

Public Document Pack

Mid Devon District Council

Community Well Being Policy Development Group

Tuesday, 7 June 2016 at 2.15 pm
Exe Room, Phoenix House

Next ordinary meeting
Tuesday, 2 August 2016 at 2.15 pm

Those attending are advised that this meeting will be recorded

Membership

Cllr Mrs E M Andrews
Cllr Mrs A R Berry
Cllr Mrs J B Binks
Cllr F W Letch
Cllr Mrs E J Slade
Cllr Mrs H Bainbridge
Cllr Mrs G Doe
Cllr B A Moore
Cllr R J Dolley

A G E N D A

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

- 1 **Election of Chairman (Chairman of the Council in the Chair)**
To elect a Chairman for the municipal year 2016/17.
- 2 **Election of Vice Chairman**
To elect a Vice Chairman for the municipal year 2016/17.
- 3 **Apologies and Substitute Members**
To receive any apologies for absence and notices of appointment of substitute Members (if any).
- 4 **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.
- 5 **Minutes of the Previous Meeting (Pages 5 - 8)**
To approve as a correct record the minutes of the last meeting (attached).

- 6 **Chairmans Announcements**
To receive any announcements that the Chairman may wish to make.
- 7 **Mental Health Masterclass**
The Group to receive a presentation from officers from Devon County Council and the Devon Partnership NHS Trust.
- 8 **Devon Districts Safeguarding Policy and Mid Devon District Council Safeguarding Guidance** *(Pages 9 - 40)*
To receive a report from the Head of Communities and Governance providing Members with the updated Safeguarding Policy, Guidance and Procedures.
- 9 **Early Help Services** *(Pages 41 - 86)*
To receive a report from the Head of Communities and Governance updating Members on the latest developments with the Early Help Services (formerly the Troubled Families Programme).
- 10 **TAP Fund Update** *(Pages 87 - 96)*
To receive a report from the Head of Communities and Governance providing Members with a summary of spend for the Town and Parish (TAP) Fund in 2015/16 and to inform them of any changes to criteria for 2016/17.
- 11 **Revenue and Capital Outturn 2015/16** *(Pages 97 - 136)*
To receive a report of the Head of Finance presenting the revenue and capital outturn figures for the financial year 2015/16.
- 12 **Proposed changes to Council Tax Reduction Scheme** *(Pages 137 - 140)*
To receive a report from the Head of Finance providing members with details of the proposed changes to the Council Tax Reduction Scheme from April 2017.
- 13 **Public Health/Leisure** *(Pages 141 - 146)*
To receive a report from the Head of Human Resources and Development providing an update on current and proposed partnership and collaborative working to increase participation in physical activity and achieve public health objectives.
- 14 **Leisure Services** *(Pages 147 - 154)*
Councillor Mrs J B Binks has requested that the Group note appendix 1 of the attached report, regarding leisure services, which was considered by the Scrutiny Committee at their meeting on 23 May 2016.
- 15 **Performance and Risk** *(Pages 155 - 160)*
To receive a report from 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.

16 **Membership of Grants Working Group**

Following last year's review of grants it was agreed that a working group would be put in place as per the recommendation "The Community Well Being Policy Development Group, Grants Working Group, be involved in any initial discussions regarding the setting of proposed cuts to future grants."

17 **Start Time of Meetings**

To agree the start time of meetings for the remainder of the Municipal Year.

18 **Identification of Items for the Next Meeting**

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

ActivDevon
Town and Parish Charter

Stephen Walford
Chief Executive
Monday, 30 May 2016

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 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.

