

Public Document Pack

Mid Devon District Council

Scrutiny Committee

Monday, 5 October 2015 at 2.00 pm
Exe Room, Phoenix House

Next ordinary meeting
Monday, 2 November 2015 at 2.00 pm

Those attending are advised that this meeting will be recorded

Membership

Cllr F J Rosamond
Cllr Mrs H Bainbridge
Cllr Mrs J B Binks
Cllr Mrs C P Daw
Cllr Mrs S Griggs
Cllr T G Hughes
Cllr B A Moore
Cllr Mrs J Roach
Cllr Mrs E J Slade
Cllr T W Snow
Cllr N A Way
Cllr Mrs N Woollatt

A G E N D A

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

- 1 **APOLOGIES AND SUBSTITUTE MEMBERS**
To receive any apologies for absence and notices of appointment of substitute Members (if any).
- 2 **PUBLIC QUESTION TIME**
To receive any questions relating to items on the Agenda from members of the public and replies thereto.

Note: A maximum of 30 minutes is allowed for this item.
- 3 **MEMBER FORUM**
An opportunity for non-Cabinet Members to raise issues.
- 4 **MINUTES OF THE PREVIOUS MEETING** (*Pages 7 - 12*)
To approve as a correct record the Minutes of the last meeting of this

Committee (attached).

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

- 5 **DECISIONS OF THE CABINET**
To consider any decisions made by the Cabinet at its last meeting that have been called-in.
- 6 **CHAIRMAN'S ANNOUNCEMENTS**
To receive any announcements that the Chairman of Scrutiny Committee may wish to make.
- 7 **LEISURE SERVICES** *(Pages 13 - 16)*
At the request of the Committee the Head of Human Resources will update the Committee regarding Zest Membership and retention of customers.
- 8 **PERFORMANCE AND RISK** *(Pages 17 - 38)*
To receive a report of the of the Head of Communities and Governance providing Members with an update on performance against the corporate plan and local service targets for 2015/16 as well as providing an update on the key business risks.
- 9 **DIGITAL INCLUSION** *(Pages 39 - 42)*
At the request of the Committee the Head of Customer Services will update Members regarding Digital Inclusion and how Parish Councils are supported.
- 10 **REVIEW OF TOWN AND PARISH CHARTER** *(Pages 43 - 48)*
The Head of Communities and Governance has requested that the Committee consider the current Town and Parish Charter and review it to consider if there are any amendments to make or if there is any additional information that should be added.
- 11 **TIVERTON BUSINESSES MEETING - UPDATE**
At the request of the Committee the Head of Communities and Governance will update Members on recent meetings with business representatives in Tiverton.
- 12 **CABINET MEMBER FOR PLANNING AND REGENERATION** *(Pages 49 - 54)*
At the request of the Committee the Cabinet Member for Planning and Regeneration will be in attendance to answer questions regarding the performance of the Planning Service.
- 13 **LISTED BUILDING AND CONSERVATION AREA CONSENT** *(Pages 55 - 58)*

At its meeting on 13th July 2015 Members of Scrutiny Committee recommended to Cabinet that performance on listed building and conservation area consent applications be identified as a matter of concern.

The Cabinet Member for Planning and Economic Regeneration will update the Committee on performance in this area, the work of the Conservation Officers and take questions on this matter.

14 **POLICE COMMISSIONER - QUESTIONS**

The Police Commissioner, Mr Tony Hogg will be attending the next meeting of the Committee. The Committee to consider questions to put to him.

15 **PARTNERSHIP WORKING**

The Committee to discuss Partnership Working and how successful this has proved at other authorities.

16 **TIVERTON TOWN CENTRE DEVELOPMENT AND ECONOMIC DEVELOPMENT PLAN FOR THE DISTRICT**

Councillor Mrs J Roach has requested that the Committee consider Tiverton town centre development and the Economic Development Plan for the District.

17 **UPDATES AND ITEMS TO NOTE REGARDING OUTSTANDING ITEMS** (*Pages 59 - 62*)

Safeguarding update from the Head of Communities and Governance - We are working with the District Safeguarding group to create one generic Devon Safeguarding Policy for children and vulnerable adults. Work commenced on this on 16th September and will continue with Exeter taking the lead on this. Generic guidance will then be drafted for escalation, thresholds, flow charts, agency contacts and data sharing. The District Safeguarding Group have met with Devon County Council representatives to discuss the types of safeguarding training that Districts require

The District Safeguarding Group also met with Devon County Council representatives to discuss the way forward in terms of the annual Section 11 audit that we have to complete. The Districts would like a Devon District section 11 response with a peer challenge.

Communications Working Group - The Head of Customer Services will update the Committee regarding the Communications Working Group report and progress to date.

18 **RIPA** (*Pages 63 - 76*)

Councillor Mrs J Roach has requested that the Committee consider the RIPA report in terms of effective scrutiny.

During discussion of this item it may be necessary to pass the following

resolution to exclude the press and public having reflected on Article 12 12.02(d) (a presumption in favour of openness) of the Constitution. This decision may be required because consideration of this matter in public may disclose information falling within one of the descriptions of exempt information in Schedule 12A to the Local Government Act 1972. The Committee will need to decide whether, in all the circumstances of the case, the public interest in maintaining the exemption, outweighs the public interest in disclosing the information.

ACCESS TO INFORMATION ACT – EXCLUSION OF THE PRESS AND PUBLIC

RECOMMENDED that under section 100A(4) of the Local Government Act 1972 the public be excluded from the next item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 7 of Part 1 of Schedule 12A of the Act, namely information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

19 IDENTIFICATION OF ITEMS FOR THE NEXT MEETING

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

Police Commissioner
Update regarding the staff survey
Member Development Update
Tiverton Pannier Market

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

Kevin Finan
Chief Executive
Friday, 25 September 2015

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

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

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

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

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

Tel: 01884 234209

E-Mail: jstuckey@middevon.gov.uk

Public Wi-Fi is available in all meeting rooms.

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MID DEVON DISTRICT COUNCIL

MINUTES of a **MEETING** of the **SCRUTINY COMMITTEE** held on 10 September 2015 at 10.00 am

Present

Councillors

F J Rosamond (Chairman)
Mrs H Bainbridge, Mrs G Doe, R Evans,
Mrs S Griggs, T G Hughes, B A Moore,
Mrs J Roach and Mrs N Woollatt

Apologies

Councillor(s)

Mrs J B Binks, Mrs C P Daw, Mrs E J Slade, T W Snow
and N A Way

Also Present

Councillor(s)

R J Chesterton, R M Deed and C J Eginton

Also Present

Officer(s):

Nick Sanderson (Head of Housing and Property Services),
Amy Tregellas (Head of Communities and Governance and
Monitoring Officer), Liz Reeves (Head of Customer
Services) and Julia Stuckey (Member Services Officer)

47 **APOLOGIES AND SUBSTITUTE MEMBERS**

Apologies were received from Cllr Mrs J Binks who was substituted by Cllr R Evans, Cllr Mrs C P Daw, Cllr Mrs E Slade who was substituted by Cllr Mrs G Doe, Cllr T W Snow and Cllr N A Way.

48 **MEETING MANAGEMENT**

The Chairman indicated that he intended to take item 5 on the agenda before item 4.

49 **PUBLIC QUESTION TIME**

Mrs S Coffin from Templeton asked a question referring to item 5 on the agenda. She stated that Mr Stuart Cole and Mr Winston Reed were Directors within the Greener for Life Group (GFL) (comprising approx. 50 plus individual companies) and which offered a complete operational service to the 11 Anaerobic Digesters (AD)'s it was connected with across Devon/Somerset/Cornwall. This encompassed the importing and exporting between sites of both various feedstock's/manures as well as non-pasteurized liquid waste from the AD process.

She informed the Committee that since the GFL Group and associated AD's at Menchine Farm, Nomansland, Great Hele Farm, South Molton and Frogmary Green Farm, South Petherton started operations - the parishes of Nomansland, Puddington,

Templeton and Rackenford as well as other Mid Devon and other neighbouring roadside residents and hamlets had endured:-

a) Increased noise and vibration from traffic movements to and from to service the AD and rented lands; as well as the import/export between AD sites across Parish/District and County boundaries. These can and do include journeys throughout the night.

b) Residents of the hamlet of Nomansland can hear the continuous noise from the operations servicing the AD to include the reversing beepers and chp units.

c) Continual destruction of our fragile rural 'C' roads and annihilation of our banks and verges which are enduring passage of huge agricultural implements (some with loaded combined weight of 50 tonnes plus) together with 44 tonne artic lorry movements. Highways constantly stating no money to maintain/repair.

d) Bad odours and pollution from heaps of uncovered chicken litter scattered across associated rented lands across five parishes.

e) Pollution incidents affecting our rivers and streams from silage effluent and slurry/liquid digestate through apparent operational error or over-spreading.

f) The importing (for example) of liquid digestate waste in HGV's all the way from South Petherton, Somerset to an uncovered slurry pit at Crossparks, Nomansland within less than 100 metres of two non-agricultural private dwellings. This has resulted in an additional nuisance of odour and noise plus potential health risk complaint from the affected residents to your Council.

g) The returning lorries then loading up with slurry from Edgeworthy Farm, Nomansland (an approximate 80 to 100 mile round trip to GFL Frogmary Green AD).

