

## Scrutiny Committee

**Monday, 15 December 2025 at 5.00 pm**  
**Phoenix Chambers, Phoenix House, Tiverton**

**Next meeting**  
**Monday, 26 January 2026 at 5.00 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:

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Meeting ID: 313 446 406 671  
Passcode: uv3LL2D3

## Membership

Cllr L G J Kennedy (Chair)  
Cllr G Westcott (Vice Chair)  
Cllr C Adcock  
Cllr D Broom  
Cllr E Buczkowski  
Cllr A Cuddy  
Cllr G Czapiewski  
Cllr M Farrell  
Cllr C Harrower  
Cllr L Knight  
Cllr J Poynton  
Cllr R Roberts

# AGENDA

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

- 1      **Apologies and Substitute Members**  
To receive any apologies for absence and notices of appointment of substitute Members (if any).
- 2      **Declarations of Interest under the Code of Conduct**  
To record any interests on agenda matters.
- 3      **Public Question Time**  
To receive any questions from members of the public and replies thereto.  
  
Note: A maximum of 30 minutes is allowed for this item.
- 4      **Minutes of the previous meeting (Pages 5 - 8)**  
To consider whether to approve the minutes as a correct record of the meeting held on 20<sup>th</sup> October 2025.
- 5      **Chairman's Announcements**  
To receive any announcements that the Chairman of Scrutiny Committee may wish to make.
- 6      **Decisions of the Cabinet**  
To consider any decisions made by the Cabinet at its last meeting that have been called-in.
- 7      **Interim Corporate Performance report to Quarter 2 (Pages 9 - 24)**  
To receive a report from the Head of People, Governance & Waste and the Corporate Performance & Improvement Manager providing Members with an update on performance against the Corporate Plan 2024-28 and service performance measures for Quarter 2 (2025/26).
- 8      **Annual Report of Complaints and Compliments (Pages 25 - 36)**  
To receive a report from the Corporate Manager for Business Transformation & Customer Engagement providing the annual report on customer feedback for the compliments, comments and complaints received.
- 9      **Work Programme (Pages 37 - 54)**  
To review the existing Work Plan and consider items for the committee's future consideration, taking account of:
  - a) Any items within the Forward Plan for discussion at the next meeting.
  - b) Suggestions of other work for the committee in 2025/26.

## **Guidance notes for meetings of Mid Devon District Council**

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 the Council experience technology difficulties at a committee meeting the Chairman may make the decision to continue the meeting 'in-person' only to conclude the business on the agenda.

### **1. Inspection of Papers**

Any person wishing to inspect minutes, reports, or the background papers for any item on the agenda should contact Democratic Services at [Committee@middevon.gov.uk](mailto:Committee@middevon.gov.uk)

They can also be accessed via the council's website [Click Here](#)

Printed agendas can also be viewed in reception at the Council offices at Phoenix House, Phoenix Lane, Tiverton, EX16 6PP.

### **2. Members' Code of Conduct requirements**

When considering the declaration of interests and their actions as a councillor, Members are reminded of the requirements of the Members' Code of Conduct and the underpinning Principles of Public Life: Honesty; Integrity; Selflessness; Objectivity; Accountability; Openness; Leadership.

The Code of Conduct can be [viewed here](#):

### **3. Minutes of the Meeting**

Details of the issues discussed, and recommendations made at the meeting will be set out in the minutes, which the Committee will be asked to approve as a correct record at its next meeting. Minutes of meetings are not verbatim.

### **4. Public Question Time**

Residents, electors or business rate payers of the District wishing to raise a question and/or statement 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 can be provided at the meeting. You will be invited to ask your question and or statement at the meeting and will receive the answer prior to, or as part of, the debate on that item. Alternatively, if you are content to receive an answer after the item has been debated, you can register to speak by emailing your full name to [Committee@middevon.gov.uk](mailto:Committee@middevon.gov.uk) by no later than 4pm on the day before the meeting. You will be invited to speak at the meeting and will receive a written response within 10 clear working days following the meeting.

Notification in this way will ensure the meeting runs as smoothly as possible

## **5. Meeting Etiquette for participants**

- Only speak when invited to do so by the Chair.
- If you're referring to a specific page, mention the page number.

For those joining the meeting virtually:

- Mute your microphone when you are not talking.
- Switch off your camera if you are not speaking.
- Speak clearly (if you are not using camera then please state your name)
- Switch off your camera and microphone after you have spoken.
- There is a facility in Microsoft Teams under the ellipsis button called "turn on live captions" which provides subtitles on the screen.

## **6. Exclusion of Press & Public**

When considering an item on the agenda, the Committee may consider it appropriate to pass a resolution under Section 100A (4) Schedule 12A of the Local Government Act 1972 that the press and public be excluded from the meeting on the basis that if they were present during the business to be transacted there would be a likelihood of disclosure of exempt information, as defined under the terms of the Act. If there are members of the public and press listening to the open part of the meeting, then the Democratic Services Officer will, at the appropriate time, ask participants to leave the meeting when any exempt or confidential information is about to be discussed. They will be invited to return as soon as the meeting returns to open session.

## **7. Recording of meetings**

All media, including radio and TV journalists, and members of the public may attend Council, Cabinet, PDG and Committee meetings (apart from items Media and Social Media Policy - 2023 page 22 where the public is excluded) you can view our Media and Social Media Policy [here](#). They may record, film or use social media before, during or after the meeting, so long as this does not distract from or interfere unduly with the smooth running of the meeting. Anyone proposing to film during the meeting is requested to make this known to the Chairman in advance. The Council also makes audio recordings of meetings which are published on our website [Browse Meetings, 2024 - MIDDEVON.GOV.UK](#).

## **8. Fire Drill Procedure**

If you hear the fire alarm you should leave the building by the marked fire exits, follow the direction signs and assemble at the master point outside the entrance. Do not use the lifts or the main staircase. You must wait there until directed otherwise by a senior officer. If anybody present is likely to need assistance in exiting the building in the event of an emergency, please ensure you have let a member of Democratic Services know before the meeting begins and arrangements will be made should an emergency occur.

## **9. WIFI**

An open, publicly available Wi-Fi network is normally available for meetings held in the Phoenix Chambers at Phoenix House.

**MINUTES** of a **MEETING** of the **SCRUTINY COMMITTEE** held on 20 October 2025  
at 5.00 pm

**Present**

**Councillors**

C Adcock, E Buczkowski, A Cuddy,  
G Czapiewski, M Farrell, C Harrower,  
L Knight, J Poynton and R Roberts

**Apologies**

**Councillors**

D Broom, L G J Kennedy and G Westcott

**Also Present**

**Councillors**

J Buczkowski and J Wright

**Also Present**

**Officers**

Maria De Leburne (Director of Legal, People & Governance (Monitoring Officer)), Lisa Lewis (Head of Digital Transformation & Customer Engagement) and Sarah Lees (Democratic Services Officer)

**Councillors**

**Online**

G Duchesne, M Fletcher, S Keable and L Taylor

**Officer Online**

Richard Marsh (Director of Place and Economy)

## 45 ELECTION OF CHAIR

There was a need to elect a Chair for the meeting as both Cllr L Kennedy (Chair) and Cllr G Westcott (Vice Chair) had sent apologies.

**RESOLVED** that Cllr G Czapiewski be elected Chair for the purposes of this meeting only.

(Proposed by Cllr C Adcock and seconded by Cllr E Buczkowski)

Note: Cllr G Czapiewski chose not to elect a Vice Chair.

## 46 APOLOGIES AND SUBSTITUTE MEMBERS

Apologies were received from Cllr L G J Kennedy and Cllr G Westcott.

## 47 **DECLARATIONS OF INTEREST UNDER THE CODE OF CONDUCT**

No interests were declared under this item.

## 48 **PUBLIC QUESTION TIME**

There were no public questions.

## 49 **MINUTES OF THE PREVIOUS MEETING**

The minutes of the previous meeting held on 29<sup>th</sup> September 2025 were approved as a correct record and **SIGNED** by the Chair.

## 50 **CHAIR'S ANNOUNCEMENTS**

The Chair's had the following announcements to make:

1. Unfortunately South West Water had been unable to send a representative to the meeting this evening. Given the strength of feeling regarding the outstanding SWW issues the Chair (Cllr L G J Kennedy) had agreed that this item be deferred to a future meeting and as soon as possible. This was so that a representative could be present to answer any queries and provide clarification in person.
2. There may be a need to cancel the next scheduled meeting on 17<sup>th</sup> November, as the 'Complaints and Compliments' report which was due to come to that meeting would now be going to the Service Delivery & Continuous Improvement PDG in the first instance and then to the Scrutiny Committee in December.

However, this would not be the case if:

- a) There was a "Call-in" following the Cabinet meeting on 4<sup>th</sup> November.
- b) The Committee wished to discuss a new item at the next meeting.
- c) If South West Water were able to attend the next meeting. The Clerk confirmed that she should be able to confirm this one way or the other by the end of the week and as soon as this information became available.

## 51 **DECISIONS OF THE CABINET**

The Committee **NOTED** that none of the decisions made by the Cabinet on 7<sup>th</sup> October had been called in.

## 52 **FREEDOM OF INFORMATION & ENVIRONMENTAL INFORMATION REQUESTS - QUARTERS 1 & 2 (00:10:00)**

The Committee had before it, and **NOTED**, a report \* from the Head of Digital Transformation & Customer Engagement providing a quarterly dashboard update report regarding the monitoring of Freedom of Information (FOI) requests and Environmental Information Requests (EIR). It also updated the Committee on any decision notices that had been provided during quarters 1 & 2.

