £393k 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.
- 1.7 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 2024/25. These are proposed to be transferred into Earmarked Reserves. These are identified within the individual service summaries and within **Appendix 3**.
- 1.8 During 2023/24, Members agreed to soft close 3 Rivers Developments Ltd. The net over spend position includes the final costs incurred in closing down the company. When combining the impairments on both the loans and the assets purchased, the Council’s total loss from 3Rivers is £3,384k. This is shown in **Appendix 4**.
- 1.9 Actual Capital expenditure across the financial year was £30,431k leaving a variance of £37,676k against the 2023/24 Deliverable Budget. Of which, £1,464k is an under spend, £1,556k is an over spend, and £28,441k will slip into future years and £454k has been brought forward from the future year’s programme. In addition, £15,186k has been spent to purchase assets from 3Rivers as part of the closedown and £24,996k is no longer required. The status of the Capital Programme is shown at **Appendix 5**.
- 1.10 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.
- 1.11 This report also includes Section 7 which updates Members on the use of Procurement Waivers during the last quarter of 2023/24. A procurement waiver is were contract procedure regulations have not been applied due to exceptional circumstances, such as urgency of the goods/services being required, or the specialist nature of the goods/services where there is no effective competition to provide it.
- 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 2023/24. 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 2023 and predicted an end of year over spend of £119k for the General Fund. Therefore the final position at £635k has worsened, mainly due to the further impairment of 3Rivers loans as part of the closedown of the company.
- 3.3 The table below shows the overall Budget, Actual and Variance, summarised for 2023/24.

*Table 1 – General Fund Financial Summary*

Financial Summary for 2023/24	2023/24 Budget £	2023/24 Actual £	2023/24 Variance £
Total Net Cost of Services	15,664,819	15,258,805	(406,014)
Other Income and Expenditure	(2,576,584)	(2,514,029)	62,555
<b>Total Net Budgeted Expenditure</b>	<b>13,088,235</b>	<b>12,744,776</b>	<b>(343,459)</b>
<b>Total Funding</b>	<b>(12,463,235)</b>	<b>(12,774,776)</b>	<b>(281,541)</b>
Budgeted Draw on GF Balance	<b>(625,000)</b>	<b>0</b>	<b>625,000</b>
<b>Net Income and Expenditure</b>	<b>0</b>	<b>0</b>	<b>0</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 Employee Related Costs

##### 3.5.1.1 Vacancy Target

As part of the 2023/24 budget, a vacancy target of £400k was set. Recruitment to non-critical roles was delayed by three-months to allow time to fully review the role and assess whether alternative solutions could be found. Some roles have not been filled as a result, for example the previous Director of Business Improvement and Operations and Group Manager for Property and Leisure. The £34k underspend achieved against employee costs reflects a true saving of £434k or 2.6%.

##### 3.5.1.2 Local Government Pay Award

The impact on the 2023/24 local government pay award has been amended from the assumed 5.5% budgeted uplift, to reflect the agreed uplift of the higher of £1,925k or 3.88%. This creates a relatively minor variance (+ or -) in each service area depending on the average pay in that area.

##### 3.5.1.3 Agency Costs

The Council continues to struggle with recruitment and retention and has had higher levels of turnover (17%) and sickness (10.45 days per FTE) during the year. This has resulted in key services, particularly Public Health, Waste and Planning having higher usage of agency staff than planned. Overall agency spend was £571k above budget, however this is offset by the vacancy underspends on the overall staffing establishment and through the use of Earmarked Reserves.

#### 3.5.2 Non-Employee Expenditure

##### 3.5.2.1 Specific Revenue Project Costs.

Each year, the Council plans to undertake projects across its property portfolio to replace / enhance its assets. An example for this is resurfacing the car parks. Given the budget situation as outlined within paragraph 1.3 above, a risk based review was undertaken to postpone as many projects as safely possible in order to help contain spend. Essentially, little more than fire safety works at Phoenix House were completed to ensure compliance with the regulations. A full programme of projects were again approved within the 2024/25 and are being delivered.

##### 3.5.2.2 Local Authority Housing Fund (LAHF)

During the year, the Council spent £1,911k purchasing 10 Homes across the district using the LAHF capital funding to ease the pressure on the homelessness budget by providing increased temporary

accommodation. To date £129k has been spent to updating and making them into Homes in Multiple Occupation (HMOs) funded through additional Homelessness Support Grant. Some are now in operation saving on Bed and Breakfast costs and partially recovering costs through rent. The remainder will be operational soon.

#### 3.5.2.3 ICT costs

A number of ICT projects initially budgeted through Capital have been charged through the Revenue budget and funded from Earmarked Reserves.

#### 3.5.2.4 Economic Development Projects

A number of long-term projects to enhance the local economy and community has been progressed, including Culm Garden Village, J28 enhancement, Cullompton Railway Station, Shared Prosperity fund and bidding for additional grant funding to progress the Cullompton Town Centre Relief Road. These have been funded through grants received, or previously received and held in Earmarked Reserves.

#### 3.5.2.5 Utilities

Following the significant price increase experienced over the last couple of years that were built into the base budget, the Council achieved a £164k underspend against its Gas and Electricity budgets. This is in part due to the effective procurement of energy supply through our Laser contract, and through the investment in Solar and Ground and Heat Source Pumps at Exe Valley and Lords Meadow leisure centres to reduce our use of fossil fuels. All electricity used now comes from a renewable source.

### 3.5.3 Income

#### 3.5.3.1 Waste Income

##### 3.5.3.1.1 Bin-it 123 – increased recycling rates and Shared Savings

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. Recycling rates have subsequently increased by circa 5% which has increased the estimated shared savings to be received from Devon County to £520k, up from £370k in the previous year.

##### 3.5.3.1.2 Trade Waste Income

Income generated from Trade Waste increased across both Residual Waste (£32k) and Recycled Waste (£15k).

##### 3.5.3.1.3 Recyclate Income

Income generated from selling recyclate materials was volatile across the year. Income from materials such as Steel and Cardboard were stronger than budget. However, this was offset by lower income

generated from Paper, Aluminium, Plastic and Glass. Overall, recycle income was £48k lower than budget.

**3.5.3.1.4 Garden and Bulky Waste Income**

Increases in both the number of permits and the fee charged generated significantly more income from Garden Waste collection (£120k). Similarly Bulky Waste income also benefited from both increase demand and charges (£21k).

**3.5.3.2 Leisure Memberships and Income**

Leisure membership numbers and income have increased and returned to pre-Covid-19 levels. In particular, swimming lesson income has increased. When coupled with the 20% VAT that no longer needs to be passed to Government, overall income is £419k higher and thereby reduces the subsidy to just over £800k – significantly below the £1,400k budgeted subsidy.

**3.5.3.3 Car Parking Income**

Similarly, Car Parking income has virtually recovered to pre-Covid-19 levels. Projections for income from the Multi-Storey car park were a little optimistic, but income from permits and pay and display parking in other car parks have increased.

**3.5.3.4 Planning and Building Control Income**

Income for both Planning (-9%) and Building Control (-32%) fell short of the budgeted targets due to the economic conditions and depressed housing development leading to fewer planning applications and build sign offs. Consequently, Land Charges Income was also below budget by 35%. However, Pre-App Advice income was nearly 20% up on budget. Overall, income for the service was £200k lower than budget.

**3.5.4 3 Rivers Developments Ltd (3Rivers)**

Following the rejection of three business plans and the agreement to only support the completion of the live development projects, the future of the Council's subsidiary company, 3 Rivers Developments Ltd, needed to be reviewed. Considering the external, independent, options appraisal report, the decision was taken to “soft close” the company, with all assets being realised and a commitment to paying all contractors, suppliers and tradesmen in full. The following actions were taken to soft close the company:

- St George's Court was sold to the Housing Revenue Account at an agreed price of £8,150k to enable an over 60's social housing scheme.
- Knowle Lane, Cullompton, was bought by the Council at 3Rivers book value (£3,662k) to be held until such time as development is permitted within Cullompton. A decision can then be taken as to the most appropriate use for the site.



- The 5 unsold units at Hadden Heights, Bampton, were bought by the Council at the marketed price (£3,135k) and continue to be marketed for sale.
- The property managed by 3Rivers was bought by the Council at 3Rivers book value (£180k).
- Finally, the outstanding balance on the Working Capital Loan was written off.

An overall loss of £6,800k has been incurred on the loans made to the company in delivering their developments. This required further impairments of the loans against St George's Court and Working Capital £1,483k, split £816k and £667k respectively. £1,069k of this has been charged to Revenue through the Corporate Management line within **Appendix 1a**, reflecting the Revenue backed loans and £414k to Capital Charges for the capital funded loans.

However, this can be partially offset by the interest paid on these loans and other service recharges, totalling £3,416k. Therefore the net Revenue loss is £3,384k.

This is shown in summary below and in detail within **Appendix 4**. This is as forecast in Qtr 3 monitoring report.

*Table 2 – Financial Summary of 3Rivers*

<b>Project</b>	<b>Drawdowns £</b>	<b>Repayments £</b>	<b>Recharges / Interest Received £</b>	<b>Final Position £</b>
St George's Court	12,866,253	(8,150,000)	(1,616,609)	<b>3,099,644</b>
Threwstones	827,823	(827,823)	(77,614)	<b>(77,614)</b>
Banksia	180,012	(180,012)	(23,697)	<b>(23,697)</b>
Orchard House	900,880	(900,880)	(72,790)	<b>(72,790)</b>
Knowle Lane	4,077,323	(4,077,323)	(610,987)	<b>(610,987)</b>
Park Road	86,524	(86,524)	(5,652)	<b>(5,652)</b>
Bampton	4,898,478	(4,898,478)	(367,485)	<b>(367,485)</b>
Working Capital	2,886,150	(801,992)	(242,793)	<b>1,841,366</b>
Recharges	0	0	(398,447)	<b>(398,447)</b>
<b>Totals</b>	<b>26,723,441</b>	<b>(19,923,030)</b>	<b>(3,416,074)</b>	<b>3,384,337</b>

In addition, the valuation of the assets purchased from 3Rivers have been reviewed and revalued by the District Valuer. Notional losses on asset valuations do not appear on the General Fund outturn position. This is due to a statutory override which results in the impairment being reversed out through the ABF<sup>1</sup> and transferred into a revaluation reserve. Any losses or gains only hit the general fund when the asset is disposed of and any variation from the price paid is realised.

<sup>1</sup> Adjustments between Accounting Basis and Funding Basis under Regulations

Once all contractors / suppliers bills are settled, the company will enter a dormant period of three months before being struck off at Companies House – in line with a voluntary strike off.

The company are currently finalising their trading accounts for the year, including all the close down costs and this will be made available through Companies House when completed.

It should be recognised that the loans to 3Rivers tied up funding that could have been invested elsewhere, or used to fund expenditure. However, for the majority of the time the company existed, interest rates were at an historic low and a mark-up of 4.5% was added to ensure the loans were completed on a commercial basis.

### **3.5.5 Non-service Variances**

#### **3.5.5.1 HRA Recharges**

The HRA recharge was £87k lower than budgeted. The recharge is largely staffing based and therefore reflects the under spend on staffing across the Council.

#### **3.5.5.2 Capital Charges**

As highlighted within paragraph 3.5.4 above, the £414k capital impairment of the 3Rivers loan is included with Capital Charges. The remainder of the over spend reflects bringing forward the final element of the original impairment in 2019/20 which was spread over 5 years, but has now been brought forward into 2023/24 following changes in regulations requiring any impairment to be charged in the year identified.

#### **3.5.5.3 Interest Receivable**

Interest received on treasury investments were significantly higher (£762k) than budget due to the increase in interest rates, along with increased and extended lending to 3 Rivers Developments Ltd to complete their live projects.

#### **3.5.5.4 Net Movement in Reserves**

The various movements in and out of Earmarked Reserves nets to a £1,532k draw to reserves, inclusive of the balancing £635k required to offset the cost of closing down 3Rivers. **Appendix 3** provides full disclosure of the movements.

Drawing on the New Homes Bonus Reserve to offset the closedown costs protects the General Fund Reserve, which remains at £2,025k despite the original budget expecting it to reduce by £635k.

The opportunity cost of utilising these funds means that the Council has less capacity and flexibility to meet costs in the future. This might therefore require alternative funding, most likely through borrowing, at additional cost.

Table 3 – Summary of Key Reserves

Usable Reserves	31/03/2023	In Year Movement	31/03/2024
<b>Unring-fenced Reserves</b>	<b>£000's</b>	<b>£000's</b>	<b>£000's</b>
General Fund	(2,025)	0	(2,025)
Housing Revenue Account	(2,000)	0	(2,000)
<b>Total</b>	<b>(4,025)</b>	<b>0</b>	<b>(4,025)</b>
<b>Earmarked Reserves</b> (See Appendix 3)			
General Fund	(18,160)	1,532	(16,628)
Housing Revenue Account	(22,190)	861	(21,330)
<b>Total</b>	<b>(40,350)</b>	<b>2,393</b>	<b>(37,957)</b>

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.

#### 3.5.5.5 Collection fund

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.

The Council Tax collection rate for 2023/24 was 97.5% (97.1% in 2022/23). Although the budget was also based upon a collection rate of 97.5%, a small surplus has been generated which has reduced the deficit on the fund to £363k (from £553k in 2022/23) with Mid Devon's share of this amounting to £48k, which will be paid in 2024/25.

The Non-Domestic Rates collection rate was 99.4% (96.8% for 2022/23). This significant increase has removed the 2022/23 collection deficit (£267k for the year, with Mid Devon's 40% share of this amounting to £107k) and created a collection surplus of £670k with Mid Devon's share of this amounting to £267k. £239k of this has been earmarked to be released in 2024/25. In addition to this, the Devon Business Rates Pool is forecast to collectively make a surplus and Mid Devon's share is forecast as £228k.

There is a variance shown against Business Rates budget of £75k due to adjustments in the Tariff Revaluation and S31 Grant allocations.

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

#### 3.5.5.6 Grant Funding

The majority of the movement in grant income covered by the Local Government Funding Settlement reflects that the budget was set using the Provisional Settlement, and the Final Settlement was announced after budget papers had been published.

However, of note, is the long overdue £109k 2020/21 Covid-19 reconciliation payment. A further £40k remains due for Qtr 1 of 2021/22.

### 4.0 **Housing Revenue Account (HRA)**

4.1 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 2023/24 the Outturn is a net surplus of £393k and Members are requested to approve a transfer to HRA reserves to bring this to zero.

4.2 Main budget variances during 2023/24 giving rise to the surplus of £393k include:

- - £260k Salary savings due to delays in filling vacancies, net of pay award;
- + £768k Increase in External contractors cost due to vacancies and higher materials prices due to inflation across Voids, Responsive Repairs and Adaptations;
- + £296k Contribution to the Major Repairs Reserve equal to the depreciation charge for the year;
- + and - £780k Homes England and One Public Estate grant funding received and applied to a number of capital projects
- - £187k lower capital charges due to capital programme underspend;
- - £158k decrease in provision for bad debts as outstanding debt has reduced;
- - £221k underspend on various maintenance and repairs budgets;
- - £134k reduced transfers to reserves;
- - £482k increased income across rents, investment returns, rechargeable repairs and from the solar panel scheme.

For further details, please see the HRA Outturn Summary for 2023/24, which is attached as **Appendix 2** to this report.

4.3 Given the positive closing financial position delivered in 2023/24, it is recommended to transfer a sum of £393k into the ring-fenced HRA reserves, as shown below. This therefore leaves the HRA balance of £2,000k untouched as at 31 March 2024.

4.4 In addition to the above, the HRA holds a number of other Earmarked Reserves. The movements on these during 2023/24 and their closing balances

are shown on **Appendix 3**. This money is effectively “ring-fenced” and will be held to meet expenditure during 2024/25 and beyond.

## **5.0 Capital Outturn**

- 5.1 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).
- 5.2 A Capital Outturn summary is attached as **Appendix 5** to this report. The Deliverable Capital Programme Approval was £68,107k, to be funded through a mix of unspent Capital Grants, Capital Earmarked Reserves or Prudential Borrowing.
- 5.3 At the year-end £30,431k has been spent leaving a variance of £37,676k against the 2023/24 Deliverable Budget. Of which, £1,464k is an under spend, £1,556k is an over spend, and £28,441k will slip into future years. In addition, £15,186k has been spent to purchase assets from 3Rivers as part of the closedown as outlined within paragraph 3.5.4 above, £24,996k is no longer required as the project is no longer progressing (largely 3Rivers and Post Hill Investment) and £454k has been spent on projects that have been brought forward from later years in the 5-year programme. This can be explained by the following key variances.

### **£1,464k Under spend**

- £1,064k 3Rivers projects;
- £154k on maintenance and upgrades to HRA stock;
- £101k on vehicle leasing costs;
- £74k Leisure projects including the replacement of Spin Bikes and the completion of the Salix investments;
- £40k Laptop / desktop refresh; and
- £20k on New HRA Housing development at Beech Road.

### **£1,556k Over spend**

- £717k HRA modular housing at Shapland Place – offset by increased grant funding received;
- £400k HRA modular housing at St Andrews – offset by increased grant funding received;
- £134k increase demand for Disabled Facilities Grant (DFG), funded from DFG reserve;
- £70k HRA housing development at Allington Terrace.

### **£28,441k Slippage into future years**

- £13,218k Cullompton Town Centre Relief Road (HIF project) – following the third rejection of a bid for Levelling-up Funding – alternative funding options continue to be explored;
- £12,626k various projects within the HRA housing development programme;
- £1,268k various projects planned to be completed across our property estate;
- £1,000k land acquisition for a new waste and recycling depot;

- 5.4 The expenditure has been funded by the use of £4,445k of Capital Receipts (including 1-4-1 receipts), £3,758k grant funding, £5,885k Revenue Contributions such as S106 or utilisation of reserves and £16,345k through internal borrowing. No further external borrowing has been required during the year.

## **6.0 Treasury Management**

- 6.1 A review of the 2023/24 investment performance, including the details of interest payable, are included within the separate 2023/24 Treasury Outturn Report on this meeting agenda.
- 6.2 During the year, the Council maintained an average balance of £22.7m of internally managed funds. These internally managed funds earned interest of £1,191k giving an average rate of return of 5.25%. The comparable performance indicator is the 365 days backward looking SONIA rate, which was 3.93%.
- 6.3 As at the 31 March 2024, the Council had short term cash investments totalling £14,000k. In addition, the Council held £5,000k invested in Churches, Charities and Local Authorities (CCLA) Property Funds earning dividends of £234k (4.68%) in 2023/24.

## **7.0 Procurement Waivers**

- 7.1 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.

7.2 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 final quarter of this financial year:

*Table 4 – Summary of Qtr 4 Waivers*

Ref	Subject of the Waiver	Approximate Value £	Reason Code
1	Specialist Vehicle Repairs.	£26k	I and II
2	Continued Vehicle Repairs and Insurance work	£45k	I and II

## 8.0 Conclusion

- 8.1 Members are asked to note the Revenue and Capital Outturn figures for the financial year 2023/24 and agree the proposed transfers to and from Earmarked Reserves from both the General Fund and the HRA and funding required to offset planned or additional expenditure where necessary.
- 8.2 In addition, Members are requested to approve the ongoing projects on the 2023/24 Capital Programme be rolled forward into the 2024/25 Capital Programme.
- 8.3 Finally, Members are asked to note the use of Procurement Waivers as outline in Section 7.
- 8.4 Achieving an Outturn position close to budget is a significant achievement given the implications of the savings targets included within the 2023/24 budget and the decision to close 3Rivers with the costs entailed is a credit to the financial management of the organisation. To give this statement context, only requiring a £635k draw on reserves after setting a budget that included £1,025k of savings targets and meeting the exceptional cost of finalising the soft closure of 3Rivers of £1,483k, means the Council has actually delivered operational savings of £1,873k.