She said that it would appear from the letter dated 17th August 2015 received (via MP Neil Parish) from Rory Stewart, OBE, MP (DEFRA), that it is entirely the responsibility of the Local Planning Authority to enforce any planning conditions imposed on Planning Approvals granted. Also according to the letter, Enforcement Officers have increased powers at their disposal to ensure compliance and thus prevent what could otherwise become an unacceptable impact on the amenity of an area.

In view of all the above and the fact that any 'Best Practice' controls within the AD Industry appear to be purely voluntary – it would seem that the only protection for the local environment and amenities is via the imposing and enforcement of said Planning Conditions which is purely down to the Local Planning Authority.

We, therefore respectfully ask for Menchine Farm, Nomansland APP/Y1138/A/13/2193382 - Inspector Mike Robins decision dated 26/07/13 Condition 8 to be enforced in full and as set out therein. As well as requesting that a Planning Enforcement Officer pays close attention to the construction of the smaller Edgeworthy Farm, Nomansland AD which is in progress at present so as to ensure that it complies fully with the specific planning appeal granted by Inspector Gareth Symons APP/Y1138/A/14/2211282 - appeal decision date 23/05/14 and all Conditions in full contained therein.

She thanked the Committee for giving her the opportunity to speak.

Mr M Dudley Williams informed the Committee that he wished to provide further information regarding the minutes of the last meeting. Mr Williams explained that Members and the Member of Parliament had referred to potential planning applications for Junction 27. He informed the Committee that he wanted to make it

clear to them that Eden Westwood were only seeking allocation in the emerging Local Plan at this stage and had no intention of making a planning application.

Mr R Roberts, referring to item 4 on the agenda, Tiverton Town Centre Development, asked that seeing as the report appeared to indicate a lack of a business case from Premier Inns, whether other parties had been asked to submit business cases for the site. He also stated that the Chief Executive had indicated that a new Tourism Strategy was being issued in the autumn but that he had not been consulted regarding this matter. He asked what consultation had taken place.

The Chairman stated that these questions would be answered during the agenda item.

50 MINUTES OF THE PREVIOUS MEETING

The minutes of the last meeting were approved as a correct record and **SIGNED** by the Chairman.

51 ANAEROBIC DIGESTER

Councillor B A Moore had requested that the Committee discuss anaerobic digesters. He asked that this be focused on the Greener for Life's operation of Anaerobic Digesters and the lack of timely response in general to public concerns reported to Council's officers regarding noise, smell, health, pollution, and traffic.

Councillor Moore explained that since he had been elected to the District Council he had become aware of a lot of upset within his ward regarding anaerobic digesters, he referred to the comments made by Mrs Coffin in Public Question Time regarding noise and environmental issues. He considered that the authority needed to focus and influence more, which he felt was beginning to happen. A meeting had been set up with other organisations and questions had been put to the MP at the last meeting of this Committee. He suggested that the Committee request reports regarding whether or not the authority was doing everything it could do regarding planning and health, was support being given to areas outside of the authority's control, such as the Environment Agency and what could be learnt from the history of this case.

Discussion took place regarding:

- The perceived lack of enforcement when non-compliance was reported to the authority;
- The delay in issue of the report of the Planning Policy Procedures Group;
- The need for lessons to be learnt from this case.

It was **RESOLVED** that a report be prepared to address the following issues:

- i) What was being done to help local communities that had reported issues regarding Anaerobic Digesters to both the Planning and Environmental Enforcement Services;

- ii) What work was taking place regarding this to liaise with other authorities, such as the Environment Agency;
- iii) That lessons to be learnt from this process.

(Proposed by Cllr Mrs J Roach and seconded by Cllr Mrs N Woollatt)

52 DECISIONS OF THE CABINET (26.30.00)

The Chairman informed the Committee that he had called in a decision made by the Cabinet on 27 August 2015 regarding the Tiverton Town Centre update, for consideration by the Scrutiny Committee in accordance with the Council's Constitution. The decision was as follows:

Tiverton Town Centre Update, specifically recommendation 2:

That authority be delegated to the Head of Housing & Property Services, in consultation with the Cabinet Member for Housing and the Cabinet Member for Planning & Economic Development, to agree disposal to Premier Inn for 125 years of part of the multi-storey car park for the provision of a hotel.

The Chairman explained his reasons for the call in, informing the Committee that he considered that the decision made committed the council to a long term development without the evidence base being presented. There was no evidence of a business case or consultation with appropriate bodies or that Members had been fully informed of this important proposal.

He stated that the decision involved the sale of a council asset with implications for local businesses and tourism. The report * failed to address recommendation 2 and supporting evidence was not in place. Information was inadequate and the recommendation gave the officer power to dispose of property. At the time of the report valuation advice was still being sought.

He continued by stating that with inadequate information to base a decision on the wording implied a 'fait accompli', a done deal, with no financial case given or made, no impact statement on the town, local business, traders or employment. Consultation appeared to have been minimal. He compared the level of consultation to that carried out regarding the closure of public toilets, which had been far greater. Local Members had not been briefed, the Town Council had not been consulted and local businesses had not been consulted. He also queried the procurement process and whether all possible tenders had been invited. No pictorial information had been provided to help Members to visualise the proposed development.

The Chairman emphasised that he was aware of the need to maximise assets but considered that the authority must also maximise assets to the community.

Discussion took place regarding:-

- The Masterplan was not yet agreed;
- Decisions being taken in isolation;
- The removal of parking places despite plans to increase visitors to the town;
- The need for some decisions to be made quickly;

- Tiverton Town Centre regeneration;
- Members finding out information from the local press;
- Briefings and updates that had been put in place;
- The need to consult with local businesses and the Town Council;
- The availability of Cabinet papers to all Members;
- The development was subject to planning permission;
- The need for sufficient information within reports to allow Members to make decisions.

In answer to a question in Public Question Time from Mr Roberts, the Head of Communities and Governance confirmed that a Tourism Strategy had been drafted and that the Mid Devon Attractions Group had been working with the authority. They would review the draft when they met again in the autumn. The Policy would be going out to public consultation and relevant projects would be taken forward after this. The aim was to boost the town centres, the rural areas, and the local economy and to increase the number of visitors to the District as well as to encourage them to stay within the District.

It was **RESOLVED** that Members were satisfied with the information that had been provided and that the decision of the Cabinet taken in relation to this issue on 29th August 2015 should stand.

(Proposed by Cllr R Evans and seconded by Cllr Mrs H Bainbridge)

Notes:- i) Cllr R M Deed declared a personal interest as he knew the Town Clerk
 ii) Cllr Mrs H Bainbridge declared a personal interest as she had received correspondence from the developer.
 iii) * Report previously circulated and attached to Minutes.
 iv) A proposal that the decision be referred back to the Cabinet to ensure that a decision was made in accordance with the Constitution was not supported.

(The meeting ended at 11.43 am)

CHAIRMAN

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Briefing Paper – Scrutiny Committee

Leisure Services

Retention within the Leisure service can mean many things in a variety of ways. For the service to survive and thrive retention systems that have been developed will require a continual measure and development to maintain effectiveness, and new systems to aid retention will require development and ongoing support in the future.

Broadly, the areas of retention with regards to Zest Memberships requires the following:

Face to face communications – Whilst we have undertaken development in this area, this is an ongoing investment in our teams and systems to ensure that we start to retain our Zest Members even before they commit to us, through our customer service at front of house, and within the wider teams. For example probing to find the goals of the prospective member to find a product that will best suit their requirements, and removing as many barriers to exercise as possible, such as; access times, how to book sessions and courts, what to wear, location of the changing rooms, who the instructors will be, and what is expected of the Zest Member, are all of significant importance to retaining our Zest Members.

It is evidenced, and common sense, that the more contact points a member has with the team the more likely they are to feel valued, part of the community and able to approach a member of the team for support. We are developing processes for our Fitness Instructors to commit Zest Members to a journey with us, which will increase the interactions at the time of exercising, and ultimately be able to predict who those at risk of leaving will be. Fundamentally the more we; look at, smile to, speak with and gain feedback from our Zest Members and users, the more likely they are to feel valued, and stay with us longer. There are limited opportunities for being able to ‘measure’ these interactions with a Zest Member, at this current time, and this is an area we are continuously developing.