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

- Bringing the report to the Committee now had allowed officers to capture both the data for Quarter one and Quarter two.
- 483 requests had been made during this period.
- Of the 483, 4 requests exceeded the 20-working day period statutory time, making the percentage responded to within the statutory time limit, 99.2%. 1 was 21 working days and another took 30 working days. All requests dealt with outside the statutory time limit were due to absences of the relevant staff collating the data.
- There were 4 Information Commissioner's Office (ICO) cases closed during Quarters 1 and 2. 2 were not upheld, 1 was withdrawn and 1 was upheld.
- Providing such reports to Members always provided an opportunity to review what the service did and how it did it.
- A revised disclosure log had been provided on the Council's website. It was live and being used although the numbers were still relatively low.
- Work was continuing on the publication scheme.
- An all Member briefing was being organised on Freedom of Information (FOI) and Environmental Information Requests (EIR) for 1 December 2025. The appointment would be sent out shortly. This would be online only and start at 5.15pm.

Discussion took place regarding:

- The disclosure logs on the website referred to 'attachments'. These by their nature were extremely large in terms of data and it was not manageable to include them on the Council's website, however, they could be provided upon request. The website explained how to do this.
- 2 officers worked in the FOI/EIR area, although they did not solely deal with FOI and many officers across the Council provided their own responses to requests. The all Member briefing would provide more information regarding the time and costs involved. Specific subjects would not be detailed but examples would be given.
- It was noted that the service was able to respond over 99% of the time within prescribed timescales.

Note: \* Report previously circulated.

## 53 **REVIEW OF RESPONSES AND ACTIONS FROM SOUTH WEST WATER (00:20:00)**

This item was deferred to a future meeting.

## 54 **WORK PROGRAMME**

The Committee had before it and **NOTED** the \* Forward Plan and the \* Scrutiny Committee Work Programme.

Suggestions made for the Work Plan were:

- Highways concerns, specifically the frequent damage caused to Bickleigh Bridge by heavy goods vehicles and what could be done to address this? The suggestion was made that an officer from the Highways Authority be invited to attend a future meeting. The Councillor making the suggestion was asked to complete a Scrutiny proposal form in the first instance to ensure that the issue met all of the necessary criteria first before being progressed.
- Speeding in Palmerston Park, again the Councillor was requested to either complete the necessary proposal form or speak to the Police direct.
- An up to date report on Town and Parish assets. It was suggested by the Chair that the Councillor raising the issue discussed the matter with the Chief Executive or Leader direct to see what could be gleaned as it was still too early in the Local Government Reorganisation process to bring any meaningful information to the Committee.

Note: \* Forward Plan and Scrutiny Committee Work Programme were previously circulated.

(The meeting ended at 5.32 pm)

**CHAIR**



## **Report for: Scrutiny Committee**

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Date of Meeting:	15 December 2025
<b>Subject:</b>	<b>Corporate Performance Report</b>
Cabinet Member:	Cllr Luke Taylor, Council Leader
Responsible Officer:	Matthew Page, Head of People, Governance & Waste. Dr Steve Carr, Corporate Performance and Improvement Manager.
Exempt:	N/A
Wards Affected:	All
Enclosures:	Appendix 1: Performance Dashboards Quarter 1

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

To provide Members with an update on performance against the Corporate Plan 2024-28 and service performance measures for Quarter 2 (2025/26).

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

- 1. Members review and scrutinise the Performance Indicators and information detailed in this report.**

### **Section 2 – Report**

#### **1.0 Introduction**

- 1.1** The Council's Corporate Plan 2024-28 was adopted in July 2024. It is a strategy that documents, communicates and provides a framework for the delivery of strategic priorities. It provides 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 has five themes: Planning, Environment and Sustainability; Community, People and Equalities; Homes; Economy and Assets; and Service Delivery and Continuous Improvement. Alongside the

performance reporting of the Corporate Plan, the council presents performance information on a wide range of service specific and corporate performance indicators, Appendix 1.

- 1.3 The performance reporting is based upon the Performance Dashboards that the Council has been using since 2023. Corporate Plan indicators are presented in yellow text on the Dashboards.
- 1.4 A [glossary](#) for the Performance Dashboards on the Council's website. This contains all the measures used as part of the Dashboards and provides a definition for each (finance measures to be completed). The definitions aim to provide a fuller understanding of what is being measured and how.
- 1.5 The Corporate Performance Report is presented to Scrutiny twice per year – the quarter 2 report, and the annual report.

## **2.0 Performance Analysis**

### Theme 1: Planning, Environment and Sustainability

- 2.1 “Carbon emissions avoided (renewables and green transport)” is made up of two indicators as outlined. Through generating electricity through solar panels, the Council has avoided 74 t CO<sub>2</sub>e this financial year so far (April to September 2025). This is ahead of the annual target of 50 t CO<sub>2</sub>e. Through the use of electric vehicles in its fleet, the Council avoided a further 12.3 t CO<sub>2</sub>e (April to June 2024) against an annual target of 10 t CO<sub>2</sub>e.
- 2.2 No new electric car rapid charger points have been installed in 2025/26. In 2024/25, six new charging points were installed against an annual target of four per annum. The Council hosts 20 charge points on its sites.
- 2.3 Householder planning applications determined within 8 weeks is 99% for the past 12 months, and minor applications overturned at appeal was 0.5%. Both are comfortably ahead of target.

### Theme 2: Community, People and Equalities

- 2.4 There have been 348 complaints this financial year (April to September 2025), 97.1% have been responded to within the target timescales.
- 2.5 Homes made safe under the Housing Assistance Policy is 24 for the financial year to date (April to September 2025), behind the annual target (60 for 2025/26).
- 2.6 There have been 17 new subscribers to the Let's Talk Mid Devon platform in the financial year to date (Target for 2025/26 is 400). The Council has moved away from focussing on registrations, as this has been fed back as a barrier to completing ongoing questionnaires, with a focus now on contribution and engagement rates as well. In Quarter two, 7,417 people

visited the site with 775 contributions, 10 new registrations and an engagement rate of 14%.

- 2.7 One community emergency plan has been updated by towns and parishes in 2025/26 for Bradninch and Hele. At the Devon Resilience Forum it was identified that Lapford and Cheriton Bishop are looking to write/update their plans.
- 2.8 The Corporate Plan has a new performance indicator, "Support the VCSE sector by securing additional external funding." Data for this financial year is not currently available.

### Theme 3: Homes

- 2.9 There were 529 applicants on the Devon Home Choice waiting list (Band A-C) at the end of Q2, 2025/26. This is lower than at the end of Q1, when it was 535 applicants.
- 2.10 Support was provided to 100% of those experiencing homelessness in the financial year to date (April to September 2025).
- 2.11 46 homes have become part of Mid Devon Housing in 2025/26 so far. Performance is slightly behind target (100 homes for 2025/26). Five homes added are net zero (modern methods of construction).

### Theme 4: Economy and Assets

- 2.12 The number of regular traders at the Pannier market was 85% in Quarter 2 2025/26, Table 1. Data for Quarter 1 has been revised following a review by officers. Performance is on target, 85%.

Table 1: Regular Traders at the Tiverton Pannier market, 2024/25 to present

Financial Year	Quarter	Regular Traders
<b>2024/25</b>	1	87 %
	2	84 %
	3	85 %
	4	81 %
<b>2025/26</b>	1	85 %
	2	85 %

- 2.13 The number of regular traders at the Pannier market can also be considered by trading day. For Quarter 2 2025/26, the occupancy rate was: Tuesday (82%); Friday (88%); and Saturday (85%).
- 2.14 Businesses supported (non-financial support) was 150 in the financial year to date. This is ahead of target, 250 for 2025/26.

- 2.15 The Council has commercial and retail properties available for lease in Tiverton, Cullompton, and also leases space at Phoenix House. 3.4% of the available commercial leases were vacant at the end of Quarter 2 2025/26, performing ahead of target (5%).
- 2.16 The Corporate Plan has two performance indicators related to supporting events in our town centres and supporting tourism events. At the end of quarter 2, the Council had arranged support for 14 events to support our town centres, and one tourism event. Both performance indicators are performing on or ahead of target for 2025/26.

#### Theme 5: Service Delivery and Continuous Improvement

- 2.17 Levels of residual household waste collected is performing slightly behind target for the financial year to date (April to September 2025), with 152.5 kg collected per household against a target of 145 kg, Figure 1.

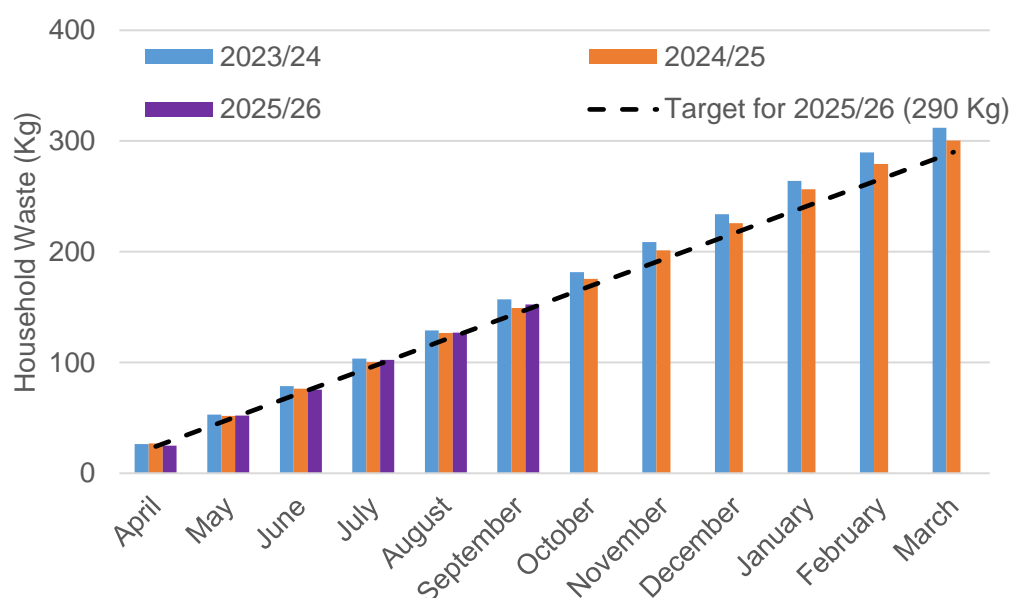


Figure 1: Residual Waste per Household (Kg), 2023/24 to present.