MID DEVON DISTRICT COUNCIL

MINUTES of a MEETING of the COMMUNITY WELL BEING POLICY DEVELOPMENT GROUP held on 29 March 2016 at 2.15 pm

Present

Councillors

Mrs B M Hull (Chairman)
Mrs E M Andrews, Mrs H Bainbridge,
Mrs A R Berry, Mrs J B Binks, R M Deed,
F W Letch and Mrs E J Slade

Apologies

Councillor(s)

Miss C E L Slade

Also Present

Councillor(s)

C R Slade and Mrs M E Squires

Also Present

Officer(s):

John Bodley-Scott (Community Development and Regeneration Manager), Rob Fish (Principal Accountant), Catherine Yandle (Internal Audit Team Leader) and Julia Stuckey (Member Services Officer)

65 APOLOGIES AND SUBSTITUTE MEMBERS

Apologies were received from Cllr Miss C E L Slade.

66 PUBLIC QUESTION TIME

There were no members of the public present.

67 MINUTES OF THE PREVIOUS MEETING

Subject to clarification of the recommendation at Minute 62 to read as below the Minutes were approved as a true record.

It was RECOMMENDED to Cabinet that the Leisure Pricing report be approved subject to the following:

a) All basic fees, lets, rents and charges be increased by 5% from 1 April 2016;

b) That discounts for 60+ Zest membership be set at:

1) 30% for 2016/17

2) 20% for 2017/18

3) 10% for 2018/19

4) And from 2019/20 be as per the appropriate Zest membership fee;

c) That concessionary Junior Zest memberships be discounted by 10% from the appropriate junior monthly Zest membership fee;

d) That within six months a full review of all fees, rents, lets and charges be undertaken with a view to further simplifying the tariff structure;

e) That within six months a full review of Leisure services income and expenditure resources be undertaken to ensure a positive financial result for the service in the financial year ending 31/3/2020.

68 CHAIRMAN'S ANNOUNCEMENTS

The Chairman thanked the Members of the Group for their attendance and interest during the last year.

69 RURAL ISOLATION

The Chairman introduced Mr Andy Gerrard to the Group. Mr Gerrard was a Rural Support Worker in the local area.

Mr Gerrard outlined the problem of rural isolation, which he explained could be caused by a number of reasons including geographical isolation, self-imposed isolation, language barriers and a lack of literacy/numeracy skills. He explained that rural isolation was first recognised 20 years ago and initially came about due to a reduction in the number of people working on farms. He informed the Group that farms that used to employ a number of people could now only support one.

Mr Gerrard explained that retired farmers could also suffer from rural isolation because they often had no personal vehicle and no access to public transport. Visitors such as the postman and sales representatives no longer called.

Farmers were at high risk of suffering from mental illness, fatal accident levels were high and so were the levels of suicide. Statistically one farmer per week committed suicide. He stated that mental state was often compounded by isolation. Issues in the farming community such as TB added to the pressure, as did financial stress.

Mr Gerrard explained that he covered the whole of Devon and that he tried to find out what help was available to those suffering. Organisations such as the Samaritans, WI and farming charities could help.

Discussion took place regarding:

- Young Farmers groups and how they could help, as well as work being undertaken to support a group for the next age bracket:
- Organisations that delivered food in the area;
- The need for coordination so that it was easy to find out what help was available from which groups.

Mr Gerrard offered to forward a list of his contacts so that Members could cascade this information to their parishes.

The Chairman thanked Mr Gerrard for his attendance.

70 SINGLE EQUALITIES SCHEME

The Group had before it a report * from the Head of Communities and Governance regarding the Single Equality Scheme.

The Community Development Officer outlined the content of the report, explaining that Under the Equality Act 2010 local authorities had a duty to have 'due regard' to eliminate discrimination, harassment, victimisation and any other conduct that was prohibited by or under the Act; advance equality of opportunity between persons who shared a relevant protected characteristic and persons who did not share it; and foster good relations between persons who shared a relevant protected characteristic and persons who did not share it.

The way a local authority showed it had 'due regard' was by evidencing how equality was considered as part of its decision-making processes. The Single Equality Scheme indicated how this would be done. Local authorities also had specific duties under the Act to publish Equality Information annually and 'Equality Objectives' at least every four years.

