

Public Document Pack

Mid Devon District Council

Cabinet

Thursday, 24 September 2015 at 2.15 pm
Phoenix House

Next ordinary meeting
Thursday, 22 October 2015 at 2.15 pm

Those attending are advised that this meeting will be recorded

Membership

Cllr C J Eginton	Leader
Cllr R J Chesterton	Deputy Leader and Planning and Economic Regeneration
Cllr N V Davey	Environment
Cllr P H D Hare-Scott	Finance
Cllr C R Slade	Community Well Being
Cllr Mrs M E Squires	Working Environment and Support Services
Cllr R L Stanley	Housing

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**
To receive any apologies for absence.
2. **Public Question Time**
To receive any questions relating to items on the Agenda from members of the public and replies thereto.
3. **Minutes of the Previous Meeting** (*Pages 5 - 10*)
To receive the minutes of the meeting of 27 August 2015.
4. **Complaints and Feedback Policy** (*Pages 11 - 32*)
To receive a report of the Head of Customer Services regarding a revised policy
5. **Financial Monitoring** (*Pages 33 - 48*)
To receive a report of the Head of Finance requesting the Cabinet to note the financial monitoring information for the income and expenditure so far for the 2015/16 financial year.

6. **Cabinet Members Individual Decisions**

To inform the Cabinet that the following decisions that have been made by Cabinet Members under delegated powers:

a) Cabinet Member for the Environment: Trade Waste and Recycling.

- (i) To increase charges to our Trade waste and recycling customers by 3% to accommodate the increased costs of labour, fuel and consumables and landfill gate fees. The charges will be rounded up to the nearest appropriate amount.
- (ii) To increase the sales price of the 330L Garden King Composter from £18 to £20
- (iii) To reduce the sales price of the black wheeled bins from £39 to £35
- (iv) To offer a 23L litre caddy liner for sale to line the kerbside food caddy – price to be confirmed.
- (v) To charge £5 delivery charge for all purchased containers delivered.

b) Cabinet Member for the Planning and Economic Regeneration: Building Control Charges

- 1. To revise the Scheme for the Recovery of Building Control Charges and Associated Matters.
- 2. To change the method of publishing the schedule of Building Control charges to restrict easy access to commercially sensitive information by competitors.

c) Cabinet Member for the Environment: Christmas Car Parking

To give free car parking for the three Saturday's in December (5th, 12th and 19th) plus a 4th day (to be decided at the discretion of the town) for the long stay car parks of:

Multi-storey car park, Tiverton

Station Road, Cullompton

St Saviours Way, Crediton

And to provide for the opening of the Multi-storey car park on the 4 Sundays prior to Christmas.

d) Cabinet Member for the Environment: Composters

To increase the sales price of the 220l Garden King Composter to £20 (inclusive of VAT) and to increase the sales price of the 330l Garden King Composter to £25 (inclusive of VAT)

7. **Notification of Key Decisions** (*Pages 49 - 58*)
To note the rolling plan containing key decisions.

Kevin Finan

Chief Executive

Wednesday, 16 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 Sally Gabriel on:

Tel: 01884 234229

E-Mail: sgabriel@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 **CABINET** held on 27 August 2015 at 2.15 pm

Present

Councillors C J Eginton (Leader)
R J Chesterton, N V Davey, C R Slade,
Mrs M E Squires and R L Stanley

Apologies

Councillor(s) P H D Hare-Scott

Also Present

Councillor(s) R M Deed, Mrs J Roach and F J Rosamond

Also Present

Officer(s): Kevin Finan (Chief Executive), Rob Fish (Principal Accountant) and Sally Gabriel (Member Services Manager)

52. **APOLOGIES**

Apologies were received from Cllr P H D Hare-Scott.

53. **PUBLIC QUESTION TIME**

Mr Roberts referring to Item 7 (Tiverton Town Centre Development) on the agenda raised concerns regarding a Premier Inn in Tiverton and asked the following questions:

- a) Where does the Council propose that 17,800 new guests are going to come from?
- b) Will current local accommodation providers have the opportunity to contribute to the development of the business case to ensure an accurate and real time reflection of local supply and demand is factored into any future decision on a commercial deal with Premier Inns?
- c) Although not opposed to competition, if the supply is increased, the Council is in the process of allocating sites within the Local Plan, we do have an opportunity to create a large tourism development at J27, if we are serious about building a resilient local economy which can support new hotels and new businesses and wish to see the town regenerated and rejuvenated, will the council allocate the large tourism development at J27?

The Chairman indicated that the questions would be answered during discussions on the item.

54. **MINUTES OF THE PREVIOUS MEETING**

The minutes of the previous meeting were approved as a true record and signed by the Chairman.

55. **REVIEW OF THE TENANCY POLICY (00-07-00)**

Arising from a report of the Head of Housing and Property Services, the Decent and Affordable Homes Policy Development Group had recommended that the revised Tenancy Policy be approved.

The Cabinet Member for Housing stated that the revised policy indicated how houses were allocated to tenants: introductory tenancies followed by flexible tenancies, how problems with tenants were dealt with, the needs of tenants and the review of people's circumstances. The review of the policy reflected changes in good practice and allowed any legislative changes to be updated accordingly.

RESOLVED that the recommendation of the Decent and Affordable Homes Policy Development Group be approved.

(Proposed by Cllr R L Stanley and seconded by Cllr N V Davey)

Note: *Report previously circulated, copy attached to minutes.

56. **INCOME MANAGEMENT POLICY (00-10-05)**

Arising from a report of the Head of Housing and Property Services, the Decent and Affordable Homes Policy Development Group had recommended that the revised Income Management Policy be approved.

The Cabinet Member for Housing explained that the policy had been revised to take into account the different income streams that the housing service collects. He reported that the Government had proposed a 1% cut in Council rent per year over a 4 year period; this would have an impact on the amount of rent collected, which would have implications on maintenance, repairs and the development of new social housing. He also felt that the new Universal Credit scheme would have an impact on the tenants ability to pay rent and outlined the processes that took place with regard to the collection of arrears.

Discussion followed with regard to:

- Clear processes for rent collection and any arrears
- A possible legal challenge to the proposed legislation
- The implications of the proposed legislation on the Housing Revenue Account
- The recovery of current rent arrears.

RESOLVED that the recommendation of the Decent and Affordable Homes Policy Development Group be approved.

(Proposed by Cllr N V Davey and seconded by Cllr C R Slade)

Note: *Report previously circulated, copy attached to minutes.

57. **DIGITAL TRANSFORMATION - RECOMMENDATION FROM THE SCRUTINY COMMITTEE (00-27-48)**

Arising from a briefing paper of the Head of Customer Services, the Scrutiny Committee had recommended that the means of contacting the authority be reviewed to avoid exclusion for those that could not use digital methods.

The Cabinet Member for Community Well-Being stated that the Council was continuing to be inclusive by providing services at Phoenix House, people could still come to the offices and use computers or talk to officers face to face and the call centre provided instruction and guidance over the phone; however the use of digital methods continued to be encouraged.

Consideration was given to:

- The concerns of the Scrutiny Committee
- Whether the Council were consulting with Age UK and the Citizens Advice Bureau
- Poor broadband in the rural areas
- Devon Home Choice bidding arrangements and the elderly or those without digital means.

It was therefore

RESOLVED that the concerns of the Scrutiny Committee be **NOTED** and that the Cabinet Member for Community Well-Being make contact with Age UK, the Citizens Advice Bureau and local Town and Parish Councils (via Parish Matters) to request their views with regard to the Council's digital transformation programme.

(Proposed by Cllr C R Slade and seconded by Cllr N V Davey)

58. **TIVERTON TOWN CENTRE DEVELOPMENT (00-34-03)**

The Cabinet had before it a *report of the Head of Housing and Property Services updating Members on the current position in relation to the proposals for the regeneration of Tiverton town centre.

The Cabinet Member for Housing outlined the contents of the report highlighting the production of a masterplan and the possible improvements that could be made to the cinema, he explained the work that was taking place to maximise the Council's property portfolio including the occupancy details for Market Walk which he hoped would bring variety and increased footfall into the town and he explained other council initiatives and schemes that were being discussed.

Consideration was given to the proposal for a hotel in the town centre; the Head of Housing and Property Services answered the questions posed in public question time:

- a) 17800 new guests: the Premier Inn had supplied the figure within its business plan, the Council had not proposed that 17,800 guests would use the hotel; the Council were looking to regenerate Tiverton not to detract from other hotels in the vicinity.
- b) Business Case: the Council would not be providing a business plan for the establishment of a hotel, which would be for the Premier Inn to produce. The

proposal would require planning permission and he felt that local businesses and stakeholders would be consulted as part of the planning process.

- c) Junction 27: the Local Plan process was progressing and officers were considering representations from the latest public consultation. The Cabinet Member for Planning and Economic Regeneration stated that Westwood/Eden Project's proposal was not at the current time included in the Local Plan which had not yet been submitted. If following any new evidence officers recommended any changes to the approved plan then that would require a Council decision.

The Head of Housing and Property Services explained that discussion had taken place with Premier Inn and the agreements that would be required.

The Chairman suggested that a meeting be arranged with Mr Roberts to address his concerns.

Discussion followed with regard to:

- The lack of information and details available to all Members of the Council
- The decision making process
- Lack of evidence base being presented to allow an informed decision to be made
- The involvement of the local Business Forum in plans for the regeneration of Tiverton
- The facilities available at the proposed hotel
- The business case
- The amount of car parking spaces to be lost and the impact of that on income
- Valuation of the site
- The involvement of local traders in discussions
- Justification for the recommendation in the report
- The need for a masterplan for the regeneration of the area
- Public consultation to include Tiverton Town Council
- How the proposed hotel would regenerate the town, increase footfall and revitalise current or encourage new restaurants
- The proposed development site of the hotel
- Concerns regarding regeneration of the market area and the need for a roof to cover all aspects of the area
- The proposed improvements to the town's war memorial
- The fact that the masterplan would go out to public consultation

RESOLVED that:

- a) the report be **NOTED**; and
- b) Delegated authority be given 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 and ancillary land for the provision of a hotel.

(Proposed by Cllr R L Stanley and seconded by Cllr R J Chesterton)

Notes

- i) Cllr N V Davey declared a personal interest as a Member of Tiverton Town Council;
- ii) *Report previously circulated, copy attached to minutes;

Additional Note:

This decision has been called in by the Chairman of the Scrutiny Committee

59. **FINANCIAL MONITORING (1-45-12)**

The Cabinet had before it and **NOTED** a *report of the Head of Finance presenting financial monitoring information for the income and expenditure of the 2015/16 financial year.

The Principal Accountant outlined the predictions for the General Fund, the additional rent collection from the Market Walk investment, the major income flows, the Housing Revenue Account that was on budget, the commitments within the Capital Programme and the investments that had been made under treasury management.

The Cabinet Member for Planning and Economic Regeneration highlighted the areas that showed significant movement to date within his portfolio as did the Cabinet Member for the Environment.

Note: *Report previously circulated, copy attached to minutes.