- 2.18 Household waste recycled in the financial year to date is 57.3% this is behind target (59%), and relates to lower than expected garden waste tonnages.
- 2.19 The total proportion of missed bin collections in the financial year to date is 0.02%, against a target of 0.03%.
- 2.20 Staff turnover at the Council for the financial year to date is 10.03 %, Figure 2. Performance is behind target (8.0 %), but remains similar to the previous two financial years.

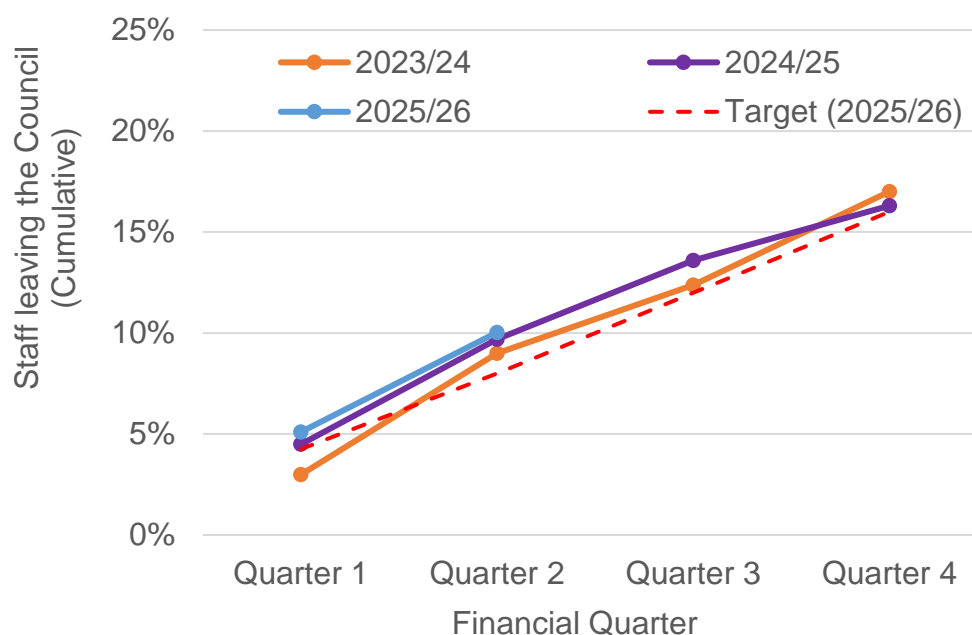


Figure 2: Staff turnover per financial quarter (Cumulative year to date), 2023/24 to present.

- 2.21 Leisure cost per visit can only be accurately calculated and assessed at the end of the financial year, therefore no assessment on performance will be given until the annual report.
- 2.22 Council Tax collected in the financial year to date is 54.84%, similar to (54.85%), but slightly behind target (54.95%).
- 2.23 National Non Domestic Rate (NNDR) collected thus far is 55.26% (Quarter 2, 2025/26), compared to 57.42% for Quarter 2 2024/25.
- 2.24 “Public survey engagement rate” is a relatively new performance measure. Data for Quarter 2 shows an engagement rate of 7.9%, behind the target of 15%. This survey is now being run against the small number of new processes on the CRM system, and only since August 2024. Once the monitoring has been proven it will be added to each process as it goes live and then cascaded to other services that are not processed through the CRM system.

#### Corporate Indicators

- 2.25 Staff sickness absence is 4.03 days per FTE for April to September 2025 against a performance target of 4.25 days. Sickness absence in the previous financial year was 3.98 days at the end of Quarter 2.
- 2.26 Council tax paid by direct debit is currently at 77% (target of 80%), and Non-domestic rates paid by direct debit is 52% (target of 50%).

## **Financial Implications**

There are no direct financial implications arising from this report. However, if performance is not at the expected or desired level then resources may need to be reviewed or redirected to improve performance. Policy Development Groups, Planning committee and Cabinet receive Performance Dashboards quarterly. These Dashboards present performance, finance, and risk information together to enable simultaneous consideration of these related aspects.

## **Legal Implications**

There are no direct legal implications arising from this report. However, if the performance of some indicators is not at required levels, there is a risk of legal challenge. Performance management helps the council meet its duties in relation to Value for Money.

## **Risk Assessment**

If performance is not managed we may not meet our corporate and local service plan targets or take appropriate corrective action. Equally risks may arise which impact the council's ability to deliver its corporate priorities. Corporate Risks are identified through the council's Corporate Risk Register and these represent the strategic risks most likely to impact on the council achieving its corporate priorities.

## **Impact on Climate Change**

The Corporate Plan has numerous aims and objectives that relate to climate change. Given this, several performance indicators reflect our corporate ambition to reduce carbon emissions. Managing the performance of these can help evaluate the impact of Council interventions as well as guide future decisions on spend and investment.

## **Equalities Impact Assessment**

The council has a duty to understand its residents, user groups and customers. Customer feedback (e.g. complaints) can help the council identify any groups of people who may potentially be experiencing a less satisfactory level of service. When reviewing performance and making recommendations on priorities, the Council should be mindful to consider how services might impact on different sections of the community. The council has reviewed and implemented a revised approach to undertaking Equality Impact Assessments.

## **Relationship to Corporate Plan**

Corporate Plan priorities and targets are managed and scrutinised on a regular basis using appropriate performance indicators as detailed in this report.

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

**Statutory Officer:**

Agreed by or on behalf of the Section 151

**Date:**

**Statutory Officer:**

Agreed on behalf of the Monitoring Officer

**Date:**

**Chief Officer:**

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

**Date:**

**Performance and risk:** Steve Carr

Agreed on behalf of the Corporate Performance & Improvement Manager

**Date:** 07 November 2025

**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 & Improvement Manager

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

Telephone: 3CX Extension: 4217

**Background papers:** Corporate Plan 2024-28

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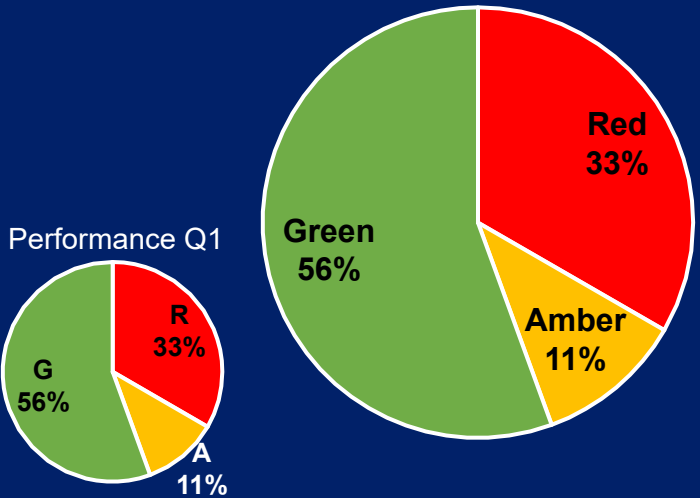
Planning, Environment & Sustainability PDG Performance Dashboard – Quarter 2 2025/26

Performance Measures	Performance	Annual Target	RAG
Own fleet CO2e avoided (YTD)	8.67 t CO <sub>2</sub> e	10 t CO <sub>2</sub> e	G
Solar panel performance – corporate estate (YTD)	74 t CO <sub>2</sub> e	50 t CO <sub>2</sub> e	G
Electric car charger points installed across MDDC sites (YTD)	0	4	R
Householder planning applications determined within 8 weeks (Past 12 months)	99 %	70%	G
Minor applications overturned at appeal (Past 12 months)	0.5 %	10%	G

Finance Measures	Performance	Annual Target	RAG
PE&S PDG – Projected Outturn	£1,088k	£1,227k	G
PE&S PDG – Projected Capital Outturn	£4,088k	£5,219k	A
PE&S PDG – Capital Slippage % of projects (Current)	100%	0%	R
Building Control Income – Projected Outturn	(£201k)	(£251k)	R

Corporate Risk	Risk Rating (Trajectory)
Failure to meet Climate Change Commitments by 2030	15 (No Change)

Overall Performance Q2



In Focus

Annual carbon footprint reports for the Council are published on the [Sustainable Mid Devon](#) website. Net emissions for the most recent reporting year (2024/25) totalled 18,364 tCO<sub>2</sub>e. This was 2% higher than the previous year.

Estimated emissions from the Procurement category increased by 1,370 tCO<sub>2</sub>e compared to the previous year, mainly due to increased spend and revised emission factors. Social Housing emissions decreased by 751 tCO<sub>2</sub>e mainly due to a lower assumed energy consumption per dwelling. Further details were reported to the PES PDG on 23 September 2025.