## 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 2024/25. 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: 21/05/2024 via Leadership Team meeting**

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

Agreed on behalf of the Monitoring Officer

**Date: 21/05/2024 via Leadership Team meeting**

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

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

**Date: 21/05/2024 via Leadership Team meeting**

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

Agreed on behalf of the Corporate Performance & Improvement Manager

**Date: 21/05/2024**

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

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

**Contact:** Paul Deal, Head of Finance, Property and Climate Resilience

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

**Telephone:** 01884 23(4254)

**Background papers:** Quarterly Monitoring reports to Cabinet  
2023/24 Budget Report to Cabinet

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## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24

	Budget 2023/24 £	Actual 2023/24 £	Variance 2023/24 £	Net contributions To / (From) Earmarked Reserves 2023/24 £	Total Expenditure variation after Earmarked Reserves 2023/24 £
Community Development	217,761	226,251	8,490	0	8,490
Corporate Management	1,513,274	2,725,317	1,212,043	(58,440)	1,153,603
Car Parks	(545,510)	(674,655)	(129,145)	130,000	855
Customer Services	789,643	765,122	(24,521)	0	(24,521)
Public Health	1,236,696	945,815	(290,881)	243,185	(47,696)
Finance and Procurement	843,489	787,968	(55,521)	54,065	(1,456)
Grounds Maintenance	545,276	541,677	(3,599)	(29,721)	(33,319)
General Fund Housing	342,405	224,164	(118,241)	96,500	(21,741)
Human Resources	582,915	523,992	(58,923)	0	(58,923)
I.T. Services	1,299,553	1,310,229	10,676	(95,761)	(85,085)
Legal and Democratic Services	1,327,690	1,182,332	(145,358)	20,000	(125,358)
Planning and Regeneration	1,990,383	2,195,024	204,641	(393,831)	(189,190)
Property Services	1,976,209	1,234,368	(741,841)	729,714	(12,126)
Revenues and Benefits	849,153	689,157	(159,996)	45,572	(114,425)
Recreation and Sport	1,401,716	809,586	(592,130)	194,484	(397,646)
Waste Services	2,474,712	2,351,273	(123,439)	(76,099)	(199,537)
<b>ALL GENERAL FUND SERVICES</b>	<b>16,845,365</b>	<b>15,837,620</b>	<b>(1,007,745)</b>	<b>859,669</b>	<b>(148,076)</b>
Net recharge to HRA	(1,883,810)	(1,796,110)	87,700	0	87,700
Statutory Adjustments (Capital Charges)	703,264	1,217,295	514,031	30,467	544,498
<b>NET COST OF SERVICES</b>	<b>15,664,819</b>	<b>15,258,806</b>	<b>(406,013)</b>	<b>890,135</b>	<b>484,122</b>
					0
Finance Lease Interest Payable	180,360	173,595	(6,765)	0	(6,765)
Interest Charged Between GF and HRA	(39,652)	(37,319)	2,333	0	2,333
Interest Receivable / Payable on Other Activities	80,800	83,378	2,578	0	2,578
Interest Receivable on Investments	(1,072,995)	(1,835,291)	(762,296)	150,000	(612,296)
Transfers into Earmarked Reserves (see Appendix 3)	1,598,080	4,688,704	3,090,624	(3,090,624)	0
Transfers from Earmarked Reserves (see Appendix 3)	(3,323,177)	(5,585,779)	(2,262,602)	2,444,882	182,280
Contribution from New Homes Bonus to Fund Residue 3Rs Losses	0	(634,954)	(634,954)		(634,954)
Revenue contribution to fund 2023/24 Capital Programme	0	633,637	633,637	(633,637)	0
<b>TOTAL EXPENDITURE</b>	<b>13,088,235</b>	<b>12,744,776</b>	<b>(343,459)</b>	<b>(239,244)</b>	<b>(582,703)</b>
<b>FUNDED BY:-</b>					
<b><u>Business Rates</u></b>					
Non-Domestic Rates	(4,355,003)	(4,280,040)	74,963	239,244	314,207
Non-Domestic Rates Prior Year Estimated (Surplus)/Deficit	179,128	179,128	0	0	0
Business Rates Benefit from Devon Pool	0	(228,134)	(228,134)	0	(228,134)
<b><u>Council Tax</u></b>					
Council Tax	(6,724,350)	(6,724,354)	(4)	0	(4)
Collection Fund Prior Year (Surplus)/Deficit	(24,680)	(24,685)	(5)	0	(5)
<b><u>Unringfenced Grants</u></b>					
New Homes Bonus Grant	(394,666)	(319,882)	74,784	0	74,784
Rural Services Delivery Grant	(489,742)	(547,359)	(57,617)	0	(57,617)
Revenue Support Grant	(98,468)	(98,468)	0	0	0
Funding Guarantee	(469,484)	(492,818)	(23,334)	0	(23,334)
2023/24 Services Grant	(85,970)	(82,046)	3,924	0	3,924
Other Grants	0	(17,613)	(17,613)	0	(17,613)
Covid-19 Income Compensation Scheme	0	(108,506)	(108,506)		(108,506)
<b>TOTAL FUNDING</b>	<b>(12,463,235)</b>	<b>(12,744,776)</b>	<b>(281,541)</b>	<b>239,244</b>	<b>(42,297)</b>
Budgeted Draw on GF Balance	(625,000)	0	625,000	0	625,000
<b>NET INCOME AND EXPENDITURE</b>	<b>0</b>	<b>0</b>	<b>(0)</b>	<b>0</b>	<b>(0)</b>

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## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24

## Community Development

Code	Community and Development	2023/24 Budget £	2023/24 Actual £	Variance £	Variance %
1000	Employees	97,258	96,376	(882)	-0.9%
2000	Premises	64,743	70,432	5,689	8.8%
3000	Transport	0	0	0	0.0%
4000	Supplies and Services	158,940	152,158	(6,782)	-4.3%
<b>Total Direct Expenditure</b>		<b>320,941</b>	<b>318,966</b>	<b>(1,975)</b>	<b>-0.6%</b>
7000	External Income	(103,180)	(92,715)	10,465	10.1%
<b>Net Direct Expenditure</b>		<b>217,761</b>	<b>226,251</b>	<b>8,490</b>	<b>3.9% (a)</b>
<b>Total Community and Development Expenditure</b>		<b>217,761</b>	<b>226,251</b>	<b>8,490</b>	<b>3.9%</b>
<b>Community and Development - Service units</b>					
CD200	Community Development	138,500	138,500	0	0.0%
CD300	Tiverton Pannier Market	79,261	88,985	9,724	12.3%
CD305	Market - Electric Nights	0	(1,234)	(1,234)	0.0%
<b>Total Community and Development Expenditure</b>		<b>217,761</b>	<b>226,251</b>	<b>8,490</b>	<b>3.9%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>8,490 (a)</b>
<b>Major Cost Changes</b>					<b>0</b>
<b>Major Cost Savings</b>					<b>0</b>
<b>Major Changes in Income Levels</b>					
CD300	Income generated lower than budgeted forecast			10,465	<b>0</b>
CD305					
<b>Minor Variations</b>					<b>8,490</b>
<b>Total Expenditure Variation</b>					<b>8,490 (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2023/24</b>					
<b>Proposed contribution c/fwd to 2024/25</b>					
<b>Net movement in earmarked reserves</b>					<b>0</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>8,490</b>



## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24

## Corporate Management

Code	Corporate	2023/24 Budget £	2023/24 Actual £	Variance £	Variance %
1000	Employees	1,163,174	1,375,238	212,064	18.2%
2000	Premises	0	0	0	0.0%
3000	Transport	700	1,141	441	63.0%
4000	Supplies and Services	349,400	1,652,543	1,303,143	373.0%
<b>Total Direct Expenditure</b>		<b>1,513,274</b>	<b>3,028,922</b>	<b>1,515,648</b>	<b>100.2%</b>
7000	External Income	0	(303,605)	(303,605)	0.0%
<b>Net Direct Expenditure</b>		<b>1,513,274</b>	<b>2,725,317</b>	<b>1,212,043</b>	<b>80.1% (a)</b>
<b>Total Corporate Expenditure</b>		<b>1,513,274</b>	<b>2,725,317</b>	<b>1,212,043</b>	<b>80.1%</b>
<b>Corporate Management Service Units</b>					
CM100	Leadership Team	591,373	528,347	(63,026)	-10.7%
CM205	Performance and Improvement	96,659	84,755	(11,904)	-12.3%
CM210	Data Protection	79,076	78,421	(655)	-0.8%
CM300	Corporate Fees/charges	95,740	1,336,133	1,240,393	1295.6%
CM310	Corporate Performance	0	0	0	0.0%
CM340	Unison	3,852	3,517	(335)	-8.7%
CM350	Housing Commission	0	58,440	58,440	0.0%
CM600	Pension Backfunding	646,574	635,704	(10,870)	-1.7%
<b>Total Corporate Expenditure</b>		<b>1,513,274</b>	<b>2,725,317</b>	<b>1,212,043</b>	<b>80.1%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>1,212,043 (a)</b>
<b>Major Cost Changes</b>					
CM100	Acting up payments covering director vacancy			14,600	
CM300	Vacancy savings shown within specific service areas			300,000	
CM300	Overspend on external audit fees budget due to delays in the audits and in billing			69,500	
CM300	Impairment of revenue loans to 3 Rivers			1,069,212	
CM350	Devon Housing Commission funded by EMR			58,440	
CM300	Delivery of the Intellectual Property at Park Nursery			93,600	
					<b>1,605,352</b>
<b>Major Cost Savings</b>					
CM205	Salary saving due to vacancy			(10,800)	
CM100	Vacant director post during the year			(69,500)	
CM100	Recruitment advertising budget not required			(10,000)	
					<b>(90,300)</b>
<b>Major Changes in Income Levels</b>					
CM300	3Rivers debtor for estimated closedown costs			(200,000)	
CM300	Sales ledger provision adjustment			(96,500)	
					<b>(296,500)</b>
<b>Minor Variances</b>					<b>(6,509)</b>
<b>Total Expenditure Variation</b>					<b>1,212,043 (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2023/24</b>					
ER011	Release to fund invoice from University of Exeter for Milestone 1 Workplan, 2 Synthesis report and 3 Presentations, re Devon Housing Commission			(58,440)	
<b>Proposed contribution c/fwd to 2024/25</b>					
<b>Net movement in earmarked reserves</b>					<b>(58,440)</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>1,153,603</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24

## Car Parks

		2023/24 Budget	2023/24 Actual	Variance	Variance
Code	Car Parks	£	£	£	%
1000	Employees	0	0	0	0.0%
2000	Premises	381,650	213,820	(167,830)	-44.0%
3000	Transport	0	0	0	0.0%
4000	Supplies and Services	89,710	111,044	21,334	23.8%
Total Direct Expenditure		471,360	324,864	(146,496)	-31.1%
7000	External Income	(1,016,870)	(999,519)	17,351	1.7%
Net Direct Expenditure		(545,510)	(674,655)	(129,145)	-23.7% (a)
Total Car Park Expenditure		(545,510)	(674,655)	(129,145)	-23.7%
Car Park - Service units					
CP520	Multi-Storey Car Park (MSCP)	(94,229)	(66,270)	27,959	-29.7%
CP530	Amenity Car Parks	44,356	21,788	(22,568)	-50.9%
CP540	Paying Car Parks	(495,637)	(630,173)	(134,536)	27.1%
Total Car Park Expenditure		(545,510)	(674,655)	(129,145)	-23.7%
				£	£
Total Expenditure Variation				(129,145) (a)	
Major Cost Changes					
CP520	Security overspend			5,000	
CP540	Computer software & car park machine maintenance overspend			12,000	
				17,000	
Major Cost Savings					
CP520	Utilities & maintenance underspend			(21,000)	
CP520	Project maintenance underspend (EMR contribution)			(25,000)	
CP530	Project maintenance underspend (EMR contribution)			(21,000)	
CP540	Business rates reduction			(16,800)	
CP540	Project maintenance underspend (EMR contribution)			(84,000)	
				(167,800)	
Major Changes in Income Levels					
CP520	Reduction in pay & display income			22,000	
CP520	Reduction in permit income			44,000	
CP540	Increase in pay & display income			(13,000)	
CP540	Increase in permit income			(18,000)	
CP540	Increase in income received from parking fines			(17,600)	
				17,400	
Minor Variations				4,255	
Total Expenditure Variation				(129,145) (a)	
EARMARKED RESERVES					
Utilised 2023/24					
Proposed contribution c/fwd to 2024/25					
CP520	EQ706 - MSCP project maint underspend			25,000	
CP530	EQ707 - Amenity CP project maint underspend			21,000	
CP540	EQ708 - Paying CP project maint underspend			84,000	
Net movement in earmarked reserves				130,000	
Total Expenditure variation after Earmarked Reserves				855	

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24

## Customer Services

Code	Customer Services	2023/24 Budget £	2023/24 Actual £	Variance £	Variance %
1000	Employees	747,793	727,355	(20,438)	-2.7%
2000	Premises	0	0	0	0.0%
3000	Transport	400	0	(400)	-100.0%
4000	Supplies and Services	41,450	39,240	(2,210)	-5.3%
<b>Total Direct Expenditure</b>		<b>789,643</b>	<b>766,595</b>	<b>(23,048)</b>	<b>-2.9%</b>
7000	External Income	0	(1,473)	(1,473)	0.00%
<b>Net Direct Expenditure</b>		<b>789,643</b>	<b>765,122</b>	<b>(24,521)</b>	<b>-3.1% (a)</b>
<b>Total Customer Services Expenditure</b>		<b>789,643</b>	<b>765,122</b>	<b>(24,521)</b>	<b>-3.1%</b>
<b>Customer Services - Service units</b>					
CS200	Communications	109,152	110,830	1,678	1.5%
CS900	Central Photocopying	4,530	2,954	(1,576)	-34.8%
CS902	Central Postage	13,700	17,460	3,760	27.4%
CS930	Customer First Management	197,963	186,288	(11,675)	-5.9%
CS932	Customer First	464,298	447,589	(16,709)	-3.6%
<b>Total Customer Services Expenditure</b>		<b>789,643</b>	<b>765,122</b>	<b>(24,521)</b>	<b>-3.1%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>(24,521) (a)</b>
<b>Major Cost Changes</b>					<b>0</b>
<b>Major Cost Savings</b>					
CS930	Salary savings due to vacancies			(9,650)	
CS932	Salary savings due to vacancies			(11,000)	
					<b>(20,650)</b>
<b>Major Changes in Income Levels</b>					<b>0</b>
<b>Minor Variations</b>					<b>(3,871)</b>
<b>Expenditure Variation</b>					<b>(24,521) (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2023/24</b>					
<b>Proposed contribution c/fwd to 2024/25</b>					
<b>Net movement in earmarked reserves</b>					<b>0</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(24,521)</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24

## Public Health

Code	Public Health	2023/24 Budget £	2023/24 Actual £	Variance £	Variance %
1000	Employees	1,003,998	1,077,315	73,317	7.3%
2000	Premises	494,034	238,851	(255,183)	-51.7%
3000	Transport	29,988	24,239	(5,749)	-19.2%
4000	Supplies and Services	160,691	135,454	(25,237)	-15.7%
	S106 Expenditure	0	9,734	9,734	0.0%
	<b>Total Direct Expenditure</b>	<b>1,688,711</b>	<b>1,485,593</b>	<b>(203,118)</b>	<b>-12.0%</b>
7000	External Income	(452,015)	(539,779)	(87,764)	-19.4%
	S106 contributions	0	0	0	0.0%
	<b>Net Direct Expenditure</b>	<b>1,236,696</b>	<b>945,815</b>	<b>(290,881)</b>	<b>-23.5% (a)</b>
	<b>Total Public Health Expenditure</b>	<b>1,236,696</b>	<b>945,815</b>	<b>(290,881)</b>	<b>-23.5%</b>
	<b>Public Health - Service units</b>				
CB100	Cemeteries	(54,130)	(36,970)	17,160	31.7%
CB101	Cemetery Lodge	(7,560)	(7,485)	75	1.0%
CB110	Bereavement Services	29,451	25,729	(3,722)	-12.6%
PS200	CCTV Initiatives	57,785	36,307	(21,478)	-37.2%
PH250	Community Safety	6,070	2,804	(3,266)	-53.8%
PH260	Food Protection	(300)	(1,950)	(1,650)	-550.0%
PH270	Water Quality Monitoring	(16,734)	(17,873)	(1,139)	-6.8%
PH354	Private Sector Housing	(3,160)	621	3,781	119.7%
EE360	Dog Warden	3,490	4,223	733	21.0%
OS450	Parks and Open Spaces	148,109	53,460	(94,649)	-63.9%
OS455	Amory Park	111,354	22,143	(89,211)	-80.1%
OS460	Play Areas	80,916	42,305	(38,611)	-47.7%
PH500	Emergency Planning	7,500	38,415	30,915	412.2%
PH550	Licensing	(140,300)	(145,742)	(5,442)	-3.9%
FM580	Pool Car Running Costs	619	(56)	(675)	-109.0%
PH600	Pest Control	1,000	682	(318)	-31.8%
PH660	Control of Pollution	23,300	18,050	(5,250)	-22.5%
PH670	Local Air Pollution	(10,030)	(7,668)	2,362	23.5%
EE730	Environmental Enforcement	147,228	139,027	(8,201)	-5.6%
PH733	Environmental Health	684,646	633,009	(51,637)	-7.5%
PH740	Licensing Unit	167,442	146,784	(20,658)	-12.3%
	<b>Total Public Health Expenditure</b>	<b>1,236,696</b>	<b>945,815</b>	<b>(290,881)</b>	<b>-23.5%</b>
	<b>Total Expenditure Variation</b>			<b>£ (290,881) (a)</b>	
	<b>Major Cost Changes</b>				
	Public Health salary overspend due to Agency costs which is off-set by the COMF EMR &				
PH733	Homes for Ukraine grant funding			72,000	
PH500	New post for Emergency Planning Officer added has resulted in a salary overspend			30,900	
				<b>102,900</b>	
	<b>Major Cost Savings</b>				
PS200	CCTV maintenance underspend (EMR contribution)			(35,800)	
OS450	Parks & Open Spaces maint underspend (EMR contribution)			(88,500)	
OS455	Amory Park maintenance underspend (EMR contribution)			(92,000)	
OS460	Play Area maintenance underspend (EMR contribution)			(40,000)	
PH740	Licensing salary underspend due to vacant posts			(20,820)	
PH660	Control of Pollution monitoring equipment cancellation of maintenance contract			(14,000)	
PH550	Licensing software maintenance underspend due to alignment of contract			(12,000)	
				<b>(303,120)</b>	
	<b>Major Changes in Income Levels</b>				
CB100	Cemetery Income down on exclusive burial rights			22,000	
	Homes for Ukraine grant income received to off-set Agency overspend within Public Health -				
PH733	EMR contribution			(113,280)	
				<b>(91,280)</b>	
	<b>Minor Variations</b>			<b>(9,115)</b>	
	<b>SERVICE MOVEMENT BEFORE STATUTORY ADJUSTMENTS</b>			<b>£ (300,615)</b>	
PH660	Net S106 Receipts and Grants (also see EMR below)			9,734	
	<b>Total Expenditure Variation</b>			<b>(290,881) (a)</b>	

**GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24****Public Health**

<b>EARMARKED RESERVES</b>		
<b>Utilised 2023/24</b>		
ES660	S106 - Air Quality	(9,734)
EE730	EQ756 - Fleet costs	(1,673)
PH733	ER003 - COMF funding to off-set Public Health overspend	(55,000)
<b>Proposed contribution c/fwd to 2024/25</b>		
FM580	EQ756 - Fleet costs	6,092
PS200	EQ709 - CCTV maintenance underspend	25,000
OS450	EQ767 - Parks & Open Spaces maint & other underspends	96,800
OS455	ER005 - Amory Park maintenance underspend	90,000
OS460	EQ715 - Play Area maintenance underspend	40,000
PH733	EQ711 - Public Health salary underspend	40,000
EE730	EQ756 - Vehicle Sales	6,950
FM580	EQ756 - Vehicle Sales	4,750
<b>Net movement in earmarked reserves before statutory adjustments</b>		<b>243,185</b>
<b>Total Expenditure variation after Earmarked Reserves</b>		<b>(47,696)</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24