Automated communications to Zest Members – From Monday 21st September we are launching our *Communicate* system, which will ensure that the following campaigns take place, to support our other retention methods:

1. All new Health and Fitness members will receive a welcome email within the first 7 days signing up as a Zest Member, giving them more information about the service and the benefits of being a Zest Member
2. After 1 month that member will receive a congratulatory email, reminding them to keep in contact with their fitness instructor, and offering an opportunity to ‘recommend a friend’
3. For members that have only visited 0-1 times in the previous week, a personal text will be sent to their mobile with a friendly message asking them ‘When are you going to use your Zest Membership this week?’

4. On a monthly basis an email will be sent to any Zest Members who cancelled or did not re-join after their renewal date had passed, from a period of 90-120 day previous.

These campaigns will take 30 minutes every Monday, and we will be able to report on their effectiveness.

Manual tracking of advanced Zest Members usage – We are able to report on the renewal date of Zest Members, and their activity levels. It is common sense that if a Zest Member has paid in advance for their membership and are not visiting, it is not due to the affordability of the service, and if they are **not** making use of their membership they are unlikely to renew. It is our intention that we directly communicate with Low Usage Zest Members in person (face to face, phone, or email) to offer them an opportunity to chat through their change in circumstances, and what we can do to help.

This is a relatively new process and is labour intensive, we do not currently have dedicated team member/s to undertake this process, and it is not effective for a team member to undertake these communications whilst completing other tasks, such as lifeguarding, or being required at front of house. Success is also reliant on the Zest Member's contact details being correct, the Zest Member answering their phone, the Zest Member wishing to discuss their low usage with us (this can at times be embarrassing for them), or occasions where the Zest Member has 'opted out' of the communications. More can be progressed in this area with dedicated officer time, however it is not currently built into the salary budgets, or staffing structure.

Communication with cancelled Zest Members – it is often too late to retain a Zest Member when they have decided to cancel their membership, and often it is difficult to obtain true information from them about the reason for cancellation, this is an area target for improvement going forward. We have systems in place for the collection of and progression of zest Membership Direct Debit rejections, this again is a manual process that requires officer time. It is important that we maintain professionalism with cancelled members as they may well return to us again in the future.

We have more opportunities going forward, such as member focus groups, improved survey and comment systems, targeting of staff interaction, internal training and standards, industry specific training, that will all aid retention of all of our members and users. This will be a priority area for development with the strategic team going forward.

For information - Please see the following tables as a guide to the formation of adult Zest Members:

Zest Members - By Group

Group	Total
60+	652
Corporate	492
Lifestyle	201
Lifestyle Plus	2242
Grand Total	3587

Zest Member by Payment

Payment Method	Total
Cash	1214
BACS	2357
Invoice	16
Grand Total	3587

Zest Members by Gender

Gender	Total
Female	1997
Male	1573
*Unknown	17
Grand Total	3587

Zest Members by Age Group

Age Group	Total
*00-15	7
16-24	551
25-34	605
35-44	572
45-54	657
55-59	233
60+	858
Unknown	104
Grand Total	3587

*All information categorised as Unknown is under review for rectification

Lee Chester, Manager

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SCRUTINY COMMITTEE
5 OCTOBER 2015:

AGENDA ITEM:

PERFORMANCE AND RISK REPORT FOR THE FIRST QUARTER OF 2015-16

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

Reason for Report: To provide Members with an update on performance against the corporate plan and local service targets for 2015-16 as well as providing an update on the key business risks.

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

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

Financial Implications: None identified

Legal Implications: None

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

1.0 Introduction

- 1.1 Appendices 1-6 provide Members with details of performance against the Corporate Plan and local service targets for the 2015-16 financial year.
- 1.2 Appendix 7 shows the higher impact risks from the Corporate Risk Register. This includes operational and Health and Safety risks where the score meets the criteria for inclusion
- 1.3 All appendices are produced from SPAR, the Corporate Service Performance and Risk Management system.
- 1.4 When benchmarking information is available it is included.

2.0 Performance

Managing the Environment Portfolio - Appendix 1

- 2.1 The **carbon footprint** results for 2014-15 are now available; Pre degree-day adjustment is 28.2% and post degree-day adjustment is 21.7%. These should be viewed as one-off as they are a result of the Anesco spend to save project. Going forward the savings year on year will be closer to the usual 2% target.

2.2 The PIs have been provided for this quarter for **waste** but please be aware that they are currently un-verified by Waste Data Flow so they could change slightly. The missed collections have been given in numbers and % terms.

2.3 There is a new PI regarding **Fixed Penalty Notices** for your information.

Decent and affordable Homes Portfolio - Appendix 2

2.4 **Repairs** performance is generally on target. The interpretation of “% repairs completed at first visit” is under review at the moment as the Housemark definition is unrealistically strict.

2.2 For **rent collection** we are looking into profiling the target to make it more accurate. Some other PIs are already reported this way.

2.3 The position regarding % **decent, gas safety certificates** and **voids** can be found on Appendix 2.

Community Well Being Portfolio - Appendix 3

2.7 For Q1 the number of **empty shops** in all 3 main towns is below the “target” which is good but the number of empty shops in Tiverton has noticeably increased from Q4 2014/15 however as at 30 June this has reduced again.

2.8 For **leisure** retention of members is good but the operational recovery rate is currently below target.

Planning and Regeneration Portfolio - Appendix 4

2.11 It continues to be a challenging period for the **Planning** Service in terms of staffing. Recruitment has been undertaken to replace the majority of vacancies. New members of staff have recently arrived or are expected shortly. Whilst the staffing situation has improved during this first quarter, the development management team is not yet at full complement and staffing change within this team will continue throughout the financial year as a result of maternity leave and associated cover arrangements. Priority continues to be given to meeting all the critical targets in relation to special measures and timescales that would result in a cost to MDDC if they were not met.

Working Environment Portfolio - Appendix 5

2.12 Although below the current target, the **sickness** figures continue to be monitored closely and we are working with managers to ensure that they always complete return to work interviews and follow the appropriate path i.e. capability if there is an issue.

2.13 There have been a few teething problems with the statistics for **Customer First** as a result of the new website and complaints system being introduced. The information will become more reliable as the year progresses.

Finance Portfolio - Appendix 6

2.14 Both % **Council Tax** and % **NDR** collected are slightly below target at present.

3.0 Risk

3.1 The Corporate risk register is reviewed by Management Team (MT) and updated. Risk reports to committees include risks with a total score of 15 or more and all those with an impact score of 5. (Appendix 7)

3.2 Service and Corporate Business risks will be reviewed when the Corporate Plan for 2015-19 is published.

3.2 The profile of these risks for this quarter is:

Impact	5	15	2			
	4					
	3					
	2					
	1					
		1	2	3	4	5
		Likelihood				

4.0 Conclusion and Recommendation

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

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

Circulation of the Report: Management Team and Cabinet Member

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MTE PDG Performance Report - Appendix 1

Quarterly report for 2015-2016

No headings

For Environment - Cllr Neal Davey Portfolio

For MDDC - Services

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

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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MTE PDG Performance Report - Appendix 1

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Well below target	<u>Number of Fixed Penalty Notices (FPNs) Issued (Environment)</u>	n/a	20	5 (1/4)	2			
Management Notes:								
Above target	<u>Residual household waste per head</u>	462.6	455.00	113.75 (1/4)	108.12			
Management Notes: (Quarter 1)								
Estimate as currently waiting for figures to be verified by Waste Data Flow at DCC.								
(SK)								
Data not entered	<u>% of Household Waste Reuse, Recycled and Composted</u>	48.2%	52.0%	52.0%				
Management Notes: (Quarter 1)								
The recycling rate should not be published until all information is confirmed by DCC and entered on Waste Data Flow. This is normally completed 6-8 weeks after period end.								
(SK)								
On target	<u>Number of Households on Chargeable Garden Waste</u>	n/a	15%	0% (1/4)	0%			
Management Notes: (Quarter 1)								
Scheme not due to start until Q3								
(SK)								
Well above target	<u>% of missed collections reported per Quarter (refuse and organic waste)</u>	0.10%	0.03%	0.03% (1/4)	0.02%			
Management Notes:								
Well below target	<u>% of Missed Collections logged per Quarter (recycling)</u>	0.13%	0.03%	0.03% (1/4)	0.05%			
Management Notes: (Quarter 1)								
Above target due to new scheme start and use of agency staff								
(SK)								