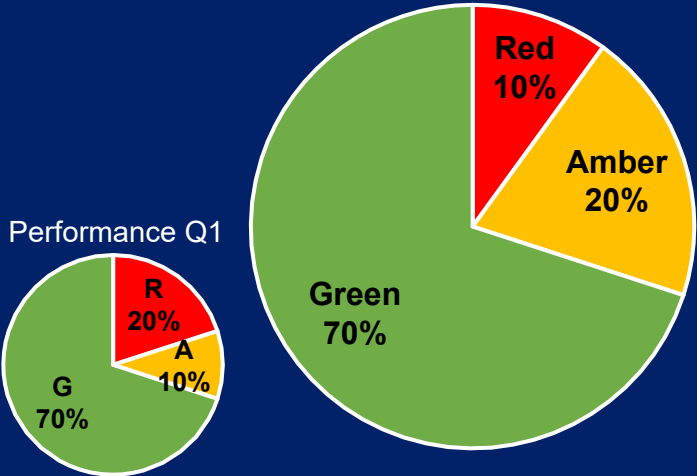
Economy & Assets PDG Performance Dashboard – Quarter 2 2025/26

Performance Measures	Performance	Annual Target	Rating
Pannier market occupancy rate (Average YTD)	85.0 %	85%	G
Businesses supported – non financial support (YTD)	150	250	G
Commercial property voids (YTD)	3.4%	5%	G
Events supported in our town centres (YTD)	14	6	G
Tourism events supported (YTD)	1	2	G
Business rateable value (Current)	£55,086,954	N/A	
Empty business properties (Current)	249	N/A	
Funding secured to support economic projects (YTD)	£524,000	£400,000	G

Finance Measures	Performance	Annual Target	Rating
E&A PDG – Projected Outturn	£949k	£1,068k	G
Car Parking Income – Projected Outturn	(£1,043k)	(£1,083k)	A
Pannier Market Income – Projected Outturn	(£88k)	(£108k)	R
E&A PDG – Capital Slippage % of projects (Current)	27%	0%	A

Corporate Risk	Risk Rating (Trajectory)
Culm Garden Village – Loss of capacity funding	9 (No Change)
Culm Garden Village – Project delays/ impacts due to infrastructure delays	15 (No Change)
Cullompton Town Centre Relief Road	15 (No Change)

Overall Performance Q2



In Focus

Britain’s Favourite Market 2026: Voting is now open in the Great British Market Awards. Tiverton Pannier Market is calling on traders, performers, shoppers, and supporters across Mid Devon to get behind the town’s beloved market, as it competes for the prestigious title of Britain’s Favourite Market 2026. The national competition, celebrates excellence, innovation, and community spirit across the UK’s indoor, outdoor, food, and speciality markets.

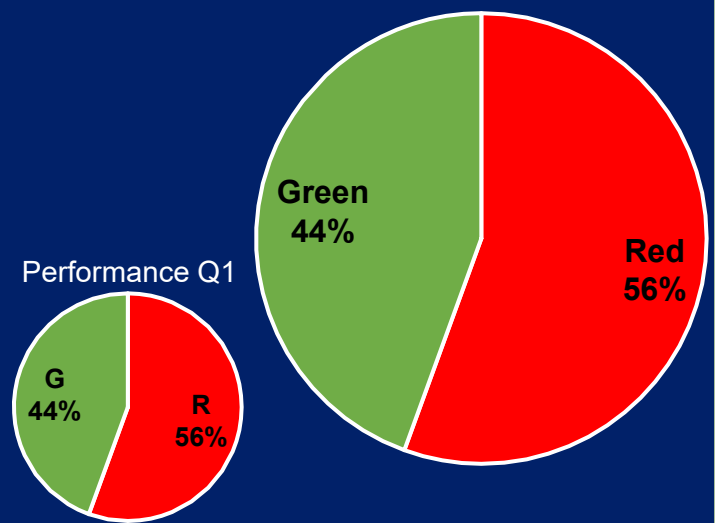
Community, People & Equalities PDG Performance Dashboard – Quarter 2 2025/26

Performance Measures	Performance	Annual Target	RAG
Homes made safe under the Housing Assistance Policy (YTD)	24	60	R
New Subscribers to Let's Talk Mid Devon (YTD)	17	400	R
Support towns and parishes to develop their Community Emergency Plans (YTD)	1	4	R
Support VCSE sector by securing external funding (YTD)	Not Available	£200,000	
Licenced vehicle inspections (YTD)	27	40	G
Food Service - Total Inspections completed (Current QTR)	82 %	100 %	R
Private water supply sampling (YTD)	91	120	G
Environmental protection service requests (Average YTD)	98.5 %	95 %	G
Engagement rate on Let's Talk Mid Devon (Current)	14.0 %	16.0 %	R

Finance Measures	Performance	Annual Target	RAG
CP&E PDG – Projected Outturn	£1,324k	£1,324k	G
CP&E PDG – Capital Slippage % of projects (Current)	N/A	0 %	
Council Tax Reduction Scheme (Current)	£4,752,912	N/A	

Corporate Risk	Risk Rating (Trajectory)
Emergency Recovery	8 (No Change)
Emergency Planning Response	8 (No Change)

Overall Performance Q2



In Focus

Meet the Funder event: This was hosted at Phoenix House in October for local voluntary, community and social enterprise organisations to allow them to network and to meet potential investors and funders.

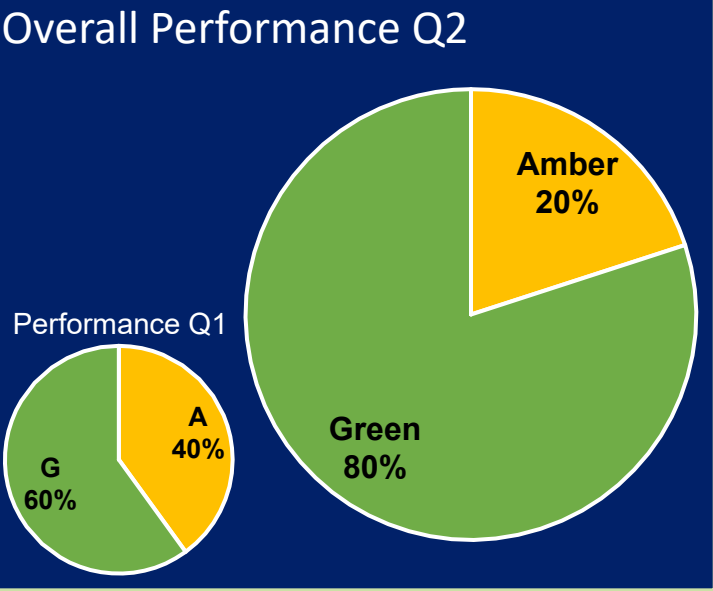
Food Service – total inspections completed: 82% in the period represents the highest performance since the PDG started to monitor this and demonstrates progress towards the target of 100%.

Homes PDG Performance Dashboard (General Fund) – Quarter 2 2025/26

Performance Measures	Performance	Annual Target	RAG
Providing support to those experiencing homelessness (YTD)	100 %	100 %	G
Applicants on the Devon Home Choice waiting list (Band A-C)	529	N/A	
Households in Hotels (Current)	6	N/A	
Households placed in interim or temporary accommodation this quarter	40	TBC	
Home Improvement Loans sanctioned (YTD)	6	10	G
Private rented sector improvements (YTD)	18	10	G
Private sector housing service requests response rate (Av. YTD)	97 %	95 %	G
Unoccupied and unfurnished empty homes (Current)	446	N/A	

Finance Measures	Performance	Annual Target	RAG
Homes PDG – Projected Outturn	£134k	£130k	A
Spend on external interim and temporary accommodation (April - Sep)	£118,796	N/A	

Corporate Risk	Risk Rating (Trajectory)
Housing Crisis	12 (No Change)



In Focus

Homeless approaches per quarter:

	2024/25	2025/26
Q1	211	206
Q2	196	181
Q3	172	
Q4	192	

Homes for Ukraine Scheme Corporate Risk: This risk has been well managed with mitigating actions, the associated risks are low and as such the risk has been removed from the Corporate Risk Register.