## Finance and Procurement

Code	Finance and Procurement	2023/24 Budget £	2023/24 Actual £	Variance £	Variance %
1000	Employees	634,024	602,828	(31,196)	-4.9%
2000	Premises	0	0	0	0.0%
3000	Transport	0	371	371	0.0%
4000	Supplies and Services	209,965	186,841	(23,124)	-11.0%
<b>Total Direct Expenditure</b>		<b>843,989</b>	<b>790,040</b>	<b>(53,949)</b>	<b>-6.4%</b>
7000	External Income	(500)	(2,072)	(1,572)	-314.42%
<b>Net Direct Expenditure</b>		<b>843,489</b>	<b>787,968</b>	<b>(55,521)</b>	<b>-6.6% (a)</b>
<b>Total Finance and Procurement Expenditure</b>		<b>843,489</b>	<b>787,968</b>	<b>(55,521)</b>	<b>-6.6%</b>
<b>Finance and Procurement - Service units</b>					
FP100	Accountancy Services	528,592	448,443	(80,149)	-15.2%
FP200	Internal Audit	94,760	94,000	(760)	-0.8%
FP300	Procurement	110,324	123,284	12,960	11.7%
FP400	Purchase Ledger	55,444	63,456	8,012	14.5%
FP500	Sales Ledger	54,369	58,785	4,416	8.1%
<b>Total Finance and Procurement</b>		<b>843,489</b>	<b>787,968</b>	<b>(55,521)</b>	<b>-6.6%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>(55,521) (a)</b>
<b>Major Cost Changes</b>					
FP100	Unbudgeted agency spend			10,400	
FP300	Unbudgeted salary expenditure			12,800	
					<b>23,200</b>
<b>Major Cost Savings</b>					
FP100	Salary savings due to vacancies			(30,600)	
FP100	Return of unspent EMR			(16,720)	
FP100	FP100 - Head of Finance, Property, and Climate Resilience (Deputy S151) - Reallocation of salary costs to Property Services subsequent to post amendment			(37,345)	
					<b>(84,665)</b>
<b>Major Changes in Income Levels</b>					
					<b>0</b>
<b>Minor Variations</b>					
					<b>5,944</b>
<b>Total Expenditure Variation</b>					<b>(55,521) (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2023/24</b>					
FP100	EQ749 - Return of unspent budgeted release, Business Systems			16,720	
<b>Proposed contribution c/fwd to 2024/25</b>					
EQ749	EQ749 - Head of Finance salary savings due to post amendment savings - Contribution to Business systems			37,345	
<b>Net movement in earmarked reserves</b>					<b>54,065</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(1,456)</b>



## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24

## Grounds Maintenance

Code	Grounds Maintenance	2023/24 Budget £	2023/24 Actual £	Variance £	Variance %
1000	Employees	495,783	496,152	369	0.1%
2000	Premises	0	0	0	0.0%
3000	Transport	82,863	135,119	52,256	63.1%
4000	Supplies and Services	28,720	21,376	(7,344)	-25.6%
<b>Total Direct Expenditure</b>		<b>607,366</b>	<b>652,647</b>	<b>45,281</b>	<b>7.5%</b>
7000	External Income	(62,090)	(110,969)	(48,879)	-78.72%
<b>Net Direct Expenditure</b>		<b>545,276</b>	<b>541,677</b>	<b>(3,599)</b>	<b>-0.7% (a)</b>
<b>Total Grounds Maintenance Expenditure</b>		<b>545,276</b>	<b>541,677</b>	<b>(3,599)</b>	<b>-0.7%</b>
<b>Grounds Maintenance - Service units</b>					
GM960	Grounds Maintenance	545,276	541,677	(3,599)	-0.7%
<b>Total Grounds Maintenance Expenditure</b>		<b>545,276</b>	<b>541,677</b>	<b>(3,599)</b>	<b>-0.7%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>(3,599) (a)</b>
<b>Major Cost Changes</b>					
GM960	Small plant purchases			54,000	<b>54,000</b>
<b>Major Cost Savings</b>					
GM960	Fuel costs lower than budget			(9,500)	<b>(9,500)</b>
<b>Major Changes in Income Levels</b>					
GM960	Sale of small plant to fund new purchases			(27,260)	
GM960	Increase in externally generated income			(7,000)	
GM960	Increase in internally generated income			(14,600)	
					<b>(48,860)</b>
<b>Minor Variations</b>					<b>761</b>
<b>Total Expenditure Variation</b>					<b>(3,599) (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2023/24</b>					
	EQ760 - Small plant purchases			(26,800)	
	EQ756 - Fleet costs			(2,921)	
<b>Proposed contribution c/fwd to 2024/25</b>					
<b>Net movement in earmarked reserves</b>					<b>(29,721)</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(33,320)</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24

## General Fund Housing

Code	General Fund Housing	2023/24 Budget £	2023/24 Actual £	Variance £	Variance %
1000	Employees	539,252	510,092	(29,160)	-5.4%
2000	Premises	71,408	164,631	93,223	130.5%
3000	Transport	7,000	5,437	(1,563)	-22.3%
4000	Supplies and Services	616,915	753,428	136,513	22.1%
<b>Total Direct Expenditure</b>		<b>1,234,575</b>	<b>1,433,588</b>	<b>199,013</b>	<b>16.1%</b>
7000	External Income	(892,170)	(1,209,423)	(317,253)	-35.56%
<b>Net Direct Expenditure</b>		<b>342,405</b>	<b>224,164</b>	<b>(118,241)</b>	<b>-34.5% (a)</b>
<b>Total General Fund Housing Services Expenditure</b>		<b>342,405</b>	<b>224,164</b>	<b>(118,241)</b>	<b>-34.5%</b>
<b>General Fund Housing - Service units</b>					
PH320	Housing and Homelessness Advice	(3,380)	(145,387)	(142,007)	-4201.4%
PH325	Homes for Ukraine	0	0	0	0.0%
PH345	Rough Sleeping Initiative	26,303	21,428	(4,875)	-18.5%
PH349	Domestic Abuse Duty	9,875	242	(9,633)	-97.6%
HG350	Community Alarms	(95,482)	(73,425)	22,057	23.1%
PH373	Homelessness and Enabling Team	373,121	295,128	(77,993)	-20.9%
PH376	Ivor Macey House Project	18,768	(2,776)	(21,544)	-114.8%
PH377 -					
PH388	Various HMO's	13,200	128,955	115,755	876.9%
PH377	1 Belmont Road	13,200	127,742	114,542	867.7%
PH378	5 St Paul's Street	0	7,057	7,057	0.0%
PH379	5 Marshall Close, Tiverton	0	(5,130)	(5,130)	0.0%
PH380	Flat 16 High Street, Silverton	0	(3,555)	(3,555)	0.0%
PH381	15 Temple Crescent, Tiverton	0	449	449	0.0%
PH382	19a Westex South, Tiverton	0	353	353	0.0%
PH383	4 Coldridge Road, Tiverton	0	1,121	1,121	0.0%
PH384	30 Temple Crescent, Tiverton	0	652	652	0.0%
PH385	9 Hammett Road, Cullompton	0	70	70	0.0%
PH386	68 Belmont Road, Tiverton	0	82	82	0.0%
PH388	8 Hillcrest, Tiverton	0	114	114	0.0%
<b>Total General Fund Housing Services Expenditure</b>		<b>342,405</b>	<b>224,164</b>	<b>(118,241)</b>	<b>-34.5%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>(118,241) (a)</b>
<b>Major Cost Changes</b>					
PH377	Extensive maintenance works to newly acquired HMO to get property operational is off-set additional Homelessness support grants received in year			82,000	
PH378	Maintenance works to newly acquired HMO to get property operational, is off-set by rental income received			15,000	
PH320	Overspend on temporary accommodation costs is off-set by additional homelessness support & Homes for Ukraine grant			100,000	
PH325	DARS scheme payments funded from Homes for Ukraine grant income			69,000	
					<b>266,000</b>
<b>Major Cost Savings</b>					
PH373	Housing Options salary underspend due to vacant posts - EMR contribution			(37,000)	
					<b>(37,000)</b>
<b>Major Changes in Income Levels</b>					
PH320	Additional rents received for temporary accommodation			(34,000)	
PH320	Increased Homelessness Support grant income received - EMR contribution			(186,300)	
PH320	Homes for Ukraine grant income to off-set additional Homelessness temporary accommodation			(32,000)	
PH372	Homes for Ukraine grant income to off-set budgeted salary costs			(37,000)	
PH377	Rental income from newly acquired HMO not achieved due to maintenance works required to get property operational			36,000	
PH325	Homes for Ukraine grant income to off-set costs for DARS scheme			(69,000)	
PH378					
PH379	Rental income received from newly purchased temporary accommodation properties				
PH380				(22,000)	
					<b>(344,300)</b>
<b>Minor Variations</b>					<b>(2,941)</b>
<b>Total Expenditure Variation</b>					<b>(118,241) (a)</b>

**GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24****General Fund Housing**

<b>EARMARKED RESERVES</b>		
<b>Utilised 2023/24</b>		
<b>Proposed contribution c/fwd to 2024/25</b>		
PH373	EQ742 Housing Option salary underspend	36,500
PH320	EQ742 Homelessness underspend due to external income	60,000
<b>Net movement in earmarked reserves</b>		<b>96,500</b>
<b>Total Expenditure variation after Earmarked Reserves</b>		<b>(21,741)</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24

## ICT Services

		2023/24 Budget	2023/24 Actual	Variance	Variance
Code	ICT Services	£	£	£	%
1000	Employees	697,288	599,216	(98,072)	-14.1%
2000	Premises	0	0	0	0.0%
3000	Transport	850	92	(758)	-89.2%
4000	Supplies and Services	602,015	714,759	112,744	18.7%
Total Direct Expenditure		1,300,153	1,314,067	13,914	1.1%
7000	External Income	(600)	(3,838)	(3,238)	-539.65%
Net Direct Expenditure		1,299,553	1,310,229	10,676	0.8% (a)
Total ICT Services Expenditure		1,299,553	1,310,229	10,676	0.8%
ICT - Service units					
IT100	Gazetteer Management	83,146	76,413	(6,733)	-8.1%
IT200	IT Projects	0	185,232	185,232	0.0%
IT300	Central Telephones	38,000	54,038	16,038	42.2%
IT400	ICT Network and Hardware	94,240	66,777	(27,463)	-29.1%
IT500	ICT Software Support and Maint.	345,310	305,927	(39,383)	-11.4%
IT600	ICT Staff Unit	428,706	364,912	(63,794)	-14.9%
IT700	Cyber Security	95,185	73,572	(21,613)	-22.7%
IT800	Phoenix House Printing	10,000	17,784	7,784	77.8%
IT900	Digital Services	204,966	165,573	(39,393)	-19.2%
Total ICT Services Expenditure		1,299,553	1,310,229	10,676	0.8%
				£	£
Total Expenditure Variation					10,676 (a)
Major Cost Changes					
IT200	2023-24 ICT Projects - fully EMR Funded:				
	• Additional Unified Communications			37,119	
	• CRM replacement & HRA 1st Year			88,865	
	• Cyber Grant Funding			5,720	
	• 2023-24 Laptop Refresh			19,104	
	• Digital transformation			16,598	
	• Business Systems Updates/Upgrades			17,826	
IT300	Final BT costs related to end of contract			16,250	
					201,482
Major Cost Savings					
IT400	Reduced hardware costs due to major projects and reduced staff			(13,850)	
IT400	Renegotiated internet contract			(14,900)	
IT500	Reduction of Metastorm software			(17,000)	
IT500	Removal of Citrix annual maintenance contract			(19,000)	
IT600	Reduction in staff level (£52,521 transferred to EMR)			(61,320)	
IT700	Delay in introduction of Multi-Factor Authentication due to reduced staffing			(17,400)	
IT900	Reduction in staff level (transferred to EMR)			(36,950)	
					(180,420)
Major Changes in Income Levels					
					0
Minor Variations					
					(10,386)
Total Expenditure Variation					10,676 (a)
EARMARKED RESERVES					
Utilised 2023/24					
IT200	EQ655 - ICT Projects			(142,582)	
IT200	EQ755 - ICT Equipment Sinking Fund			(19,104)	
IT201	ER001 - IT Cyber Grant			(5,720)	
IT200	EQ749 - IT Business Systems			(17,826)	
Proposed contribution c/fwd to 2024/25					
IT600	EQ655 - Salary savings to fund future consultancy requirements			89,471	
IT900					
Net movement in earmarked reserves					(95,761)
Total Expenditure variation after Earmarked Reserves					(85,085)

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24

## Human Resources

Human Resources		2023/24 Budget £	2023/24 Actual £	Variance £	Variance %
Code	Human Resources				
1000	Employees	510,095	453,227	(56,868)	-11.1%
2000	Premises	0	0	0	0.0%
3000	Transport	3,000	1,625	(1,375)	-45.8%
4000	Supplies and Services	69,820	82,522	12,702	18.2%
Total Direct Expenditure		582,915	537,374	(45,541)	-7.8%
7000	External Income	0	(13,382)	(13,382)	0.00%
Net Direct Expenditure		582,915	523,992	(58,923)	-10.1% (a)
Total Human Resources Expenditure		582,915	523,992	(58,923)	-10.1%
Human Resources - Service units					
HR100	Human Resources	409,044	406,884	(2,160)	-0.5%
HR200	Staff Development Training	20,000	8,081	(11,919)	-59.6%
HR300	Payroll	44,133	43,495	(638)	-1.4%
HR400	Learning and Development	62,188	21,655	(40,533)	-65.2%
HR600	Health and Safety Officer	47,550	43,876	(3,674)	-7.7%
Total Human Resources Expenditure		582,915	523,992	(58,923)	-10.1%
				£	£
Total Expenditure Variation					(58,923) (a)
Major Cost Changes					
HR100	Additional Zellis software costs			11,200	
					11,200
Major Cost Savings					
HR100	Salary saving due to vacancies			(15,000)	
HR200	Reduced costs on the staff online training portfolio			(13,300)	
HR400	Salary saving due to vacancy			(39,400)	
					(67,700)
Major Changes in Income Levels					
					0
Minor Variations					(2,423)
Total Expenditure Variation					(58,923) (a)
EARMARKED RESERVES					
Utilised 2023/24					
Proposed contribution c/fwd to 2024/25					
Net movement in earmarked reserves					0
Total Expenditure variation after Earmarked Reserves					(58,923)

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24

## Legal and Democratic Services

Code	Legal and Democratic Services	2023/24 Budget £	2023/24 Actual £	Variance £	Variance %
1000	Employees	817,315	743,089	(74,226)	-9.1%
2000	Premises	12,000	17,613	5,613	46.8%
3000	Transport	10,500	7,511	(2,989)	-28.5%
4000	Supplies and Services	549,395	555,675	6,280	1.1%
	<b>Total Direct Expenditure</b>	<b>1,389,210</b>	<b>1,323,888</b>	<b>(65,322)</b>	<b>-4.7%</b>
7000	External Income	(61,520)	(141,556)	(80,036)	-130.10%
	<b>Net Direct Expenditure</b>	<b>1,327,690</b>	<b>1,182,332</b>	<b>(145,358)</b>	<b>-4.7% (a)</b>
	<b>Total Legal and Democratic Services</b>	<b>1,327,690</b>	<b>1,182,332</b>	<b>(145,358)</b>	<b>-4.7%</b>
	<b>Legal and Democratic Services - Service units</b>				
LD100	Electoral Registration	192,932	188,827	(4,105)	-2.1%
LD201	Election costs - District	160,000	169,683	9,683	6.1%
LD300	Democratic Rep and Management	380,975	360,319	(20,656)	-5.4%
LD400	Committee Services	174,936	167,365	(7,571)	-4.3%
LD600	Legal Services	418,847	296,136	(122,711)	-29.3%
	<b>Total Legal and Democratic Services</b>	<b>1,327,690</b>	<b>1,182,332</b>	<b>(145,358)</b>	
				<b>£</b>	<b>£</b>
	<b>Total Expenditure Variation</b>				<b>(145,358) (a)</b>
	<b>Major Cost Changes</b>				
LD600	Unbudgeted agency staff spend			34,016	
					<b>34,016</b>
	<b>Major Cost Savings</b>				
LD300	Savings on Democratic Rep mainly due to underspends on Member training and mileage			(20,656)	
LD600	Salary savings due to vacancies			(132,000)	
LD600	Unspent computer software budget			(8,000)	
LD600	Underspend on legal consultants budget			(7,000)	
					<b>(167,656)</b>
	<b>Major Changes in Income Levels</b>				
LD600	Fees & Charges exceeded budgeted income			(9,400)	
LD600	Reimbursed Costs Exceeded budget			(10,200)	
					<b>(19,600)</b>
	<b>Minor Variations</b>				<b>7,882</b>
	<b>Total Expenditure Variation</b>				<b>(145,358) (a)</b>
	<b>EARMARKED RESERVES</b>				
	<b>Utilised 2023/24</b>				
	<b>Proposed contribution c/fwd to 2024/25</b>				
LD300	EQ721 - Elected Members Training			20,000	
	<b>Net movement in earmarked reserves (other than budgeted)</b>				<b>20,000</b>
	<b>Total Expenditure variation after Earmarked Reserves</b>				<b>(125,358)</b>



## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24

## Planning and Regeneration

Code	Planning and Regeneration	2023/24 Budget £	2023/24 Actual £	Variance £	Variance %
1000	Employees	2,250,231	2,021,624	(228,607)	-10.2%
2000	Premises	0	0	0	0.0%
3000	Transport	19,500	15,811	(3,689)	-18.9%
4000	Supplies and Services	1,612,859	2,110,298	497,439	30.8%
	S106 Expenditure	0	357,995	357,995	0.0%
	<b>Total Direct Expenditure</b>	<b>3,882,590</b>	<b>4,505,728</b>	<b>623,138</b>	<b>16.0%</b>
7000	External Income	(1,307,328)	(1,197,875)	109,453	8.4%
	S106 Contributions	0	(20,961)	(20,961)	0.0%
	Grant funding	(584,879)	(1,091,868)	(506,989)	-86.7%
	<b>Net Direct Expenditure</b>	<b>1,990,383</b>	<b>2,195,024</b>	<b>204,641</b>	<b>10.3% (a)</b>
	<b>Total Planning and Regeneration Expenditure</b>	<b>1,990,383</b>	<b>2,195,024</b>	<b>204,641</b>	<b>10.3%</b>
	<b>Planning and Regeneration - Service units</b>				
PR100	Building Regulations	8,025	25,120	17,095	213.0%
PR110	Enforcement	102,820	112,354	9,534	9.3%
PR200	Development Control	357,680	451,525	93,845	26.2%
PR210	Local Land Charges	(42,506)	(82,120)	(39,614)	-93.2%
PR225	Garden Village Project	121,865	13,004	(108,861)	-89.3%
PR227	J28 Feasibility	0	416,315	416,315	0.0%
PR400	Business Development	417,983	464,755	46,772	11.2%
PR402	Cullompton HAZ	433,654	384,396	(49,258)	-11.4%
PR403	Shared Prosperity Fund	0	28,095	28,095	0.0%
PR420	Tiverton Town Centre Regen Project	0	15,434	15,434	0.0%
PR600	Forward Planning Unit	320,462	293,823	(26,639)	-8.3%
PR810	Statutory Development Plan	269,500	72,273	(197,227)	-73.2%
PR820	Assets of community value	0	50	50	0.0%
PR900	Dangerous Buildings And Trees	900	0	(900)	-99.9%
	<b>Total Planning and Regeneration Expenditure</b>	<b>1,990,383</b>	<b>2,195,024</b>	<b>204,641</b>	<b>10.3%</b>
	<b>Total Expenditure Variation</b>			<b>£ 204,641</b>	<b>(a)</b>
	<b>Major Cost Changes</b>				
PR200	Agency spend (partially offset by £10,400 EMR release)			40,168	
PR110	Enforcement staffing, agency spend and recruitment costs, offset by vacant posts and Planning Skills Delivery Grant			18,650	
PR225	Garden Village Project spend which has been offset by capacity funding			36,139	
PR227	J28 Project spend (fully funded by EMR releases)			416,315	
PR400	Project spend on Crediton Town Centre Masterplan (fully funded by EMR release)			42,206	
PR400	Project spend on Cullompton Town Centre Masterplan (fully funded by EMR release)			2,400	
PR400	Project spend on Cullompton Rail Project (fully funded by EMR release)			19,937	
PR400	Project spend on Homes England bid (fully funded by grant from Homes England)			76,993	
PR400	Shared Prosperity Fund match funding (fully funded by EMR release)			54,330	
PR403	Project spend which has been offset by Shared Prosperity Grant (and EMR release)			210,867	
PR420	Project spend (fully funded by EMR releases)			15,434	
PR600	Consultancy and grants funded by Neighbourhood Plan grant (and EMR releases)			29,340	
				<b>962,779</b>	
	<b>Major Cost Savings</b>				
PR100	Underspend as a result of reduced income and so picking up a reduced share of costs and savings from vacant posts			(68,308)	
PR200	Staff vacancies			(141,224)	
PR200	Appeals underspend from releasing £200k provision (of which £100k transferred to EMR)			(161,804)	
PR400	Staff vacancies (£17k put into EMR to fund 24/25 staffing)			(68,058)	
PR402	Project underspend on Cullompton HAZ			(46,372)	
PR600	Staff vacancies			(23,169)	
PR810	Local Plan reprofiled spend, based on new timetable and when technical evidence is needed (funds put back into EMR)			(197,822)	
				<b>(706,757)</b>	

**GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24****Planning and Regeneration**

<b>Major Changes in Income Levels</b>		<b>£</b>	<b>£</b>
PR100	Underachievement on income	85,403	
PR200	Underachievement on income	82,844	
PR200	Grant income, Planning Skills Delivery & Biodiversity Net Gain	(68,207)	
PR210	Underachievement on income (partially offset by New Burdens grant)	33,748	
PR210	Grant income, New Burdens	(11,131)	
PR210	HM Land Registry contribution for works done	(60,000)	
PR225	Grant income, DLUHC	(145,000)	
PR400	Grant income, Homes England	(76,993)	
PR403	Grant income, Shared Prosperity	(182,772)	
PR600	Grant income, Neighbourhood Plan	(20,000)	
			<b>(362,108)</b>
<b>Minor Variations</b>			<b>(26,308)</b>
<b>SERVICE MOVEMENT BEFORE STATUTORY ADJUSTMENTS</b>			<b>(132,394)</b>
PR200	Net S106 Receipts and Grants (also see EMR below)		337,035
<b>Total Expenditure Variation</b>			<b>204,641 (a)</b>
<b>EARMARKED RESERVES</b>			
<b>Utilised 2023/24</b>			
PR200	EQ790 - Agency staffing on Development Management	(10,400)	
PR200	S106 - Public Open Space	(357,995)	
PR227	EQ781 - J28 Feasibility work	(397,112)	
PR227	EQ656 - J28 Feasibility work	(19,203)	
PR400	EQ722 - Shared Prosperity match funding	(54,330)	
PR400	EQ656 - Cullompton Rail Station work	(19,937)	
PR400	EQ728 - Crediton Masterplan work	(42,206)	
PR400	EQ728 - Cullompton Masterplan work	(2,400)	
PR402	S106 - Public Open Space & Air Quality	(8,129)	
PR402	EQ656 - Cullompton Rail Station work	(60,000)	
PR402	EQ722 - Cullompton HAZ project	(29)	
PR402	EQ652 - Return of unspent budgeted release, Cullompton HAZ project	82,251	
PR402	EQ653 - Return of unspent budgeted release, Culompton HAZ project	34,385	
PR403	ER010 - Shared Prosperity Fund	(28,095)	
PR420	EQ653 - Tiverton Town Centre Regeneration project	(15,434)	
PR600	EQ780 - Community Land Trust work	(9,000)	
PR600	EQ741 - Community Housing grant spend	(2,890)	
PR600	EQ727 - Joint Strategy work	(2,943)	
PR600	EQ821 - Neighbourhood Plan work	(4,507)	
PR810	EQ728 - Return of unspent budgeted release, Local Plan	197,822	
<b>Proposed contribution c/fwd to 2024/25</b>			
PR110	ER015 - Land Charges HMLR Projects	60,000	
PR200	EQ774 - Planning Legal Expense Reserve	100,000	
PR200	EQ782 - Planning Skills Delivery Fund	19,500	
PR200	S106 - Public Open Space	20,961	
PR225	EQ824 - Garden Village	108,861	
PR400	EQ722 - Staffing in 2024/25	17,000	
<b>Net movement in earmarked reserves</b>			<b>(393,831)</b>
<b>Total Expenditure variation after Earmarked Reserves</b>			<b>(189,190)</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24

## Property Services

Code	Property Services	2023/24 Budget £	2023/24 Actual £	Variance £	Variance %
1000	Employees	790,985	748,896	(42,089)	-5.3%
2000	Premises	1,655,189	1,050,100	(605,089)	-36.6%
3000	Transport	33,184	31,894	(1,290)	-3.9%
4000	Supplies and Services	223,012	134,199	(88,813)	-39.8%
<b>Total Direct Expenditure</b>		<b>2,702,370</b>	<b>1,965,088</b>	<b>(737,282)</b>	<b>-27.3%</b>
7000	External Income	(726,161)	(730,720)	(4,559)	-0.6%
<b>Net Direct Expenditure</b>		<b>1,976,209</b>	<b>1,234,368</b>	<b>(741,841)</b>	<b>-37.5% (a)</b>
<b>Total Property Services Expenditure</b>		<b>1,976,209</b>	<b>1,234,368</b>	<b>(741,841)</b>	<b>-37.5%</b>
<b>Property Services - Service units</b>					
PS160	Asset Management	80,330	50,990	(29,340)	-36.5%
PS350	Public Conveniences	33,950	25,705	(8,245)	-24.3%
PS400	Flood Defences and Land Drainage	26,032	27,998	1,966	7.6%
PS600	Street Naming and Numbering	6,723	12,849	6,126	91.1%
PS700	Contract Services - P-Health	8,033	0	(8,033)	-100.0%
PS810	Phoenix House	653,405	325,074	(328,331)	-50.2%
PS850	Old Road Depot	141,574	72,569	(69,005)	-48.7%
PS880	Bus Station Maintenance	(23,429)	(15,480)	7,949	33.9%
PS890	10 Phoenix Lane	(1,989)	(12,445)	(10,456)	-525.7%
PS950	Climate Change	118,733	66,307	(52,426)	-44.2%
PS960	Caretaking Services	146,004	140,972	(5,032)	-3.4%
PS980	Property Services	627,276	587,589	(39,687)	-6.3%
PS990	30/38 Fore Street	(39,093)	(81,591)	(42,498)	-108.7%
PS991	Industrial Units	(53,896)	(131,449)	(77,553)	-143.9%
PS992	Market Walk	(105,566)	(131,747)	(26,181)	-24.8%
PS993	Lowman Green Unit	(9,813)	(4,815)	4,998	50.9%
PS995	Coggan's Well	18,407	(19,826)	(38,233)	-207.7%
PS996	Market Walk Service Charges	0	(6,119)	(6,119)	0.0%
WS770	Unit 3 Carlu Close	349,528	325,484	(24,044)	-6.9%
<b>Total Property Services</b>		<b>1,976,209</b>	<b>1,232,066</b>	<b>(744,143)</b>	<b>-37.7%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>(741,841) (a)</b>
<b>Major Cost Changes</b>					
PS160	Asset Management rates revaluation project spend			26,800	
PS600	Street naming & numbering sign replacement overspend (EMR utilised)			7,480	
WS770	Carlu depot maintenance overspend			13,700	
					<b>47,980</b>
<b>Major Cost Savings</b>					
PS160	Asset Management computer software underspend (EMR contribution)			(40,000)	
PS350	Public Convenience maintenance underspend (EMR contribution)			(21,700)	
PS350	Public Convenience utility underspend			(17,000)	
PS810	Phoenix House utilities & rates underspend			(40,000)	
PS810	Phoenix House maintenance underspend (EMR contribution)			(295,115)	
PS850	Old Road utilities & building cleaning underspend			(22,300)	
PS850	Old Road maintenance underspend (EMR contribution)			(48,250)	
PS890	10 Phoenix Lane maintenance underspend (EMR contribution)			(10,000)	
PS950	Climate change consultancy underspend			(50,000)	
PS960	Salary underspend due to vacant posts			(5,000)	
PS980	Salary underspend due to vacant posts (EMR contribution)			(37,000)	
PS990	Fore Street maintenance underspend (EMR contribution)			(50,000)	
PS991	Industrial Units maintenance underspend (EMR contribution)			(94,000)	
PS992	Market Walk maintenance underspend (EMR contribution)			(32,200)	
PS995	Coggans Well maintenance underspend (EMR contribution)			(41,500)	
WS770	Carlu depot utilities & rates underspend			(33,000)	
					<b>(837,065)</b>

**GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24****Property Services**

<b>Major Changes in Income Levels</b>		
PS350	Public Conv Parish recharges less than budgeted due to reducing operating costs	20,000
PS880	Bus Station income down against budget due to reduction in departures	9,400
PS991	Income down for rental on Industrial Units due to rent review delay	11,300
PS992	Market Walk rental income above budget due anticipated lower rent reviews that have not taken place during 2023/24	(16,985)
		<b>23,715</b>
<b>Minor Variations</b>		
		<b>23,529</b>
<b>Total Expenditure Variation</b>		<b>(741,841) (a)</b>
<b>EARMARKED RESERVES</b>		
<b>Utilised 2023/24</b>		
PS600	EQ802 - Street naming & numbering sign replacement overspend	(7,480)
<b>Proposed contribution c/fwd to 2024/25</b>		
PS960	EQ756 - Fleet costs	1,329
PS980	EQ756 - Fleet costs	2,015
PS980	ER007 - Property Services salary underspend	32,600
PS350	ER017 - Public Conv maintenance underspend	10,000
PS810	EQ827 - Phoenix House maintenance & utility underspend	315,250
PS850	EQ829 - Old Road maintenance & utility underspend	60,000
PS890	ER018 - 10 Phoenix Lane maintenance underspend	10,000
PS990	EQ838 - Fore Street maintenance underspend	50,000
PS991	EQ771 - Industrial Units maintenance underspend	85,000
PS992	EQ838 - Market Walk maintenance underspend	40,000
PS995	ER019 - Coggans Well maintenance underspend	41,000
PS160	ER014 - Asset Management computer software underspend	40,000
PS950	EQ785 - Climate Change consultancy underspend	50,000
	<b>Net movement in earmarked reserves</b>	<b>729,714</b>
<b>Total Expenditure variation after Earmarked Reserves</b>		<b>(12,127)</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24

## Revenues and Benefits

Code	Revenues and Benefits	2023/24 Budget £	2023/24 Actual £	Variance £	Variance %
1000	Employees	968,210	969,233	1,023	0.1%
2000	Premises	0	0	0	0.0%
3000	Transport	3,633	3,184	(449)	-12.4%
4000	Supplies and Services	241,800	912,590	670,790	277.4%
	Housing Benefit Payments (RB400)	11,576,000	10,982,613	(593,387)	-5.1%
	<b>Total Direct Expenditure</b>	<b>12,789,643</b>	<b>12,867,620</b>	<b>77,977</b>	<b>0.6%</b>
7000	Income from Housing Benefit Subsidy (RB400)	(11,336,000)	(10,818,804)	517,196	-4.6%
	All other Income	(604,490)	(1,359,660)	(755,170)	124.9%
	<b>External Income</b>	<b>(11,940,490)</b>	<b>(12,178,464)</b>	<b>(237,974)</b>	<b>-2.0%</b>
	<b>Net Direct Expenditure</b>	<b>849,153</b>	<b>689,157</b>	<b>(159,996)</b>	<b>-18.8% (a)</b>
	<b>Total Revenues and Benefits Expenditure</b>	<b>849,153</b>	<b>689,157</b>	<b>(159,996)</b>	<b>-18.8%</b>
	<b>Revenues and Benefits - Service units</b>				
RB100	Collection of Council Tax	553,617	518,525	(35,092)	-6.3%
RB200	Collection of Business Rates	(87,210)	(73,641)	13,569	15.6%
RB300	Housing Benefit Admin	213,529	159,318	(54,211)	-25.4%
RB340	Local Welfare Assistance Scheme	7,500	1,413	(6,087)	-81.2%
RB400	Housing Rent Allowances	65,000	(36,652)	(101,652)	-156.4%
RB600	Corporate Debt Team	96,717	112,008	15,291	15.8%
RB900	Economic Vuln&Financial H/Ship	0	8,186	8,186	0.0%
	<b>Total Revenues and Benefits Expenditure</b>	<b>849,153</b>	<b>689,157</b>	<b>(159,996)</b>	<b>-18.8%</b>
	<b>Total Expenditure Variation</b>			<b>£ (159,996)</b>	<b>(a)</b>
	<b>Major Cost Changes</b>				
RB100	CTAX additional Award & Section 13a Care Leavers Write Offs			109,757	
RB340	Household Support Fund grants			483,160	
				<b>592,917</b>	
	<b>Major Cost Savings</b>				<b>0</b>
	<b>Major Changes in Income Levels</b>				
RB100	CTAX Additional Award & CTB Old scheme			(103,720)	
RB100	Grant income, New Burdens EBSS AF & AFP AF schemes & DWP			(41,991)	
RB100	CTAX reimbursed costs			(19,503)	
RB300	Grant income, DWP and DCC			(52,927)	
RB340	Grant income, Household Support Fund			(481,747)	
RB600	Underachievement on S106 monitoring fee income			27,054	
				<b>(672,834)</b>	
	<b>Housing Benefits</b>				
RB400	Subsidy costs less than budgeted			(593,387)	
RB400	Subsidy income less than budgeted			517,196	
RB400	Overpayments reclaimed more than budgeted			(23,450)	
				<b>(76,191)</b>	
	<b>Minor Variations</b>				<b>(3,888)</b>
	<b>Total Expenditure Variation</b>				<b>(159,996) (a)</b>
	<b>EARMARKED RESERVES</b>				
	<b>Utilised 2023/24</b>				
RB100	EQ787 - funding of maternity leave			(10,000)	
	<b>Proposed contribution c/fwd to 2024/25</b>				
RB100	EQ787 - staffing 2024/25			28,500	
RB300	EQ787 - staffing 2024/25			26,500	
RB100	EQ756 - Fleet costs			572	
	<b>Net movement in earmarked reserves</b>				<b>45,572</b>
	<b>Total Expenditure variation after Earmarked Reserves</b>				<b>(114,425)</b>

## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24

## Leisure Services

Code	Leisure Services	2023/24 Budget £	2023/24 Actual £	Variance £	Variance %
1000	Employees	2,493,822	2,506,632	12,810	0.5%
2000	Premises	1,562,550	1,327,278	(235,272)	-15.1%
3000	Transport	6,400	4,997	(1,403)	-21.9%
4000	Supplies and Services	270,210	294,196	23,986	8.9%
<b>Total Direct Expenditure</b>		<b>4,332,982</b>	<b>4,133,103</b>	<b>(199,879)</b>	<b>-4.6%</b>
7000	External Income	(2,931,266)	(3,323,517)	(392,251)	-13.4%
<b>Net Direct Expenditure</b>		<b>1,401,716</b>	<b>809,586</b>	<b>(592,130)</b>	<b>-42.2% (a)</b>
<b>Total Leisure Services Expenditure</b>		<b>1,401,716</b>	<b>809,586</b>	<b>(592,130)</b>	<b>-42.2%</b>
<b>Leisure Services - Service units</b>					
RS100	Leisure Facilities Maintenance and Equipment	464,920	258,817	(206,103)	-44.3%
RS110	Leisure Management and Administration	45,130	60,223	15,093	33.4%
RS140	Exe Valley Leisure Centre	489,347	189,908	(299,439)	-61.2%
RS150	Lords Meadow Leisure Centre	274,619	249,798	(24,821)	-9.0%
RS155	Leisure Land Rents	(12,018)	(12,042)	(24)	-0.2%
RS160	Culm Valley Sports Centre	139,718	62,883	(76,835)	-55.0%
<b>Total Leisure Services Expenditure</b>		<b>1,401,716</b>	<b>809,586</b>	<b>(592,130)</b>	<b>-42.2%</b>
				<b>£</b>	<b>£</b>
<b>Total Expenditure Variation</b>					<b>(592,130) (a)</b>
<b>Major Cost Changes</b>					
RS150	LMLC decarbonisation works (EMR utilise)			20,516	
Various	Savings on salaries lower than budgeted £100k			20,000	
Various	Overspend on course running costs, materials & chemicals, and consultancy for service review			20,000	
					<b>60,516</b>
<b>Major Cost Savings</b>					
RS100	Leisure Facilities maint underspend (EMR contribution)			(214,300)	
RS140	EVLC utilites & rates underspend			(27,400)	
RS150	LMLC utilities underspend			(20,000)	
					<b>(261,700)</b>
<b>Major Changes in Income Levels</b>					
Various	Wetside income up on budget mainly due to an increase in the swimming lesson programme			(66,000)	
Various	Fitness income up on budget mainly due to an increase in member numbers at all sites			(344,000)	
					<b>(410,000)</b>
<b>Minor Variations</b>					<b>19,054</b>
<b>Total Expenditure Variation</b>					<b>(592,130) (a)</b>
<b>EARMARKED RESERVES</b>					
<b>Utilised 2023/24</b>					
RS150	EQ785 - LMLC decarbonisation works			(20,516)	
<b>Proposed contribution c/fwd to 2024/25</b>					
RS100	EQ764 - Leisure Facilities maint underspend			215,000	
<b>Net movement in earmarked reserves</b>					<b>194,484</b>
<b>Total Expenditure variation after Earmarked Reserves</b>					<b>(397,646)</b>



## GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24

## Waste Services

Code	Waste Services	2023/24 Budget £	2023/24 Actual £	Variance £	Variance %
1000	Employees	3,601,320	3,849,366	248,046	6.9%
3000	Transport	1,120,932	1,091,672	(29,260)	-2.6%
4000	Supplies and Services	727,740	873,282	145,542	20.0%
	S106 Expenditure		0	0	
	<b>Total Direct Expenditure</b>	<b>5,449,992</b>	<b>5,814,320</b>	<b>364,328</b>	<b>6.7%</b>
7000	External Income	(2,975,280)	(3,463,047)	(487,767)	-16.4%
	<b>Net Direct Expenditure</b>	<b>2,474,712</b>	<b>2,351,273</b>	<b>(123,439)</b>	<b>-5.0% (a)</b>
	<b>Total Waste Services Expenditure</b>	<b>2,474,712</b>	<b>2,351,273</b>	<b>(123,439)</b>	<b>-5.0%</b>
	<b>Waste Services - Cost Centres</b>				
FM100	Fleet Management	53,493	51,956	(1,537)	-2.9%
WS650	Street Cleansing	545,263	490,458	(54,805)	-10.1%
WS700	Refuse Collection	855,721	374,460	(481,261)	-56.2%
WS710	Trade Waste Collection	(171,677)	(155,192)	16,485	9.6%
WS725	Kerbside Recycling	855,169	1,274,652	419,483	49.1%
WS750	Waste Management Staff Unit	336,743	314,939	(21,804)	-6.5%
	<b>Total Waste Services Expenditure</b>	<b>2,474,712</b>	<b>2,351,273</b>	<b>(123,439)</b>	<b>-5.0%</b>
				<b>£</b>	<b>£</b>
	<b>Total Expenditure Variation</b>				<b>(123,439) (a)</b>
	<b>Major Cost Changes</b>				
WS710	Increased salary costs due to pay award and driver supplement			15,700	
WS710	Waste disposal charges increased by £20 per tonne and increased tonnage			67,650	
WS650	Purchase of electric street sweeper - EMR funded			9,500	
WS650	Agency overspend due to vacancy cover - offset by salary underspend			18,310	
WS750	Agency costs to cover maternity			15,750	
WS700	Driver pay - market supplements to recruit and retain drivers			32,970	
WS725	Additional cost of pay award			65,000	
WS700	In year agreed additional posts			46,200	
WS700	Additional agency to cover vacancies and sickness			282,790	
WS725	Additional CPD training - HGV			9,000	
All WS	Additional Fleet costs - EMR funded			50,610	
WS700	Increased cost of clinical waste disposal			10,400	
WS700	Additional waste/recycling bins - EMR partially funded			17,300	
WS700	Increased requirement for printing and postage - garden permits/waste collection calendars			16,240	
WS700	Insurance claim excess charge			9,000	
WS725	Increase cost of baler wire and quantity required			15,000	
WS725	Paper and glass haulage charges			6,650	
					<b>688,070</b>
	<b>Major Cost Savings</b>				
WS710	Reduced agency costs			(10,500)	
WS710	Reduced equipment purchases			(9,000)	
All WS	Fuel savings due to price per litre reducing and changed supplier			(55,880)	
WS650	Reduction in salary costs due to vacancies			(66,350)	
WS750	Saving due to vacancies and maternity			(31,100)	
WS700	Vacancy savings due to difficulty recruiting and retaining staff			(138,370)	
WS725					<b>(311,200)</b>

**GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2023/24****Waste Services**

<b>Major Changes in Income Levels</b>		
WS710	Trade waste income increase	(47,620)
WS650	Increased income from fees & charges	(5,300)
WS650	Increased income from internal recharges	(11,250)
WS700	Reduced sales of garden waste sacks and removal of delivery charge	7,350
WS700	Increased income from bulky waste collections due to price increase	(20,580)
WS700	Increased garden waste income due to price increase and slight increase in permits	(125,620)
WS700	Devon County Shared Savings Scheme - £520k actual	(409,890)
WS725	Reduced recycling income due to price per tonne dropping despite tonnages increasing	147,700
WS725	Increased recycling due to 3 weekly - increase in recycling credits	(12,000)
		<b>(477,210)</b>
<b>Minor Variations</b>		
		<b>(23,099)</b>
		<b>£</b>
<b>Total Expenditure Variation</b>		<b>(123,439) (a)</b>
<b>EARMARKED RESERVES</b>		
<b>Utilised 2023/24</b>		
WS650	EQ756 - Fleet costs	(856)
WS700	EQ756 - Fleet costs	(33,025)
WS710	EQ756 - Fleet costs	(1,015)
WS725	EQ756 - Fleet costs	(15,715)
WS650	EQ760 Maxwind Electric Street Sweeper purchase	(9,500)
WS725	EQ744 Waste containers	(15,988)
<b>Proposed contribution c/fwd to 2024/25</b>		
<b>Net movement in earmarked reserves</b>		<b>(76,099)</b>
<b>Total Expenditure variation after Earmarked Reserves</b>		<b>(199,538)</b>