MTE PDG Performance Report - Appendix 1

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Well above target	<u>Number of Missed Collections reported per Quarter (refuse and organic waste)</u>	1,797	540	135 (1/4)	99			
<p>Management Notes: (Quarter 1)</p> <p>The roll out for the new scheme started on 1st June 2015. Reports of missed collections rose due to residents who had not yet received their green box leaving cardboard as side waste instead of contained in the brown bin.</p> <p>(CY)</p>								
Well below target	<u>Number of Missed Collections reported per Quarter (Recycling)</u>	1,162	270	68 (1/4)	126			
<p>Management Notes: (Quarter 1)</p> <p>Above target due to new scheme start and use of agency staff.</p> <p>(SK)</p>								

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Print Date: 13 August 2015 16:39

DAH PDG Performance Report - Appendix 1

Quarterly report for 2015-2016

No headings

For Decent and Affordable Homes - Cllr Ray Stanley Portfolio

For MDDC - Services

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

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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DAH PDG Performance Report - Appendix 1

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
On target	<u>% Emergency Repairs Completed on Time</u>	100.00%	100.00%	100.00% (3/12)	100.00%			
Management Notes:								
On target	<u>% Urgent Repairs Completed on Time</u>	99.94%	100.00%	100.00% (3/12)	100.00%			
Management Notes:								
On target	<u>% Routine Repairs Completed on Time</u>	99.98%	100.00%	100.00% (3/12)	100.00%			
Management Notes:								
Below target	<u>% Repairs Completed at First Visit</u>	99.87%	100.00%	100.00% (3/12)	98.28%			
Management Notes:								
Below target	<u>Rent Collected as a Proportion of Rent Owed</u>	100.09%	100.75%	100.75% (3/12)	96.96%			
Management Notes:								
Above target	<u>Rent Arrears as a Proportion of Annual Rent Debit</u>	0.60%	1.00%	1.00% (3/12)	0.94%			
Management Notes:								
Below target	<u>% Decent Council Homes</u>	100.00%	100.00%	100.00% (3/12)	96.25%			
Management Notes:								
(June)								
At the beginning of each financial year our asset management database flags up a number of properties that will become non decent for one reason or another throughout the year. As the year progresses the non decent properties will be picked up as part of the main contract we have running it is envisaged that at the year end they will be once again 100% decent								
(SB)								
Below target	<u>% Properties With a Valid Gas Safety Certificate</u>	99.86%	100.00%	100.00% (3/12)	99.72%			
Management Notes:								
(June)								
Six properties failed due to tenants not allowing contractor access to carry out checks and issue the Landlord's Gas Safety Record.								
(WD)								
Above	<u>Average Days to Re-Let</u>	14.9days	17.0days	17.0days (3/12)	16.3days			

DAH PDG Performance Report - Appendix 1

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
target	<u>Local Authority Housing</u>							
Management Notes:								
No Target	<u>Dwelling rent lost due to voids</u>	n/a	no target - for information only	no target - for information only	0.73%			
Management Notes:								
(April - June)								
Rent loss for Q1 £23,617								
(AH)								

Printed by: Catherine Yandle

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Print Date: 29 July 2015 17:06

CWB PDG Performance Report - Appendix 3

Quarterly report for 2015-2016

No headings

For Community Well-Being - Cllr Colin Slade Portfolio

For MDDC - Services

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

Key to Performance Status:

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

Performance Indicators								
Status	Definition	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Well above target	<u>The number of Empty Shops. (TIVERTON)</u>	12	20	20 (1/4)	17			
Management Notes: (Quarter 1)								
17 empty shops out of 246 shops = 6.91% of shops in Tiverton were empty at the time of the survey in April 2015								
(AT)								
Above target	<u>The number of Empty Shops. (CREDITON)</u>	10	10	10 (1/4)	9			
Management Notes: (Quarter 1)								
9 empty shops out of 118 shops = 7.63% of shops in Crediton were empty at the time of the survey in April 2015								
(AT)								
Well above target	<u>The number of Empty Shops (CULLOMPTON)</u>	11	14	14 (1/4)	12			
Management Notes: (Quarter 1)								
12 empty shops out of 94 shops = 12.77% of shops in Cullompton were empty at the time of the survey in April 2015								
(AT)								
Well below target	<u>The percentage of Leisure's operational expenditure recovered through customer receipts</u>	88.16%	88.50%	88.50% (1/4)	79.19%			
Management Notes: (Quarter 1)								
Reasons as to why the PI is below target were highlighted as: we are overspent on maintenance; some unplanned fixes to some plant but also the repainting and cleaning of the tennis courts at Exe Valley, also paying for the feasibility study for the EVLC extension. Coupled with this we have a delay in some membership income coming to us – we did some 15 months for 9 last year and income is expected to come in October so the phasing is a bit out. Swimming income is down across the two sites but this is a national trend.								
(SK)								
Above target	<u>% of Leisure members retained from month beginning to month end.</u>	95.33%	96.50%	96.50% (1/4)	96.87%			
Management Notes:								

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Planning Performance Report - Appendix 4

Quarterly report for 2015-2016

No headings

For Planning and Economic Regeneration - Cllr Richard Chesterton Portfolio

For MDDC - Services

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

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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Planning Performance Report - Appendix 4

Performance Indicators									
Status	Quartile	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Well above target	2012-2013 No Data Available	<u>Planning Applications: Householder Applications determined within 8 weeks</u>	90%	80%	80% (1/4)	92%			
Management Notes: (Quarter 1) Full complement of planning assistants restored. (SB)									
Well above target	2012-2013 No Data Available	<u>Enforcement site visits within 15 days of complaint</u>	95%	87%	87% (1/4)	100%			
Management Notes:									
Above target	2012-2013 No Data Available	<u>Delegated decisions</u>	94%	90%	90% (1/4)	94%			
Management Notes:									
Well above target	2012-2013 No Data Available	<u>Planning Applications: over 13 weeks old</u>	32	45	45 (1/4)	25			
Management Notes:									
On target	2012-2013 No Data Available	<u>Searches carried out w/in 5 working days</u>	100.00%	100.00%	100.00% (1/4)	100.00%			
Management Notes:									
Well below target	2015-2016 No Data Available	<u>Listed Building & conservation Area Consents</u>	69%	80%	80% (1/4)	70%			
Management Notes:									
Below target	2012-2013 Below Median All England	<u>Planning Applications: Major Applications</u>	63%	60%	60% (1/4)	57%			
Management Notes: (Quarter 1)									

Planning Performance Report - Appendix 4

Performance Indicators

Status	Quartile	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
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This includes applications where an extension of time has been agreed with the applicant.

(CY)

Above target	2012-2013 Below Median All England	Planning Applications: Minor Applications	67%	65%	65% (1/4)	68%			
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Management Notes:

Well above target	2012-2013 Above Median All England	Planning Applications: 'Other' Applications determined within 8 weeks	79%	80%	80% (1/4)	91%			
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Management Notes:

Below target	2015-2016 No Data Available	New Performance Planning Guarantee determine within 26 weeks	96%	100%	100% (1/4)	97%			
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Management Notes:

(Quarter 1)

Extensions of time will have been agreed in most cases.

(SB)

Working Environment Portfolio Performance - Appendix 5

Quarterly report for 2015-2016

No headings

For Working Environment and Support Services - Cllr Margaret Squires Portfolio

For MDDC - Services

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

Key to Performance Status:

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

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
No Target	<u>Number of phone calls to CF per month</u>	12,670	For Information Only	For Information Only	11,192			
Management Notes:								
On target	<u>Satisfaction with front-line services</u>	81.75%	80.00%	80.00% (1/4)	80.00%			
Management Notes:								
Well below target	<u>% complaints acknowledged w/in 3 days</u>	46%	80%	80% (1/4)	39%			
Management Notes: (Quarter 1) Transition from old to new CRm system, some records were not updated so these figures do not reflect all responses made to customers. (LR)								
Below target	<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	97%	90%	90% (1/4)	83%			
Management Notes: (Quarter 1) moved to new up graded crm mid May, will complete manual check of all stats later in the years once the system has been in place for 3 months, to check accuracy of reporting. (LR)								
Above target	<u>% Emails received by Customer Services responded to within 5 days</u>	98.0%	95.00%	95.00% (1/4)	99.00%			
Management Notes:								
Not calculable	<u>Number of Complaints</u>	74	For information only	For information only	61			
Management Notes:								
Not calculable	<u>Number of Digital payments</u>	8,989	For information only	For information only	11,886			
Management Notes:								
No Target	<u>Number of web hits per month</u>	n/a	For information only	For information only	0			
Management Notes: (Quarter 1)								