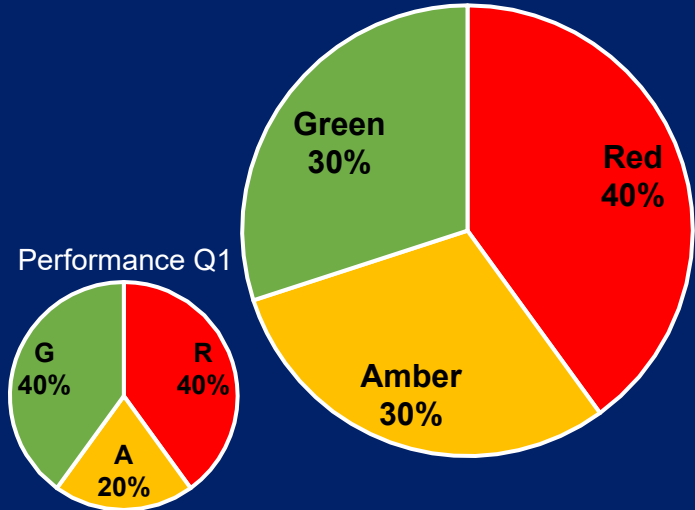
Homes PDG Performance Dashboard (HRA) – Quarter 2 2025/26

Performance Measures	Performance	Annual Target	RAG
MDH Satisfaction that the home is safe (TSM – TP05)	N/A	70 %	
MDH Delivery of new Social Housing (YTD)	46	100	A
New MDH net-zero MMC properties (YTD)	5	50	R
Tenant satisfaction with the overall repairs service (TSM – TP02)	N/A	70 %	
Market delivery of new affordable homes (Annual)	N/A	94	
MDH Overall tenant satisfaction (TSM - TP01)	N/A	TBD	
MDH Complaints responded to within Complaints Handling Code timescales (TSM-CH02; Average YTD)	100 %	100 %	G
MDH Antisocial behaviour cases relative to the size of the landlord (TSM – NM01; YTD)	4.42	TBD	
MDH Housing stock occupancy rate (YTD)	96.1 %	97 %	A
MDH Routine repairs completed on time (YTD)	95.4 %	95 %	G
MDH specific tenant engagement events (YTD)	55	100	G

Finance Measures	Performance	Annual Target	RAG
HRA – Projected Outturn	£745k	£0	R
HRA – Projected Tenant Income (Outturn)	(£14,957k)	(£15,076k)	A
HRA – Projected Capital Outturn	£16,183k	£27,663k	R
HRA – Capital Slippage % of development projects (Current)	30%	0 %	R

Corporate Risk	Risk Rating (Trajectory)
Housing Rent Correction Error	12 (Increasing)

Overall Performance Q2



In Focus

Housing rent corrections

Progress is being made to correct and refund housing rent where appropriate. The rent correction cases are not all refunds due to benefits being awarded. Each case needs to be reviewed before a refund can be considered. The checking is very much in progress and all housing benefit was correct by the end of August 2025, refunds on these cases started 26/09/2025. Following this, the matter of tenant refund can be looked at. As of 22 October 2025, there have been 156 refunds, and 2,894 housing benefit corrections.

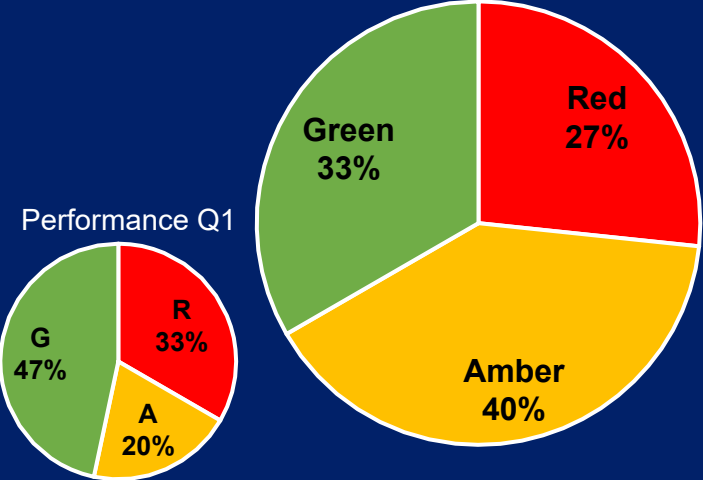
Service Delivery and Continuous Improvement PDG Performance Dashboard – Quarter 2 2025/26

Performance Measures	Performance	Annual Target	RAG
Household waste collected per household (YTD)	152.5 Kg	290 Kg	A
Household recycling rate (YTD)	57.3 %	59 %	A
All council complaints resolved within timescales (YTD)	97.1 %	85 %	G
Staff turnover (YTD)	10.0 %	16 %	R
Missed Bin Collections - All (YTD)	0.02 %	0.03 %	G
Leisure cost per visit (Annual)	N/A	£1.12	
National non-domestic rates collection rate (YTD)	55.3 %	98 %	G
Council Tax collection rate (YTD)	54.8 %	97.5 %	A
Public survey engagement rate (YTD)	7.9 %	15.0 %	R
Households on chargeable garden waste (Current)	12,180	12,200	A
Response to FOI/ EIR requests within 20 working days (YTD)	98.8 %	97%	G

Finance Measures	Performance	Annual Target	RAG
SD&CI PDG Projected Outturn	£4,656k	£4,813k	G
Income received from recycled material (YTD)	(£573k)	(£637k)	A
Agency Spend 'v' Budget (SD&CI; YTD)	£170k	£64k	R
SD&CI PDG – Projected Capital Outturn	£3,190k	£6,301k	R
SD&CI PDG – Capital Slippage % of projects (Current)	18%	0%	A

Corporate Risk	Risk Rating (Trajectory)
None related to PDG	

Overall Performance Q2



In Focus

Active Mid Devon: It is now six months since the service was rebranded (March 2025) and Active Mid Devon has seen its membership grow to its highest ever numbers, as well as introduced incentives for families, students and carers to get active. Facilities have been upgraded including new poolside changing facilities and lockers at both Active Tiverton and Active Crediton, and more than 4,500 people have signed up to the new App. Active Mid Devon aims to provide more than just leisure facilities, and it continues to support the community through its GP referral scheme, cardiac rehab programme, and Health Seekers initiatives.

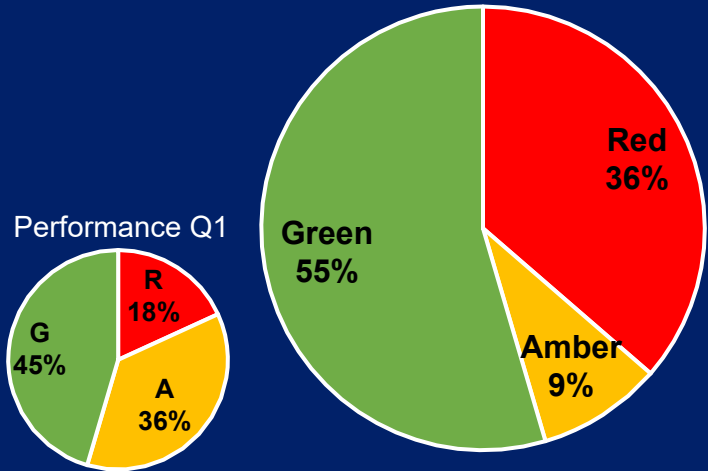
Corporate Performance Dashboard - Quarter 2 2025/26

Performance Measures	Performance	Annual Target	RAG
Sickness absence (working days lost YTD)	4.0 days	8.5 days	G
Number of projected FTE filled (Average YTD)	92.9 %	90.0 %	G
Council Tax paid by Direct Debit (Current)	77 %	80 %	A
Non-domestic rates paid by Direct Debit (Current)	52 %	50 %	G
Cyber security awareness training uptake (Current)	91.2 %	90 %	G

Finance Measures	Performance	Annual Target	RAG
Cabinet Services – Projected Outturn	£7,441k	£6,794k	R
No. of Procurement Waivers required (QTR)	0	0	G
Treasury Income – £ return (YTD)	(£646k)	(£776k)	R
Invoices Paid on time (YTD)	99.4 %	98.0 %	G
Sundry Debt recovery rate (YTD)	73.5 %	97.5 %	R
Agency Spend 'v' Budget	£378k	£0	R

Corporate Risk	Risk Rating (Trajectory)
Cyber Security	20 (No Change)
Information Security	12 (No Change)
Financial Sustainability	25 (No Change)
Cost of Living Crisis	16 (No Change)
Devolution and Local Gov. Reorganisation	20 (No Change)
Corporate Property Fire Safety	9 (No Change)

Overall Performance Q2



In Focus

Mid Devon District Council, along with the other Devon district councils, have collaborated on a join proposal to reorganise local government in response to Government proposals. The proposal, “Reimagining Devon: Believe in Better” reflects Devon’s natural communities, travel-to-work areas, economic geographies, and is designed to deliver more coherent planning, stronger service delivery, and a unified voice for the county for now and for the future. The full case for change will be submitted to the Government by the deadline of Friday 28 November 2025.



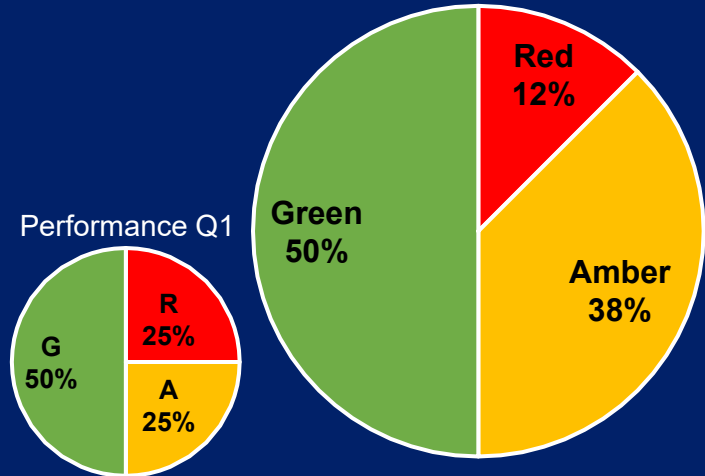
Planning Dashboard – Quarter 2 2025/26

Performance Measures	Performance	Annual Target	RAG
Major applications overturned at appeal (Past 24 months)	2.2 %	10 %	G
Minor applications overturned at appeal (Past 24 months)	0.5 %	10 %	G
Major Planning applications determined within 26 weeks (Past 12 months)	93 %	95 %	A
Minor and other planning applications determined within 16 weeks (Past 12 months)	91 %	95 %	A
Householder planning applications determined within 8 weeks (Past 12 months)	99 %	70 %	G
Planning applications over 13 weeks without a decision (Current)	69	N/A	
Planning Enforcement: Total Open Cases (Current)	451	N/A	
Planning Enforcement: New Cases received in quarter	62	N/A	
Planning Enforcement: Cases Closed in quarter	44	N/A	

Finance Measures	Performance	Annual Target	RAG
Cost of Planning Appeals (YTD)	£55k	£0	R
Planning fees income – Statutory (YTD)	(£422k)	(£835k)	G
Planning fees income – Discretionary (YTD)	(£75k)	(£172k)	A
S106 income (YTD)	(£636k)	N/A	
S106 spend (YTD)	£61k	N/A	

Corporate Risk	Risk Rating (Trajectory)
Quality of Planning Committee Decisions	9 (No Change)

Overall Performance Q2



In Focus

Quarter 2 saw the Development Management service continue to significantly exceed national performance targets in their determination of applications. The period was also notable for the increase in the number of pre-application advice requests where residential development proposals are coming forward in locations outside the development limits identified by the now out of date Local Plan reflecting the changes in the Council's housing supply over 2025.