60. **PERFORMANCE AND RISK (1-57-20)**

The Cabinet had before it and **NOTED** a *report of the Head of Communities and Governance providing Members with an update on performance against the corporate plan and local service targets for 2014/15 as well as providing an update on the key business risks.

Note: Report previously circulated, copy attached to minutes.

61. **NOTIFICATION OF KEY DECISIONS (1-59-45)**

The Cabinet had before it, and **NOTED**, its * rolling plan for September containing future key decisions.

Members were informed that the Gas Service Contract would be moved to February or March 2016.

Note: * Plan previously circulated, copy attached to minutes.

62. **ACCESS TO INFORMATION ACT - EXCLUSION OF THE PRESS AND PUBLIC (2-01-27)**

Prior to considering Item 12 on the agenda discussion took place as to whether it was 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. The Cabinet decided that in all the circumstances of the case, the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

It was therefore

RESOLVED 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 3 of Part 1 of Schedule 12A of the Act, namely information relating to the financial or business affairs of any particular person (including the authority holding that information).

(Proposed by the Chairman)

63. **OUTCOME OF PROCUREMENT FOR ROOFING WORKS 2015/16**

The Cabinet had before it a * report of the Head of Housing and Property Services providing information on the outcome of procurement for roofing works for 2015/16.

The Cabinet Member for Housing outlined the contents of the report highlighting the various tenders received, the consideration process that had taken place and the recommendation to award the contract to a specific company.

RESOLVED that the recommendation within the report be approved.

(Proposed by Cllr R L Stanley and seconded by Cllr N V Davey)

Note: Report previously circulated.

(The meeting ended at 4.20 pm)

CHAIRMAN

**CABINET
24 SEPTEMBER 2015**

AGENDA ITEM:

Complaints Policy Review

Cabinet Member **Cllr Margaret Squires**
Responsible Officer **Head of Customer Services**

Reason for Report: Review of the complaints policy

RECOMMENDATION(S): to approve the updated corporate complaints policy for a further three years.

Relationship to Corporate Plan: To ensure that people have access to the services they need, particularly those on low incomes and those who are sick or disabled. People also need easy access to information about services at the right time and in the right place whether that is by telephone, website or face-to-face.

Financial Implications: None

Legal Implications: None

Risk Assessment: Accurate recording and monitoring of complaints is good practice and ensures that we are open and accountable to all of our customers. Service improvement as a result of complaint investigation reduces the chance of penalties from the Ombudsman for mal administration.

1.0 Introduction

1.1 The complaints policy was last reviewed in 2012 when additional procedures were added to the policy for dealing with “unreasonable, unreasonably persistent or vexatious complaints”.

1.2 During 2014-15 a review of the complaints recording and monitoring system has taken place, resulting in improvements to internal working practices and customer service. The review took into account the guidance issued by the Local Government Ombudsman called “My expectations for raising concerns and complaints”.

1.3 The policy has been updated to include these new working practices.

2.0 Complaints monitoring system review

2.1 A team of staff worked with the Head of Customer Services to agree a specification for improvements to the complaints monitoring system. This included staff from Housing to ensure the additional benchmarking and good practice carried out in Housing was built into the new corporate complaints monitoring system.

2.2 Good practice advice from the Ombudsman states that:

- Customers should be aware that they have the right to make a complaint and feel confident to do so.
- All staff should be able to help a customer raise a complaint and that the process of making a complaint is simple.
- Customers should be kept updated of what is happening with their complaint throughout the process.
- Customers should always be informed of the outcome of the investigation into their complaint, including details of any actions to be taken as a result of their complaint.
- Customers should be aware of the right to ask for a second review of their complaint and feel confident to use the system again if needed.

2.3 Our complaints policy follows all the guidance as set out in paragraph 2.2. Our complaints leaflet explains how to make a complaint; this is also available on line and all staff are provided with details about our complaints policy at induction. Complaints can be made in writing (paper and email), over the phone, on-line or in person. They are recorded and monitored to ensure a response is made within the agreed timescale. When the complaint has been investigated and resolved, the customer is informed of the outcome and provided with information on what they can do next if they are still dissatisfied.

2.4 The review identified some improvements that could be made to the monitoring system:

- Additional letter templates to ensure customers all receive standardised text with the correct information, including how to appeal against the decision.
- Additional reminders and prompts for staff to ensure the complaint is resolved within target times, and the customer is kept informed.
- A “lessons learnt” log to ensure services are improved as a result of investigating the complaint.
- The ability to link documents to the complaint.
- A means to record complaints referred to the Ombudsman

2.5 The policy has been revised to reflect these changes. The complaint form has not needed to be updated.

3.0 **Ombudsman**

3.1 When someone is unhappy with the investigation carried out by the local authority, they can contact the Local Government Ombudsman (LGO) who will carry out an independent review of our actions. There is currently also a Housing Ombudsman for complaints from Local Authority Tenants.

3.2 The government published a review of public sector ombudsmen in March of this year and has proposed that a single ombudsman scheme should be created for all public services in England mirroring the position in the other nations of the United Kingdom, the aim is to provide a simpler process in an increasingly complex public service landscape. The Government has also

recently consulted on a proposal to extend the jurisdiction of the LGO to some town and parish councils. Further details will be provided.

4.0 **Looking forward**

- 4.1 Our complaints policy will be reviewed again in 3 years unless any changes are needed before then. The review has ensured that the policy is still following the ombudsman's good practice guide. This ensures that it is easy to make a complaint using the access channel that suit each person best, that the process is clear, relevant, unbiased and the outcome of each complaint is notified to the complainant.
- 4.2 The annual report to Members ensures that monitoring and the outcome of complaints remain high profile. Complaints, comments and compliments form part of our continued improvement and inform how we design and change service delivery.

Contact for more Information: Liz Reeves Head of Customer Services 01884 234371 (lreeves@middevon.gov.uk)

Circulation of the Report: Cllr Margaret Squires, Management Team

List of Background Papers: Complaints policy, Annual Complaints Report to Members, Customer Care Policy.

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**Mid Devon
District Council**

**Complaints and
Feedback Policy**

September 2015

1. Introduction

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

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

All complaints will be acknowledged within three working days and resolved within 10 working days where possible. If a longer investigation is required, the customer will be informed that a further period is required to investigate and resolve their complaint, up to a maximum of 12 weeks.

Step 1 will be to refer the complaint to the service manager. If the customer is still unhappy with the response, step 2 will result in a further investigation by a member of the Corporate Management Team or by the Chief Executive.

If the customer is still unhappy after stage 2, they will be given details of how they can make further referral to the Local Government Ombudsman. There is a different Ombudsman for Local Authority tenants, details and contact information is provided as appropriate.

2. Scope

The policy sets out the Council's approach to complaints and details the procedure for dealing with complaints received from our customers and is available to everyone who receives a service from Mid Devon District Council.

3. Process Maps

See appendices 1a, 1b and 1c.

4. Policy

Mid Devon District Council is committed to delivering quality services to all customers. The views of our customers are welcomed on what we get right and what we do wrong. We recognise that from time to time we do get things wrong and we do not provide the high standards of service expected.

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

Mid Devon District Council is using the Local Government Ombudsman's definition of what a complaint is:

"An expression of dissatisfaction about the council's action or lack of action or about the standard of a service, whether the action taken or the service was provided by the council itself or a body acting on behalf of the council".

A complaint is not...

An initial request for a service to be delivered.

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

5. Aims and Objectives

In dealing with complaints from any party Mid Devon District Council will:

- ensure all staff are trained in dealing with complaints and feedback
- ensure that making a complaint is as easy as possible
- listen to the complainant's views and those of others
- treat complainants with respect, dignity and fairness, regardless of the section of society from which they come. Mid Devon District Council aims to be sensitive to the diverse needs of individuals and will endeavour to meet those needs wherever possible
- investigate the issues raised
- not restrict the ways in which our customers can make complaints
- deal with any complaint, promptly, politely and seriously
- respond to all complaints and include in our response:
 - an apology
 - an explanation of what our investigation has found
 - information on any actions taken or to be taken
 - confirmation of whether the complaint was upheld or not(suggested templates are provided at appendix 2a, b, c and d)
- learn from the complaint and use it positively to continually improve our services; a record of lessons learnt is recorded on each case and changes to working practices or policies are also recorded and reported on annually
- recognise that complaints are an invaluable tool and measure of the quality of service the organisation is delivering
- publish information on complaints
- seek to resolve complaints in an amicable and professional manner
- provide information in large print, Braille and other language formats upon request (there may be a slight delay in receiving these items)

- keep complainants informed of how their complaints are being dealt with
- record and monitor complaints to make sure they are dealt with within the time stated by us
- report to Members annually
- treat all complaints and appeals in strictest confidence
- provide information on how to contact the Local Government Ombudsman if we have been unable to resolve issues to the customer's satisfaction
- ask customers to complete equality monitoring to ensure our complaints system is meeting the needs of our customers.

6. Confidentiality

All complaints will be dealt with in the strictest confidence.

7. Assistance for complainants

Complaints do not have to be in writing and can be made in whatever format is most suitable for the complainant; this can be by phone, email, writing a letter, using our on-line form, or in person.

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

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

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

8. Unreasonable, unreasonably persistent and vexatious complaints

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

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

- unreasonable - exceeding the bounds of reason, not listening to reason
- persistent - to continue, firmly or obstinately
- vexatious - not having sufficient grounds for action and/or seeking to annoy.

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

The term complaint in this guidance also covers requests made under the Freedom of Information Act 2000 and the Data Protection Act 1998 and reference to our complaints policy or procedures includes requests made under these Acts.

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

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

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

9. Action to be taken on unreasonable, unreasonably persistent or vexatious complaints

An individual assessment will need to be made in each case to determine if the complaint is to be categorised as unreasonable, persistent or vexatious. To assist with this, you need to consider if there has been repeated and/or obsessive pursuit of:

- Unreasonable complaints
- Complaints where there is an expectation of unrealistic outcomes
- Reasonable complaints made in an unreasonable manner
- Repeated complaints that have already been responded to in full

Where a complaint continues and officers have identified the complaint as unreasonable, persistent or vexatious, as set out in Appendix 3, they should refer the case to the Council's Legal Services Manager, using the template at appendix 4. The Legal Services Manager will investigate the issues and provide a response within 10 working days, whenever possible. In complex cases this time may be extended to maximum of 12 weeks. The complainant should be notified that the complaint is being investigated to determine if it is unreasonable, persistent or vexatious.

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

The Council's Legal Services Manager, following discussions with the relevant service officer, will determine if the complaint should be classified in this way and will inform Management Team of the decision. Appendix 5 lists the options available. By taking the decision to Management Team all services can be made

aware of the decision and what actions are to be taken. Any appeal against the decision will be determined by the Chief Executive.

It is important that all staff, and especially front line staff, are made aware of any restrictions to access of our services or officers that are placed on service users/members of the public.

The Council's Legal Services Manager will notify the complainant in writing of the reason why the complaint has been classed as unreasonable, persistent or vexatious and of the actions to be taken. The Legal Services Manager will also inform the ward member.