Working Environment Portfolio Performance - Appendix 5

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Data will not be available until later in the year when all content is on the new website and the old website has been turned off.								
(LR)								
Well above target	<u>Working Days Lost Due to Sickness Absence</u>	9.21days	8.00days	2.00days (1/4)	1.64days			
Management Notes: (Quarter 1) The total number of days lost to sickness absence is 675 which is split into 333 days for long Term Sickness (15 + days) 0.81 days per employee and 342 for short term sickness (less than 15 days) 0.83 days per employee. (JC)								
Printed by: Catherine Yandle			SPAR.net		Print Date: 18 August 2015 14:32			

Finance Portfolio Performance - Appendix 6

Quarterly report for 2015-2016
 No headings
 For Finance - Cllr Peter Hare-Scott Portfolio
 For MDDC - Services

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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Finance Portfolio Performance - Appendix 6

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
Below target	<u>% total Council tax collected - monthly</u>	97.80%	98.0%	30.0% (3/12)	29.4%			
<u>Management Notes:</u>								
Below target	<u>% total NDR collected - monthly</u>	99.00%	98.00%	34.00% (3/12)	31.10%			
<u>Management Notes:</u>								

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Risk Report Appendix 7

Report for 2015-2016
 Filtered by Flag:Include: * CRR 5+ / 15+
 For MDDC - Services

Not Including Risk Child Projects records or Mitigating Action records

Key to Performance Status:

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

Risk Report Appendix 7

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

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Nick Sanderson

Review Note: Recommendations from the HSE after the events last year have now been implemented.

Risk Report Appendix 7

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

Failure to develop staff knowledge and competence regarding legislation/changes

Effects (Impact/Severity): - The Council could face poor reports from assurance bodies
 - Failure to meet statutory duties could result in paying penalties, stretching already thin financial resources
 - Failure to comply with legislation could lead to legal challenge against individuals or the Council as a whole
 - Future legislation changes, their impact on services and the cost of implementing changes to policies, procedures and service delivery

Causes (Likelihood):

Service: Human Resources

Current Status: Medium (5)	Current Risk Severity: 5 - Very High	Current Risk Likelihood: 1 - Very Low
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Head of Service: Jill May

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

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

Effects (Impact/Severity):

Causes (Likelihood):

Service: Audit

Current Status: No Data	Current Risk Severity: 5 - Very High	Current Risk Likelihood: 1 - Very Low
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Head of Service: Amy Tregellas

Review Note:

Risk: Chemicals Staff using chemicals incorrectly.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium (5)	Current Risk Severity: 5 - Very High	Current Risk Likelihood: 1 - Very Low
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Head of Service: Jill May

Review Note:

Risk Report Appendix 7

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

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

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

Service: Financial Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Andrew Cawdron, Andrew Jarrett

Review Note:

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

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

Causes (Likelihood): • Future banking collapses

Service: Financial Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Andrew Cawdron, Andrew Jarrett

Review Note:

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

Effects (Impact/Severity):

Causes (Likelihood):

Service: Financial Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Andrew Cawdron, Andrew Jarrett

Review Note:

Risk Report Appendix 7

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

Effects (Impact/Severity):

Causes (Likelihood):

Service: Management Team

Current Status:
Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Head of Service: Liz Reeves

Review Note:

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

Effects (Impact/Severity):

Causes (Likelihood):

Service: Management Team

Current Status:
Medium (5)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 1 - Very Low

Head of Service: Christina Cross, Liz Reeves

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

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

Effects (Impact/Severity):

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

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

Service: Management Team

Current Status:
Medium (5)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 1 - Very Low

Head of Service: Christina Cross

Review Note: no change to policy

Risk Report Appendix 7

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

Effects (Impact/Severity):

Causes (Likelihood):

Service: Management Team

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Liz Reeves

Review Note: Annual review of policy and training for all staff. ICT advise on all payment systems to ensure comply to PCI standard.

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

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

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

Service: I C T

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Christina Cross

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

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

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

Effects (Impact/Severity):

Causes (Likelihood):

Service: I C T

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Christina Cross

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

Risk Report Appendix 7

Risk: Legionella Legionella

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Jill May

Review Note:

Risk: Lifeguard Training Poor quality training. Improper use of rescue equipment

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Jill May

Review Note:

Risk: Plant Rooms plant rooms

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: None

Review Note:

Risk: Waste Collection - Health and Safety Inadequate training with regards to Manual Handling and workplace hazards (eg contact with broken glass) could result in Health and Safety risks

Effects (Impact/Severity):

Causes (Likelihood): - Increasing demand and service costs due to increasing population, consumer society and an increasing amount of waste

Service: Street Scene Services

Current Status:
Medium (10)

Current Risk Severity: 5 - Very
High

Current Risk Likelihood: 2 -
Low

Head of Service: None

Review Note:

Mid Devon District Council Digital Inclusion Scrutiny briefing paper

Background

The channel Access strategy 2014-2017 states that:

To ensure that citizens who do not have access to digital channels at home or work are not disadvantaged when communicating with the council

1. Provide public internet access at our key locations, e.g. Leisure Centres, Council Offices and provide information on other free access available.
2. Provide full mediated access to our website at the council's face-to-face locations and over the phone.
3. Widely advertise our full choice of contact channels, particularly to hard to reach groups, e.g. transient and socially excluded groups.
4. Never design a service that is available only through digital channels
5. Provide staff training to ensure they have the skills to support customers using digital transactions.

Current position

We have public access in our offices and leisure centres, we also provide mediated access to customers who need help using our on line solutions and make every effort to let our customers know the various access channels that we have available.

To help more customers move to on line services we need to help provide access and training on how to use new technology.

Universal Credit will require all customers who wish to claim this benefit to make their application on line and our role will be to help people "go on line and stay on line".

Action Plan

Working with "Cosmic" who are funded by Devon County Council (for a further 12 months) to work with parishes and communities we plan to hold events that will provide parishes with the information they need to make decisions on how to improve digital access in their communities. Cosmic have created a "Digital Villages Toolkit" this provides parishes with a tool to help them scope what needs to be done.

Following a meeting with Cosmic the following joint action was agreed:

1. Cosmic will hold four events in Mid Devon, (Crediton, Cullompton, Bampton, Tiverton) with parishes to help them understand what is required to provide digital resource for the communities they serve. This will look at a variety of digital needs, such as equipment, setting up a "hot spot" for citizens to use, review how parish officials use email, store and publish document, website etc.
2. Mid Devon District Council will set up a funding pot for parishes from the digital transformation agenda, suggested figure £10,000 2016/17 and £10,000 2017/18. To apply for money from the fund each parish will need to explain what the money is needed for and explain how they will sustain digital services in future years.

3. Cosmic will host a “staff awareness session” and digital literacy training for Mid Devon District Council staff.

The aim is to work with Cosmic to reach rural communities and help them assess their digital capabilities and plan for new skills, access and equipment that may be needed.

Current support for parishes provided by MDDC

MDDC has a Town and Parish Charter in place (attached) which was last updated in May 2012. As per the budget and policy framework this is due to be updated in October 2015.

Listed below is the support currently provided by various services

Community Development team

- In terms of supporting T&P Councils Community Development provide the following:
- The Communities and Governance Officer is the Parish Liaison officer and is in regular communication with the T&P clerks. The T&P councils asked for us to provide them with a liaison officer and this arrangement has worked well since its introduction a few years ago.
- Parish Matters newsletter is sent out 6 times a year which gives clerks lots of information about what is going on at the Council.
- Support, advice and guidance to clerks is provided for issues falling under the remit of the Monitoring Officer and will attend meetings if appropriate to provide information or training. Both the Head of Communities and Governance and the Communities and Governance Officer get a lot of requests from Parishes and we do help them as much as we possibly can.
- T&P clerks sessions used to be run once a year and on one night but we are now running two sessions a year in all three towns.
- In September/October the Monitoring Officer will be doing 6 training sessions for new Members/re-elected members on register of interests and codes of conduct.
- The Grants and funding Officer provides advice, support and guidance to any Town or Parish Council asking for assistance with a funding application. If we are not able to assist we signpost them to another organisation that can help.
- The Community Development team work with town teams in Cullompton and Crediton on projects to improve their towns which involve businesses, voluntary and community groups and the Town Councils.

- Town and Parish Councils are supported on a number of other projects – e.g. youth service changes due to DCC cuts, Bampton Library project, etc

Website

- MDDC offer to host websites for T&P councils and are currently in the process of designing a new template to roll out to T&P Councils which will meet the requirements of the Transparency Code
- MDDC have information pages on our website giving details of T&P Councils and linking to their website if they have one. There is also a useful page on their for clerks which they do use.

ICT

- Provide support and guidance on use of the website
- Enable and provide ICT support but cannot fund or procure ICT equipment.