## **Report for: Scrutiny Committee**

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Date of Meeting:	15 December 2025
<b>Subject:</b>	<b>Annual Report Compliments, Comments &amp; Complaints</b>
Cabinet Member:	Cllr J Wright, Service Delivery & Continuous Improvement
Responsible Officer:	Lisa Lewis, Corporate Manager for Business Transformation & Customer Engagement
Exempt:	N/A
Wards Affected:	All
Enclosures:	Appendices 1 & 2

### **Summary and Recommendation(s)**

Annual report on Customer Feedback - compliments, comments and complaints received.

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

- To note the record of compliments, comments, and complaints**

### **Report**

#### **1.0 Introduction**

- 1.1 This report covers two time periods. Firstly, the financial year 2024/25 for Ombudsman cases and secondly operational monitoring on feedback through the new feedback system which became operational 1 August 2024. The operational monitoring is therefore looking at the annual period 1 August 2024 to 30 September 2025.
- 1.2 The report was delayed because an earlier recommendation to present it to Service Delivery & Continuous Improvement PDG was overlooked. Starting in 2025/26, the schedule will revert to late summer to align with annual data from the Local Government & Social Care Ombudsman.

- 1.3 This report provides a summary of the number of complaints, compliments and comments received for each service.
- 1.4 An official complaint is recorded when a customer expresses dissatisfaction with a service they have received. In some instances, customers use the complaints system prior to requesting a service. These requests are triaged accordingly where we are aware and re-logged as service requests.
- 1.5 Compliments, comments, and complaints are recorded on the Customer Relationship Management (CRM) system in accordance with our corporate customer feedback policy. The name, address and contact details of the complainant, the nature of the complaint and the outcome of the complaint investigation are all recorded.
- 1.6 Members are provided with performance statistics for complaints via the quarterly performance dashboards at PDGs and as part of the Audit cycle.
- 1.7 Housing complaints are reported separately via the Homes PDG. Any questions regarding housing should be put to the relevant service or committee.

## 2.0 Performance Statistics

- 2.1 Feedback is recorded on the CRM. The table below shows the number of customer feedback contacts for all services that have been received during the period 1 August 2024 to 30 September 2025.

Service	Comment	Complaint	Compliment
Anti-Social behaviour	1	2	0
Building Control	0	1	0
Council Tax & Benefits	0	32	1
Customer Services	3	13	8
Devon Home Choice or Homelessness	1	6	1
Finance	0	1	0
Forward Planning	0	1	0
General	0	15	5
Housing Needs & Homelessness	0	7	0
Leisure	166	97	124
Planning	0	26	2
Property Services	0	3	0
Public Health	3	8	0
Recycling & Rubbish	38	137	27
Streets and Land	5	22	4
Trees	0	1	1

- 2.2 Total complaints per service are shown below. Level 1 complaints are investigated by a designated officer, and Level 2 Complaints are investigated by more senior or independent officers, usually Operational or Corporate Managers. This is dependent upon the seriousness or nature of the complaint.

Service	Total Complaints	Upheld	Partially Upheld	Not Upheld
Anti-Social behaviour	2	0	0	2
Building Control	1	0	0	1
Council Tax & Benefits	31	5	7	19
Customer Services	11	3	5	3
Devon Home Choice or Homelessness	6	0	4	2
Finance	1	0	0	1
Forward Planning	1	0	0	1
General	15	1	1	13
Housing Needs & Homelessness	7	1	3	3
Leisure	94	50	19	25
Planning	26	2	6	18
Property Services	3	0	2	1
Public Health	7	1	1	5
Recycling & Rubbish	130	70	11	49
Streets and Land	22	3	4	15
Trees	1	0	1	0

- 2.3 As a measure of performance with complaint handling, the number acknowledged within five working days and resolved within timescales are recorded and reported on monthly as mentioned at paragraph 1.6.
- 2.4 Some services have struggled to adhere to the requirement to acknowledge complaints within 5 days of receipt and as a group meet the corporate target of 85%. Over the period an average of 74% has been achieved for this metric.
- 2.5 Work has commenced with services to improve this, with services receiving monthly performance stats and working with managers to address training needs and identify barriers to achieving this target. This is resulting in an upward trend most recently.
- 2.6 Services have a corporate target (85%) for resolved complaints within time. Corporately, MDDC is achieving an average of over 96%.

### 3.0 What does the feedback tell us?

3.1 What are the numbers telling us? We actively encourage feedback from customers for all services. However, some services receive more feedback than others. The top five services for ALL types of feedback are Leisure, Recycling & Rubbish, Council Tax/Benefits, Streets & Land, and Planning in descending order.

**3.2 Key patterns & Insights:**

- Leisure services dominate both in volume and in the variety of issues raised, especially around classes and pools (50% of all feedback).
- Recycling & Rubbish is the next most common area, with "Other" and "Missed Collections" being frequent issues.
- Case volumes fluctuate month to month, with a notable dip in December (due to holidays) and peaks in spring and early summer.
- There is a high 'upheld' rate for both Recycling & Rubbish and Leisure complaints indicating corrective action is necessary.
- In contrast Council Tax/Benefits and Planning have the lowest 'upheld' outcomes, which may indicate that complaints are logged about policy reinforcement or decisions based on policy rather than service delivery.

**3.3 Lessons learned:**

- Leisure services are the most frequent area where lessons are being learned. Operational or service delivery issues in leisure are a recurring source of learning and improvement.
- Across all services most lessons learned cases result in an action being proposed (35 out of 45), indicating that when a lesson is identified, it often leads to a tangible follow-up (see paragraph 3.4).
- The majority of 'lessons learned' cases are either upheld or partially upheld (33 out of 45), showing that lessons are most often identified in situations where the complaint was found to have merit.
- Very few lessons are recorded in cases that are not upheld, showing that we are focussing learning efforts on substantiated complaints.

3.4 **Qualitative analysis** of lessons learned and delivery of follow-up actions for complaints requires significant manual tracking. Efforts to do this for this report have been hampered by a vacancy in customer services. Recruitment to return the service to capacity and further work by Digital Services will be required over the coming months to address this to abide with Code of Complaints best practice.

- 3.5 **Compliments** - Compliments received are often for members of staff who customers feel have provided a good service. These are communicated to staff by line managers and shared in staff/member communications.
- 3.6 The top three services receiving compliments are Leisure, Recycling/Rubbish, and Customer Services. Leisure is by far the most common, but that service receives 50% of all feedback.
- 3.7 The closure categories for Compliments:
- No Service Failure is by far the most common closure category for compliments, indicating that customers most frequently give positive feedback when services are delivered as expected or better.
  - Staff/Conduct (alone or with "No Service Failure") is also a notable theme, highlighting the positive impact of staff professionalism and behaviour.
  - Other closure categories are rare, suggesting that compliments are overwhelmingly associated with routine, reliable, and well-delivered services.

#### **4.0 Referrals to the Ombudsman Complaints Service 2024/25**

- 4.1 Ten complaints were made to the Local Government Social Care Ombudsman (LGSCO) by residents. Four were closed after the initial enquiry not requiring further investigation, and four were incorrectly registered with the LGSCO. Only two were further investigated during the period.
- 4.2 Of the two cases only one was upheld by the Ombudsman. This matches the Ombudsman outturn for 2022/23 and 2023/24 and is a testament to staff robustly applying processes and procedures in the delivery of services. A summary of the LGSCO findings can be found at **Appendix 1**.
- 4.3 For comparison, a table of neighbouring authorities and their ombudsman cases has been provided at **Appendix 2**. Mid Devon is placed mid-table for overall complaint volume per capita.

#### **5.0 Conclusion**

- 5.1 This annual report highlights a transparent and effective approach to collecting and acting on customer feedback across council services. Most feedback centres on Leisure and Recycling & Rubbish, with both areas receiving notable compliments and complaints—the latter often leading to corrective actions.

- 5.2 The Council resolves complaints efficiently, though improvements are needed in prompt acknowledgements. Lessons learned from upheld complaints need improved follow up, and positive feedback is shared with staff to reinforce good practice.
- 5.3 Low Ombudsman referrals indicate strong adherence to processes. Overall, the Council shows a clear commitment to openness, accountability, and ongoing improvement, with continued focus on rapid complaint response and effective tracking of lessons learned.

**Financial Implications:** None

**Legal Implications:** None

**Risk Assessment:** Accurate recording and monitoring of complaints is good practice and ensures openness and accountability to all customers.

**Impact on Climate Change:** None

**Equalities Impact Assessment:** Compliments, comments, and complaints are received by a variety of means which ensures that there is equality of opportunity for all customers. In addition, where there is a need Customer Services staff will always assist in the recording of these communications and complaints. There is also an interpretation service available. Reports of discrimination logged with complaints is reported to the Equalities, Diversity, and Inclusion Group.