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

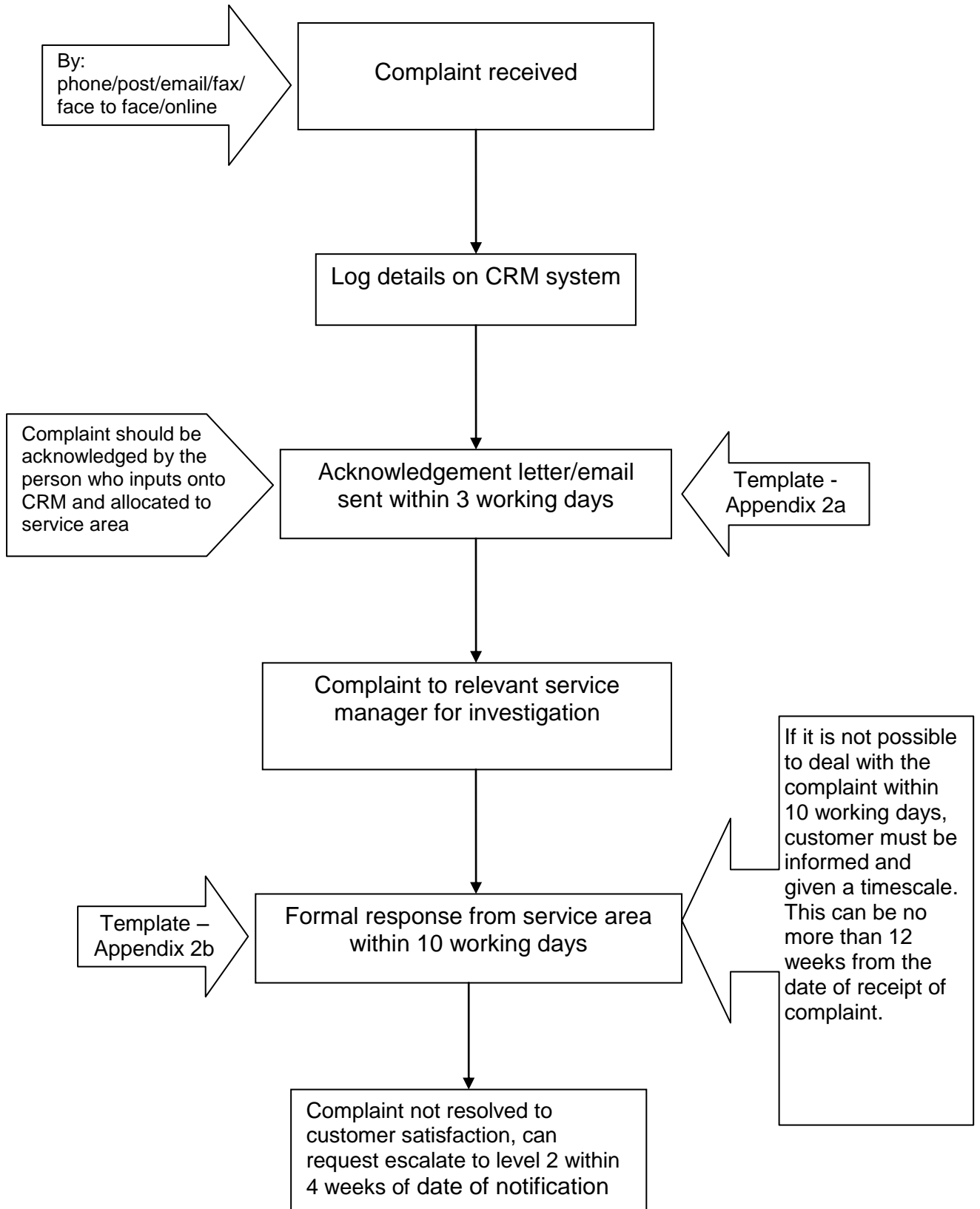
10. Review

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

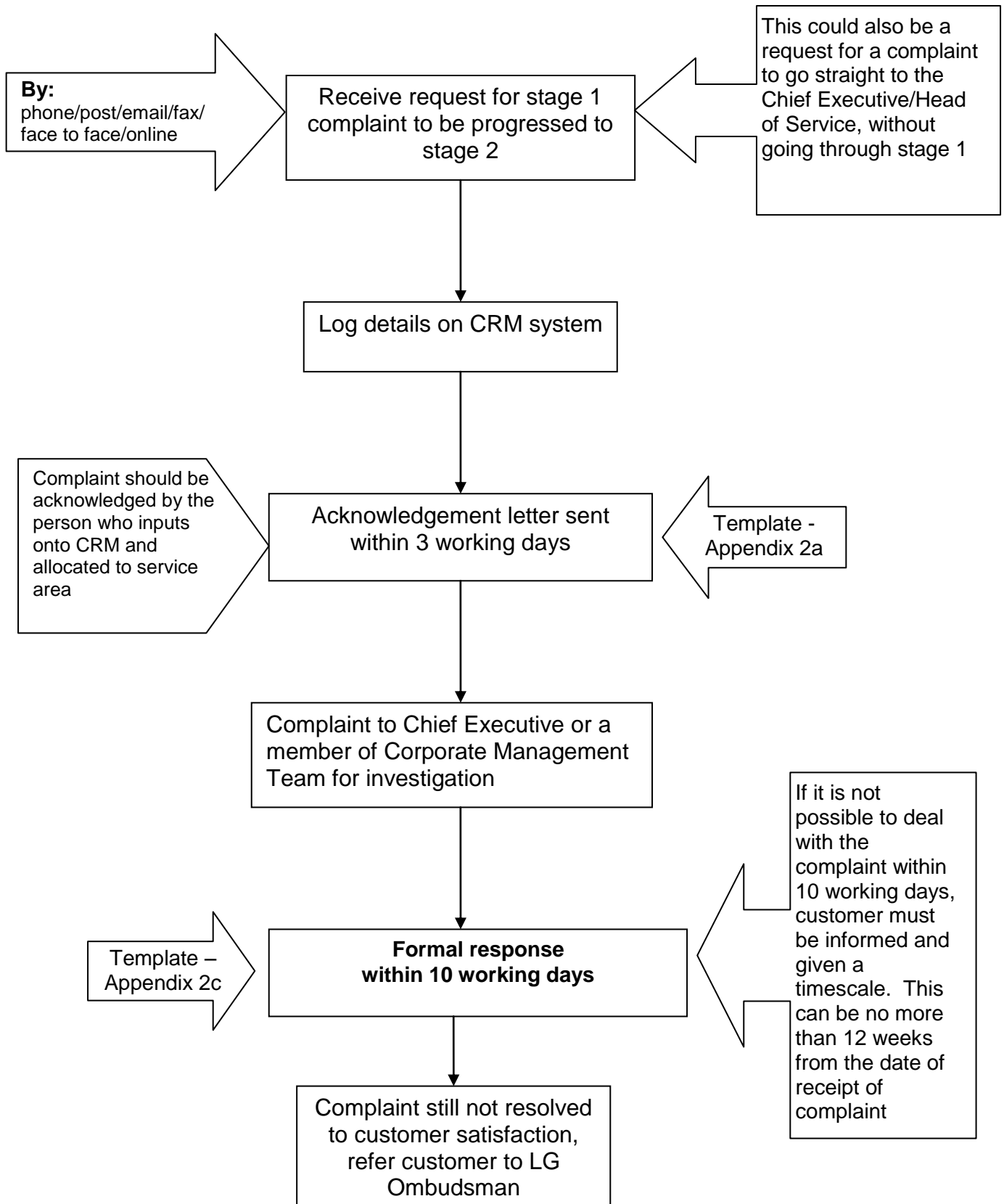
11. Customer consultation and surveys

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

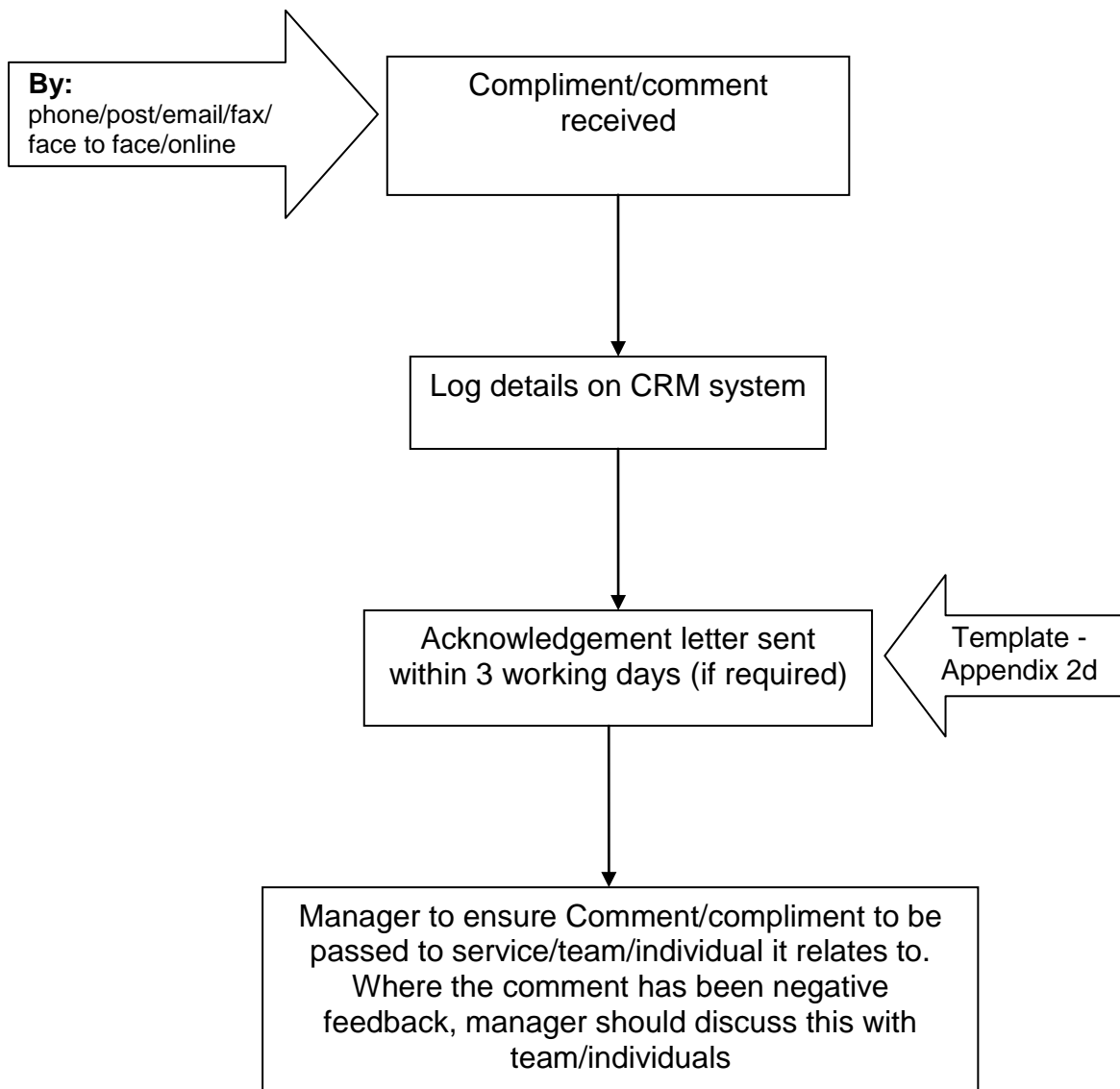
Stage 1 complaint process map



Stage 2 complaint process map



Compliment/comment process map



Appendix 2a

[TITLE] [LASTNAME]
[ADDRESS]

[SERVICENAME]
Phoenix House
Phoenix Lane
Tiverton
Devon
EX16 6PP
www.middevon.gov.uk

Your Ref:
Our Ref: [CALLREF]

Contact: [SERVICENAME]
Telephone: **01884 255255**
Email: **customerservices@middevon.gov.uk**
Fax / DX: **01884 234935**

Date [PRNDATE]

Dear [TITLE] [LASTNAME]

Your stage 1 or 2 complaint – Ref [CALLREF]
Re: [SUBJECT]

Thank you for your letter/email/phone call, dated [PRNDATE RECEIVED].