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Charter

Mid Devon District Council

and

**Town and Parish Councils
in Mid Devon**

May 2012

CHARTER BETWEEN MID DEVON DISTRICT COUNCIL AND THE TOWN AND PARISH COUNCILS IN MID DEVON

Partnership working between town and parish councils (local councils) and the district council will only be successfully achieved if both partners recognise, understand and respect the role that the other plays and work to promote those roles. This Charter has been agreed following consultation between Mid Devon District Council and the local councils and sets out a framework to enable this to happen. This Charter will be reviewed after one year and on a three yearly basis thereafter at the annual meeting of the town and parish councils.

The District Council will work in partnership with local councils in its area to promote sustainable social, economic and environmental development for the benefit of local communities.

Mid Devon District Council recognises that local councils:

- 1 Are an important part of local government representing their communities at the most local level.
- 2 Are a primary source of information about the community's opinions and aspirations.
- 3 Provide an opportunity to develop greater engagement with the local community.
- 4 Are heavily reliant on volunteering and goodwill. The differences between smaller and larger local councils in terms of ability to handle information and resources will be respected.

Local Councils recognise that Mid Devon District Council:

- 1 Whilst conscientiously taking account of local views also has to take into account community interests across the Mid Devon District.
- 2 Has strategic roles and responsibilities and has to work within Government financial and other constraints.
- 3 Is able to work most effectively with parishes that are well organised, pro-active, informed and willing.

Communications and Liaison

Mid Devon District Council will undertake to:

- 1 Arrange and host on at least an annual basis a district-wide meeting of clerks to discuss matters of mutual concern and also to periodically arrange meetings for Town and Parish Councillors.
- 2 Provide a liaison officer(s) who will act as the point of contact for local councils, providing support and information, directing enquiries, advising and ensuring that issues are followed up and dealt with in a timely manner.
- 3 Work with the Devon Association of Local Councils to provide more information to towns and parishes about obtaining 'Quality Council' status and the 'General Power of Competence'.
- 4 Continue to send 'Parish Matters', electronically where possible, in order to keep local councils informed and share information.
- 5 Encourage District Councillors to attend their local council meetings and that issues raised by District Councillors acting in support of local councils will be responded to.
- 6 Formally add to the role of Chairman of the District Council that of being 'Local Council Lead Member' who will encourage better working across the district by attending local council meetings and providing feedback on any issues of local concern or interest.
- 7 Encourage officers to attend local council meetings and speak on issues of concern/interest.
- 8 Ensure District Council key documents, where appropriate, contain a short executive summary or an explanation of its relevance.
- 9 Use plain English in written communications.

Local Councils will undertake to:

- 1 Be represented at the annual meeting of clerks.
- 2 Use the Council's liaison officer for contact with the District Council in the first instance where the name of the appropriate officer is not known, unless responding directly to consultations.
- 3 Contribute to 'Parish Matters' when there is an item that other local councils will find of interest.
- 4 Welcome District Councillors to town and parish meetings and send them agendas and minutes and invite reports.

- 5 Utilise the services of Customer First where appropriate.
- 6 Invite relevant officers to meetings where there are issues of concern or interest to the local council.

Consultation

Mid Devon District Council will undertake to:

- 1 Consult local councils on all issues which are likely to affect their area.
- 2 Allow five weeks for local councils to respond to consultation. If this is not possible the local council will be given an explanation. (This does not apply to planning applications. These are covered in the attached annexe).
- 3 Provide briefing sessions/workshops to groups of local councils on complex consultation issues.
- 4 Make specific arrangements for consultation on planning (see Annexe 1).
- 5 Have regard to the views of the local councils when making decisions.
- 6 Keep under review the level and quality of consultation.

Local Councils will undertake to:

- 1 Take part in consultation exercises and respond within the given period.
- 2 Notify Mid Devon District Council if they cannot respond to a consultation within the given period, but will be making a response.
- 3 Work with Mid Devon District Council to seek the views of residents on issues of common interest.

Planning

Mid Devon District Council will undertake to:

- 1 Have due regard to the views of local councils in determining all planning applications.
- 2 Ensure planning notices are prominent for all planning applications and A3 size notices are used for major applications.
- 3 Ensure notices in connection with planning policy public consultation meetings are placed prominently and at least 14 days in advance of meeting dates.
- 4

- 4 Be willing to advise in the creation of Neighbourhood Plans.
 - 5 Notify the relevant local council(s) of any public meetings and exhibitions organised by Mid Devon District Council about policies and plans affecting the parish.
 - 6 Hold separate meetings in the four main towns where matters affecting the Local Development Framework and land allocations only are being considered.
 - 7 Consult with the local councils on all planning applications in accordance with statutory procedures and inform the Local Council which Planning Officer is dealing with the application.
- (NB. Plans with only minor changes are not subject to re-consultation)
- 8 Allow a representative of local councils to attend and speak at meetings of Mid Devon District Council's Planning Working Group in respect of any planning application within that parish/town and to address the Planning Committee in accordance with the Council's scheme of public participation.
 - 9 Explain the reasons for planning decisions within the Officer report and decision notice.
 - 10 Endeavour to make officers available to attend meetings of local councils to clarify the details of significant or controversial applications.
 - 11 Endeavour to ensure that the 'PublicAccess' facility on the website is available at all times.

(Please note: A more detailed Planning Charter between MDDC and Town and Parish Councils is attached at Annexe 1).

Local Councils will undertake to:

- 1 Acknowledge that Mid Devon District Council will not always be able to accede to the views of parish/town councils.
- 2 Respond to all consultations on planning applications within the District Council's deadlines, even if it is a 'no comment' response.
- 3 Comment on planning applications on planning grounds, and specify as fully as possible the reasons for an objection to, or support for, a particular application.
- 4 Ensure that all councillors are made aware of the contents of planning decision notices sent to the local council by reference to the reasons for approval / refusal.
- 5 Assist Mid Devon District Council by reporting perceived local breaches of Town and Country Planning Legislation.

- 6 Attend relevant meetings, briefings and training to gain a better understanding of the planning process.
- 7 Consider preparing a Parish Plan or a Market Town and Coastal Initiative Plan. If they have made one, consider offering their assistance and experience to other councils that have not.

Training and Support

Mid Devon District Council will undertake to:

- 1 Continue to provide regular and ongoing planning and ethical standards training to local councils with particular emphasis on the guidance already provided.
- 2 Endeavour to provide website advice where requested.
- 3 Share training where appropriate.

Local Councils will undertake to:

- 1 Use the services of Customer First and the Parish Liaison Officer.
- 2 Examine the wide range of training and best practice sources available, particularly through the Devon Association of Local Councils.
- 3 Ensure, where possible, the training needs of their councillors, clerks and chairmen are met.
- 4 Consider training requirements when setting their precepts.

Partnership and Financial Arrangements

Mid Devon District Council will undertake to:

- 1 Collect and pay in a timely manner any precept levy requested by the local councils.
- 2 Operate and keep under review the financial arrangements with local councils in respect of services such as public conveniences and street cleaning.

Local Councils will undertake to:

- 1 Make any precept requests within the timescale set by Mid Devon District Council.

Briefing Note for Scrutiny Committee Cabinet Member for Planning and Economic Regeneration

Planning

Local Plan

The Local Plan was the subject of public consultation in the spring which generated over 2,000 comments. The forward planning team has been assessing these responses and following further advice from statutory consultees is undertaking additional technical work before submitting the Plan to government early next year. It was previously envisaged that this technical work could be done later in the process at the master planning stage. This work includes further investigation in respect of highway infrastructure issues at J28 Cullompton. The necessity to bring this work forward has postponed the expected submission date.

5 Year Land Supply

A report was taken to Cabinet in August setting out the Council's latest 5 years land supply calculations and recommending that a number of sites be released to provide sufficient development options to reduce the risk of successful challenge. Current calculations now give us a buffer of 29% against the Government's expectation of a 5% buffer, or in the case of persistent under delivery 20%.

Tiverton Eastern Urban Extension

This is a major development proposal to the east of Tiverton with in the order of 1500 dwellings and employment floorspace, new primary school, neighbourhood centre and major highway works. It is a site allocated in the adopted Local Plan. The Masterplan for Area A was adopted in April 2014. Work is in progress for the production of the Masterplan for Area B. Peter Brett Associates has been commissioned to produce a design guide for the urban extension as a whole. This work is being externally funded via the Homes and Communities Agency. A project officer has also been employed to work on this project. Christie McCombe started work on 14th September. Her post is also externally funded from the Homes and Communities Agency.