**Relationship to Corporate Plan:** To ensure that the Council provides access to services for customers in whatever way they choose to transact with us. Ensuring extended access via digital means and improving the way that we hold information and deliver our services to customers, placing them at the centre of what we do.

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

**Statutory Officer:** Andrew Jarrett  
Agreed by or on behalf of the Section 151 Officer  
**Date:** 12.11.25

**Statutory Officer:** Maria De Leiburne  
Agreed on behalf of the Monitoring Officer  
**Date:** 12.11.25

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

**Date:** 12.11.25

**Performance and risk:** Steve Carr

Agreed by the Corporate Performance & Improvement Manager

**Date:** 03 November 2025

**Cabinet member notified:** yes

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

**Contact:** Lisa Lewis, Corporate Manager for Digital Transformation & Customer Engagement

Email: llewis@middevon.gov.uk

Telephone: 01884 234981

#### **Background papers:**

Appendix 1 – App1 LGSCO 24\_25Cases SDCIPDG

Appendix 2 – App2 Nov25AnnComplReport SDCIPDG

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## Appendix 1

### Summary of Complaints to the Ombudsman 24/25

#### Complaint overview

2024 / 2025

Between 1 April 2024 to 31 March 2025, we dealt with 10 complaints. Of these, 4 were not for us or not ready for us to investigate. We assessed and closed 4 complaints. We investigated 2 complaints.

[More about this data](#)



Complaints dealt with



Not for us

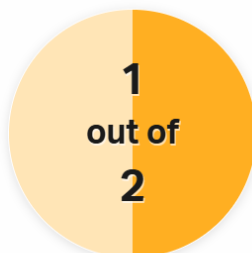


Assessed and closed





Investigated

#### Complaints upheld



We investigated **2** complaints and upheld **1**.

 **50%** of complaints we investigated were upheld.

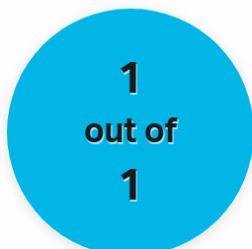
 This compares to an average of **66%** in similar authorities.

**Adjusted for Mid Devon District Council's population, this is 1.2 upheld decisions per 100,000 residents.**


The average for authorities of this type is 1.1 upheld decisions per 100,000 residents.


[View upheld decisions](#)

#### Compliance with Ombudsman recommendations



We recorded compliance outcomes in **1** cases. In **1** cases we were satisfied with the actions taken.

 **100%** compliance rate with recommendations.

 This compares to an average of **100%** in similar authorities.

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## Appendix 2

### Local Authority Benchmarking – Neighbouring Devon Districts – 2024-2025

Authority	LGSCO Complaints Dealt With	Not LGSCO	Assessed & Closed	Investigated	Upheld	Not Upheld	Avg. per 100k Residents
East Devon	30	11	16	3	1	2	0.6
<b>Mid Devon</b>	<b>10</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1.2</b>
North Devon	13	6	6	1	1	0	1.0
South Hams	19	5	12	2	2	0	2.2
Teignbridge	18	9	6	3	1	2	0.7
Torridge	13	2	8	3	1	2	1.5
West Devon	6	1	3	2	1	1	1.7

Source: Local Government & Social Care Ombudsman

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## MID DEVON DISTRICT COUNCIL – NOTIFICATION OF KEY DECISIONS

December 2025

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>January 2026</b>					
<b>MSCP Solar Project</b>	Cabinet	13 Jan 2026	Paul Deal, Head of Finance, Property & Climate Resilience	Cabinet Member for Governance, Finance and Risk	Open
<b>Crediton GP Surgery - Additional loan</b>	Cabinet	13 Jan 2026	Paul Deal, Head of Finance, Property & Climate Resilience	Cabinet Member for Governance, Finance and Risk	Open
<b>Padel Business case</b>	Cabinet	13 Jan 2026	Andy Mackie, Leisure Services Manager	Cabinet Member for Quality of Living, Equalities and Public Health	Open
<b>Green Enterprise Grants</b>	Cabinet	13 Jan 2026	Jason Ball, Climate and Sustainability Specialist	Cabinet Member for Environment and Climate Change	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>North Devon Railway Development Alliance</b> To consider the report	Planning, Environment & Sustainability Policy Development Group  Cabinet	25 Nov 2025  13 Jan 2026	Adrian Welsh, Strategic Manager for Growth, Economy and Delivery	Cabinet Member for Planning and Economic Regeneration	Open
<b>Regulation of Investigatory Powers Act Annual Report</b> To consider the report.	Scrutiny Committee  Cabinet	15 Dec 2025  13 Jan 2026	Maria De Leiburne, Director of Legal, People & Governance (Monitoring Officer)	Cabinet Member for Governance, Finance and Risk	Open
<b>Leisure Pricing Strategy</b> To receive a revised draft leisure Pricing Strategy for 2026.	Service Delivery & Continuous Improvement Policy Development Group  Cabinet	24 Nov 2025  13 Jan 2026	Dean Emery, Head of Revenues, Benefits & Leisure	Cabinet Member for Service Delivery and Continuous Improvement	Fully exempt <i>Contains            commercially            sensitive            information.</i>
<b>Infrastructure Funding Statement</b>	Planning, Environment & Sustainability Policy Development Group  Cabinet	25 Nov 2025  13 Jan 2026	Richard Marsh, Director of Place & Economy	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>Draft Budget Report 2026/2027</b>	Cabinet	13 Jan 2026	Paul Deal, Head of Finance, Property & Climate Resilience	Cabinet Member for Governance, Finance and Risk	Open
<b>Fees and Charges Report</b>	Cabinet	13 Jan 2026	Paul Deal, Head of Finance, Property & Climate Resilience	Cabinet Member for Governance, Finance and Risk	Open
<b>February 2026</b>					
<b>Mid Devon Housing Depot</b>	Cabinet	10 Feb 2026	Simon Newcombe, Head of Housing & Health	Cabinet Member for Housing, Assets and Property and Deputy Leader	Part exempt
<b>Local Nature Recovery Strategy (LNRS)</b>	Cabinet	10 Feb 2026	Jason Ball, Climate and Sustainability Specialist	Cabinet Member for Planning and Economic Regeneration	Open
<b>Tiverton Town Centre Masterplan SPD</b>	Cabinet	10 Feb 2026	Adrian Welsh, Strategic Manager for Growth, Economy and Delivery	Cabinet Member for Planning and Economic Regeneration	