Your concerns have been logged as an official complaint and have been passed to [INVESTIGATOR] for investigation and response in accordance with the Council's complaints procedure.

You should receive a full response within the next 10 working days. If it is not possible to respond within this timescale we will contact you and keep you informed of progress and the additional time needed to conclude the investigation, up to a maximum of 12 weeks.

If you would like help from someone else, there are several choices:

- Your District Councillor is there to represent you and, if you wish, you can ask him or her to help you.
- You could also contact an advisory agency such as the Citizens Advice Bureau.

If you have any queries regarding the process, or if there is anything else you would like to add to your complaint, please get in touch. It would help if you provide the reference [CALLREF] whenever you contact the Council about this matter.

When the investigation into your complaint has been completed you will be provided with details of the outcome. If you remain dissatisfied you have the right to request a stage 2 review; the request must be made within 4 weeks of the notification of the outcome of your stage 1 complaint.

More details about our complaints procedure can be found on our website at www.middevon.gov.uk.

Yours sincerely

[LETTERWRITER]

Appendix 2b

[TITLE] [LASTNAME]
[ADDRESS]

Service Area
Phoenix House
Phoenix Lane
TIVERTON
EX16 6PP

Tel: 01884 255255

www.middevon.gov.uk

Your Ref:
Our Ref: [CALLREF]

Contact: [LETTERWRITER]
Telephone: 01884 255255
Email: customerservices@middevon.gov.uk
Fax / DX: 01884 234935

Date: [PRNDATE]

Dear [TITLE] [LASTNAME]

Your stage 1 complaint – Ref [CALLREF]

I am writing in response to your recent complaint dated [PRNDATE RECEIVED].

I understand you were unhappy about the following issues: *(summarise complaint using bullet points where appropriate)*

My investigation has shown that *(give a brief description of how you reached your decision)* and I therefore can confirm that I *am/am not* able to *uphold/partially uphold* your complaint.

As a result of my findings, I *have/propose to (explain what action if any has or will be taken as a result, ensure timescales are given)*.

I apologise for *(outline mistakes that may have been made)* and to help ensure this situation does not arise again I have *(explain steps taken to prevent recurrence)*.

This concludes my response to your complaint in accordance with Stage 1 of Mid Devon District Council's complaints and feedback procedure. If you remain dissatisfied, you may request your complaint be progressed to a stage 2 complaint. This request must be made within 4 weeks of the date of this letter; please state why you are not happy with this response and action that has been taken.

Please ensure you quote reference [CALLREF] in any correspondence.

Yours sincerely

[LETTERWRITER]

Appendix 2c

[TITLE] [LASTNAME]
[ADDRESS]

Service Area
Phoenix House
Phoenix Lane
TIVERTON
EX16 6PP

Tel: 01884 255255

www.middevon.gov.uk

Your Ref:
Our Ref: [CALLREF]
Date: [PRNDATE]

Contact: [LETTERWRITER]
Telephone: 01884 255255
Email: customerservices@middevon.gov.uk
Fax / DX: 01884 234935

Dear [TITLE] [LASTNAME],

Your stage 2 complaint – Ref [CALLREF]

I am writing in response to your recent complaint dated [PRNDATE RECEIVED].

I understand you were unhappy about the following issues: *(summarise complaint using bullet points where appropriate)*

My investigation has shown that *(give a brief description of how you reached your decision)* and I therefore can confirm that I *am/am not* able to *uphold/partially uphold* your complaint.

As a result of my findings, I *have/propose to* *(explain what action if any has or will be taken as a result, ensure timescales are given)*.

I apologise for *(outline mistakes that may have been made)* and to help ensure this situation does not arise again I have *(explain steps taken to prevent recurrence)*.

This concludes my response to your complaint in accordance with Stage 2 of Mid Devon District Council's complaints and feedback procedure. If you remain dissatisfied you may wish to take the matter further by contacting the Local Government Ombudsman who carries out an independent investigation of complaints against local authorities.

Contact details:-

- Local Government Ombudsman website at www.lgo.org.uk
- Telephone 0300 061 0614 or 0845 602 1983
- Write to The Local Government Ombudsman, PO Box 477, Coventry, CV4 0EH

Yours sincerely
[LETTERWRITER]

Appendix 2d

[TITLE] [LASTNAME]
[ADDRESS]

[SERVICENAME]
Phoenix House
Phoenix Lane
TIVERTON
EX16 6PP

Tel: 01884 255255

www.middevon.gov.uk

Your Ref:
Our Ref: [CALLREF]
Date: [PRNDATE]

Contact: [LETTERWRITER]
Telephone: 01884 255255
Email: customerservices@middevon.gov.uk
Fax / DX: 01884 234935

Dear [TITLE] [LASTNAME]

Your feedback – Ref: [CALLREF]

Thank you for taking the time to provide feedback on *insert> service/officer* on [PRNDATE RECEIVED]

Free text – or delete /Give details of the compliment/comment and what has been done as a result, has it been fed back to teams/individuals concerned, was there any resulting action required.

Your comments are much appreciated and have been passed on to all concerned.

Yours sincerely

[LETTERWRITER]

Appendix 3

Criteria for determining unreasonable, persistent or vexatious complaints

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

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

- a. does not have any serious purpose or value
- b. is designed to cause disruption or annoyance
- c. has effect of harassing the public authority
- d. can otherwise fairly be characterised as obsessive or manifestly unreasonable
- e. is using the Council as a means of causing harassment to another member of the public.

11. Makes repetitive complaints and allegations which ignore the replies which Council officers have supplied in previous correspondence.

Appendix 4

[TITLE] [LASTNAME]
[ADDRESS]

SERVICE AREA
Phoenix House
Phoenix Lane
Tiverton
Devon
EX16 6PP
www.middevon.gov.uk

Your Ref:
Our Ref: [CALLREF]

Contact:
Telephone: 01884 255255
Email: **customerservices@middevon.gov.uk**
Fax / DX: 01884 234935

Date [PRNDATE]

Dear [TITLE] [LASTNAME]

Following the investigation and response to your complaints as listed below, I am referring your complaints to the Council's Legal Services Manager to investigate if these fall into the category of unreasonable, persistent or vexatious, as detailed in the Council's complaints policy.

You will be notified of the outcome of the investigation within 10 working days of the date of this letter. If this is not possible you will be advised of the time needed to conclude the investigation up to a maximum of 12 weeks.

Full details of our complaints policy can be found on our website www.middevon.gov.uk.

Yours sincerely

Summary of complaints received from _____

Date received	Complaint – brief details	Response – brief details

Reason referred to Legal Service Manager as detailed in the complaints policy: _____

Signature of MDDC officer: _____

Date: _____

Appendix 5

Options for dealing with unreasonable, persistent and vexatious complainants

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

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

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

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**CABINET
24 SEPTEMBER 2015**

FINANCIAL UPDATE FOR THE FIVE MONTHS TO 31 AUGUST 2015

Cabinet Member Cllr Peter Hare-Scott
Responsible Officer Head of Finance

Reason for Report: To present a financial update in respect of the income and expenditure so far in the year.

RECOMMENDATION(S): The Cabinet note the financial monitoring information for the income and expenditure so far for the 2015/16 financial year.

Relationship to the Corporate Plan: The financial resources of the Council impact directly on its ability to deliver the corporate plan; prioritising the use of available resources brought forward and any future spending will be closely linked to key Council pledges from the updated Corporate Plan.

Financial Implications: Good financial management and administration underpins the entire document.

Legal Implications: None.

Risk Assessment: Regular financial monitoring information mitigates the risk of over or underspends at year end and allows the Council to direct its resources to key corporate priorities.

1.0 Introduction

- 1.1 The purpose of this report is to highlight to Cabinet our current financial status and the likely reserve balances at 31 March 2016. It embraces both revenue, in respect of the General Fund and Housing Revenue Account, and capital and aims to focus attention on those areas which are unlikely to achieve budget. It is particularly important for next year's budget setting and, looking further ahead, with the medium term financial plan.
- 1.2 Favourable variances generating either increased income or cost savings are expressed as credits (negative numbers), whilst unfavourable overspends or incomes below budget are debits (positive numbers). This report only includes budget variances in excess of £10k as the purpose of the report is to concentrate on material issues that may require further investigation/action. Budget variances are expressed net of budgeted transfers to or from earmarked reserves, which were previously approved by Cabinet. A more detailed analysis will be provided with the final outturn report for the year.

2.0 Executive Summary of 2015/16

2.1 The table below shows the opening position of key operational balances of the Council, the forecasted in year movements and final predicted position at 31 March 2016:

Usable Reserves	31/03/2015	Forecasted in year movement	31/03/2016
	£k	£k	£k
Revenue			
General Fund – see note	(2,380)	68	(2,312)
Housing Revenue Account	(2,000)	(29)	(2,029)
Capital			
Major Repairs Reserve	0	(165)	(165)
Capital Receipts Reserve	(985)	471	(514)
Capital Contingency Reserve	(1,123)	580	(543)

3.0 The General Fund Reserve

3.1 This is the major revenue reserve of the Council. It is increased or decreased by the surplus or deficit generated on the General Fund in the year. This reserve held a balance of £2,380k as at 31/03/15.

3.2 The forecast General fund *deficit* for the current year is £68k as shown at Appendix A. The most **significant** service movements this month comprise:

	£k
Digital strategy projects (funded by earmarked reserves)	66
Exe Valley leisure Income	40
Housing Benefit subsidy improvement	(52)
Additional dividend received re Heritable investment	(44)
Additional amounts released from earmarked reserves (including The £66k detailed above)	(83)

3.3 The major variances are highlighted at Appendix B. The current incomes from our major funding streams are shown at Appendix C, whilst current employee costs are shown at Appendix D.

4.0 Housing Revenue Account (HRA)

4.1 This is a ring-fenced account in respect of the Council's social housing function. Major variances and proposed corrective action are highlighted at Appendix F.