Discussion took place regarding:

- Training for Members - the officer explained that it was important to ensure that training was set at an appropriate level for each officer or Member, dependant on their role, and not just a general session for all.
- Feedback – the officer explained that feedback was gained from the Customer First Complaints and Feedback system and that any comments made were looked at and analysed by the Corporate Equality Group.
- Gender equality and the importance of using appropriate language.
- Digitalisation and the fact that not all residents had access to the internet.

It was **RECOMMENDED** to Cabinet that the Single Equality Scheme, together with the Equality Objective for 2016-17, be approved.

(Proposed by the Chairman)

Note: - Report * previously circulated and attached to the Minutes.

71 PERFORMANCE AND RISK

The Group had before it and **NOTED** a report * from the Head of Communities and Governance providing an update on performance against the Corporate Plan and local service targets for 2016-17 as well as providing an update on the key business risks.

The Audit Team Leader outlined the contents of the report and clarification was sought regarding targets for empty shops in the town centres. The officer highlighted food hygiene performance which had been identified as performing poorly in the previous year but following the recruitment of an additional officer had improved.

Note: - Report * previously circulated and attached to Minutes.

72 FINANCIAL MONITORING

The Group had before it and **NOTED** a report * from the Head of Finance providing information regarding income and expenditure so far for the 2015/16 financial year.

The Principal Accountant outlined the contents of the report which indicated an overspend of £372k.

Areas within the remit of the Group, which showed an overspend, were identified as recreation/sport and planning. Some of the overspend was from lower than budgeted income at Exe Valley Leisure Centre. There had been a drop in swim and general memberships but an officer had been appointed, as part of the restructure, to improve this. Salaries were over budget for all three leisure sites but this included some redundancy costs.

Planning also showed an overspend, which included £80k for enforcement action in Cullompton and some costs associated with a restructure in the service.

Note: - Report * previously circulated and attached to Minutes.

73 YOUNG CARERS

At its request the Group had before it information * regarding Young Carers. Members considered the information to be clear and thanked the representative from Devon Carers for putting it together for them.

Note: - Information * previously circulated and attached to Minutes.

74 CHAIRMAN'S ANNUAL REPORT

The Group had before it and **NOTED** a draft report * by the Chairman on the work of the Group since May 2015, a final copy of this report would be submitted to Council on 27 April 2016.

Note: - Report previously circulated and attached to Minutes.

75 IDENTIFICATION OF ITEMS FOR THE NEXT MEETING

Tap Fund update
Mental Health Masterclass
Public Health/Leisure Services
Targeted Families

(The meeting ended at 3.25 pm)

CHAIRMAN

COMMUNITY WELL-BEING PDG

7 JUNE 2016:

SAFEGUARDING POLICY, GUIDANCE AND PROCEDURES

Cabinet Member Cllr Colin Slade, Cabinet Member for Community Well Being

Responsible Officer Amy Tregellas, Head of Communities & Governance

Reason for Report: To provide Members with the updated Safeguarding Policy, Guidance and Procedures.

RECOMMENDATION: That the PDG recommends the Devon District Councils joint Safeguarding Policy (Appendix A) and the MDDC guidance and procedures (Appendix B) to Cabinet for approval.

Relationship to Corporate Plan: Safeguarding is a corporate matter which overarches the Corporate Plan.