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## HOUSING REVENUE ACCOUNT OUTTURN SUMMARY 2023/24

Code	Housing Revenue Account	2023/24 Budget £	2023/24 Actual £	Variance £	Variance %
1000	Employees	3,706,370	3,265,898	(440,472)	-11.9%
2000	Premises	447,340	418,500	(28,840)	-6.4%
3000	Transport	263,770	258,474	(5,296)	-2.0%
4000	Supplies and Services	7,559,490	11,514,002	3,954,512	52.3%
<b>Total Direct Expenditure</b>		<b>11,976,970</b>	<b>15,456,873</b>	<b>3,479,903</b>	<b>29.1%</b>
7000	External Income	(14,870,910)	(18,636,693)	(3,765,783)	-25.3%
<b>Net Direct Expenditure</b>		<b>(2,893,940)</b>	<b>(3,179,819)</b>	<b>(285,879)</b>	<b>9.9%</b>
5000	Internal Recharges	1,883,810	1,796,110	(87,700)	-4.7%
6500	Capital Charges	1,010,130	990,545	(19,585)	-1.9%
<b>Total Indirect Expenditure</b>		<b>2,893,940</b>	<b>2,786,654.56</b>	<b>(107,285)</b>	<b>3.7%</b>
<b>Total HRA Expenditure</b>		<b>0</b>	<b>(393,165)</b>	<b>(393,165)</b>	<b>(a)</b>
<b>Income</b>					
SHO01	Dwelling Rents Income	(13,556,440)	(13,630,046)	(73,606)	0.5%
SHO04	Non Dwelling Rents Income	(487,570)	(506,197)	(18,627)	3.8%
SHO07	Leaseholders' Service Charges	(29,000)	(26,612)	2,388	-8.2%
SHO08	Contributions Towards Expenditure	(190,500)	(229,796)	(39,296)	20.6%
SHO10	H.R.A. Investment Income	(400,000)	(597,732)	(197,732)	49.4%
SHO11	Miscellaneous Income	(6,000)	(787,269)	(781,269)	13021.2%
<b>Services</b>					
SHO13A	Repairs and Maintenance	4,865,900	5,386,396	520,496	10.7%
SHO17A	Housing and Tenancy Services	3,112,150	2,659,892	(452,258)	-14.5%
<b>Accounting entries 'below the line'</b>					
SHO29	Bad Debt Provision Movement	300,000	142,163	(157,837)	-52.6%
SHO30	Share of Corporate And Democratic Costs	346,240	461,122	114,882	33.2%
SHO32	H.R.A. Interest Payable	1,232,280	1,045,308	(186,972)	-15.2%
SHO34	H.R.A. Transfers to earmarked reserves	1,447,630	(1,253,613)	(2,701,243)	-186.6%
SHO36	Financing of capital expenditure	1,010,130	3,558,113	2,547,983	252.2%
SHO37	Capital Receipts Reserve Adjustment	(20,800)	(13,000)	7,800	-37.5%
SHO38	Major Repairs Allowance	2,535,000	2,831,118	296,118	11.7%
SHO42	Accumulated absences adjustment	0	10,812	10,812	
SHO44	Capital Grants	0	779,987	779,987	
SHO45	Renewable Energy Transactions	(159,020)	(223,812)	(64,792)	40.7%
<b>Total HRA Expenditure</b>		<b>0</b>	<b>(393,165)</b>	<b>(393,165)</b>	

## HOUSING REVENUE ACCOUNT OUTTURN SUMMARY 2023/24

		£	£
<b>Total HRA Expenditure Variation</b>			<b>(393,165) (a)</b>
<b>Major Cost Changes</b>			
SHO13A	Salary underspend due to delays in vacancies being filled	(102,562)	
SHO13A	External contractors overspend due to vacancies and inflation - across Voids, Responsive Repairs and Adaptations	577,825	
SHO13A	Materials overspend due to inflation - across Voids, Responsive Repairs and Adaptations	189,794	
SHO13A	Under-recovery of costs charged to DLO	136,648	
SHO13A	Underspend on voids maintenance mainly against cleaning and waste disposal	(97,178)	
SHO13A	Underspend on responsive repair costs	(30,338)	
SHO13A	Reduction in budgeted internal recharges	(89,410)	
SHO17A	Salary underspend due to delays in vacancies being filled	(157,728)	
SHO17A	Reduction in budgeted internal recharges	(101,970)	
SHO17A	Underspend on disrepair compensation payments	(43,013)	
SHO17A	Anticipated sewer repair costs not required	(50,000)	
SHO17A	Tenant Involvement budget not fully utilised in year	(22,123)	
SHO17A	Estate Management budget not fully utilised in year	(36,270)	
SHO29	Increase in provision for bad debts not as high as anticipated	(157,837)	
SHO30	Higher than anticipated CDC contribution - due to unbudgeted management recharge	114,882	
SHO32	Reduction in borrowing costs due to capital programme underspend	(186,972)	
SHO34	Reduction in transfer to EMRs	(133,673)	
SHO38	Increase in depreciation / transfer to Major Repairs Reserve	296,118	
SHO44	Homes England and One Public Estate grant funding applied to a number of capital projects	779,987	
			886,180
<b>Major Changes in Income Levels</b>			
SHO01	Increase in rental income due to lower RTB sales and reduced bad debt write off	(73,606)	
SHO08	Increased contributions to expenditure - mainly recharged building works and reduction in bad debts written off	(39,296)	
SHO10	HRA investment income - 50% share of increased investment return	(197,731)	
SHO13A	Increase in rechargeable repairs income	(106,540)	
SHO45	Increase in income from solar panel scheme	(64,792)	
SHO11	Homes England and One Public Estate grant funding recognised as income - see SHO44 for the corresponding expenditure	(779,987)	
			<b>(1,261,952)</b>
<b>Minor Variances totalling</b>			<b>(17,393)</b>
<b>Total HRA Expenditure Variation</b>			<b>(393,165) (a)</b>
<b>EARMARKED RESERVES (memorandum account)</b>		<b>£</b>	<b>£</b>
<b>Transferred/(Utilised) 2023/24</b>			
	Renewable Energy Fund utilised from the reserve for capital	(120,564)	
	Housing Maintenance Fund transferred for capital expenditure	(2,224,862)	
	Affordable Rents Surplus utilised for capital expenditure	(222,143)	
	Budgeted transfer to the Renewable Energy Fund	223,952	
	Budgeted transfer to the Loan Premium Deficit reserve	854,209	
	Budgeted transfer to Vehicle Reserve	50,000	
	Budgeted transfer to the Affordable Rent Surplus	185,796	
<b>Proposed contribution c/fwd to 2024/25</b>			
	Housing Maintenance Fund final reserve transfer	393,165	
<b>Net movement in earmarked reserves</b>			<b>(860,447)</b>
<b>Total Expenditure variation after Earmarked Reserves</b>			<b>0</b>

## GENERAL FUND AND HOUSING REVENUE ACCOUNT EARMARKED RESERVES SUMMARY 2023/24

## EARMARKED RESERVES AT 31 March 2024

General Fund Revenue Reserves	Cost Centres	B/F 31/3/23	(Cont To Emr)	+ Utilisation of EMR	Transfers	C/F 31/3/24
		£	£	£	£	£
Revenue contribution to Capital Earmarked Reserves	EQ650	(215,165)	0	30,000	0	(185,165)
Private Sector Housing Grants EMR	EQ652	(199,633)	0	117,382	0	(82,251)
New Homes Bonus Reserve	EQ653	(2,883,345)	0	1,082,461	0	(1,800,884)
Economic Development EMR	EQ654	(101,000)	0	0	0	(101,000)
ICT Projects Reserve	EQ655	(606,078)	(89,471)	189,445	0	(506,104)
Cullompton Rail Station	EQ656	(154,662)	0	99,140	0	(55,522)
Flood Defence Ashleigh Park Bampton	EQ657	(67,000)	0	0	0	(67,000)
NNDR Reserve	EQ659	(720,429)	(376,014)	295,105	0	(801,338)
Gen Reserves	EQ660	(92,164)	0	82,965	0	(9,199)
High St Innovator Payment	EQ681	(510)	0	0	0	(510)
Car Park Machine Replacement	EQ686	(15,000)	(3,000)	0	0	(18,000)
Crediton Market Square Resurfacing	EQ699	(16,579)	0	0	0	(16,579)
Multi-Storey Planned Works (CP520)	EQ706	(25,000)	(25,000)	0	0	(50,000)
Resurfacing Amenity Car Parks (CP530)	EQ707	(70,682)	(21,000)	21,000	0	(70,682)
Struct Surfacing P&D Car Parks (CP540)	EQ708	(26,340)	(84,000)	26,000	0	(84,340)
CCTV Initiatives Tiv TC Proj (ES200)	EQ709	0	(25,000)	0	0	(25,000)
Community Safety Partnership (ES256)	EQ710	(11,324)	0	0	0	(11,324)
Private Sector Housing (ES354)	EQ711	(29,032)	(40,000)	0	0	(69,032)
PSH - Rogue Landlord Grant	EQ712	(43,027)	0	0	0	(43,027)
Parks & Open Spaces Shelter Maint (ES450)	EQ713	(42,381)	0	0	0	(42,381)
Parks & Open Spaces Tree Inspection (ES450)	EQ714	(25,426)	0	0	0	(25,426)
Play Areas Works	EQ715	(39,830)	(40,000)	0	0	(79,830)
Corporate Training (HR200)	EQ718	(20,000)	0	0	0	(20,000)
District Elections (LD201)	EQ720	(75,000)	(25,000)	100,000	0	0
Elected Members Training (LD300)	EQ721	(25,000)	(20,000)	25,000	0	(20,000)
PR400 Economic Development	EQ722	(227,208)	(17,000)	111,097	0	(133,111)
Brownfield Shared Plan DCLG (PR600)	EQ726	(36,260)	0	0	0	(36,260)
Forward Planning Partnership Working	EQ727	(2,943)	0	2,943	0	0
Statutory Development Plan (PR810)	EQ728	(667,432)	(120,000)	116,284	0	(671,148)
Custom Build Grant (PR810)	EQ729	(76,277)	0	0	0	(76,277)
Community Housing Fund	EQ741	(107,485)	0	2,890	0	(104,595)
Homelessness Support	EQ742	(376,738)	(96,500)	44,484	0	(428,753)
Rough Sleeping Initiative	EQ743	(115,913)	0	0	0	(115,913)
Replacement Waste Containers	EQ744	(15,988)	0	15,988	0	0
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	(50,000)	(66,720)	17,826	-37,345	(136,239)
Fleet Contract Fund	EQ756	(1,143,043)	(691,775)	533,124	0	(1,301,694)
Waste Infrastructure	EQ769	(617,700)	0	0	0	(617,700)
Industrial Unit Specific Maintenance	EQ771	(72,980)	(85,000)	41,900	0	(116,080)
Tree Works	EQ773	(27,300)	0	0	0	(27,300)
Planning Legal Expense Reserve	EQ774	0	(200,000)	0	0	(200,000)
Building Control EMR	EQ775	(48,000)	(5,420)	0	0	(53,420)
C/Tax Smoothing Reserve	EQ777	(62,401)	0	62,401	0	0
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	(9,000)	0	9,000	0	0
J28 Cullompton	EQ781	(487,453)	0	397,112	0	(90,341)
Planning New Burdens Grants	EQ782	(36,854)	(19,500)	0	0	(56,354)
Climate Change Grant	EQ785	(46,618)	(50,000)	20,516	0	(76,102)
Carlu Close Specific Projects	EQ786	(120,000)	0	0	0	(120,000)
NDR New Burdens Grants	EQ787	(139,968)	(55,000)	26,950	0	(168,018)
Boundary Review	EQ788	(33,072)	0	0	0	(33,072)
Planning Improvement Programme	EQ790	(10,400)	0	10,400	0	0
PR400-Street Name Post Replace	EQ802	(20,000)	0	7,480	0	(12,520)
Neighbourhood Planning Funding	EQ821	(21,350)	0	4,507	0	(16,843)
Culm Garden Village Project	EQ824	(178,790)	(108,861)	121,865	0	(165,787)
Flood Projects (PS400)	EQ826	(42,400)	0	0	0	(42,400)
Phoenix Hse Replace Fire Panel (PS810)	EQ827	(267,039)	(315,250)	144,000	0	(438,289)
Phoenix Hse Meeting Rm Aircon (PS810)	EQ828	(6,400)	0	6,400	0	0
Old Road Depot (PS850)	EQ829	(101,000)	(60,000)	35,000	0	(126,000)
Insurance MMI (CM300)	EQ835	(86,278)	0	0	0	(86,278)
Property Maintenance Reserve	EQ837	(721,113)	(538,823)	183,000	0	(1,076,936)
GF Shops (PS)	EQ838	(184,090)	(90,000)	0	0	(274,090)
Equipment Sinking Fund	EQ684 & EQ750-755 & EQ839	(558,462)	0	364,602	0	(193,860)
Maintenance Sinking Fund	EQ685 & EQ763-767	(1,308,272)	(394,500)	633,708	0	(1,069,063)



## GENERAL FUND AND HOUSING REVENUE ACCOUNT EARMARKED RESERVES SUMMARY 2023/24

## EARMARKED RESERVES AT 31 March 2024

Plant Sinking Fund	EQ760-761	(241,320)	(49,010)	36,300	0	(254,030)
IT Government Grant	ER001	(59,199)	0	5,720	0	(53,479)
COMF Grant	ER003	(55,000)	0	55,000	0	0
Domestic Abuse Grant	ER004	(27,500)	0	0	0	(27,500)
Amory Park	ER005	(45,000)	(90,000)	10,000	0	(125,000)
Legal Services - Additional Staffing Costs	ER006	(11,500)	0	0	0	(11,500)
Property Services Staffing	ER007	(96,500)	(32,600)	0	0	(129,100)
Customer Services Staffing	ER008	(20,791)	0	0	0	(20,791)
S106 Smoothing Reserve	ER009	(127,895)	0	0	0	(127,895)
Shared Prosperity Fund EMR	ER010	(50,278)	0	28,095	0	(22,183)
Devon Housing Commission Pool	ER011	(97,200)	0	58,440	0	(38,760)
PS Access Database	ER014	(75,000)	(40,000)	0	0	(115,000)
Land Charges HMLR Projects	ER015	0	(60,000)	0	0	(60,000)
Public Conv Maint S-Fund	ER017	0	(10,000)	0	0	(10,000)
10 Phoenix Lane Maint S-Fund	ER018	0	(10,000)	0	0	(10,000)
Coggans Well Maint S-Fund	ER019	0	(41,000)	0	0	(41,000)
Finance Staffing	ER020	0	(37,345)	0	37,345	0
<b>Total General Fund Revenue Reserves</b>		<b>(14,522,857)</b>	<b>(4,032,789)</b>	<b>5,175,530</b>	<b>0</b>	<b>(13,380,115)</b>

<b>Section 106</b>	<b>Various</b>	<b>(3,528,327)</b>	<b>(20,961)</b>	<b>388,149</b>	<b>0</b>	<b>(3,161,139)</b>
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<b>Developers Maintenance Reserves</b>	<b>Cost Centres</b>	<b>B/F 31/3/23</b>	<b>(Cont To Emr)</b>	<b>+ Utilisation of EMR</b>	<b>Transfers</b>	<b>C/F 31/3/24</b>
Dev Cont Linear Park	EQ638	(30,128)	0	4,170	0	(25,958)
W52 Popham Close Comm Fund	EQ640	(8,240)	0	1,950	0	(6,290)
W67 Moorhayes Com Dev Fund	EQ641	(8,513)	0	1,630	0	(6,883)
W69 Fayrecroft Willand Ex West	EQ642	(19,500)	0	4,620	0	(14,880)
W70 Developers Contribution	EQ643	(19,808)	0	6,650	0	(13,158)
Dev Cont Winswood Crediton	EQ644	(22,238)	0	3,080	0	(19,158)
<b>Total Developers Maintenance Reserves</b>		<b>(108,427)</b>	<b>0</b>	<b>22,100</b>	<b>0</b>	<b>(86,327)</b>

<b>Total Developers Contributions / S106 Funds</b>	<b>(3,636,754)</b>	<b>(20,961)</b>	<b>410,249</b>	<b>0</b>	<b>(3,247,466)</b>
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	<b>B/F 31/3/23</b>	<b>(Cont To Emr)</b>	<b>+ Utilisation of EMR</b>	<b>Transfers</b>	<b>C/F 31/3/24</b>
<b>TOTAL GENERAL FUND EARMARKED RESERVES</b>	<b>(18,159,610)</b>	<b>(4,053,750)</b>	<b>5,585,779</b>	<b>0</b>	<b>(16,627,581)</b>

<b>HRA Earmarked Reserves</b>	<b>Cost Centres</b>	<b>B/F 31/3/23</b>	<b>(Cont To Emr)</b>	<b>+ Utilisation of EMR</b>	<b>Transfers</b>	<b>C/F 31/3/24</b>
HRA Sewage Treatment Plant works	EQ691	(30,000)	0	0	0	(30,000)
Renewable Energy Fund E.M.R.	EQ692	(653,124)	(223,952)	120,564	10,618	(745,894)
HRA Affordable Rent Surplus	EQ693	(419,401)	(185,795)	222,143	(10,618)	(393,671)
Housing Maintenance E.M.R.	EQ694	(15,774,901)	(393,165)	2,224,862	0	(13,943,205)
HRA Premium Deficit for PWLB loan	EQ696	(5,073,406)	(854,209)	0	0	(5,927,615)
Hra Decarbonisation Reserve	ER012	(189,440)	0	0	0	(189,440)
HRA Vehicle Reserve	ER013	(50,000)	(50,000)	0	0	(100,000)
<b>Total HRA EARMARKED RESERVES</b>		<b>(22,190,273)</b>	<b>(1,707,122)</b>	<b>2,567,569</b>	<b>0</b>	<b>(21,329,826)</b>

<b>GRAND TOTAL OF MDDC EARMARKED RESERVES</b>	<b>(40,349,883)</b>	<b>(5,760,871)</b>	<b>8,153,348</b>	<b>0</b>	<b>(37,957,407)</b>
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### 3 Rivers Developments Limited - Overall Financial Summary

#### Loan Drawdowns

Project	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Total Drawdowns
St George's Court	300,000	1,134,743	2,283,557	1,317,827	2,754,284	3,704,531	1,371,311	12,866,253
Threwstones	229,500	148,532	445,000	0	4,791	0	0	827,823
Banksia	0	180,012	0	0	0	0	0	180,012
Orchard House	0	266,000	512,500	0	122,380	0	0	900,880
Knowle Lane	0	0	3,454,500	0	242,465	267,037	113,321	4,077,323
Park Road	0	0	0	0	0	86,524	0	86,524
Bampton	0	0	0	0	1,029,763	1,953,174	1,915,541	4,898,478
Working Capital	220,500	133,580	302,646	423,909	427,676	528,642	849,198	2,886,150
<b>Totals</b>	<b>750,000</b>	<b>1,862,866</b>	<b>6,998,203</b>	<b>1,741,736</b>	<b>4,581,358</b>	<b>6,539,907</b>	<b>4,249,371</b>	<b>26,723,441</b>

#### Loan Repayments

Project	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Total Repayments
St George's Court	0	0	0	0	0	0	(8,150,000)	(8,150,000)
Threwstones	0	0	0	(640,000)	(187,823)	0	0	(827,823)
Banksia	0	0	0	0	0	0	(180,012)	(180,012)
Orchard House	0	0	0	0	(900,880)	0	0	(900,880)
Knowle Lane	0	0	(550,000)	0	0	0	(3,527,323)	(4,077,323)
Park Road	0	0	0	0	0	0	(86,524)	(86,524)
Bampton	0	0	0	0	0	0	(4,898,478)	(4,898,478)
Working Capital	0	0	0	0	(119,959)	0	(682,032)	(801,992)
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>(550,000)</b>	<b>(640,000)</b>	<b>(1,208,662)</b>	<b>0</b>	<b>(17,524,368)</b>	<b>(19,923,030)</b>