<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>Bow Conservation Area Appraisal and Management Plan</b>	Cabinet	10 Feb 2026	Tristan Peat, Forward Planning Team Leader	Cabinet Member for Planning and Economic Regeneration	Open
<b>Pay Policy Report</b>	Cabinet  Council	10 Feb 2026  18 Feb 2026	James Hamblin, Operations Manager for People Services	Leader of the Council	Open
<b>Draft Budget Report 2026/2027</b>	Cabinet  Council	10 Feb 2026  18 Feb 2026	Paul Deal, Head of Finance, Property & Climate Resilience	Cabinet Member for Governance, Finance and Risk	Open
<b>2025/26 Budget Monitoring - Quarter 3</b>	Cabinet	10 Feb 2026	Paul Deal, Head of Finance, Property & Climate Resilience	Cabinet Member for Governance, Finance and Risk	Open
<b>Treasury Management Strategy Statement, Minimum Revenue Provision Policy Statement and Annual Investment Strategy 2026/27</b>	Cabinet  Council	10 Feb 2026  18 Feb 2026	Paul Deal, Head of Finance, Property & Climate Resilience	Cabinet Member for Governance, Finance and Risk	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>2026/2027 Capital Strategy and 2026/2027 Capital Programme</b>	Cabinet Council	10 Feb 2026 18 Feb 2026	Paul Deal, Head of Finance, Property & Climate Resilience	Cabinet Member for Governance, Finance and Risk	Open
<b>Establishment Report</b>	Cabinet Council	10 Feb 2026 18 Feb 2026	James Hamblin, Operations Manager for People Services	Cabinet Member for Service Delivery and Continuous Improvement	Open
<b>Policy Framework</b>	Cabinet Council	10 Feb 2026 18 Feb 2026	Laura Woon, Democratic Services Manager	Leader of the Council	Open
<b>Business Rates Tax Base</b>	Cabinet Council	10 Feb 2026 18 Feb 2026	Paul Deal, Head of Finance, Property & Climate Resilience	Cabinet Member for Governance, Finance and Risk	Open
<b>March 2026</b>					
<b>Draft Vision and Spatial Options</b>	Cabinet	3 Mar 2026	Tristan Peat, Forward Planning Team Leader	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)
<b>April 2026</b>					
<b>Destination Management Plan for Mid Devon</b>	Economy & Assets Policy Development Group  Cabinet	12 Mar 2026  7 Apr 2026	Adrian Welsh, Strategic Manager for Growth, Economy and Delivery	Cabinet Member for Planning and Economic Regeneration	Open
<b>Economic Strategy 2024 - 2029</b>	Economy & Assets Policy Development Group  Cabinet	12 Mar 2026  7 Apr 2026	Adrian Welsh, Strategic Manager for Growth, Economy and Delivery	Cabinet Member for Planning and Economic Regeneration	Open
<b>Shopfront Enhancement Schemes</b> To receive a report setting out the Shopfront Enhancement Scheme for approval.	Economy & Assets Policy Development Group  Cabinet	12 Mar 2026  7 Apr 2026	Simon Newcombe, Head of Housing & Health	Cabinet Member for Planning and Economic Regeneration	Open
<b>Motion 608- Anaerobic Digester Plants</b>	Planning, Environment & Sustainability Policy Development Group  Planning,	23 Sep 2025  10 Mar 2026	Jason Ball, Climate and Sustainability Specialist	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)
	Environment & Sustainability Policy Development Group  Cabinet  Council	7 Apr 2026  22 Apr 2026			
<b>Asset Management Plan</b> To receive the revised Asset Management Plan.	Economy & Assets Policy Development Group  Cabinet	12 Mar 2026  7 Apr 2026	Paul Deal, Head of Finance, Property & Climate Resilience	Cabinet Member for Governance, Finance and Risk	Open
<b>Housing Strategy</b> To receive the revised Housing Strategy.	Homes Policy Development Group  Cabinet	17 Mar 2026  7 Apr 2026	Simon Newcombe, Head of Housing & Health	Cabinet Member for Housing, Assets and Property and Deputy Leader	Open
<b>Corporate Anti-Social Behaviour Policy</b> To consider the report.	Community, People & Equalities Policy Development Group  Cabinet	24 Mar 2026  7 Apr 2026		Cabinet Member for Quality of Living, Equalities and Public Health	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>Unauthorised Encampment Policy</b> To consider the report	Community, People & Equalities Policy Development Group  Cabinet	24 Mar 2026  7 Apr 2026	Paul Deal, Head of Finance, Property & Climate Resilience	Cabinet Member for Housing, Assets and Property and Deputy Leader	Open
<b>Corporate Safeguarding Policy</b> Page 44	Community, People & Equalities Policy Development Group  Cabinet	Not before 1st Mar 2027  Not before 1st Apr 2027	Simon Newcombe, Head of Housing & Health	Cabinet Member for Quality of Living, Equalities and Public Health  Cabinet Member for People, Development and Deputy Leader	Open
<b>Tenancy Strategy</b> To receive the revised Tenancy Strategy	Homes Policy Development Group  Cabinet	Not before 1st Jun 2026  Not before 2nd Jun 2026	Simon Newcombe, Head of Housing & Health	Cabinet Member for Housing, Assets and Property and Deputy Leader	Open
<b>Domestic Abuse Policy (NEW)</b> To receive a new policy in relation to Domestic Abuse in MDH properties.	Homes Policy Development Group  Cabinet  Council	17 Mar 2026  7 Apr 2026  22 Apr 2026	Simon Newcombe, Head of Housing & Health	Cabinet Member for Housing, Assets and Property and Deputy Leader	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>Knowledge &amp; Information Strategy 2026 - 2030 (NEW) for MDH</b> To receive the new Data Policy for Mid Devon Housing	Homes Policy Development Group  Cabinet  Council	17 Mar 2026  7 Apr 2026  22 Apr 2026	Simon Newcombe, Head of Housing & Health	Cabinet Member for Housing, Assets and Property and Deputy Leader	Open
<b>Single Equalities Policy and Equality Objective</b> To consider the report.	Cabinet	7 Apr 2026	Dr Stephen Carr, Corporate Performance & Improvement Manager, Matthew Page, Head of People, Performance & Waste	Cabinet Member for People, Development and Deputy Leader	Open
<b>Corporate Recovery Policy</b>	Audit Committee  Cabinet	31 Mar 2026  7 Apr 2026	Dean Emery, Head of Revenues, Benefits & Leisure		Open
<b>Corporate Risk Report</b>	Cabinet	7 Apr 2026	Dr Stephen Carr, Corporate Performance & Improvement Manager	Leader of the Council	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>Corporate Performance Q3</b>	Cabinet	7 Apr 2026	Dr Stephen Carr, Corporate Performance & Improvement Manager	Leader of the Council	Open
<b>Customer Care Policy</b> To received the revised Customer Care Policy.	Service Delivery & Continuous Improvement Policy Development Group  Cabinet	23 Mar 2026  7 Apr 2026	Lisa Lewis, Head of Digital Transformation & Customer Engagement	Cabinet Member for Service Delivery and Continuous Improvement	Open
<b>Aids and Adaptations policy</b> To receive a report updating and reviewing the Aids and Adaptations Policy.	Homes Policy Development Group  Cabinet	Not before 1st Apr 2026  Not before 2nd Apr 2026	Simon Newcombe, Head of Housing & Health	Cabinet Member for Housing, Assets and Property and Deputy Leader	Open
<b>June 2026</b>					
<b>Tenancy Fraud (NEW)</b> To receive and approve a new policy in relation to Tenancy Fraud.	Homes Policy Development Group  Cabinet	Not before 1st Jun 2026  Not before 2nd Jun 2026	Simon Newcombe, Head of Housing & Health	Cabinet Member for Housing, Assets and Property and Deputy 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>
	Council	Not before 3rd Jun 2026			

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## SCRUTINY COMMITTEE WORK PLAN 2025-2026

Meeting Date	Agenda Item	Theme	Officer Responsible	Comments
<b>15 December 2025</b>				
15.12.25	<b>Annual Report of Complaints and Compliments</b> To consider the report.		Corporate Manager for Digital Transformation & Customer Engagement <b>Lisa Lewis</b>	
15.12.25	<b>Interim Corporate Performance report to Quarter 2</b> To consider the report.		Corporate Performance & Improvement Manager <b>Dr Stephen Carr</b>	
15.12.25	<b>Work Plan</b> To review the existing Work Plan and consider items for the Committee's future consideration including a) Any items within the Forward Plan, b) Suggestions for future work.		<b>Clerk</b>	
<b>26 January 2026</b>				
	<b>Budget Update</b> To consider the initial draft 2026/2027 Budget and options available in order for the Council to set a balanced budget.		Deputy Chief Executive (S151) <b>Andrew Jarrett</b>	

Meeting Date	Agenda Item	Theme	Officer Responsible	Comments
15.12.25 13.01.26	<b>Regulation of Investigatory Powers Act Annual Report</b> To consider the report.		Director of Legal, People and Governance (Monitoring Officer) Maria De Leburne	
26.01.26	<b>Work Plan</b> To review the existing Work Plan and consider items for the Committee's future consideration including a) Any items within the Forward Plan, b) Suggestions for future work.		Clerk	
<b>23 February 2026</b>				
23.02.26	<b>Freedom of Information Dashboard for 2025/26 Quarter 3</b> To receive the Dashboard		Corporate Manager for Digital Transformation & Customer Engagement Lisa Lewis	
23.02.26	<b>Whistleblowing Annual Update</b> To consider the report.		Director of Legal, People and Governance (Monitoring Officer) Matthew Page	
23.02.26	<b>Establishment Report</b> To consider the report.		Director of Legal, People and Governance (Monitoring Officer) Matthew Page, James Hamblin	

Meeting Date	Agenda Item	Theme	Officer Responsible	Comments
23.02.26	<b>Work Plan</b> To review the existing Work Plan and consider items for the Committee's future consideration including a) Any items within the Forward Plan, b) Suggestions for future work.		Clerk	
<b>16 March 2026</b>				
16.03.26	<b>South West Water (only if an update is due / ready)</b> Review of actions and responses following 17th March 2025 Scrutiny Committee			
16.03.26	<b>Work Plan</b> To review the existing Work Plan and consider items for the Committee's future consideration including a) Any items within the Forward Plan, b) Suggestions for future work.		Clerk	
<b>20 April 2026</b>				
20.04.26	<b>Freedom of Information Dashboard for 2025/26 Quarter 4</b> To receive the Information Dashboard		Corporate Manager for Digital Transformation & Customer Engagement Lisa Lewis	

Meeting Date	Agenda Item	Theme	Officer Responsible	Comments
20.04.26	<b>Scrutiny Chair's Annual Report</b> To receive a report from the Chair of the Scrutiny Committee on the work the Scrutiny Committee has conducted over the last year.		Chair	
20.04.26	<b>Work Plan</b> To review the existing Work Plan and consider items for the Committee's future consideration including a) Any items within the Forward Plan, b) Suggestions for future work.		Clerk	

## **Mid Devon District Council Scrutiny Proposal Form**

(This form should be completed by Member(s), Officers and / or members of the public when proposing an item for Scrutiny).

**Note:** The matters detailed below have not yet received any detailed consideration. The Scrutiny Committee reserves the right to reject suggestions for scrutiny that fall outside the District Council's remit.

Proposer's name and designation	Gordon Czapiewski District Councillor	Date of referral	16/11/2025
Proposed topic title	Voids		
Link to national, regional and local priorities(Corporate Plan) and targets	Housing, Social Housing, Homelessness		
Background to the issue	Voids are reported frequently. Members need more information to ascertain the impact and if, and how, necessary corrective actions are taken and monitored.		
List main points this report should cover (What do you want to achieve?)	<ol style="list-style-type: none"> <li>1. Report to include a breakdown of voids by ward including how long they have been empty for and the reason why they are empty.</li> <li>2. Report reasons for voids. Suggested categories: <ul style="list-style-type: none"> <li>• Being worked on</li> <li>• To be rebuilt?</li> <li>• Legal or tenancy agreement issues</li> <li>• Uninhabitable owing to condition</li> <li>• Awaiting funding or approval</li> <li>• No longer required, no demand <ul style="list-style-type: none"> <li>▪ Being marketed?</li> </ul> </li> </ul> </li> </ol>		
Should this be referred to the appropriate PDG/ Committee?	Homes		
What degree of priority is this issue? 1 = Urgent    2= High 3=Medium    4=Low	2		

## Proposing an item for the Scrutiny Committee Work Programme