Financial Implications: None identified

Legal Implications: If we do not have appropriate policies and procedures in place we may not meet the requirements of relevant Safeguarding legislation i.e. the Children's Act 2004, Care Act 2014, etc

Risk Assessment: Failure to have adequate policies and procedures in place may result in harm or injury to a child or vulnerable adult

1.0 Introduction

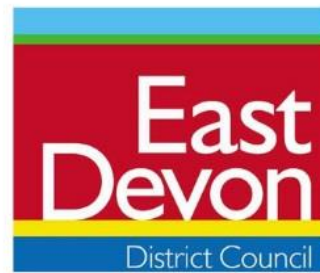
- 1.1 The purpose of this report is to bring forward the updated Safeguarding Policy along with guidance and procedures for Members consideration and approval.
- 1.2 The Head of Communities and Governance has been working with the other Devon Districts on a joint Safeguarding Policy for all of the Council's to adopt and this document is attached as Appendix A.
- 1.3 As well as the revised policy the Head of Communities and Governance has reviewed and updated the guidance and procedures for Safeguarding Children and Vulnerable Adults. This contains new information in terms of recognising Adults at risk as per the Care Act 2014.
- 1.4 Following Committee approval the Head of Communities and Governance will circulate the revised policy to all officers and Members and also facilitate training for relevant officers.

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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DEVON DISTRICT COUNCILS
JOINT SAFEGUARDING POLICY



This policy should be read with the individual district council guides managers and employees

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

Policy development and Version details

V1 10 December 2015

Title	Devon District Councils Joint Safeguarding Policy
Author	Devon District Councils Safeguarding Leads
Owner	Melinda Pogue-Jackson, Exeter City Council
Review dates	May 2017
Status for FOI	Open
Protected marking status	Unclassified
EqIA conducted	October 2015

Version	Date	Description

1. Introduction

- 1.1 This policy is based on the district council responsibilities under:
 - 1.1.1 The Care Act 2014 in particular Sections 42 to 46 related to safeguarding, further information can be found at: <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>
 - 1.1.2 The Children Act 2004, specifically Section 11 which places a duty on key people and public bodies, including district councils, to make arrangements to ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2004/31/contents>
 - 1.1.3 The Counter Terrorism Act 2015 section 26 which places a duty on certain bodies, in the exercise of their functions, to have due regard to the need to prevent people from becoming terrorists or supporting terrorism. The Prevent Agenda is one of four strands which makes up the Governments counter-terrorism strategy. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2015/6/contents>
 - 1.1.4 The Modern Slavery Act 2015. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2015/30/contents/enacted>
 - 1.1.5 The Anti-Social Behaviour, Crime and Policing Act 2014 in particular Part 10 relating to forced marriage. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2014/12/contents/enacted>
 - 1.1.6 The Serious Crime Act 2015 particularly Part 5 relating to female genital mutilation, child cruelty and domestic abuse. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2015/9/contents/enacted>

- 1.1.7 The policy is written with reference to the principle of Think Child, Think Parent, Think Family. Further information can be found at: <http://www.publichealth.hscni.net/publications/think-child-think-parent-think-family-0>

2. Policy commitment

- 2.1 Devon District Councils believe that all children, young people and adults have the right to be safe, happy and healthy and deserve protection from abuse. The councils are committed to safeguarding from harm all children, young people and adults with care and support needs (see definition in point 4 relating to the Care Act 2014) using any council services and involved in any of their activities, and to treat them with respect during their dealings with the councils, our partners and contractors.

3. Aims of the Policy

- 3.1 The aims of the policy are to:

- Clarify the roles and responsibilities of all parties within scope of the policy.
- Support the promotion of a safe working environment and a culture of care in which the rights of all children, young people and adults with care and support needs are protected and respected.
- Promote best practice in how employees and associated workers interact with children, young people and adults with care and support needs while providing Council services.
- Develop clear guidance and procedures for those employees working with children, young people and adults with care and support needs and ensure through training and support that they are aware of these and able to implement them.
- Provide a framework for developing partnerships with appropriate external bodies e.g. Devon Safeguarding Children Board and Devon Safeguarding Adults Board, to ensure that the policy continues to reflect legal and best practice requirements in respect of the responsibility of care of children, young people and adults with care and support needs.