#### Recharges / Interest Received

Project	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Total Repayments
St George's Court	(822)	(33,444)	(136,683)	(211,342)	(310,451)	(495,719)	(428,148)	(1,616,609)
Threwstones	(629)	(13,707)	(36,056)	(23,724)	(3,498)	0	0	(77,614)
Banksia	0	(4,072)	(4,164)	(4,500)	(4,500)	(4,500)	(1,960)	(23,697)
Orchard House	0	(6,788)	(23,984)	(40,871)	(1,147)	(0)	(0)	(72,790)
Knowle Lane	0	0	(26,489)	(174,486)	(157,754)	(171,148)	(81,110)	(610,987)
Park Road	0	0	0	0	0	(3,455)	(2,197)	(5,652)
Bampton	0	0	0	0	(20,974)	(101,914)	(244,598)	(367,485)
Working Capital	(604)	(13,397)	(23,625)	(41,464)	(60,058)	(79,423)	(24,221)	(242,793)
Recharges	(49,929)	(91,073)	(96,707)	(100,501)	(43,873)	(5,630)	(10,734)	(398,447)
<b>Totals</b>	<b>(51,984)</b>	<b>(162,480)</b>	<b>(347,708)</b>	<b>(596,890)</b>	<b>(602,255)</b>	<b>(861,789)</b>	<b>(792,968)</b>	<b>(3,416,074)</b>

#### Loan Balances & Impairments

Project	Drawdowns Repayments		Balance	Prior Year Impairments		2023/24 Impairments	Total Outstanding	Impairment Split	
								Capital Impairment	Revenue Impairment
St George's Court	12,866,253	(8,150,000)	4,716,253	(2,799,942)	(1,916,311)	0	0	(413,740)	(402,046)
Threwstones	827,823	(827,823)	0	0	0	0	0	0	0
Banksia	180,012	(180,012)	0	0	0	0	0	0	0
Orchard House	900,880	(900,880)	0	0	0	0	0	0	0
Knowle Lane	4,077,323	(4,077,323)	0	(1,014,001)	1,014,001	0	0	0	0
Park Road	86,524	(86,524)	0	(86,524)	86,524	0	0	0	0
Bampton	4,898,478	(4,898,478)	0	0	0	0	0	0	0
Working Capital	2,886,150	(801,992)	2,084,159	(1,416,993)	(667,166)	0	0	0	(667,166)
<b>Totals</b>	<b>26,723,441</b>	<b>(19,923,030)</b>	<b>6,800,411</b>	<b>(5,317,459)</b>	<b>(1,482,952)</b>	<b>0</b>	<b>0</b>	<b>(413,740)</b>	<b>(1,069,212)</b>

#### Overall Revenue Position

Project	Drawdowns	Repayments	Recharges / Interest Received	Final Position
St George's Court	12,866,253	(8,150,000)	(1,616,609)	3,099,644
Threwstones	827,823	(827,823)	(77,614)	(77,614)
Banksia	180,012	(180,012)	(23,697)	(23,697)
Orchard House	900,880	(900,880)	(72,790)	(72,790)
Knowle Lane	4,077,323	(4,077,323)	(610,987)	(610,987)
Park Road	86,524	(86,524)	(5,652)	(5,652)
Bampton	4,898,478	(4,898,478)	(367,485)	(367,485)
Working Capital	2,886,150	(801,992)	(242,793)	1,841,366
Recharges	0	0	(398,447)	(398,447)
<b>Totals</b>	<b>26,723,441</b>	<b>(19,923,030)</b>	<b>(3,416,074)</b>	<b>3,384,337</b>

#### Asset Revaluations & Impairments

Project	Purchase Price	Revaluation	Impairment
St George's Court	8,150,000	8,150,000	0
Banksia	180,012	192,500	12,488
Knowle Lane	3,662,086	1,665,000	(1,997,086)
Bampton	3,135,000	3,103,650	(31,350)
<b>Totals</b>	<b>15,127,098</b>	<b>13,111,150</b>	<b>(2,015,948)</b>

#### Asset Impairment Notes

- St George's Court will be reviewed when the asset becomes operational and will be valued on the basis of social housing.
- The managed property received an upwards valuation of £192,500k.
- Knowle Lane has been impaired by £1,997k down to £1,665k reflecting the lapsed planning permission on the site and is based on comparable sales evidence of transactions that have occurred on the open market, between unconnected parties.
- The unsold units at Bampton have been impaired by 1% (£31k) reflecting the forecast cost to sell the houses.

The revaluation and impairment position shown above reconciles to the overall position as reported in Qtr 3 monitoring, at £5.4m.

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## 2023/24 Capital Programme Summary

## Appendix 5 - 2023/24 Capital Programme

Capital Expenditure Summary		Total Budgeted Capital Programme £000's	Total Deliverable Programme £000's	Actual Expenditure £000's	Variance to Deliverable Programme £000's
Area	Sub Area				
<b>General Fund</b>					
Leisure	Exe Valley Leisure Centre	199	199	166	(33)
Leisure	Lords Meadow Leisure Centre	370	370	216	(154)
Leisure	Culm Valley Sports Centre	583	179	23	(156)
Leisure	Leisure - Other	200	200	-	(200)
Leisure	Leisure - Climate Change/Net Zero	396	396	-	(396)
Other MDDC Buildings	Other - Climate Change/Net Zero	1,220	20	-	(20)
Other MDDC Buildings	Phoenix House	183	183	40	(143)
Other MDDC Buildings	MDDC Depots	1,250	1,000	-	(1,000)
Other MDDC Buildings	MDDC Shops/Industrial Units	707	277	-	(277)
HIF	HIF Schemes	29,757	13,216	(2)	(13,218)
Private Sector Housing	Private Sector Housing	2,608	2,608	2,615	8
Other	General Car Parks	90	90	-	(90)
Other	Parks & Play Areas	35	35	(1)	(36)
Other	ICT Projects	637	637	345	(292)
Other	Other Projects	626	514	7,336	6,821
Other GF Development Projects	Other General Fund Development Projects	25,798	25,798	2,686	(23,111)
GF Projects	Leasing - GF	381	381	353	(27)
<b>General Fund Subtotals</b>		<b>65,040</b>	<b>46,103</b>	<b>13,777</b>	<b>(32,324)</b>
		Total Budgeted Capital Programme £000's	Total Deliverable Programme £000's	Actual Expenditure £000's	Variance to Deliverable Programme £000's
Area	Sub Area				
<b>HRA</b>					
HRA Projects	Existing Housing Stock	3,094	3,094	3,117	23
HRA Projects	Housing Schemes (1:4:1 Projects)	5,465	2,522	9,044	6,522
HRA Projects	Housing Development Schemes (HE)	46,944	13,504	4,171	(9,334)
HRA Projects	Other HRA Projects	20,365	2,704	216	(2,488)
HRA Projects	Leasing - HRA	180	180	106	(74)
<b>HRA Subtotals</b>		<b>76,048</b>	<b>22,004</b>	<b>16,654</b>	<b>(5,351)</b>
<b>Grand Totals</b>		<b>141,088</b>	<b>68,107</b>	<b>30,431</b>	<b>(37,675)</b>

Capital Funding Summary		Total Budgeted Capital Programme £000's	Total Deliverable Programme £000's	Actual Funding £000's	Variance to Deliverable Programme £000's
Funding Type	Funding Description				
<b>General Fund</b>					
Revenue	S106 (Revenue) Contributions	-	-	12	12
Revenue	RCCO - From Revenue EMR's - Other	129	129	44	(85)
Revenue	RCCO - From Revenue EMR's - Leisure	137	137	136	(1)
Revenue	RCCO - From Revenue EMR's - Econ Development	80	20	-	(20)
Revenue	RCCO - From Revenue EMR's - ICT	545	545	345	(200)
Revenue	RCCO - From Revenue EMR's - Capital	120	72	30	(42)
Revenue	RCCO - From Revenue EMR's - Waste Infrastructure EMR	250	-	-	-
Revenue	New Homes Bonus	1,122	467	66	(402)
Capital Grants	Capital Grants Unapplied - DCC	20	20	-	(20)
Capital Grants	Govt Grant (DCLG passported from DCC)	525	525	659	134
Capital Grants	DCC Funding - HIF Project	1,500	153	-	(153)
Capital Grants	Salix Round 3b Funding	265	265	-	(265)
Capital Grants	HIF Funding	6,967	3,312	2	(3,314)
Capital Grants	Govt Grants - Levelling - up Funding	17,975	6,436	-	(6,436)
Capital Grants	DLUHC - Changing Places Fund bid	153	153	62	(91)
Capital Grants	LAHF (Homeless Properties)	1,036	1,036	1,124	88
Capital Grants	Homes for Ukraine	985	985	788	(197)
Capital Grants	SPF Funding (DLUHC)	143	143	136	(8)
Capital Grants	REPF Funding (DLUHC)	204	204	145	(59)
Capital Receipts	Usable Capital Receipts	413	400	194	(206)
Borrowing	Borrowing 3 Yrs	25,823	25,823	6,001	(19,821)
Borrowing	Borrowing 5 Yrs	103	103	-	(103)
Borrowing	Borrowing 10 Yrs	3,686	3,686	-	(3,686)
Borrowing	Borrowing 25 Yrs	1,478	108	-	(108)
Borrowing	Borrowing 50 Yrs	1,000	1,000	3,685	2,685
Borrowing	GF - Lease Finance	381	381	353	(27)
<b>General Fund Subtotals</b>		<b>65,040</b>	<b>46,103</b>	<b>13,778</b>	<b>(32,325)</b>

Capital Funding Summary		Total Budgeted Capital Programme £000's	Total Deliverable Programme £000's	Actual Funding £000's	Variance to Deliverable Programme £000's
Funding Type	Funding Description				
<b>HRA</b>					
Revenue	MRA Reserve	2,539	2,539	2,684	145
Revenue	RCCO - From HRA Revenue EMR's - Other	25	25	-	(25)
Revenue	RCCO - From HRA Revenue EMR's - Renewable Energy	250	250	121	(129)
Revenue	RCCO - From HRA Revenue EMR's - Afford Rents Surplus	342	342	222	(120)
Revenue	RCCO - From HRA Revenue EMR's - HMF	310	310	2,225	1,915
Capital Grants	Capital Grants Unapplied - S106 Afford Housing	1,000	200	66	(134)
Capital Grants	Government Grants - Homes England Funding	24,964	4,404	173	(4,231)
Capital Receipts	Usable Capital Receipts	1,238	741	547	(194)
Borrowing	Borrowing 25 Yrs	50	50	-	(50)
Capital Receipts	UCR 1:4:1 Replacement Homes	1,873	704	3,704	3,000
Capital Grants	One Public Estate Funding	3,285	240	607	367
Borrowing	Borrowing 50 Yrs	39,992	12,019	6,200	(5,819)
Borrowing	HRA - Lease Finance	180	180	106	(74)
<b>HRA Subtotals</b>		<b>76,048</b>	<b>22,004</b>	<b>16,655</b>	<b>(5,349)</b>
<b>Grand Totals</b>		<b>141,088</b>	<b>68,107</b>	<b>30,433</b>	<b>(37,674)</b>

Expenditure Variance Analysis	GF	HRA	Total
Underspend	1,214	249	1,463
Overspend	(191)	(1,365)	(1,556)
Slippage	15,740	12,701	28,441
Accelerated	(12)	(441)	(453)
3Rivers Closedown	(7,000)	(8,186)	(15,186)
No Longer Required	22,573	2,393	24,966
<b>Total Variance</b>	<b>32,324</b>	<b>5,351</b>	<b>37,675</b>

Funding Variance Analysis	GF	HRA	Total
Revenue	(738)	1,786	1,048
Capital Grants	(10,321)	(3,998)	(14,319)
Capital Receipts	(206)	2,806	2,600
Borrowing	(21,060)	(5,943)	(27,003)
<b>Total Variance</b>	<b>(32,325)</b>	<b>(5,349)</b>	<b>(37,674)</b>



Cost Centre Sub Area Project Title			Prior Year Project Costs	Total Deliverable Programme (2023/24)	Total Spend	Variance	Variance Type	Notes
			£000's	£000's	£000's	£000's		
CA645	Exe Valley Leisure Centre	EVLC - Fitness Studio renewal of equipment	143,817	9,000	13,878	4,878	Overspend	Additional costs offset by forecast underspends on CA657, CA658 & CA659 Project complete
CA650	Exe Valley Leisure Centre	EVLC - ASHP - Salix Round 3 Funding	516,853	12,000	700	11,300	Underspend	
CA651	Exe Valley Leisure Centre	EVLC - GSHP - Salix Round 3 Funding	1,078,216	12,000	28,790	16,790	Overspend	
CA653	Exe Valley Leisure Centre	EVLC - Solar - Salix Round 3 Funding	240,311	60,000	46,072	13,928	Underspend	
CA642	Lords Meadow Leisure Centre	Reception infrastructure	-	160,000	-	160,000	Slippage	This project is linked with CA655 - spend now anticipated in 2024/25 as new leisure management system required Project complete
CA652	Lords Meadow Leisure Centre	MLMC - ASHP - Salix Round 3 Funding	863,002	42,000	50,925	8,925	Overspend	
CA654	Lords Meadow Leisure Centre	MLMC - Solar - Salix Round 3 Funding	78,065	11,000	9,221	1,779	Underspend	
CA646	Culm Valley Sports Centre	CVSC - Remodelling of Ground Floor	-	30,000	-	30,000	Slippage	
CA649	Culm Valley Sports Centre	CVSC - Sports Hall Ceiling asset review	-	30,000	-	30,000	No Longer Required	Initial works are anticipated to start in Q1 of 2024/25 Review undertaken, no works required.
CA582	Other - Climate Change/Net Zero	Hydromills Electricity generation Project - Tiverton Weir	-	20,000	-	20,000	No Longer Required	Hydromills not considered viable at the present time. Feasibility works to be undertaken on alternative sustainable options The main element of the project is complete. However, additional spend is required because of the fire safety element not in the original scope. The remainder £40K is required to support additional work on other doors for security reasons.
CA487	Phoenix House	Etarmis - Security Swipe - (linked to security project)	-	80,000	39,521	40,479	Slippage	Continuation of the search for a suitable site. This project would commence following a land acquisition & not expected to be undertaken until at least 24/25 In negotiations with Tenant to rent the unit - no alterations required
CA832	MDDC Depots	Land acquisition for operational needs	-	1,000,000	-	1,000,000	Slippage	
CA835	MDDC Depots	Depot Design & Build - Waste & Recycling	-	-	-	-	Slippage	
CA584	MDDC Shops/Industrial Units	Market Walk Unit 17 - remodelling options	-	80,000	-	80,000	No Longer Required	
CA574	MDDC Shops/Industrial Units	36 & 38 Fore Street including Flat above structure & cosmetic works	13,530	197,000	-	197,000	Slippage	Options currently being assessed Project on Hold. This project is subject to securing additional funding - LUF3 Bid. Still in talks with HE to seek additional funding. The £3k in column P will be going back onto the purchase order on column O. £77k capacity support now under revenue.
CA719	HIF Schemes	CA719 Cullompton Town Centre Relief Road (HIF)	1,569,466	13,216,000	1,950	13,217,950	Slippage	Only roof works considered as capital contractor on site in April 24 so no spend in 23/24 1 Belmont Road - Additional cost to be funded from Homelessness EMR & Delegated decision 27/07/23. Only roof works to be included as capital spend.
CA703	Private Sector Housing	HMO Scheme 1	326,653	26,000	-	26,000	Slippage	
CA704	Private Sector Housing	HMO Scheme 2	299,836	36,000	44,484	8,484	Overspend	
CA790	General Car Parks	West Exe South - Remodelling - additional parking	-	90,000	-	90,000	Slippage	
CA772	Parks & Play Areas	Open Space Infrastructure (incl Play Areas)	-	35,000	-	35,000	Slippage	Options currently being assessed Anticipated project completion Q2 24/25 It is anticipated this project will be completed during Q2 2024/25 Project complete
CA425	ICT Projects	Server farm expansion/upgrades	6,545	67,000	-	67,000	Slippage	
CA463	ICT Projects	Secure WIFI Replacement	-	60,000	61,289	1,289	Overspend	
CA499	ICT Projects	Network Switch/Firewall Refresh (all sites except P/House)	-	50,000	55,187	5,187	Overspend	
CA491	Other Projects	Fire Dampeners - Corporate sites	-	80,000	42,958	37,042	Slippage	The Phoenix House element of the project is complete. However, the remainder is required to complete the fire dampers at Exe Valley by the PSDS contractor at circa £38K. The Environment Agency are the lead organisation on this project. Not expected until at least 24/25 The Environment Agency are the lead organisation on this project. Not expected until at least 24/25
CA473	Other Projects	Land drainage flood defence schemes - St Marys Hemyock	-	-	-	-	Slippage	
CA420	Other Projects	Land drainage flood defence schemes - Ashleigh Park Bampton	-	87,000	-	87,000	Slippage	
CA497	Other Projects	Cemetery Lodge - Structural solution for damp	-	-	-	-	Slippage	
CA486	Other General Fund Development Projects	3 Rivers Scheme - Knowle lane, Cullompton	3,087,755	7,819,000	22,686	7,796,314	No Longer Required	Initial works are anticipated to start in Q1 of 2024/25 No further spend assumed on this project
CA494	Other General Fund Development Projects	3 Rivers Scheme - Park Road Tiverton	85,085	2,055,000	-	2,055,000	No Longer Required	No further spend assumed on this project
CA493	Other General Fund Development Projects	3 Rivers Scheme - Bampton	2,895,372	1,816,630	1,694,409	122,221	Underspend	Project complete
CA658	Exe Valley Leisure Centre	Spin bikes	-	32,000	19,050	12,950	Underspend	Underspend helps offset additional costs on CA645 & CA656
CA661	Exe Valley Leisure Centre	Leisure - Improved Disabled Toilet facilities - CPT	-	74,000	57,748	16,252	Slippage	Project complete
CA656	Lords Meadow Leisure Centre	Fitness Studio renewal of equipment	-	125,000	137,113	12,113	Overspend	Additional costs offset by forecast underspends on CA657, CA658 & CA659
CA657	Lords Meadow Leisure Centre	Spin bikes including environment improvements	-	32,000	19,050	12,950	Underspend	Underspend helps offset additional costs on CA645 & CA656
CA662	Lords Meadow Leisure Centre	Leisure - Improved Disabled Toilet facilities - CPT	-	-	-	-	No Longer Required	Funding obtained - CPT £55,688K , design being developed £80,000 + £5K CONSULTANCY - Might pull the plug as project spend over funding
CA659	Culm Valley Sports Centre	Spin Bikes	-	40,000	19,050	20,950	Underspend	Underspend helps offset additional costs on CA645 & CA656
CA663	Culm Valley Sports Centre	Leisure - Improved Disabled Toilet facilities - CPT	-	79,000	4,028	74,972	Slippage	Project due to complete in Q1 of 2024/25
CA655	Leisure - Other	All leisure sites replacement management/site access system (Hardware Element)	-	200,000	-	200,000	Slippage	This project is linked with CA642 - spend now anticipated in 2024/25 as new leisure management system required
CA660	Leisure - Climate Change/Net Zero	CVSC -Phase 3B Salix funding energy saving	-	396,000	-	396,000	No Longer Required	Bid unsuccessful 3B - MDDC still in talks with Salix re funding which would be 3C which might be successful
CA907	Phoenix House	Building Mgmt System for Heating Control	-	103,000	-	103,000	Slippage	Initial works are anticipated to start in Q1 of 2024/25
CG201	Private Sector Housing	DFG and other private sector grants	-	442,000	550,100	108,100	Overspend	BCF allocation for the year spent and committed
CG201	Private Sector Housing	DFG and other private sector grants	-	66,000	85,934	19,934	Overspend	Additional staff cost for delivery of the programme did not include salary uplift.
CG201	Private Sector Housing	DFG and other private sector grants	-	5,000	6,922	1,922	Overspend	Did not include staff uplift when budget set.
CG201	Private Sector Housing	DFG and other private sector grants	-	12,000	16,327	4,327	Overspend	Did not include staff uplift when budget set.
CA901	ICT Projects	Server hardware/software Citrix Replacement	-	50,000	-	50,000	Slippage	It is anticipated this project will be completed during Q2 2024/25
CA902	ICT Projects	VM/Storage Area Network	-	120,000	-	120,000	Slippage	It is anticipated this project will be completed during Q2 2024/25
CA903	ICT Projects	UPS Replacements	-	20,000	-	20,000	Slippage	It is anticipated this project will be completed during Q2 2024/25
CA904	ICT Projects	Laptop/Desktop Refresh	-	150,000	109,926	40,074	Underspend	Project complete
CA905	ICT Projects	Audio/Video replacement for Phoenix House	-	120,000	119,096	904	Overspend	Expected to overspend by £10k - this was approved by AJ
CA906	Other General Fund Development Projects	3 Rivers Schemes - Funding envelope	-	12,196,000	-	12,196,000	No Longer Required	No further spend assumed on this project
OA800	Leasing - GF	Leasing - Vehicles - Environmental Enforcement	-	78,000	78,063	63	Overspend	Project complete