The first outline planning permission has been granted for residential development for up to 330 houses towards the NE of the site and there is a resolution to grant permission for a further outline application for up to 1,000 dwellings, employment floorspace, neighbourhood centre, primary school etc. S106 discussions are ongoing on this application. Planning permission has been granted for the new highway junction onto the A361. The first reserved matters application is expected early 2016.

Cullompton North West Urban Extension

Land was allocated in the adopted Local Plan for an Urban Extension on the North West side of Cullompton, between the Tiverton Road and Willand Road. This proposal includes 1100 houses, employment floorspace, new primary school and community facilities. Consultation is currently being undertaken on the draft Masterplan for the area which is expected to be adopted later this year.

Tiverton Town Centre Masterplan

The masterplan is being commissioned and is intended to be focussed around issues of regeneration and investment. It is programmed to be delivered as corporate project in 2016 with significant planning input.

Conservation Area Assessments

There are 51 conservation areas in the District. These are areas of special architectural or historic interest, the character or appearance of which it is desirable to preserve or enhance.

Following consultation, Cabinet approved the amendment of the boundaries of five conservation areas; Cheriton Fitzpaine, Morchard Bishop, Newton St Cyres, Silvertown and Thorverton. This also included adoption of the related appraisal and management plan documents.

Cullompton Article 4 Direction.

The Article 4 Direction in Cullompton has been reviewed, consultation undertaken and design guidance written. A report to finalise the review process is due to be taken to Cabinet on 22nd October.

Cullompton Manor House Hotel

Work continues to progress, within the context of the constraints and difficulties of dealing with a complicated and structurally fragile Grade II* listed building. Main issues have been ensuring use of appropriate materials, ongoing structural issues, and the associated impact of works on traffic flow in the area. This latter issue is further compounded by unrelated work being undertaken imminently on the opposite side of the road which have extended the time of the road closure. Access for emergency vehicles through the Tiverton Road junction is now available again.

Planning Committee has granted delegated authority for the issuing of an urgent works notice in the event that works cease or stall. Officers continue to work with the owner and Historic England to resolve the issues as soon as possible.

Planning Performance

The performance for quarter 1 of 2015/16 shows that in the majority of instances targets are being met or exceeded. However the major application target of 60% determined within 13 weeks was narrowly missed (57%) and Listed Building Consent application performance against the target of 80% determined in 8 weeks was 70%. A separate briefing paper on listed building consent performance has been prepared.

It continues to be a challenging period for the Planning Service in terms of staffing due to maternity leave and the departure of members of staff. Recruitment has been undertaken to replace the majority of vacancies. New members of staff have recently arrived.

Building Control

A review of the Building Control Service has taken place. Recommendations have been made to improve future service delivery including the development of a shared service and management between Mid and North Devon Building Control.

Economic Development

Working with Businesses and other agencies

The Economic Development Officer has been working closely with our business community to deliver economic development and ensure that we offer a business friendly service. He has directly supported a number of businesses and sites across the district including (not an exhaustive list):

- Hitchcock's Business Park
- Flock Mill
- Broad Oak Toiletries
- Diggerland
- Pallex
- Swallow Court

Further to these activities he has been working with key stakeholders from across the district, and beyond, to pull together and better coordinate the support that is offered to the business community. This has involved building stronger partnerships with organisations including (not an exhaustive list):

- Business Information Point
- Department of Work and Pensions
- Mid Devon Gazette
- Business Forum Mid Devon
- Department of Business Innovation and Skills
- Better Regulatory Delivery Office
- PETROC College

Exeter and Heart of Devon (EHOD) Economic Development

We are developing closer working relationships with Exeter City Council, East Devon District Council and Teignbridge District Council to explore better ways of working together so that our combined activities can have a much greater impact than we individually could achieve.

Current areas of focus include:

- Joint inward investment strategy
- Commercial property register
- Monitoring Economic Trends
- Growth Hub Bid
- Joint procurement of EHOD wide Business Support
- EHOD employment and skills Board
- Joint tourism promotion

Mid Devon is playing a leading role in many of these activities, and we are now seen as a local authority with a significant voice and a strong role to play across the Local Enterprise Partnership (LEP) area.

LEADER

LEADER is a French acronym which roughly translates as 'liaison among Actors in Rural Economic Development'.

Under LEADER, Local Action Groups (LAGs) can allocate grant funding to local businesses and organisations to help them carry out rural projects which:

- Create jobs;
- Develop rural businesses; and
- Support the rural economy

To be successful, applications must contribute to one or more of DEFRA's 6 priorities for LEADER, which are to:

1. Increase farm productivity;
2. Support micro and small businesses and farm diversification;
3. Boost rural tourism;
4. Provide rural services;
5. Provide cultural and heritage activities; and
6. Increase forestry productivity

In September 2014 the Council worked with Devon County Council to submit a Local Development Scheme for the funding and we successfully obtained circa £1.2m for the programme running from 2015 to 2020. Grants will range from a minimum of £2,500 up to approximately £50,000 and will be for capital projects only.

DEFRA are doing a national launch 14th October and it is anticipated that the Local Action Group will be open for applications following this date. The Economic and Community Development team are working with the programme coordinators to bring projects forward and support local businesses.

Growth Hub Bid

The Economic Development Officer has been leading a South West bid for the delivery of a Growth Hub service, which will provide signposting and diagnostic services for businesses across Devon and Somerset. This is an exciting proposal that is now being finalised in partnership with Devon County Council (who will act as the accountable body for the project) and which has gathered a vast swathe of support from all across the region. We have the support of nearly all local authorities in the LEP area, business support organisations, education bodies, all regulatory services and other groups that see the work we are doing as greatly positive for the region. The manner in which the Economic Development Officer has been able to gain support for this bid and the way that the project has been developed, has earned interest from other parts of the country, and from the government department BIS, who wish for him to present at one of their conferences in October on the way we have been working in the South West.

This is an exciting time for Mid Devon District Council, as we are being viewed far and wide as a local authority that is supportive of its business community and understanding of business needs, and leading the way across the country on developing partnership work to deliver business support services.

High Street Innovation Fund

At time of writing this briefing note we are currently in the middle of the interview process in respect of the High Street Innovation Fund. 16 proposals were submitted. The split was 2 for Cullompton, 5 for Crediton, 6 for Tiverton, 2 for Bampton and 1 for Oakford. A decision is to be announced at the beginning of October.

Shop Front Enhancement Scheme

Following successful schemes in Crediton and Cullompton we have now rolled this out in Tiverton. Initial focus is on targeting a number of shop fronts that require improvement before this is rolled throughout the town centre.

Inward Investment and Business Support Strategy

The Economic Development Officer has drafted an Inward Investment and Business Support Strategy which sets out actions to be delivered over the next 5 years to build a stronger business community. This includes details of key staff within the Council who will need to play a role in each activity, and identifies where costs are involved and how much they are likely to be. The strategy is due to go before Cabinet in November. The priorities and actions will also feed into the Corporate Plan process, which will next be discussed with Members on the 30th October 2015, prior to the report going to Cabinet.

Tourism Strategy

This is in a similar position to the above strategy. The Economic Development Manager has drafted a Tourism Strategy and this will go forward to Cabinet following discussion with the Mid Devon Attractions Group. The priorities and actions will also feed into the Corporate Plan process, which will next be discussed with Members on the 30th October 2015, prior to the report going to Cabinet.

Town Team update

Cullompton Town Team

Penny Bayer continues to provide support and assistance to the Cullompton Town Team.

They are working on the following projects:

- The first Cullompton food and drink festival taking place on Saturday 10th October
- Further food and drink projects and festivals for 2016
- Townscape Heritage Initiative – potentially up to £1m external funding to support improvements to town centre conservation area
- Public art projects including improving the entrance to the town
- Tourism projects including town guide, events listing, interactive touch screen information, coach tours

Crediton Town Team

Paul Tucker continues to provide support and assistance to the Crediton Town Team.

They are working on the following projects:

- Crediton Festival 2016
- Crediton flags project 2016

- Improving signage on the entry points to the town
- Café culture and improving the use of Crediton Town Square
- Tourism projects

Tiverton Town Team

The Portas Team are working on the following projects:

- The 3rd Feast of St James taking place on 23rd July 2016
- Literary Festival for 2016
- Coach Parking
- Positiv Radio
- Business Improvement District

Town Centre Manager

Rachel Jenman has now started in post (three weeks ago) as the Town Centre Manager. Rachel's initial task will be to work with the various groups in Tiverton to unify them and work together with the common goal of improving the town centre.

The Town Centre Manager has already visited all of the businesses in the Town Centre and has also met with many of the groups in the town including the Portas Team, Tiverton Trade Association, Pannier Market Traders, Tiverton Town Council, the Events Committee and others. Current focus is on plans for Christmas, events for 2016, coach parking, improving the appearance of the town, the High Street Innovation Fund proposals and working with businesses and the Portas Team towards a Business Improvement District for Tiverton.