4.2 Appendix E shows that the reserve opening balance is £2,000k. A forecast underspend of £29k would increase the available balance to £2,029k.

- 4.3 The most significant items of this underspend comprise a surplus in income generated from community alarms and unbudgeted structural repair works that are required for health and safety purposes.
- 4.4 There are budgeted revenue contributions to capital projects as follows for 2015/16.

Description	Budget £'000	Forecast Outturn £'000	Variance £'000
Sewage pumping stations	50	50	0
HRA digital transformation	30	30	0
Replacement vehicles	59	59	0

In addition to the above, the works required at Birchen Lane, which were slipped from the 2014/15 capital programme will still require funding. Part of these costs may need to be covered by a revenue contribution from the HRA.

5.0 Major Repairs Reserve

- 5.1 The Major Repairs Reserve had a nil balance at 31 March 2015. After this year's capital expenditure and funding of the Major Repairs Reserve the closing balance is forecast to be £165k.

6.0 Capital Programme

- 6.1 The status of this year's capital programme is shown at Appendix G.
- 6.2 Committed and Actual expenditure is currently £3,175k against a budgeted Capital Programme of £13,720k.
- 6.3 Forecast underspends currently amount to £154k, which are mainly comprised of the following (please see notes on appendix G):
- ICT software for 'Incab' re Waste & recycling vehicles £60k
 - Various projects charged to revenue as under £20k Capital Diminimis £88k
- 6.4 Forecast slippage into 2016/17 currently amounts to £2,481k, this mainly comprises the following projects (please see notes on appendix G):
- Land Drainage scheme – Ashleigh Park Bampton £67k
 - Sewerage treatment works – Washfield £25k
 - Works in relation to major repairs of our council houses £165k
 - Renewable Energy fund - renewable wall insulation £70k
 - Tiverton Pannier Market Roof £110k
 - Various ICT projects £317k
 - 5 Refuse vehicles £740k
 - Council House Build Projects at Burlescombe & Beech Road Tiverton £987k

7.0 Capital Contingency Reserve

7.1 The Capital Earmarked Reserve has been set aside from Revenue to fund Capital Projects; the movement on this reserve is projected below:

	£k
Capital Earmarked Reserve at 1 April 2015	(1,123)
Funding required to support 2015/16 Capital Programme	298
Earmarked Reserve for Private Sector Housing	282
Forecast Balance at 31 March 2016	(543)
	=====

8.0 Capital Receipts Reserve (Used to fund future capital programmes)

8.1 Unapplied useable capital receipts are used to part fund the capital programme, the movement on this account for the year to date is given below:

	£k
Unapplied Useable Capital Receipts at 1 April 2015	(985)
Earmarked Reserve for Private Sector Housing	194
	(791)
Net Receipts to date (includes 2 RTB's)	(90)
Current Balance	(881)
Forecast further capital receipts in year	(590)
Forecast capital receipts to be applied in year	957
Forecast Unapplied Capital Receipts c/fwd. 31 March 2016	(514)
	=====

8.2 Please note the majority of these balances on the capital Contingency Reserve and the Capital Receipts reserve will be required to enable a balanced Capital MTFP that will be brought to the October Cabinet.

9.0 Treasury Management

9.1 The interest position so far this financial year can be summarised as follows:

Interest Received:

	Budget £k	Forecast £k	Variance £k
Interest from HRA funding	(69)	(69)	0
Investment Income Received	(65)	(70)	(5)
	-----	-----	-----
Total Interest Receivable	(134)	(139)	(5)
	=====	=====	=====

Note - £2.5m has been invested with the Churches, Charities and Local Authorities Fund (CCLA) on the 27/08/15; the first dividend will be paid on

31/01/16 in respect of quarter ending 31/12/15 and the forecast interest receivable will be updated in the next monitoring report.

- 9.2 Ernst Young LLP, the administrators of **Heritable Bank plc**, have now advised us of a further dividend of **£43,958.39** will be paid to us in respect of the monies owed to the Authority. Overall the return to the Council now totals 98 pence in the pound which means our loss on the principal invested (£1,103,746) now stands at £22k, which is significantly better than first anticipated. An update on the potential for any further dividend payments will be provided to all creditors during September 2015.

10.0 Conclusion

- 10.1 Members are asked to note the revenue and capital forecasts for the financial year. This report only covers the first third of the year, which is early to identify end of year positions. Cost pressures and income trends will become more apparent as we progress through the year.
- 10.2 With the announcement in the budget of further cuts to public spending at a similar rate to earlier years we will face further funding cuts next year and beyond. Budget meetings are still ongoing with senior managers, the Chief Executive and myself. Once again these are being held against a backdrop of uncertainty over the magnitude of ongoing Formula Grant cuts and starting from a position where services have already reduced costs by circa £2.5m since 2010/11. We are currently estimating that an aggregate saving of £500k to £750k will be required to balance the 2016/17 budget. Further updates will be provided to Members over the following months and will be useful in arriving at an affordable Corporate Plan for the next four to 5 years.

In due course Members will be required to consider various potential future scenarios and their potential impact on service delivery that will facilitate a balanced budget, of *prioritised services*.

Contact for more information:

Andrew Jarrett, 01884 23(4242)
ajarrett@middevon.gov.uk

Circulation of the Report:

Cllr Peter Hare-Scott, Management Team

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**GENERAL FUND FINANCIAL MONITORING INFORMATION FOR
THE PERIOD 01 APRIL TO 31 AUGUST 2015**

			2015/16 Annual Budget	Full Year Forecast (Net of Trf to Earmarked Reserves (EMR) (0 = On budget)	Variance
Com	General Fund Summary	Note	£	£	%
	Cllr C J Eginton				
CM	Corporate Management	A	1,197,130	(24,000)	-2.0%
LD	Legal & Democratic Services: Member/Election Services	B	1,027,290	68,000	6.6%
	Cllr N V Davey				
CP	Car Parks	C	(23,680)	0	0.0%
ES	Cemeteries & Public Health	D	156,640	(15,000)	-9.6%
ES	Open Spaces	F	593,300	0	0.0%
GM	Grounds Maintenance	E	(16,870)	25,000	-148.2%
WS	Waste Services	H	2,358,870	50,000	2.1%
	Cllr C R Slade				
CD	Community Development	I	328,270	5,800	1.8%
ES	Environmental Services incl. Licensing	D	157,180	9,000	5.7%
IT	IT Services	Q	(12,040)	(45,900)	381.2%
PR	Planning - Land charges	N	(600)	(10,000)	1666.7%
RS	Recreation And Sport	J	662,400	92,000	13.9%
	Cllr P H D Hare-Scott				
FP	Finance And Performance	K	(180)	0	0.0%
RB	Revenues And Benefits	L	782,650	(118,000)	-15.1%
	Cllr R L Stanley				
ES	ES: Private Sector Housing Grants	D	112,120	0	0.0%
HG	General Fund Housing	M	317,150	0	0.0%
PS	Property Services	G	253,800	(363,000)	-143.0%
	Cllr R J Chesterton				
CD	Community Development: Markets	I	60,550	10,000	-16.5%
PR	Planning And Regeneration	N	960,400	182,600	19.0%
	Cllr M Squires				
CS	Customer Services	O	(18,270)	66,000	-361.2%
ES	Environment Services - Public Health	D	356,920	0	0.0%
HR	Human Resources	P	98,470	0	0.0%
LD	Legal & Democratic Services: Legal Services	B	(10)	13,000	
	All General Fund Services		9,351,490	(54,500)	-0.6%
IE260	Interest Payable		68,390	79,064	
IE290	Interest Receivable on Investments		(65,000)	(5,000)	
	Additional dividend re Heritable Investment			(43,958)	
	Interest from Funding provided for HRA		(69,090)	0	
	New Homes Bonus Grant		0	(1,612,725)	
	Sundry Grants		0	0	
ABFGF	Statutory Adjustments (Capital charges)		(905,860)	83,453	
TREMR	Net Transfer to/(from) Earmarked Reserves	APP B	386,420	1,622,125	
	TOTAL BUDGETED EXPENDITURE		8,766,350	68,459	0.8%
	Formula Grant		(3,767,480)	0	
	Council Tax		(4,955,540)	0	
	Collection Fund Surplus		(43,330)	0	
	TOTAL BUDGETED FUNDING		(8,766,350)	0	0%
	Forecast in year (Surplus) / Deficit		0	68,459	
	General Fund Reserve 01/04/15			(2,380,180)	
	Forecast General Fund Balance 31/03/16			(2,311,721)	

GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD 01 APRIL TO 31 AUGUST

Note	Description of Major Movements	Full Year Forecast Variation (Net of Trf to EMR)	PDG
A	Corporate Management		
	External audit fees have seen a significant reduction	(24,000)	Cabinet
		(24,000)	
B	Legal & Democratic Services		
	Salaries - uncovered maternity & restructure of Legal Services	4,000	Cabinet
	Income - Legal Section 106 work less than in previous years	9,000	Cabinet
	Members' tablets, cost was budgeted as Capital Expenditure but as less than £20k falls as Revenue Expenditure (see appendix G)	12,000	Cabinet
	Cost of District Council Elections (covered by earmarked reserve)	60,000	Cabinet
	Other minor variances	(4,000)	Cabinet
		81,000	
C	Car Parks		
		0	
D	Environmental Services combined		
	Salary underspends in Environmental Enforcement due to vacant post and overtime budget	(6,000)	CWB
	Licensing Unit salaries - Capacity issues, increase in hours and JE impact	15,000	CWB
	Cemetery income above profile on internments & exclusive burial rights	(15,000)	MTE
		(6,000)	
E	Grounds Maintenance		
	£25k cut in grass cutting budget from Devon County Council	25,000	MTE
		25,000	
F	Open Spaces		
		0	
G	Property Services		
	Market Walk income not budgeted -Predicting £363k of net income at year end to be off-set by costs of PWLB loan and capital financing. The projected surplus £172k will be transferred into reserves for future economic development.	(363,000)	MTE
		(363,000)	
H	Waste Services		
	Refuse - vehicle repairs, running aged fleet until replacement need is known.	50,000	MTE
		50,000	
I	Community Development		
	Salaries - variance in hours	(6,200)	CWB
	Market Income - proactive work is being carried out to try and meet this gap	10,000	CWB
	Grant spend covered by seed fund ear marked reserve.	12,000	CWB
		15,800	
J	Recreation And Sport		
	Exe Valley Leisure Centre (EVLC) salaries	10,000	CWB
	EVLC Income-Adult/Junior membership volumes down-new manager looking in to	60,000	CWB
	Culm Valley Sports centre (CVSC) salaries	5,000	CWB
	Maintenance overspend	17,000	CWB
		92,000	
K	Finance And Performance		
		0	
L	Revenues And Benefits		

GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD 01 APRIL TO 31 AUGUST

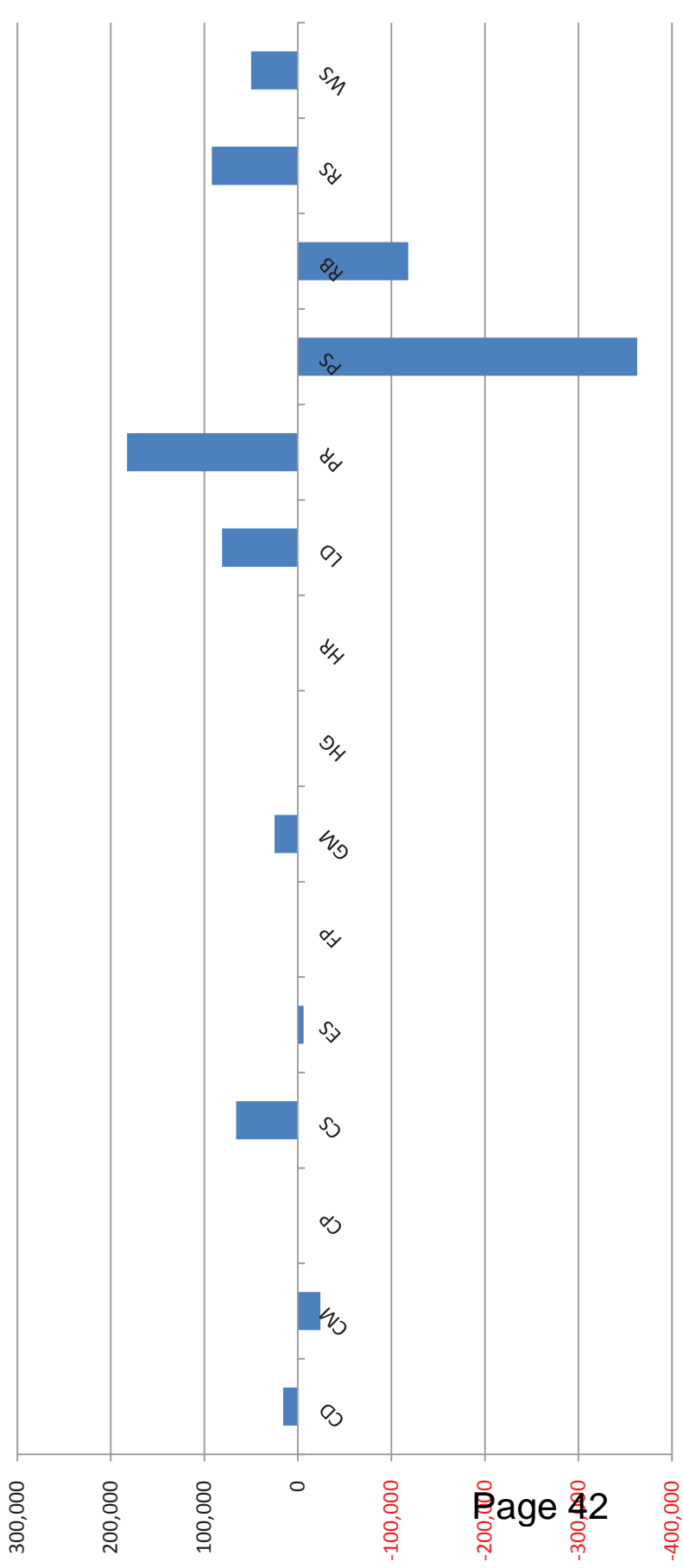
Note	Description of Major Movements	Full Year	PDG
		Forecast Variation (Net of Trf to EMR)	
	HB Fraud section transferred to DWP from 01/05/15	(56,000)	CWB
	Additional agency staff required in Housing Benefit net of salary savings (maternity leave, post changes & vacant hours)	18,000	CWB
	Housing Benefit Subsidy	(80,000)	CWB
		(118,000)	
M	General Fund Housing		
		0	
N	Planning And Regeneration		
	Enforcement-Direct Action costs (predominantly Harlequin Valet)	80,000	CWB
	Enforcement salary savings	(10,000)	CWB
	Development Control salaries-position likely to change	13,000	CWB
	Recruitment costs (all Planning)	20,000	CWB
	Local Plan consultancy costs	35,000	CWB
	Land charges fee income	(10,000)	CWB
	Building Control shared arrangement with NDDC/Knowle sewage charge	25,000	CWB
	Business advice service for whole of Mid Devon (covered by earmarked reserve)	19,600	CWB
		172,600	
O	Customer Services		
	Staffing for Digital Strategy Projects funded by Ear Marked Reserve (see below)	66,000	CWB
		66,000	
P	Human Resources		
		0	
Q	I.T. Services		
	Other sundries	(5,900)	Cabinet
	Salary underspend due to employing apprentice	(10,000)	Cabinet
	Head of BIS recharge to NDDC, any savings however will be earmarked for digital	(30,000)	Cabinet
		(45,900)	
	FORECAST (SURPLUS)/DEFICIT AS AT 31/03/16	(54,500)	

Cabinet	11,100
CWB	237,400
DAAH	0
MTE	(303,000)
	(54,500)

Net Transfers to / from Earmarked Reserves

New Homes Bonus monies earmarked for capital and economic regeneration projects	1,612,725
Transfer to digital transformation project	30,000
District Election Costs from earmarked reserve released	(60,000)
Local Plan consultancy costs	(35,000)
Projected surplus on Market Walk transfer to reserves earmarked for economic	172,000
Business advice and Town project spend covered by earmarked reserve released	(19,600)
Digital strategy staffing from New Homes Bonus	(66,000)
Grant spend from seed fund earmarked reserve released	(12,000)
Net Transfer to / (from) Earmarked Reserves	1,622,125

2015/16 General Fund Projected Outturn Variance f



Key + = Overspend / Income under target - = Savings / Income above budget

- Interest Receivable**
- IT I.T. Services
 - LD Legal and Democratic
 - PR Planning and Regeneration
 - PS Property Services
 - RB Revenues and Benefits
 - RS Recreation and Sports
 - WS Waste Services
- CD Community Development
 - CM Corporate Management
 - CP Car Parks
 - CS Customer Services
 - ES Environmental Services
 - FP Finance and Performance
 - GM Grounds Maintenance
 - HG General Fund Housing
 - HR Human Resources

GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD 01 APRIL TO 31 AUGUST 2015

	2015/16	2015/16	2015/16	2015/16	Full Year	
	Annual Budget	Profiled Budget	Actual	Variance	Forecast	Variance
	£	£	£	£	Variation	%
					£	%
Building Control Fees	(235,030)	(97,929)	(111,811)	(13,882)	0	0%
Planning Fees	(777,000)	(323,750)	(326,441)	(2,691)	0	0%
Land Searches	(110,460)	(46,025)	(59,931)	(13,906)	(10,000)	9%
Car Parking Fees - See Below	(661,050)	(253,768)	(273,419)	(19,651)	0	0%
Leisure Fees & Charges	(2,530,020)	(1,023,048)	(957,638)	65,410	60,000	-2%
Trade Waste Income	(605,000)	(347,272)	(351,348)	(4,076)		0%
Licensing	(113,560)	(34,488)	(37,260)	(2,772)		0%
Market Income	(111,670)	(46,529)	(41,354)	5,175	10,000	-9%
	(5,143,790)	(2,172,809)	(2,159,202)	13,607	60,000	-1.2%
Pay and Display					Spaces	Bud Income pa per space
Beck Square, Tiverton	(76,000)	(31,667)	(35,770)	(4,103)	40	(1,900)
William Street, Tiverton	(36,000)	(15,000)	(11,637)	3,363	45	(800)
Westexe South, Tiverton	(42,500)	(17,708)	(20,240)	(2,532)	51	(833)
Wellbrook Street, Tiverton	(13,000)	(5,417)	(6,314)	(897)	27	(481)
Market Street, Crediton	(34,000)	(14,167)	(15,059)	(892)	39	(872)
High Street, Crediton	(48,500)	(20,208)	(22,903)	(2,695)	190	(255)
Station Road, Cullompton	(22,000)	(9,167)	(12,217)	(3,050)	112	(196)
Multistorey, Tiverton	(100,500)	(41,875)	(45,019)	(3,144)	631	(159)
Market Car Park, Tiverton	(195,000)	(81,250)	(81,441)	(191)	122	(1,598)
Phoenix House, Tiverton	(4,000)	(1,667)	(1,287)	380	15	(267)
	(571,500)	(238,125)	(251,885)	(13,760)	1,272	(7,363)
Season Tickets	(31,000)	(2,378)	(2,378)	0		
Residents Permits	(11,870)	(548)	(548)	0		
Business Permits	(9,670)	(198)	(198)	0		
Overnight Permits	(1,000)	0	0	0		
Town Hall, Tiverton	0	0	(547)	(547)		
Other Income	(36,010)	(12,518)	(17,862)	(5,344)		
	(661,050)	(253,768)	(273,419)	(19,651)		
Standard Charge Notices (C	(25,000)	(10,417)	(13,651)	(3,234)		

GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD 01 APRIL TO 31 AUGUST 2015

	2015/16	2015/16	2015/16	2015/16
	Annual Budget	Profiled Budget	Actual	Variance
	£	£	£	£
Total Employee Costs				
General Fund				
Community Development	255,140	106,308	113,734	7,426
Corporate Management	814,520	339,383	350,450	11,067
Customer Services	670,660	279,442	302,441	22,999
Environmental Services	923,530	384,804	404,965	20,161
Finance And Performance	587,280	244,700	254,114	9,414
General Fund Housing	186,890	77,871	77,752	(119)
Grounds Maintenance	417,410	173,921	167,905	(6,016)
Human Resources	292,870	122,029	120,450	(1,579)
I.T. Services	529,450	220,604	204,461	(16,143)
Legal & Democratic Services	370,940	154,558	166,370	11,812
Planning And Regeneration	1,420,670	591,946	539,550	(52,396)
Property Services	316,090	131,704	109,299	(22,405)
Recreation And Sport	1,476,980	615,408	648,778	33,370
Revenues And Benefits	682,780	284,492	268,461	(16,031)
Waste Services	1,703,400	709,750	711,018	1,268
	10,648,610	4,436,920	4,439,748	2,828
Housing Revenue Account				
BHO09 Repairs And Maintenance	947,660	394,858	339,184	(55,674)
BHO10 Supervision & Management	1,315,080	547,950	560,951	13,001
BHO11 Special Services	230,340	95,975	44,471	(51,504)
	2,493,080	1,038,783	944,606	(94,177)
Total	£ 13,141,690	£ 5,475,703	£ 5,384,354	£(91,349)

	2015/16	2015/16	2015/16	2015/16
	Annual Budget	Profiled Budget	Actual	Variance
	£	£	£	£
Agency Staff				
General Fund				
Car Parks	0	0	0	0
Community Development	0	0	0	0
Corporate Management	0	0	0	0
Customer Services	0	0	4,174	4,174
Environmental Services	0	0	5,945	5,945
Finance And Performance	0	0	0	0
General Fund Housing	0	0	0	0
Grounds Maintenance	5,000	2,083	7,512	5,429
Human Resources	0	0	0	0
I.T. Services	0	0	0	0
Legal & Democratic Services	0	0	6,033	6,033
Planning And Regeneration	0	0	0	0
Property Services	0	0	16,065	16,065
Recreation And Sport	0	0	0	0
Revenues And Benefits	0	0	22,097	22,097
Waste Services	30,000	12,500	61,106	48,606
	35,000	14,583	122,933	108,350
Housing Revenue Account				
BHO09 Repairs And Maintenance	2,000	833	0	(833)
BHO10 Supervision & Management	0	0	758	758
BHO11 Special Services	0	0	0	0
	2,000	833	758	(75)
Total	£37,000	£15,416	£123,691	£108,275