4. Scope of the Policy

- 4.1 The policy is in respect of the district council responsibility towards:

- Children and young people, legally defined as any person under the age of 18. From this point the terms child or children will be used to refer to this group.
- Adults with care and support needs are defined under the Care Act 2014 and for the purposes of this policy, as anyone over the age of 18 who:
 - has needs for care and support (whether or not the local authority is meeting any of those needs) **and**;
 - is experiencing, or at risk of, abuse or neglect; **and**
 - as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.
- The employees of the council who have dealings with children, young people and adults with care and support needs and who are required to act in a position of trust and to act responsibly and within the law.

- The employees and elected members of the council who, while not required to act in a position of trust, will come into contact with members of these groups on a regular basis during the course of their work.
 - Volunteers and other workers involved in the provision of council services but not employed by the council, including workers in organisations with whom the council has contracts for the delivery of services.
- 4.2 It covers all the functions and services of the council, its elected members, staff, partners and contractors.
- 4.3 This document is primarily concerned with protecting children, young people and adults with care and support needs from harm and providing guidance on how to deal with issues. However it is important to remember that safeguarding has a wider meaning which includes the promotion of welfare and taking action to enable all children, young people and adults with care and support needs to have the best life outcomes.
- 4.3 The policy does not cover health and safety issues related to safeguarding children such as use of play equipment or provision of food at events. Separate guidance on this and appropriate behaviours when dealing with children and adults with care and support needs, should be read in conjunction with this policy.
- 4.4 Where available this policy should also be used in conjunction with the following documents:
- Disciplinary Procedure
 - Grievance Procedure
 - Whistle Blowing Policy
 - Access to Information Policy
 - Acceptable Use Policy
 - Equality Policy
 - Complaints & Feedback Procedure
 - Harassment and Hate Crime Policy
 - Health & Safety at Work guidance

5. Responsibility

- 5.1 Responsibility for the implementation of this policy lies at all levels of the council.
- 5.2 Elected Members are responsible for ensuring that the council has a policy, which adequately provides protection for children and adults with care and support needs in receipt of its services and for the regular review of this policy in the light of changes to legislation e.g. Data Protection Act, or new legislation or regulation.
- 5.3 Elected Members should report any concerns to the Corporate Safeguarding Lead.
- 5.4 A designated Lead Member will be appointed to assume lead responsibility for safeguarding.
- 5.6 There are a number of safeguarding staff across each council situated in teams and services which have the most experience of dealing with safeguarding issues in their day to day work. In addition each organisation has appointed a Corporate Safeguarding Lead responsible for co-ordinating the implementation of the policy and providing a single point of contact for the safeguarding boards.
- 5.7 Any staff who have a safeguarding concern should in the first instance discuss the matter with any one of the safeguarding leads who will make a decision whether or not to refer the matter to the appropriate external organisation.

5.8 Safeguarding leads have responsibility for:

- Receiving concerns, discussing them with whoever has raised the concern and taking advice from the relevant partner agency/County Council service: this could include complex matters such as consent and whether parents/carers should be notified.
- Making a decision about how to proceed and whether to make a formal referral. If there is disagreement on the appropriate course of action to take then the safeguarding lead has the final decision. Where staff are dissatisfied with the decision of the safeguarding lead, they should report their concerns to their line manager in the first instance and can still make a referral if they have strong concerns.
- Ensuring the procedure is followed on such matters as making a referral, confidentiality and recording.
- Working with colleagues to improve practice across the organisation.
- In the event of an incident or query, should a safeguarding lead not be available, staff should go straight to relevant Devon County Council service. They can be supported by a senior manager but details of any incident must not be shared unless absolutely necessary.
- Attending appropriate courses and updating of safeguarding legislation.