Cost Centre Sub Area			Project Title	Prior Year Project Costs	Total Deliverable Programme (2023/24)	Total Spend	Variance	Variance Type	Notes
				£000's	£000's	£000's	£000's		
OA800	Leasing - GF	Leasing - Vehicles - Grounds Maintenance	-	109,000	108,775	-	225	Underspend	Project complete
OA800	Leasing - GF	Leasing - Vehicles - Caretaking Services	-	53,000	26,715	-	26,285	Underspend	Project complete
OA800	Leasing - GF	Leasing - Vehicles - Property Services	-	81,000	80,689	-	311	Underspend	Project complete
OA800	Leasing - GF	Leasing - Vehicles - Collection of Council Tax	-	26,000	26,021	-	21	Overspend	Project complete
		3 Rivers Scheme - Riverside Development (rear of							
CA462	Other General Fund Development Projects	Town Hall) Tiverton	10,727,871	1,911,130	969,265	-	941,865	Underspend	Forecast Project completion Q4 23/24
CA305	Private Sector Housing	HFU Scheme 1 - Marshall Close	-	202,000	199,266	-	2,734	Underspend	Works to property not as extensive as expected. Per Cabinet Report 07/03/23
CA306	Private Sector Housing	HFU Scheme 2 - High Street	-	169,000	166,243	-	2,757	Underspend	Works to property not as extensive as expected. Per Cabinet Report 07/03/23
									£1,504 committed via Grant Funding Agreements (23/24 budget) plus £6,059 committed via Grant Funding Agreements (22/23 budget) = total committed £7,563. All capital grant funding forecast to be spent in 24/25.
CA587	Other Projects	Shared Prosperity Fund	-	143,267	135,704	-	7,563	Slippage	£51,821 committed via Grant Funding Agreements (not Purchase Orders). Total uncommitted = £7,581. All capital grant funding forecast to be spent in 24/25.
CA588	Other Projects	Rural England Prosperity Fund	-	204,168	144,766	-	59,402	Slippage	Works to property expected to be around £15,000
CA307	Private Sector Housing	HFU Scheme 3 - 15 Temple Crescent	-	250,000	235,788	-	14,212	Slippage	Moved £183,473.00 to CA309, miscode
CA308	Private Sector Housing	HFU Scheme 4 - 19a Westexe South	-	150,000	147,373	-	2,627	Underspend	Moved £183,473.00 from CA308, miscode
CA309	Private Sector Housing	HFU - 4 Coldridge Rd	-	225,000	191,946	-	33,054	Slippage	Cost of works to get ready for occupation approx £10K
CA310	Private Sector Housing	HFU - 30 Temple Crescent	-	220,000	186,235	-	33,765	Slippage	Property purchased and works in progress to bring up to a lettable standard
CA311	Private Sector Housing	HFU - 9 Hammett Road	-	210,000	205,759	-	4,241	Slippage	Property purchased and works in progress to bring up to a lettable standard
CA312	Private Sector Housing	HFU - 68 Belmont Road	-	220,000	215,829	-	4,171	Slippage	Property purchased and works in progress to bring up to a lettable standard
CA313	Private Sector Housing	HFU - 67 Knightswood	-	190,000	180,725	-	9,275	Slippage	Property purchased and works in progress to bring up to a lettable standard
CA314	Private Sector Housing	HFU - 8 Hillcrest	-	185,000	182,219	-	2,781	Slippage	Property purchased and works in progress to bring up to a lettable standard
OA800	Leasing - GF	Leasing - Vehicles - Parks & Open Spaces		27,000	26,462	-	538	Underspend	Project complete
OA800	Leasing - GF	Leasing - Eqpt - IT		6,600	6,590	-	10	Underspend	Project complete, but note this is a 3-year lease
CA589		Eue Community Centre		-	12,290	-	12,290	Accelerated	Initial costs in progressing this project
CA632		Play Area Refurb Amory Pk Tiv		-	700	-	700	Underspend	Unmatched Creditor
CA227		Haddon Heights		-	3,135,000	-	3,135,000	3Rivers Closedown	Purchase of 5 unsold units at Hadden Heights, Bampton from 3Rivers
CA193		Knowle Lane		-	3,663,098	-	3,663,098	3Rivers Closedown	Purchase of Knowle Lane from 3Rivers
CA186		Halberton Parking Spaces		-	21,700	-	21,700	3Rivers Closedown	Purchase of 5 parking spaces at Halberton from 3Rivers
CA937		Banksia		-	180,012	-	180,012	3Rivers Closedown	Purchase of a managed property from 3Rivers

Cost Centre Sub Area			Project Title	Prior Year Project Costs	Total Deliverable Programme (2023/24)	Total Spend	Variance	Variance Type	Notes
				£000's	£000's	£000's	£000's		
CA100	Existing Housing Stock	Decent Homes	-	429,000	493,116	64,116	Overspend	2 Invoices received for QTR4 22/23 were put through In QTR1 23/24 Order number BY59315 - Totalling £90597.55 This has made it look that we have a large overspend where in fact we would be on or slightly under budget. Forecast Project completion Q3 24/25 Forecast project completion Q4 24/25 Forecast project completion Q4 24/25 Forecast project completion Q4 24/25	
CA161	Housing Schemes (1:4:1 Projects)	Project 4	-	210,000	-	210,000	Slippage		
CA158	Housing Schemes (1:4:1 Projects)	Project 1	-	45,000	7,400	37,600	Slippage		
CA160	Housing Schemes (1:4:1 Projects)	Project 3	-	1,500,000	-	1,500,000	Slippage		
CA174	Housing Schemes (1:4:1 Projects)	Project 29	-	110,000	62,100	47,900	Slippage		
CA155	Housing Schemes (1:4:1 Projects)	Modular Housing - St Andrews, Culmpton	920,316	80,000	480,007	400,007	Overspend	Project Completed Q4 2024 Forecast project completion Q4 24/25 Forecast project completion Q4 24/25 Forecast project completion Q4 24/25 Forecast project completion Q4 24/25 Forecast project completion Q4 24/25 Forecast project completion Q4 24/25 Forecast project completion Q4 24/25 Forecast project completion Q4 24/25 Forecast project completion Q4 24/25. Note originally this project was planned to be delivered in 25/26 but has been brought forward for delivery in 24/25 Project due for completion Q1 24/25 - 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 BRLF2 Fund & £692k contribution agreed from Homes England. Net cost of project is estimated to be circa £240k under budget. Land Sale in final legal proceedings - expected to complete in Q1 2024/25	
CA171	Housing Development Schemes (HE)	Project 15	187,527	4,712,000	234,143	4,477,857	Slippage		
CA166	Housing Development Schemes (HE)	Project 18	52,742	1,047,000	86,987	960,013	Slippage		
CA170	Housing Development Schemes (HE)	Project 10	88,781	1,611,000	239,987	1,371,013	Slippage		
CA164	Housing Development Schemes (HE)	Project 14	49,428	951,000	115,595	835,405	Slippage		
CA169	Housing Development Schemes (HE)	Project 9	82,526	1,217,000	464,000	753,000	Slippage		
CA163	Housing Development Schemes (HE)	Project 11	79,326	1,821,000	333,252	1,487,748	Slippage		
CA162	Housing Development Schemes (HE)	Project 8	-	60,000	370,500	310,500	Accelerated		
CA154	Housing Development Schemes (HE)	Modular Housing - Shapland Place, Tiverton	854,534	645,000	1,362,462	717,462	Overspend		
CA152	Other HRA Projects	Post Hill, Tiverton	2,204,353	2,393,000	-	2,393,000	No Longer Required		
CA177	Other HRA Projects	Old Road Depot remodelling options - forecast expenditure to maintain operations	-	50,000	-	50,000	Slippage	Only essential works will be undertaken which will be completed by the HRA. Project due to complete in Q1 of 2024/25 Forecast project completion Q2 24/25 Project delivery assumed on budget at this point in the year but will be monitored carefully £15,000 to be slipped into the new year for payment of retention in April 2025, but also £15,000 retention to be paid from 2022/23 in April 2024 Project delivery assumed on budget at this point in the year but will be monitored carefully Overspend due to additional emergency properties being added Project delivery assumed to be slightly over budget at this point in the year but will be monitored carefully Project delivery assumed to be under budget at this point in the year but will be monitored carefully Project delivery assumed on budget at this point in the year but will be monitored carefully Overspend due to large number of Void properties and works required. Project delivery assumed on budget at this point in the year but will be monitored carefully Forecast project completion Q1 24/25 Project delivery assumed to be slightly under budget at this point in the year but will be monitored carefully	
CA124	Other HRA Projects	Queensway (Beech Road) Tiverton (3 units)	330,179	236,000	215,659	20,341	Underspend		
CA126	Other HRA Projects	Sewerage Treatment Works - Washfield	-	25,000	-	25,000	Slippage		
CA100	Existing Housing Stock	Garage Mods	-	150,000	183,040	33,040	Overspend		
CA100	Existing Housing Stock	Roofing	-	600,000	599,777	223	Underspend		
CA100	Existing Housing Stock	Fire Safety	-	100,000	100,676	676	Overspend		
CA100	Existing Housing Stock	Window/Doors	-	400,000	406,474	6,474	Overspend		
CA100	Existing Housing Stock	Heating	-	375,000	403,318	28,318	Overspend		
CA111	Existing Housing Stock	Renewables	-	250,000	120,564	129,436	Underspend		
CG200	Existing Housing Stock	Adaptations	-	305,000	312,568	7,568	Overspend		
CA100	Existing Housing Stock	Void Capital Works	-	135,000	171,869	36,869	Overspend		
CA100	Existing Housing Stock	Double Glazed Unit Replacement	-	20,000	20,318	318	Overspend		
CA100	Existing Housing Stock	Structural	-	240,000	228,305	11,695	Underspend		
CA100	Existing Housing Stock	Responsive capital works	-	90,000	76,900	13,100	Underspend	Forecast project completion Q4 23/24 Forecast project completion Q4 24/25 This project will be moved to a future year in the forthcoming MTFP Forecast project completion Q4 24/25 Forecast project completion Q4 24/25 Forecast project completion Q4 24/25 Forecast project completion Q4 24/25 Forecast project completion Q4 24/25 Forecast project completion Q2 25/26 Forecast project completion Q4 24/25 Note originally this project was planned to be delivered in 25/26 but has been brought forward for delivery in 24/25 causing the 'overspend' as we only had £180k allowed for year 23/24 Forecast project completion Q4 24/25 . Note originally this project was planned to be delivered in 25/26 but has been brought forward for delivery in 24/25 causing the 'overspend' as we only had £130k allowed for year 23/24 Forecast project completion Q4 25/26 Forecast project completion Q4 25/26 Initial works are anticipated to start in Q1 of 2024/25 Projected HRA Vehicle Leasing added to Capital Programme Siddals Gardens Purchase of 40 units for over 60's social housing	
CA180	Housing Schemes (1:4:1 Projects)	Project 7	-	220,000	289,928	69,928	Overspend		
CA181	Housing Schemes (1:4:1 Projects)	Project 41	110,544	140,000	-	140,000	Slippage		
CA182	Housing Schemes (1:4:1 Projects)	Project 28	-	110,000	-	110,000	Slippage		
CA183	Housing Schemes (1:4:1 Projects)	Project 51	-	40,000	13,122	26,878	Slippage		
CA184	Housing Schemes (1:4:1 Projects)	Project 52	-	22,000	5,610	16,390	Slippage		
CA185	Housing Schemes (1:4:1 Projects)	Project 53	-	23,000	-	23,000	Slippage		
CA186	Housing Schemes (1:4:1 Projects)	Project 5	-	22,000	-	22,000	Slippage		
CA187	Housing Development Schemes (HE)	Project 25	-	260,000	160,000	100,000	Slippage		
CA188	Housing Development Schemes (HE)	Project 37	-	180,000	270,000	90,000	Accelerated		
CA189	Housing Development Schemes (HE)	Project 33	-	130,000	161,500	31,500	Accelerated		
CA190	Housing Development Schemes (HE)	Project 36	-	170,000	-	170,000	Slippage		
CA191	Housing Development Schemes (HE)	Project 20	-	700,000	362,800	337,200	Slippage		
CA167	Housing Development Schemes (HE)	Project 19	-	-	9,481	9,481	Accelerated		
OA800	Leasing - HRA	Leasing - Vehicles - HRA	-	180,000	105,577	74,423	Underspend		
CA159	Housing Schemes (1:4:1 Projects)	Project 2	-	-	131	131	Underspend		
CA192		St George'S Court	-	-	8,185,705	8,185,705	3Rivers Closedown		
General Fund Subtotals				21,932,377	46,102,795	13,778,349	- 32,324,446		
HRA Subtotals				4,960,256	22,004,000	16,652,613	- 5,351,387		
Grand Totals				26,892,633	68,106,795	30,430,961	- 37,675,834		



## **Report for: Cabinet**

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Date of Meeting:	4 June 2024
Subject:	<b>Award of the Office, Market and Leisure Cleaning Contract</b>
Cabinet Member:	Cllr Simon Clist, Deputy Leader and Cabinet Member for Housing and Property
Responsible Officer:	Paul Deal Head of Finance, Property & Climate Resilience
Exempt:	Annex A – Part II  which are Exempt from publication under paragraph 3, Part 1 of Schedule 12A to the Local Government Act 1972 (as amended) as it contains information relating to the financial or business affairs of any particular person (including the authority holding that information)
Wards Affected:	All
Enclosures:	Annex A – Part II (Contractor details and pricing submission)

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

To advise Members on the results for the tendering of the Office, Market and Leisure Cleaning Contract and confirm the award of the contract for an initial period of 12 months plus the option to extend for a further 12 months.

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

- 1. It is recommended that the new one year Cleaning Contract for Office Market and Leisure Cleaning Contract be awarded to Contractor 1.**

2. **Delegated authority be granted to the S151 Officer (in consultation with the Cabinet Member for Property Services) to complete the Cleaning Contract for Office Market and Leisure Cleaning Contract.**

## **Section 2 – Report**

### **1.0 Introduction**

- 1.1 Mid Devon District Council has a requirement to maintain Health and Safety and seeks to maintain a high standard and quality of cleaning services across its buildings.
- 1.2 The contractor will provide cleaning services on behalf of Mid Devon District Council Monday – Friday between the hours of 17:00pm – 19:30pm. The contractor will clean and manage the cleaning at four of our corporate sites. This includes Phoenix House Tiverton, Pannier Market Tiverton, Carlu Close Willand and Amory Park Pavilion Tiverton. There is also a monthly deep clean required at Exe Valley Leisure Centre Tiverton, Lords Meadow Leisure Centre Crediton and Culm Valley Sports Centre Cullompton.
- 1.3 Successful completion of the tender has provided MDDC with options to improve service delivery, consistency and economies of scale for both cleaning services and cleaning consumables.

### **2.0 Procurement Process**

- 2.1 Expressions of interest were invited via a Tender Notice in the Advantage South West Electronic Procurement Portal published on the 27/03/2024. The Invitation to Tender was issued via ProContract. The tender return deadline was 25/04/2024 at 12.00pm with responses required by midday 25/04/2024.
- 2.2 Evaluation criteria set out in the ITT:

<b>Quality</b>	<b>60%</b>
Approach	15%
Responsiveness and capacity	15%
Integration and communication	10%
Technical Quality and Safety	10%
Innovation and best practice	10%
<b>Price</b>	<b>40%</b>

- 2.3 There were 10 expressions of interest of which four submitted their tenders on time and six did not respond. Their reasons were:

- Cannot supply in this location x 3
- Unable to supply
- After much thought we have made the decision that it would not be the right opportunity for us as a business to continue with resulting in our decision to not go any further. Thank you for the opportunity to bid.
- Missed out on seeing the location and one document need sorting out and we have no time as its almost due.

2.4 Evaluations were carried out during May 2024 by representatives from Mid Devon's Property Services team, with the support of the Procurement Team and Devon County's Procurement advisors.

2.5 The lowest priced tender was awarded 40% and the higher priced tenders were awarded the percentage difference. Contractor 3 scored highest on price and quality, as set out below.

2.6 The outcome of the evaluation is shown below:

CONTRACTOR	SCORE		TOTAL
	PRICE	QUALITY	
Contractor 1	36%	36%	72%
Contractor 2	28%	43%	71%
Contractor 3	40%	10%	50%
Contractor 4	12%	41%	53%

2.7 The contractors that scored highest within their quality and pricing submission were able to demonstrate that their responses were closely aligned with our expectations and objectives.

### 3.0 Conclusion

3.1 The outcome of the tender process shows Contractor 1 as the winning bidder.

3.2 Approval is required from Cabinet for this contract to be formally awarded.

3.3 Following the decision, there will be a compulsory 10-day standstill period after which the contract will be awarded.

3.4 The contract will not commence until after 24 June 2024



## **Financial Implications**

The financial results of the tender exercise can be met from the budget available in the 2024/25 financial year. The initial contract term will be for 12 months with an option to extend for a further 2 x 12 months.

## **Legal Implications**

This provides a robust framework for managing and controlling the performance of our cleaning contractors carrying out our cleaning requirements.

## **Risk Assessment**

As part of the contract the contractor will need to provide a Risk Assessment taking into consideration each site and lone working. All cleaning products to have COSHH documentation and works to be carried out in accordance with the Councils Code of Conduct. The performance of the contract shall be monitored on a monthly basis with corrective action taken where performance falls below Key Performance Indicator Targets.

## **Impact on Climate Change**

Quality questions form 60% of the tender return, bidders are required to provide a quality statement on how their service delivery model makes provision for its environmental impact. Scope 3 emissions will be reduced as the service delivery model will be more efficient.

## **Equalities Impact Assessment**

There is no negative impact to equality as existing staff would be protected under TUPE regulations.

## **Relationship to Corporate Plan**

Property assets are linked to the delivery, vision and priorities of the Council. The way that the Council manages its land and property assets has a direct impact on the quality of services delivered, as well as maximising the value derived from our property holdings for the on-going contribution in balancing the Councils budget. To maximise the value derived from all council property and its stakeholders, by delivering an efficient and fit for purpose corporate property solutions service.

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

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

Agreed by or on behalf of the Section 151

**Date: 21/05/2024 via Leadership Team meeting**

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

Agreed on behalf of the Monitoring Officer

**Date: 21/05/2024 via Leadership Team meeting**

**Chief Officer: Stephen Walford**

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

**Date: 21/05/2024 via Leadership Team meeting**

**Performance and risk: Dr Stephen Carr**

Agreed on behalf of the Corporate Performance & Improvement Manager

**Date: 21/05/2024**

**Cabinet member notified: yes**

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

**Contact:** Paul Deal, Head of Finance, Property and Climate Resilience

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

Telephone: 01884 23(4254)

**Background papers:** None

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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## **Report for: Cabinet**

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Date of Meeting:	4 <sup>th</sup> June 2024
<b>Subject:</b>	<b>Leisure Management System</b>
Cabinet Member:	Cllr David Wulff
Responsible Officer:	Dean Emery – Head of Revenues, Benefits & Leisure
Exempt:	<b>Main Report</b> – None
Wards Affected:	All
Enclosures:	N/A

**Summary:** To inform Cabinet of the business reasons, as presented in this paper, for the digital transformation to help modernise service delivery, allowing customers to 'self-serve'

**Recommendation:** Cabinet approves the digital transformation for the Leisure Service via a full tender process based on the four 'lots' proposed in (2.0) (2.1) (2.2) (2.3)

### **Introduction/Background**

- 1.0 Mid Devon Leisure (MDL) is a non-statutory service within Mid Devon District Council (MDDC), operating sites in; Crediton, Cullompton and Tiverton. The assets include; Artificial Turf Pitches, Fitness Studios, Multipurpose Studios, Sports Halls, Squash Courts, Swimming Pools, Teaching Pools, Tennis Courts, Training Rooms and Saunas
- 1.1 The last 12 months has been a very positive time for Mid Devon Leisure with membership numbers, income and participation exceeding pre COVID levels. Income exceeded £3m for the first time and resulted in the service surpassing the budget by £419k. £332.1k is due to the change in VAT treatment for some services, with £86.9k as a result of growth. In 2023/24, the Leisure service was subsidised by £1.4m however, the budget for 2024/25 is set at £983k showing a reduction of £419k to the taxpayer. This saving has been delivered as a consequence to our proactive



decarbonisation investments, further cost control measures and some assumed income growth.