HOUSING REVENUE ACCOUNT FINANCIAL MONITORING INFORMATION FOR THE PERIOD 01 APRIL TO 31 AUGUST 2015

		2015/16 Annual Budget	Forecast	Variance
Housing Revenue Account (HRA)	Notes	£	£	%
SHO01 Dwelling Rents Income	A	(12,810,600)	6,000	0.0%
SHO04 Non Dwelling Rents Income	B	(519,780)	(10,000)	1.9%
SHO06 Tenant Charges For Services	C	(30,980)	(10,000)	32.3%
SHO07 Leaseholders' Service Charges	D	(19,840)	0	0.0%
SHO08 Contributions Towards Expenditure	E	(34,970)	0	0.0%
SHO09 Alarm Income - Non Tenants	F	(138,170)	(41,000)	29.7%
SHO10 H.R.A. Investment Income	G	(40,000)	0	0.0%
SHO11 Miscellaneous Income	H	(19,000)	(13,000)	68.4%
SHO13A Repairs & Maintenance	I	3,274,710	(3,000)	0.0%
SHO17A Housing & Tenancy Services	J	1,358,850	27,000	2.0%
SHO22 Alarms & L.D. Wardens expenditure	K	178,700	15,000	8.4%
SHO29 Bad Debt Provision Movement	L	25,000	0	0.0%
SHO30 Share Of Corporate And Democratic	M	202,890	0	0.0%
SHO32 H.R.A. Interest Payable	N	1,323,820	0	0.0%
SHO34 H.R.A. Transfers between earmarked reserves	O	2,589,500	0	0.0%
SHO36 H.R.A. R.C.C.O.	P	139,000	0	0.0%
SHO37 Capital Receipts Reserve Adjustment	Q	(15,600)	0	0.0%
SHO38 Major Repairs Allowance	R	1,986,590	0	0.0%
SHO45 Renewable Energy Transactions	S	(150,000)	0	0.0%
		(2,699,880)	(29,000)	-1.1%
Net recharge to HRA		1,223,440		
Capital Charges		1,476,440		
Net Housing Revenue Account Budget		0		

Housing Revenue Account	£k
Total HRA reserve as at 01/04/14	(2,000)
Forecast variance for the year (see above)	(29)
Forecast HRA reserve as at 31/03/15	(2,029)

Housing Maintenance Fund	£k
Opening balance	(6,360)
Amount required to fund MRA works	914
Reserve utilised for capital works (see appendix G)	5,001
Budgeted transfer to reserves	(2,465)
Forecast closing balance	(2,910)

Renewable Energy Fund	£k
Opening balance	(370)
Expenditure forecast for this year (see appendix G)	270
Income forecast for this year	(150)
Forecast closing balance	(250)

HOUSING REVENUE ACCOUNT FINANCIAL MONITORING INFORMATION FOR THE PERIOD 01 APRIL TO 31 AUGUST 2015

Note	Description of Major Movements	Corrective Action	Forecast Variance £
A	Slight variance in rent against budget (0.1%)	None	6,000
B	Garage rents ahead of target so far	N/A	(10,000)
C	LD warden contract generating more revenue than budgeted	N/A	(10,000)
F	Excellent performance of community alarms, both in the tenant population and private sector	N/A	(41,000)
H	Sale of a piece of land has generated income in excess of budget	N/A	(13,000)
I	Minor variance	N/A	(3,000)
J	Unbudgeted structural repair work planned at £27k	None	27,000
K	Final costs of wrapping up warden service	None	15,000
		TOTAL	(29,000)

MID DEVON DISTRICT COUNCIL
MONITORING OF 2015/16 CAPITAL PROGRAMME

Code	Scheme	Adjusted approved Capital Expenditure 2015/16	Actual Expenditure	Committed Expenditure	Total	Variance to Adj Capital Programme	Forecast (Under/over)/ Overage/und	Forecast Shippage (to 16/17)	Notes
		£	£	£	£	£	£	£	
Facilities Management									
Leisure - Site Specific									
CA624	Main car park reurfacing	50,000	0	0	0	(50,000)			Project due to be delivered in Q3 15/16
CA625	Squash Court roof improvements	20,000	0	0	0	(20,000)	(13,000)		Work programme will be reviewed in Sep/Oct for circa 27% & will therefore be charged to 16/17 for the original estimate
CA626	Fitness gym extension	500,000	0	9,700	9,700	(490,300)			Estimate included per Leisure consultants report - further work required & subject to Business Case demonstrating acceptable payback period
Other MDPC Buildings									
CA403	Town Hall Redevelopment Project	46,000	4,262	12,481	16,743	(29,257)			Linked to New Build St Andrews Street CA13. Will be used for improvements to Ham Lane
CA709	Planned expansion joint replacement	89,000	(7,089)	7,089	0	(89,000)			This work is on hold depending on the outcome of the proposed Premier Inn development. 27% retention payment on hold until remedial works completed
CA608	Play area refurbishment - Wilcombe Tiverton	50,000	0	0	0	(50,000)			Project due to be delivered in Q4 15/16. Possible S106 funding contribution
ICT Projects									
CA420	Land drainage flood defence schemes - All 6pp Park Clampton	67,000	0	0	0	(67,000)			Project due to be delivered in Q1 16/17. circa 67% with £25k DCC funding contribution. Budget increased by £46k per Cabinet Report 30/07/16. Morgan Sindall will commence work in Sep/Oct
CA431	Public Convenience - Lommat Green, Tiverton remodel for kiosks subject to payback period	100,000	508	90,163	90,671	(9,330)			
CA446	Agnes Hill improvements	20,000	0	0	0	(20,000)			
CA421	Replacement of PC estate 3306	40,000	0	0	0	(40,000)			Project due to commence Q4 15/16
CA423	Continued replacement of WANLAN	60,000	0	0	0	(60,000)			Project due to commence Q4 15/16
CA424	Continued replacement of WANLAN	60,000	0	0	0	(60,000)			Project due to commence Q4 15/16
CA425	Linked Communications Laboratory	107,000	0	0	0	(107,000)			Project due to commence Q4 15/16
CA426	WANLAN Transformation	28,000	(1,059)	1,059	0	(26,941)			Project due to commence Q4 15/16
CA427	Digital Transformation - Customer Portal	89,000	12,679	3,800	16,479	(72,521)			Project due to commence Q1 16/17
CA428	Digital Transformation - Customer Portal	45,000	0	0	0	(45,000)			Project due to commence Q1 16/17
CA429	Mobile Working NDL, MX	70,000	0	124	124	(69,876)			Project due to commence Q1 16/17
CA430	Mobile Working NDL, MX	20,000	0	0	0	(20,000)			Project due to commence Q1 16/17
CA432	LAN Switching upgrade	40,000	0	0	0	(40,000)			Project due to commence Q1 16/17
CA443	Microsoft Mobile	25,000	0	0	0	(25,000)	(25,000)		This project has been delivered for circa £12k which is under our capital diminishes & is subject to Microsoft implementation & management
CA444	SQL/Oracle refreshes	20,000	0	0	0	(20,000)			Project due to commence Q1 16/17
CA445	SQL/Oracle refreshes	20,000	0	0	0	(20,000)			Project due to commence Q1 16/17
CA446	E-Procurement	60,000	0	0	0	(60,000)			Waste in Cab technology not required for new schemes
CA447	E-Financials Technical refresh	20,000	0	0	0	(20,000)			Project due to commence Q1 16/17
CA447	Uniform Technical refresh	20,000	0	0	0	(20,000)			Project due to commence Q1 16/17
Economic Development Projects									
CA604	Schemes as yet to be identified	270,000	0	0	0	(270,000)			Circa 80% will be spent on Tiverton Premier Market Pigeons (see comment on CA507 below). Also please note 25% spent in revenue on related projects will be funded from NH&I & therefore not included in this budget to 15/16
CA605	Tiverton Premier Market Walkway Roof	110,000	0	0	0	(110,000)	(25,000)		This project will cost circa 80% to deliver, to be funded from budget identified on CA504 above
CA607	Tiverton Premier Market Pigeons	3,008	3,008	0	3,008				
Replacement Vehicles									
Grounds Maintenance									
CA712	Waco Tipper (or equivalent)	24,000	0	0	0	(24,000)			Due to be tendered in Q3
CA713	Tractor	34,000	26,500	0	26,500	(6,500)			Discount achieved in procuring this vehicle
CA819	Green Machine Ride-On Sweeper (or equivalent)	25,000	0	0	0	(25,000)			Decision to be replaced pending trial with Culmpton TC
CA820	Green Machine Ride-On Sweeper (or equivalent)	25,000	0	0	0	(25,000)			Due to be purchased in Q3/Q4
CA814	Electric Powered 25.208 (or equivalent)	160,000	0	0	0	(160,000)			Due to be purchased in Q3/Q4
CA821	Electric Powered 25.208 (or equivalent)	740,000	0	0	0	(740,000)			Review to be completed after Oct scheme implemented.
CA822	Waco Tipper 71 (or equivalent)	35,000	0	0	0	(35,000)			Due to be purchased in Q3/Q4
Recycling									
CA816	1 No. very narrow access Calstar recycling kerb loader 4.9	65,000	0	0	0	(65,000)			Due to be purchased in Q3/Q4
CA823	30m Recycling trailer	61,000	0	65,250	65,250	4,250			
CCTV in Markets									
CA449	Town Centre/Market area fibre optic hub and camera system	40,000	0	0	0	(40,000)			Project being stopped anticipated spend Q4
Waste & Recycling									
CA824	New Refuse & Recycling scheme Oct 15	276,000	110,824	115,114	225,938	(50,062)			Garden waste project due to commence Oct 15
		3,986,800	162,214	383,079	477,293	(6,069,507)	(125,505)	1,234,000	