5.9 In addition the Corporate Safeguarding Lead has responsibility for:

- ensuring there is a secure central record relating to allegations and investigations
- acting as multi agency partner on the Local Safeguarding Children Board and Local Adult Safeguarding Board
- advocating the importance of safeguarding to partners, contractors and customers
- ensuring all safeguarding policies, procedures and guidelines are implemented and promoted

5.10 Line Managers are responsible for:

- Ensuring that employees, volunteers and other workers dealing with these groups are adequately trained and aware of their responsibilities in this area.
- Ensuring that external contractors delivering council services are aware of the council's expectation that workers are aware of and abide by the standards of behaviour expected of council employees.
- Ensuring that carers and/or parents of the children and adults with care and support needs are aware that, in providing services, council employees are not normally acting in place of a parent, except in relation to events for unaccompanied children who have been formally registered.
- Ensuring the carers and/or parents of the children and adults with care and support needs who are in direct receipt of council services¹ are made aware that services will be delivered in line with this policy.
- Ensuring that any evidence or complaint of abuse or lack of care is reported to the appropriate body e.g. Devon County Council, Safeguarding Board or the Police, and to council's Human Resources or Personnel team where members of staff are involved.

¹ For example: this would include arranging accommodation for a vulnerable adult or holding an event for children at the museum. It would not include arranging accommodation for a family with children where the contract is with the parents/carers.

- Ensuring that employees and others do not work with children or adults with care and support needs on regulated activities without an appropriate Disclosure & Barring Service (DBS) disclosure.
- Working with other associated agencies to ensure the proper transfer of information relating to dealings with children and adults with care and support needs, where necessary.
- Ensuring that adequate supervision and support is available to those who have been directly involved in dealing with safeguarding cases, including a debrief of the case and any relevant outcomes.

5.11 In addition to the above, members of the senior management team are responsible for:

- Identifying those services and posts that are likely to have an involvement with children and adults with care and support needs, and undertaking an appropriate risk assessment of posts in respect of DBS disclosure requirements.
- Ensuring that those people appointed by them to the district council, whose normal duties fall into the definition of Regulated Activity as defined in the Safeguarding Vulnerable Groups Act 2006 and amended by the Protection of Freedoms Act 2012, are subject to the appropriate level of DBS disclosure and are appropriately qualified and/or trained in working with these groups.
- Ensuring that all necessary procedures and practices are in place to provide adequate protection both for the individuals in these groups but also protection for the employees involved with them.
- Ensuring that proper records are kept of any incidents occurring within their service and that these are held securely and/or passed on to the council's Human Resources/Personnel team if the incident involves a member of staff.
- Ensuring that the procurement framework for the authority includes expectations upon contractors to demonstrate effective safeguarding practices for all their staff.
- The Head of Paid Service/ Chief Executive is the lead officer with overall responsibility for the organisation's safeguarding arrangements.

5.12 Human Resources/Personnel are responsible for:

- Working with senior managers in maintaining a record of those posts, requiring a DBS disclosure together with the level of disclosure required.
- Ensuring that recruitment procedures are robust and that information pertinent to working with these groups is obtained during the recruitment procedure.
- Ensuring that DBS Disclosures are carried out in compliance with legislation and DBS guidance.
- Supporting senior managers in dealing with allegations of abuse or lack of care by staff.
- Referring information to the DBS and Local Authority Designated Officer (LADO) about employees who have been dismissed or removed from working with vulnerable groups (or would have been had they not left/resigned) as a result of a relevant caution/conviction, conduct that has harmed or put a child/vulnerable adult at risk of harm, or satisfied the 'Harm Test' in relation to vulnerable groups.

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

- Ensuring that they are familiar with and understand the policies and procedures relating to their work with or in the vicinity of children and adults with care and support needs.
- Ensuring that they feel confident in working within this environment and working with their managers to ensure that they have the knowledge and skills to carry out their tasks in this context.
- Treating all those children and adults with whom they come into contact while carrying out their work equally and with respect.
- Reporting to a Safeguarding Lead, any concerns they may have about abuse or a lack of care of children and adults with care and support needs either from other staff, from carers, parents or those in place of a parent or between members of the group.