- 1.2 The service to date has circa 3,750 adult members and 2,430 junior members, in addition to walk-in pay and play customers. Mid Devon Leisure sites are the base for over 60 schools, clubs and organisations that access the swimming pools and 'dry' areas such as sports halls, studios, racquet courts and artificial-turf pitches.
- 1.3 In 2023, Max Associates were commissioned to undertake an independent review for Mid Devon District Council on the Leisure service. The Council was keen to understand how current performance compares to the wider public leisure sector and its offer against local competition. Leisure have taken account of the external professional advice with regards to their digital review summary, other advice is being looked into:
  - The Leisure Management System is outdated and requires updating;
  - The existing manual processes are not as effective or efficient as a comprehensive digital approach. They are resource intensive and have greater opportunity for human error;
  - The ability to monitor, report and improve is limited by the systems currently in place;
  - It is difficult to create a customer driven approach to digital marketing due to limitations within the existing systems.
- 1.4 The existing Leisure Management System was procured, and built, over twelve years ago. The system does not support modern needs of the service and customers, changes have been difficult to implement as a result. This has led to process being determined by system capabilities rather than business, and customer, needs, automation is not in place for reporting or customer communications.
- 1.4.1 It is timely that an overhaul of the current system is considered. Given recent success in the service income position we must ensure customers receive the service they deserve. This will be achieved with a system that safeguards the future of the service, is value for money for the taxpayer and allows for efficiencies and future growth moving forwards.
- 1.5 The swimming lesson programme in its current format is managed through a combination of the Leisure Management System and complex manual processes, this is not cost effective. The implementation of a swimming lesson software system will allow the lesson programme, which currently has over 2.4k customers enrolled, more streamlined, customer friendly, self-management and will release resource to other areas of the business. The swimming lesson software, links directly so, must be compatible with the Leisure Management System. The current manual administration of the lesson programme opens us up to human error and health and safety implications.
- 1.6 Our current Leisure Management System and app, does not allow us to effectively manage unauthorised access to our facilities. Installation of an

access control system will free up staff resource, protect income and work in conjunction with the LMS and improved app for an improved customer experience. Unauthorised access is a serious health and safety concern that must be addressed.

- 1.7 The current app is predominantly geared towards fitness customers as opposed to all leisure users. An improved app will allow us to communicate effectively with all users, open up options for marketing and revenue, could assist with access control, accurately record attendance and allow customers to fully control their membership, which will free up staff resource.
- 1.8 A soft market exercise was undertaken prior to this report being submitted. The exercise included supplier presentations, site visits to centres, Devon, Cornwall, Dorset and Gloucestershire in order to explore the digital changes required, valuable end user feedback was given to help map out our much needed changes.

Based on the information presented by suppliers, and end users, the project team have been able to research and analyse information in order to obtain a thorough understanding of the technology available. Mid Devon District Council Procurement and ICT departments have been informed of the process throughout and the tender process shall be followed in accordance of financial regulations to ensure fairness to all.

## **Proposal**

- 2.0 Based on our findings a full tender exercise of the Leisure Management System is required for the following reasons:
- A review of system capability to ensure best practice and value for money
  - Improved customer experience
  - Move to a hosted system reducing internal ICT maintenance for a service with reduced resources and reduced overheads to the Leisure service
  - Continuation of GDPR compliance
  - Straightforward user interface for staff and customers
  - Integrations with recommended interfaces
  - Requirement for established reports, with the option of further development which would meet financial, asset management and audit requirements
  - Future interface opportunities
  - Web based systems ensuring compatibility with all devices including PC, tablet and mobile
- 2.1 Based on our findings we recommend the introduction of software for the swimming lesson programme, via a full tender process, for the following reasons;
- Software integrates with LMS

- Improved recording of customers details reducing Health & Safety concerns
- Fully automated system reducing labour intensive administration
- Release staff resource to other areas of the business or contribute to staff savings
- Improved digital experience for customers allowing access to progress reports
- Fully branded Home Portal with company colours and logos at no extra cost
- Coach portal is password and PIN protected in compliance with GDPR

2.2 Based on our findings we recommend a full tender for the introduction of access control infrastructure for the following reasons;

- Integrates with LMS
- Prevents unauthorised access to the facilities which in turn protects income
- Controls access to areas of the buildings reducing H&S concerns
- No ground work required for installation
- Self-check in for customers allows efficiencies to staff resource
- Improved member experience
- Accurate data recording to ensure accurate participation and headcount figures

2.3 Based on our findings we recommend a market tender of the Leisure app, via a full tender process, for the following reasons;

- Improved digital experience for all users to help increase customer loyalty and attract new digital members
- Increase conversion of leads to new members
- Content marketing which is fully GDPR compliant and completely controlled by the customer
- Automated communication with the flexibility to message individuals, target groups or all users
- Option to utilise for access control
- Potential advertising revenue stream
- Option to introduce home video platform increasing value for money, revenue and retention

### **3.0 Financial Implications**

3.1 The service has had a successful year resulting in the highest membership and income to date. The commercial nature of the industry means that Mid Devon Leisure is vulnerable to threats from competition, substitutions as well as consideration to the ongoing cost of living challenge.

3.2 Implementation of the Leisure Management System/Channel Shift will drive retention, growth and income into the organisation for 2024/25 onwards, whilst marketing strategies strive to increase market share.

- 3.3 There is £200k capital and £160k revenue set aside the 2024/25 budget for this project. The final costs vs budget will be clearer after the tender and suppliers have been chosen. The estimated costs for this project are c£372k, but as noted the below estimates are prudent. Revenue and capital, already budgeted for will need to be revised as the change moves forward.
- 3.4 Our current systems cost circa £35k per annum. The introduction of industry leading software and hardware will increase costs by circa £28k per annum, however the following will offset this;
- Staff efficiency savings estimated financial savings could be c£34k
  - Revenue increase of c£87k per annum based on 5% growth
  - Increased retention and attrition rates resulting in circa £10k revenue increase per annum

***Please note these assessments have been prudently estimated and are aligned with our soft market research as noted in (1.8)***

#### **4.0 Conclusion**

- 4.1 Mid Devon Leisure strive to remain competitive, innovative and customer focused and an overhaul the leisure management system will ensure an improved customer experience through new leading software.
- 4.2 Throughout our soft market exercise it is clear our current system will not meet the needs of the Leisure business going forward, which generates over £3 million in annual income, or the needs of our customers. An efficient system is crucial to the continued success of the business which is why this proposal is being brought forward for your consideration.
- 4.3 Implementing digital change will ensure the Leisure service is aligned with modern day service delivery for our customers. Being able to 'self-serve' brings the service into people's homes where 24hr access can help them and us.
- 4.4 When the procurement process has been concluded, and suppliers chosen, an update to this report will be brought back to Leadership Team and Cabinet. This will allow everyone to be kept up to date with the journey and refined costs can be given.
- 4.5 The delivery timeline is yet to be agreed, however changes should be seen by the end of this year. Full rollout of the proposed systems could be achieved over a 12-month period.

**Legal Implications:** There is a legal obligation to ensure all systems are GDPR compliant

**Risk Assessment:** The commercial nature of the industry means that Mid Devon Leisure can be vulnerable to threats from competition, substitutions and price sensitivity. Implementation of a new Leisure Management System would ensure the digital ecosystem is aligned resulting in improved customer service and continued growth and retention

**Impact on Climate Change:** None

**Equalities Impact Assessment:** Mid Devon Leisure continues to support those members of the community to fully access their facilities. There will always be a member of staff to serve, or assist, with service and all access control barriers will be DDA compliant to ensure access for all

**Relationship to Corporate Plan:** Work with the NHS and other health bodies to promote use of our leisure centres and seek opportunities to address public health issues and disparities to improve the health and wellbeing of everyone in Mid Devon.

**Economy Objectives:** Explore commercial opportunities that deliver new or innovative services for customers that can generate revenue for the council

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

**Statutory Officer:** Andrew Jarrett  
Agreed by or on behalf of the Section 151  
**Date:** 21/05/24

**Statutory Officer:** Maria De Leburne  
Agreed on behalf of the Monitoring Officer  
**Date:** 21/05/24

**Chief Officer:** Stephen Walford  
Agreed by or on behalf of the Chief Executive  
**Date:** 21/05/24

**Performance and risk:** Steve Carr  
Agreed on behalf of the Corporate Performance & Improvement Manager  
**Date:** 20/05/2024

**Cabinet member notified:** (Yes)

**Report: Exclusion of the press and public from this item of business on the published agenda on the grounds that it involves the likely disclosure of exempt information. (No)**

**Appendix: Exclusion of the press and public from this item of business on the published agenda on the grounds that it involves the likely disclosure of exempt information. (Yes)**

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

**Contact:** Haley Walker

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## MID DEVON DISTRICT COUNCIL – NOTIFICATION OF KEY DECISIONS

May 2024

The Forward Plan containing key Decisions is published 28 days prior to each Cabinet meeting

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
<b>June</b>					
<b>Leisure Management System (LMS)/ Channel Shift</b>	Cabinet	4 Jun 2024	Haley Walker, Leisure Business Manager	Cabinet Member for Community & Leisure	Open
<b>New Corporate Plan</b>	Cabinet	4 Jun 2024	Dr Stephen Carr, Corporate Performance & Improvement Manager	Leader of the Council	Open
	Homes Policy Development Group	11 Jun 2024			
	Economy & Assets Policy Development Group	20 Jun 2024			
<b>Grand Western Canal Conservation Area Appraisal</b>	Cabinet	4 Jun 2024	Tristan Peat, Forward Planning Team Leader		Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
<b>Complaints Policy</b>	Cabinet	4 Jun 2024	Lisa Lewis, Head of Digital Transformation & Customer Engagement	Cabinet Member for Working Environment	Open
<b>Contract Cleaning Award-Phoenix House</b>	Cabinet	4 Jun 2024	Paul Deal, Head of Finance, Property & Climate Resilience	Cabinet Member for Housing and Property Services	Part exempt
<b>Contract Cleaning Award-Leisure Centres</b>	Cabinet	4 Jun 2024	Paul Deal, Head of Finance, Property & Climate Resilience	Cabinet Member for Housing and Property Services	Part exempt
<b>Access to Phoenix House for Vulnerable Customers</b> To consider and recommend the report to Cabinet.	Community, People & Equalities Policy Development Group  Cabinet	26 Mar 2024  4 Jun 2024	Lisa Lewis, Head of Digital Transformation & Customer Engagement	Cabinet Member for Community & Leisure	Open
<b>Council Productivity Plan</b>	Cabinet	4 Jun 2024	Andrew Jarrett, Deputy Chief Executive (S151)		Part exempt

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
<b>Corporate Health and Safety Policy</b> To receive the updated Corporate Health and Safety Policy	Community, People & Equalities Policy Development Group  Cabinet	26 Mar 2024  4 Jun 2024	James Hamblin, HR Business Partner	Cabinet Member for Working Environment	Open
<b>Safeguarding Policy</b>  Page 335	Community, People & Equalities Policy Development Group  Cabinet	26 Mar 2024  4 Jun 2024	Simon Newcombe, Head of Housing & Health	Cabinet Member for Community & Leisure	Open
<b>Cullompton Infrastructure update</b>	Cabinet	4 Jun 2024	Adrian Welsh, Strategic Manager for Growth, Economy and Delivery	Cabinet Member for Planning and Economic Regeneration	Open
<b>Financial Outturn 2023/2024</b>	Cabinet  Council	4 Jun 2024  17 Jul 2024	Paul Deal, Head of Finance, Property & Climate Resilience	Cabinet Member for Finance	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
<b>Annual Treasury Outturn Report 2023/2024</b>	Cabinet Council	4 Jun 2024 17 Jul 2024	Paul Deal, Head of Finance, Property & Climate Resilience	Cabinet Member for Finance	Open
<b>July</b>					
<b>Care Leaver Friendly Employer</b>	Cabinet	2 Jul 2024	James Hamblin, HR Business Partner	Cabinet Member for Working Environment	Open
<b>Delegated Decisions for MDH Minor Policy amendments</b>	Homes Policy Development Group Cabinet	11 Jun 2024 2 Jul 2024	Carole Oliphant, Housing Policy Officer	Cabinet Member for Housing and Property Services	Open
<b>S106 Governance</b>	Cabinet	2 Jul 2024	Joanna Williams, Planning Obligations Monitoring Officer	Cabinet Member for Finance	Open
<b>Planning Enforcement-Enforcement Policy Update</b>	Scrutiny Committee Cabinet	19 Feb 2024 2 Jul 2024	Angharad Williams, Development Management Manager	Cabinet Member for Planning and Economic Regeneration	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
<b>Homes Safety Policy (Revision)</b> To receive the revised Homes Safety Policy to include restrictions on bio ethanol fires / space heaters.	Homes Policy Development Group  Cabinet	11 Jun 2024  2 Jul 2024	Simon Newcombe, Head of Housing & Health	Cabinet Member for Housing and Property Services	Open
<b>CCTV Policy</b> To receive the updated CCTV Policy	Community, People & Equalities Policy Development Group  Cabinet	25 Jun 2024  2 Jul 2024		Cabinet Member for Community & Leisure	Open
<b>Tenure Reform Working Group recommendations</b> To receive the recommendations of the Tenure Reform Working Group	Homes Policy Development Group  Cabinet	11 Jun 2024  2 Jul 2024	Simon Newcombe, Head of Housing & Health	Cabinet Member for Housing and Property Services	Open
<b>Corporate Risk Q4; Annual Performance Report; Performance Dashboard Q4</b>	Cabinet	2 Jul 2024	Dr Stephen Carr, Corporate Performance & Improvement Manager	Leader of the Council	Open



Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
<b>SFS (Specialist Fleet Services) Transport Contract</b>	Economy & Assets Policy Development Group  Cabinet	20 Jun 2024  2 Jul 2024	Matthew Page, Head of People, Performance & Waste	Cabinet Member for Planning and Economic Regeneration	Open
<b>Town and Parish Charter</b>	Community, People & Equalities Policy Development Group  Cabinet	23 Jan 2024  2 Jul 2024	Paul Deal, Head of Finance, Property & Climate Resilience	Cabinet Member for Community & Leisure	Open
<b>Income Management Policy</b> To receive the revised Income Management Policy.	Homes Policy Development Group  Cabinet	11 Jun 2024  2 Jul 2024	Simon Newcombe, Head of Housing & Health	Cabinet Member for Housing and Property Services	Open
<b>30th July</b>					
<b>Crediton Town MasterPlan SPD and Delivery Plan</b> To approve the Crediton Town Centre Masterplan SPD and	Cabinet	30 Jul 2024		Cabinet Member for Planning and Economic Regeneration	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
delivery Plan					
<b>August</b>					
<b>Future of Recycling - Options Paper</b> To receive an options paper discussing the future of Recycling.	Cabinet	27 Aug 2024	Matthew Page, Head of People, Performance & Waste	Cabinet Member for Environment & Services	Open
<b>Environmental Enforcement Annual Report</b> To receive and discuss the annual Environmental Enforcement Report.	Cabinet	27 Aug 2024	Matthew Page, Head of People, Performance & Waste	Cabinet Member for Environment & Services	Open
<b>Review of Bin-It 123</b> To review the Bin-It 123 scheme.	Cabinet	27 Aug 2024	Matthew Page, Head of People, Performance & Waste,	Cabinet Member for Environment & Services	Open
<b>Team Devon Joint Committee</b>	Cabinet	27 Aug 2024		Leader of the Council	Open
	Council	4 Sep 2024		Leader of the Council	
<b>National Assistance Burial</b>	Cabinet	27 Aug 2024	Steve Densham,	Cabinet Member for	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
<b>Procedure</b> To receive and approve the updated National Assistance Burial Procedure.			Land Management Officer	Environment & Services	
<b>October</b>					
<b>Corporate Anti Social Behaviour Policy</b> To receive the revised Corporate Anti Social Behaviour Policy.	Community, People & Equalities Policy Development Group  Cabinet	25 Jun 2024  15 Oct 2024		Cabinet Member for Community & Leisure	Open
<b>Hoarding Policy</b> To receive the revised Hoarding Policy.	Homes Policy Development Group  Cabinet	10 Sep 2024  15 Oct 2024	Simon Newcombe, Head of Housing & Health	Cabinet Member for Housing and Property Services	Open
<b>Right to Buy Policy (New)</b> To receive the new Right to Buy Policy.	Homes Policy Development Group  Cabinet  Council	10 Sep 2024  15 Oct 2024  30 Oct 2024	Simon Newcombe, Head of Housing & Health	Cabinet Member for Housing and Property Services	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Corporate Performance Q1; Corporate Risk Q1	Cabinet	27 Aug 2024	Dr Stephen Carr, Corporate Performance & Improvement Manager	Leader of the Council	Open
Repairs and Maintenance Policy (New) To receive the new Repairs and Maintenance Policy.	Homes Policy Development Group	10 Sep 2024	Mike Lowman, Building Services Operations Manager	Cabinet Member for Housing and Property Services	Open
	Cabinet	15 Oct 2024			
	Council	30 Oct 2024			
November					
Performance Dashboard Q1	Cabinet	17 Sep 2024	Dr Stephen Carr, Corporate Performance & Improvement Manager	Leader of the Council	Open
	Homes Policy Development Group	24 Sep 2024			
	Economy & Assets Policy Development Group	3 Oct 2024			
	Planning, Environment & Sustainability Policy	8 Oct 2024			

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
<div>Page 342</div>	Development Group				
	Planning Committee	9 Oct 2024			
	Community, People & Equalities Policy Development Group	22 Oct 2024			
October					
<b>Tenure Reform and Changes to the Tenancy Agreement - Project Plan</b> To receive a project plan to tenure reform	Homes Policy Development Group  Cabinet	10 Sep 2024  15 Oct 2024	Simon Newcombe, Head of Housing & Health	Cabinet Member for Housing and Property Services	Open
<b>Mid Devon Draft Policies and Site Options</b>	Cabinet	15 Oct 2024	Tristan Peat, Forward Planning Team Leader		Open
<b>Tenancy Management Policy</b> To receive the revised Tenancy	Homes Policy Development Group	10 Sep 2024	Simon Newcombe, Head of Housing &	Cabinet Member for Housing and Property	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Management Policy.	Cabinet	15 Oct 2024	Health	Services	
November					
Economic Strategy 2024 - 2029	Economy & Assets Policy Development Group	28 Nov 2024	Adrian Welsh, Strategic Manager for Growth, Economy and Delivery	Cabinet Member for Planning and Economic Regeneration	Open
	Cabinet	10 Dec 2024			
Destination Management Plan for Mid Devon	Economy & Assets Policy Development Group	28 Nov 2024	Adrian Welsh, Strategic Manager for Growth, Economy and Delivery	Cabinet Member for Planning and Economic Regeneration	Open
	Cabinet	10 Dec 2024			
December					
Tenant Compensation Policy To receive the revised Tenant Compensation Policy.	Homes Policy Development Group	19 Nov 2024	Simon Newcombe, Head of Housing & Health	Cabinet Member for Housing and Property Services	Open
	Cabinet	10 Dec 2024			
Service Standards	Homes Policy	19 Nov 2024	Simon Newcombe,	Cabinet Member for	Open



<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
To receive the Service Standards for Housing.	Development Group Cabinet	10 Dec 2024	Head of Housing & Health	Housing and Property Services	
<b>Housing Strategy</b> To receive the revised Housing Strategy.	Homes Policy Development Group Cabinet	19 Nov 2024 10 Dec 2024	Simon Newcombe, Head of Housing & Health	Cabinet Member for Housing and Property Services	Open
<b>Corporate Performance Q2; Corporate Risk Q2; Performance Dashboard Q2</b>	Cabinet	10 Dec 2024	Dr Stephen Carr, Corporate Performance & Improvement Manager		Open
<b>Phoenix House Accommodation Opportunities</b>	Cabinet		Andrew Jarrett, Deputy Chief Executive (S151)		Open
<b>Tenancy Strategy</b> To receive the revised Tenancy Strategy	Homes Policy Development Group Cabinet	19 Nov 2024 10 Dec 2024	Simon Newcombe, Head of Housing & Health	Cabinet Member for Housing and Property Services	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>

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