Code	Scheme	Adjusted approved Capital Programme 2016/17	Actual Expenditure	Committed Expenditure	Total	Variance to Adj Capital Programme	Forecast (Under/over)/ Overspend	Forecast Slippage to 16/17	Notes
		£	£	£	£	£	£	£	
	Private Sector Housing Grants								
CG216	Private Sector Housing initiatives to be prioritised	102,000	0	0	0	(102,000)			
CG217	Private Sector Housing initiatives to be prioritised	590,000	128,693	88,000	214,693	(375,307)			
CG232	Home Repair Multiple Occupation Grants		4,072	4,072	4,072	0			
CG203	Home Repair Assisted Grants		606	606	606	0			
CG205	Home Renovation Grants		752	752	752	0			
	Please note where possible commitments are raised on the Finance Ledger. Currently the total commitment for Private Sector Housing Grants held outside the ledger is £16k. This is due to the timing of when these are drawn down. The timing of when these are drawn down is dependent on the client (up to 1 year), therefore as year end although some may be committed, some may be carried forward to 2016/17 as slippage.								
	Advertised Housing Projects	692,000	128,693	93,814	220,507	(471,493)	0	0	
CA030	Advertised Housing UoF FTE	21,000	8,516	0	8,516	(12,484)			
CA030	Grants to housing associations to provide units (funded by committed sum)	309,000	5,000	0	5,000	(299,000)			
	HRA Projects	321,000	15,516	-	15,516	(307,484)	0	0	
CA100	Housing Mixtures Fund	2,920,000	632,893	697,514	1,609,407	(1,287,593)		145,000	£162k will be reclassified for spending in 16/17
CA111	Housewide Energy Fund Spend	270,000	78,879	0	78,879	(191,121)		70,000	Wall insulation works will be reclassified for spending in 16/17
CA112	Birchton Lane - re-development of unit for housing conversion	170,000	5,193	0	5,193	(164,807)			EMK HCA grant approved. Tended in conjunction with CA119 (see below)
CA113	Council House Building - St Andrews Street	419,000	380,309	101,732	481,041	(67,041)			Project due to be complete end of Sept '15. Remaining £70k HCA grant (from total £200k) due on completion of scheme
CG210	Shared Facilities Grants - Council Houses	27,000	200,797	0	200,797	(173,797)			Budget adjusted as 61% spent in Q4 14/15. HCA bid being worked on (26 dwellings). Additional survey works to clarify tender price
CA119	Armstrong Park Tiverton - affordable dwellings	3,989,000	48,869	20,580	69,439	(3,869,561)			Budget adjusted as 61% spent in Q4 14/15. HCA bid being worked on (26 dwellings). Additional survey works to clarify tender price
CA120	Old allotment site Bulescombe (6 units)	694,000	3,000	3,000	6,000	(688,000)			Dwellings subject to planning permission. If granted likely to be tenanted with CA120 (see above). Anticipated start Q1 16/17
CA124	Queensway (Beech Road) Tiverton (3 units)	299,000	0	0	0	(299,000)			Smaller projects will be under dimmins & therefore coded to revenue
CA102	Sewage Pumping Stations	25,000	(25)	0	(25)	(25,025)		25,000	This Project is likely to commence during Q1 16/17
CA126	Sewerage Treatment Works - Washfield	25,000	0	0	0	(25,000)			
CA121	HRA Digital Transformation	30,000	0	0	0	(30,000)			
	Replacement Vehicles - Housing Repairs								
CA122	Work Hoses 54 for replacement	24,000	0	0	0	(24,000)			Due to be purchased in Q3
CA123	Work Hoses 71 for replacement	35,000	0	0	0	(35,000)			Due to be purchased in Q3
		9,141,000	1,381,940	1,107,626	2,489,566	(6,674,434)		1,237,000	
	CAPITAL PROGRAMME GRANTS TOTAL	13,120,000	1,661,362	1,820,619	3,174,881	(9,945,619)	(113,500)	2,481,000	

MID DEVON DISTRICT COUNCIL – NOTIFICATION OF KEY DECISIONS

October 2015

The Forward Plan containing key Decisions is published 28 days prior to each Cabinet meeting

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Review of the Local Development Scheme Report of the Head of Planning and Regeneration providing an update to the Local Development Scheme	Cabinet	22 Oct 2015	Jenny Clifford, Head of Planning and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Review of the Article 4 Direction for Cullompton To receive a report of the Head of Planning and Regeneration regarding the outcomes of the review of the Article 4 Direction for Cullompton	Cabinet	22 Oct 2015	Jenny Clifford, Head of Planning and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Play Areas in Mid Devon Following a report of the Head of Housing and Property Services to the Managing the Environment Policy Development Group:	Cabinet	22 Oct 2015	Nick Sanderson, Head of Housing and Property Services Tel: 01884 234960	Cabinet Member for the Environment (Councillor Neal Davey)	Open

Agenda Item 7.

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
to receive a recommendation from the Group following the consultation process on play areas in Mid Devon.					
Landscape Implications of Wind and Solar Energy Proposals Supplementary Planning Document Report of the Head of Planning and Regeneration regarding proposals for the Supplementary Planning Document	Cabinet	22 Oct 2015	Jenny Clifford, Head of Planning and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Masterplan - Area B Tiverton Eastern Urban Extension Report of the Head of Planning and Regeneration requesting the Cabinet to consider consultation drafts	Cabinet	22 Oct 2015	Jenny Clifford, Head of Planning and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Housing Strategy A report of the Housing Services Manager reviewing the existing strategy	Cabinet	22 Oct 2015	Clare Fry, Housing Services Manager Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open
MDDC Housing Asbestos Policy	Cabinet	22 Oct 2015	Nick Sanderson, Head of Housing	Cabinet Member for Housing	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
To receive a report of the Head of Housing and Property Services outlining this revised policy.			and Property Services Tel: 01884 234960	(Councillor Ray Stanley)	
Void Policy To receive a report of the Head of Housing and Property Services outlining this revised policy.	Cabinet	22 Oct 2015	Nick Sanderson, Head of Housing and Property Services Tel: 01884 234960	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Economic Development Strategy To consider a report of the Head of Communities and Governance revising this policy	Cabinet	22 Oct 2015	Amy Tregellas, Head of Communities and Governance and Monitoring Officer Tel: 01884 234246	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Medium Term Financial Plan Report of the Head of Finance updating the Medium Term Financial Plan.	Cabinet	22 Oct 2015	Andrew Jarrett, Head of Finance Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
Supply and Demand Policy Report of the Head of Housing and Property Services regarding the	Cabinet	22 Oct 2015	Nick Sanderson, Head of Housing and Property Services Tel: 01884 234960	Cabinet Member for Housing (Councillor Ray Stanley)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
availability of stock and the Council's ability to meet the housing needs and aspirations of the housing applicants.					
Partnership Working with North Devon Report of the Head of BIS referring to proposals for a joint service for ICT between Mid Devon District Council and North Devon Council.	Cabinet	22 Oct 2015	Christina Cross, Head of BIS Tel: 01884 234912	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open
Half Yearly Investment Performance and Review of Treasury Management Strategy Report of the Head of Finance informing Members of the treasury performance during the first 6 months of 2015/16 and requesting it to agree the ongoing deposit strategy for the remainder of the financial year.	Cabinet	22 Oct 2015	Andrew Jarrett, Head of Finance Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
Update to Local Plan To receive a report of the Head of Planning and	Cabinet	22 Oct 2015	Jenny Clifford, Head of Planning and Regeneration Tel:	Cabinet Member for Planning and Economic	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Regeneration providing an update on the Local Plan progress and detailing additional works and costs to be incurred.			01884 234346	Regeneration (Councillor Richard Chesterton)	
Partial Disposal of Council Asset To agree in consultation with the Cabinet Member for Housing and the Cabinet Member for Planning & Economic Development the disposal to Premier Inn for 125 years of part of the multi-storey car park and ancilliary grass area for the provision of a hotel.	Head of Housing and Property Services	Not before 31st Oct 2015	Nick Sanderson, Head of Housing and Property Services Tel: 01884 234960		Open
Corporate Plan Report of the Head of Communities and Governance detailing the updated Corporate Plan.	Cabinet	19 Nov 2015	Amy Tregellas, Head of Communities and Governance and Monitoring Officer Tel: 01884 234246	Leader of the Council (Councillor Clive Eginton)	Open
Allocations Policy (Band E - Devon Home Choice) Revised Report A report of the Head of	Cabinet	Not before 19th Nov 2015	Nick Sanderson, Head of Housing and Property Services Tel: 01884	Cabinet Member for Housing (Councillor Ray Stanley)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Housing and Property Services giving consideration to the merits of retaining a Band E classification			234960		
Improvements to Council Properties policy Report of the Head of Housing and Property Services reviewing the existing policy.	Cabinet	17 Dec 2015	Nick Sanderson, Head of Housing and Property Services Tel: 01884 234960	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Corporate Asbestos Policy A report of the Head of Housing and Property Services providing a review of the existing policy with recommendations for any necessary changes	Cabinet	17 Dec 2015	Nick Sanderson, Head of Housing and Property Services Tel: 01884 234960	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Council Tax Reduction Scheme Report of the Head of Finance requesting the Cabinet to consider the Council Tax Reduction Scheme for 2016/17	Cabinet	17 Dec 2015	Andrew Jarrett, Head of Finance Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
<p>Private Sector Housing Renewal Policy Report of the Head of Housing and Property Services undertaking a review of the policy.</p>	Cabinet	17 Dec 2015	Nick Sanderson, Head of Housing and Property Services Tel: 01884 234960	Cabinet Member for Housing (Councillor Ray Stanley)	Open
<p>Tax Base Calculation Report of the Head of Finance detailing the statutory calculations necessary to determine the tax base for the Council Tax</p>	Cabinet	14 Jan 2016	Andrew Jarrett, Head of Finance Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
<p>Annual Monitoring Report Report of the Head of planning and Regeneration presenting the authority's Monitoring Report for the period 1 April 2014 to 31 March 2015</p>	Cabinet	14 Jan 2016	Jenny Clifford, Head of Planning and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
<p>Budget Report of the Head of Finance proposing the budget for 2016/17 for consideration by Council</p>	Cabinet	11 Feb 2016	Andrew Jarrett, Head of Finance Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Capital Programme Report of the Head of Finance seeking approval for the 2016/17 Capital Programme	Cabinet	11 Feb 2016	Andrew Jarrett, Head of Finance Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
Policy Framework Report of the Chief Executive requesting that the policy framework be endorsed.	Cabinet	11 Feb 2016	Kevin Finan, Chief Executive Tel: 01884 234201	Leader of the Council (Councillor Clive Eginton)	Open
Establishment Report of the Head of HR and Development outlining the overall structure of the Council showing the management and deployment of officers	Cabinet	11 Feb 2016	Jill May, Head of HR and Development Tel: 01884 234381	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
Treasury Management Strategy and Annual Investment Strategy Report of the Head of Finance outlining the proposed strategy for 2016/17	Cabinet	11 Feb 2016	Andrew Jarrett, Head of Finance Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
National Non Domestic Rates Report of the Head of	Cabinet	11 Feb 2016	Andrew Jarrett, Head of Finance Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Finance providing an update of the income generation and financial implications of the number of business rate properties in Mid Devon and requesting it to approve the NNDR1				Hare-Scott)	
Asset Management and Capital Strategy Plan (Corporate) report of the Head of Housing and Property Services reviewing the existing policy and providing an update on recent acquisitions / disposals	Cabinet	10 Mar 2016	Nick Sanderson, Head of Housing and Property Services Tel: 01884 234960	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Gas Service Contract Report of the Head of Housing and Property Services regarding the awarding of the tender for maintenance, servicing and responsive repairs.	Cabinet	10 Mar 2016	Nick Sanderson, Head of Housing and Property Services Tel: 01884 234960	Cabinet Member for Housing (Councillor Ray Stanley)	Fully exempt

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