5.14 Volunteers, partners, contractors and other workers are responsible for:

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

6. Review

6.1 This policy and the guidance will be reviewed annually or whenever there is a change in the related legislation or an emerging risk is identified. This will help us ensure that these documents are up to date and fit for purpose.

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Mid Devon District Council

Safeguarding Children and Vulnerable Adults guidance and procedures

June 2016

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 - 4.1 Important Rule
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- 5.0 Response Situations
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- 8.0 Good Practice for MDDC
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Appendices

Appendix A – Recommended Legislation and Guidance

Appendix B – Useful Contacts

This guidance and procedures document is to be used in conjunction with the Devon District Councils Joint Safeguarding Policy.

The purpose of this document is to give guidance and outline procedures for officers and Members in respect of safeguarding children and vulnerable adults.

Mid Devon District Council has both a moral and legal obligation to ensure a duty of care. We have a responsibility to safeguard and promote the well being of children and vulnerable adults who participate in our services, so that they do so in a safe and positive atmosphere free from harassment and bullying. However, we do recognise that not everyone has positive experiences in their life, and are committed in our role to promote the welfare of children and vulnerable adults by encouraging good practice.

Mid Devon District Council is committed to ensuring that all children and vulnerable adults are protected and kept safe from harm whilst engaged in services organised and provided by the Council. A number of services can play an important role in safeguarding and promoting the welfare of individuals as part of their day-to-day work, recognising welfare issues, sharing information, making referrals and subsequently managing or reducing risks. These services are housing, homelessness, environmental health and leisure, as well as other front line roles.

The purpose of this guidance and procedures is to help protect the children and vulnerable adults placed in our care within our services and protect Mid Devon District Council, its staff, elected members and volunteers.

The Council aims to do this by:

- Raising the awareness of the duty of care responsibilities relating to children and vulnerable adults throughout the Council.
- Actively encouraging good practice amongst all staff, elected members and volunteers throughout the Council and promoting wider awareness wherever possible, i.e. partnership organisations and user groups.
- Creating a safe and healthy environment within all our services, avoiding situations where abuse or allegations of abuse may occur.
- Respecting and promoting the rights, wishes and feelings of children and vulnerable adults. Listening, minimising dangers and working closely with other agencies.
- Recruiting, training, supervising and supporting staff, elected members and volunteers to adopt best practice to safeguard and protect individuals from abuse, and themselves against false allegations. Staff and volunteers who work with children and vulnerable adults will be subject to the appropriate level Disclosure and Barring Service (DBS) check.
- Responding to any allegations appropriately and implementing the appropriate disciplinary and appeals procedures.
- Staff, elected members and volunteers to adopt and abide by the Devon District Councils Joint Safeguarding Policy and the MDDC Safeguarding Children and Vulnerable Adults guidance and procedures.

Objectives to achieve these aims:

- To provide appropriate training for staff, elected members and volunteers, to enable them to recognise the potential signs and indicators of abuse and to improve good practice.
- To aid staff, elected members and volunteers to respond sensitively and seriously to anyone who discloses information about abuse, and be confident and able to take appropriate action swiftly, regardless of whom the allegation is about, e.g. carer/staff member.

- To maintain a level of good working practice at all times and therefore reducing the risk to participants under the care of our staff and volunteers.
- To promote the general welfare and well-being of children and vulnerable adults during and within Council services.
- To develop and implement effective procedures for recording and responding to incidents and accidents.
- To develop and implement effective procedures for recording and responding to complaints of alleged or suspected abuse.
- Ensure all service areas identify any potential risks to children and vulnerable adults which feeds into the corporate risk register.

2.0 What is Child Abuse?

Children under the age of 18 years are protected by the Childrens Act of 1989 and 2004. A person is a "child" until they reach 18 years of age.