Electric Nights

Five successful events took place at the Pannier Market in 2015 with the Economic Development team working in partnership with street food traders. We saw several thousand visitors at each event and are already planning the events for 2016.

Briefing Note for Scrutiny Committee 5th October 2015 Cabinet Member for Planning and Economic Regeneration

At the meeting on 13th July 2015 Members of Scrutiny Committee recommended to Cabinet that performance on listed building and conservation area consent applications be identified as a matter of concern.

This paper covers performance in this area and the work of the Conservation Officers in order for the Scrutiny Committee to ask questions on these matters.

Listed Building Consent:

Listed building consent is required for demolition of a listed building or for its alteration or extension in any manner which would affect its character as a building of special architectural or historic interest. This is separate from planning permission and covers both internal and external works to the building together with any buildings, structures and means of enclosure such as walls within the curtilage of the listed building.

Listed building consent applications are determined based on issues solely related to the character of the listed building, not wider planning issues and often requires specialist advice.

Determination of listed building consent applications takes place with the Development Management team, either by the conservation team where submitted as a stand-alone application or by planning case officers where submitted in conjunction with a planning application. In the latter instance, the conservation team would often be consulted.

To deliver a local planning authority's statutory duties, legislation confirms that properly informed input of specialist conservation advice and judgment is required.

Mid Devon district has approximately 2,500 listed buildings. Within 2014/15 85 applications for listed building consent were received, with 51 joint listed building consent and planning applications. There are 1.5 full time equivalent conservation staff in the Planning Service.

Conservation Area Consent:

The need for Conservation Area Consent applications for demolition works in a conservation area has been removed by the Government. Instead planning permission for these works is needed. This will be recorded as an application type within the 'other' category (see below).

Performance:

The Government sets national performance requirements for the determination of planning related applications. Listed building consent applications are considered one of the application types under the 'other' category where there is a requirement to decide 80% or more of such applications within 8 weeks of validation.

Performance for the determination of listed building consent applications and 'other' applications by quarter and whole for 2014/15 and the first quarter of 2015/16 was as follows:

Planning Service Performance	Target	2014/15				2014/15	2015/16
		Q1	Q2	Q3	Q4		
Listed building consents	80%	68	66	77	64	70	70
'Other' applications	80%	84	77	83	70	78	91

The Listed Building Consent application target was not met in 2014/15, nor within the first quarter of 15/16. However this must be viewed in context of work achieved by the Conservation Team including the assessment and designation of a new Conservation Area centred around Blundell's School, the review of the Article 4 Direction in Cullompton and contribution to enforcement investigation of breaches of planning control; the drafting of 5 new Conservation Area Appraisals and Management Plans.

Work areas within conservation have been reviewed and redistributed within the team.

Conservation team work areas:

The assessment and determination of listed building consent applications forms only part of the work areas of the conservation team. Other areas of work include:

- Consultation responses on planning applications where specialist conservation advice needed.
- Providing pre-application advice (for listed building consent and planning applications where heritage / conservation issues are relevant).
- Advice to Listed Building owners on repairs, maintenance and the meaning of listed status.

(Processing listed building consent applications, providing consultation responses and providing advice is estimated to take up 75-80% of conservation officer time).

- Dangerous buildings / structures - advice where listed buildings involved or conservation area affected. The Manor House Hotel, Cullompton has required significant conservation officer time. This is currently ongoing.
- Enforcement matters in relation to listed buildings and conservation areas. Work in conjunction with enforcement officers.
- Conservation area appraisals and management plans. Designation of new Conservation Areas such as Blundell's, Tiverton. 5 conservation area appraisals and management plans recently produced.

- Article 4 directions to limit permitted development rights in conservation areas (The Article 4 direction in Cullompton is in the process of being revised and associated design guidance written).
- Conservation Areas at Risk and Building at Risk. Identification to these, reporting to Historic England, negotiation with owners, specification of works, consideration of legal powers to take action such as repairs notice, sourcing funding for improvement schemes.
- Townscape Heritage Initiative. Consideration of potential for bid to be made for repair and facelift costs.
- Local Heritage Assets. Assessment of assets for designation and recording on the list that we are required to keep.
- Project work where specialist conservation advice is required. Current projects include Tiverton town centre regeneration and masterplanning, Burma Star war memorial relocation, Blundell's Road traffic calming and environmental enhancement scheme, Cullompton Town Team initiatives.
- Education and awareness raising on conservation related issues including advice notes and guidance.

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Scrutiny briefing paper- Communications working group update October 2015

1. Access to information

Clarification is urgently needed in relation to the information that Councillors can have access to. When this has been obtained then there is a need to ensure that everyone within the organisation is familiar with the Councillors right to know.

Members can have whatever they need for their job, but must have signed all relevant policies i.e data protection, information security etc.

2. Communication, internal

a) All Members should receive notification of planned council house estate visits at the beginning of the calendar year. The Housing department to check with the Member Services meetings diary before doing this.

Done.

b) Training to be provided to all Members who would like it on the effective use of Outlook to aid meeting management and email correspondence.

Training is offered to all Members at induction – outlook calendars on the ipad

c) Members to receive a response to an email query within 5 working days, if this is not achievable then an acknowledgement to be sent indicating how long it will take to provide a response.

The Chief Executive explained that receiving a response to an email from an Officer within 5 days was an aspiration but could not be guaranteed due to Officer work load. He informed the Committee that they should report specific incidents to him if they had a continued problem;

Only one issues reported to Kevin in this period.

d) Investigations to be made into the possibility of acquiring the 'Doodle' system to help in setting up Member meetings.

In place and used when necessary but only works if everyone responds (system for arranging bookings – allows Members to select meeting dates against their availability.

e) Management team to provide an update on a six monthly basis as to who is responsible for what in each service area.

This was done in WIS

f) Group Leaders to be reminded that they need to feed back to their Group Members.

Done

g) Consideration to be given to replacing Group Leaders meetings with more regular meetings with the Chief Executive to include all Members.

The Chief Executive now holds two annual Q & A sessions with Members and had agreed to meet Groups on further occasions if required;
This has been happening with the next briefing scheduled for 24 September

h) Cabinet Members must ensure that Ward Members are informed of significant events/meetings in their wards.

Reminded

3. Communication, external

a) More publicity is needed when meetings are held in other areas (e.g. the Cabinet meetings in Crediton and Cullompton).

Acknowledged we do need to do more publicity

b) Members attending Outside Body meetings must provide feedback to the wider membership (e.g. the minutes of the meeting will suffice if necessary) even if those Outside Bodies are not meeting.

Members have been reminded

c) Outside Body attendance figures to be reported before the allocation of seats at each Annual Meeting in May.

This can only be done if we are given the information

d) Constitution Working Group to consider amending the Constitution to state that Public Questions should be answered during Public Question Time so that if the public want to ask a supplementary question they can.

Up to the chairman of the meeting

e) Members themselves should give consideration to the Council's reputation through their own behaviour and actions, particularly at meetings where the public are present e.g. Planning Committee.

f) The Council must ensure that all public notices display up to date and accurate information.

Not practical, best effort will be made, however if Members are aware of an issue we will deal with it

4. General Issues

a) There should be something on the front of an agenda to say when confidential information is attached.

This should be resolved now because of modern.gov, the agenda pack will say that it is private on the top, instead of public, and all of the pages will state that they are restricted in a clear watermark. The app only allows access to the private papers to those with a log-in.

b) Confidential reports should be marked more clearly (consider water marking each page).

This should be resolved now because of modern.gov. see above.

c) The Constitution Working Group be asked to look at the problems associated with verbal reports and consider whether (except in extreme circumstances) all reports to committees and working groups should be in writing and issued with the agenda, in order to give Members time to consider the reports prior to any discussion.

There will be a need for verbal updates when appropriate, discussions are recorded in the minutes and no decisions are taken on these.

d) There should be a policy whereby incorrect statements in the press are always corrected.

This is not always possible or the best solution in all cases.

e) Queries from the press should be responded to in a timely fashion.

Contacts from the press are sent to the relevant service area as soon as they are received, responses are co-ordinated by Communications or Customer Services and responded to within deadlines whenever possible.

f) Good news stories should be more proactively promoted.

Discussed every week at Management team as a permanent item on the agenda.

g) Consideration should be given to setting up a review of the how the Council interacts with the press.

Patrick Phelvin to attend September SOF to explain his role and take questions.

The Chief Executive and the Leader had met with the editor of the Gazette. The Chief Executive considered that the Council had a good relationship with the local paper.

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By virtue of paragraph(s) 1 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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