The Children’s Act 2004, adds to this stating that “Any reference to a child includes, in addition to a person under the age of 18, a person aged 18, 19 or 20 who—
 (a) has been looked after by a local authority at any time after attaining the age of 16; or
 (b) has a learning disability (“learning disability” means a state of arrested or incomplete development of mind which induces significant impairment of intelligence and social functioning).

A person may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children and young people may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger.

2.1. The Main Forms of Abuse

It is generally accepted that there are four main forms of child abuse.

Physical Abuse

Physical abuse is defined as when someone deliberately hurts a child, such as hitting, shaking, throwing, poisoning, burning, drowning or suffocating a child deliberately and with the intention of causing harm.

If a child is hurt by a relative, friend or stranger and it causes them physical harm, such as cuts, bruises, broken bones or other injuries, it is physical abuse.

Physical abuse, as well as being a result of a deliberate act, can also be caused through omission or the failure to act to protect.

Emotional Abuse

Emotional abuse is severe and persistent ill treatment of a child. It can have long-lasting and devastating effects on a child’s emotional health and development.

Emotional abuse can take different forms such as when a child is unfairly blamed for everything, or told they are stupid, worthless or ugly and made to feel very sad and unhappy.

It may feature age or developmentally inappropriate expectations being imposed on children or young people. It may also involve causing children or young people to frequently feel frightened or in danger, or the exploitation or corruption of a child or young person.

Emotional abuse may be the only form of abuse suffered by a child, or it might be an element of other child abuse and neglect.

Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child or young person is aware of, or consents to, what is happening. The activities may involve physical contact, including penetrative acts such as rape, buggery or oral sex or non-penetrative acts such as fondling.

Sexual abuse may also include non-contact activities, such as involving children or young people in looking at, or in the production of, child abuse imagery or watching sexual activities, or encouraging children or young people to behave in sexually inappropriate ways.

Boys and girls can be sexually abused by males and/or females, by adults and by other young people. This includes people from all different walks of life.

Neglect

Neglect is where a child is not being looked after properly. Neglect is the persistent failure to meet a child's basic and essential needs, which is likely to result in serious impairment of the child or young person's health or development.

It may involve a parent or carer failing to provide adequate food, shelter and clothing, leaving a young child home alone or the failure to ensure that a child or young person gets appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child or young person's basic emotional needs. Children need adequate food, water, shelter, warmth, protection and health care and they need their carers to be attentive, dependable and kind. If a child does not have a safe and stable home, this is neglect.

There are many signs that may indicate neglect; if your common sense and instincts tell you that something is wrong then you should take action.

A child's circumstances may also make them more vulnerable to neglect, such as children who are in care or seeking asylum.

3.0 Recognising Adults at risk

3.1 There are a number of categories of abuse:

Physical Abuse

Types of physical abuse:

- Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing
- Rough handling
- Scalding and burning
- Physical punishments
- Inappropriate or unlawful use of restraint

- Making someone purposefully uncomfortable (e.g. opening a window and removing blankets)
- Involuntary isolation or confinement
- Misuse of medication (e.g. over-sedation)
- Forcible feeding or withholding food
- Unauthorised restraint, restricting movement (e.g. tying someone to a chair)

Possible indicators of physical abuse:

- No explanation for injuries or inconsistency with the account of what happened
- Injuries are inconsistent with the person's lifestyle
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a particular person
- Signs of malnutrition
- Failure to seek medical treatment or frequent changes of GP

Domestic Violence

Types of domestic violence or abuse

Domestic violence or abuse can be characterised by any of the indicators of abuse outlined in this briefing relating to:

- psychological
- physical
- sexual
- financial
- emotional.

Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality. It also includes so called 'honour' -based violence, female genital mutilation and forced marriage.

Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include:

- acts of assault, threats, humiliation and intimidation
- harming, punishing, or frightening the person
- isolating the person from sources of support
- exploitation of resources or money
- preventing the person from escaping abuse
- regulating everyday behaviour.

Possible indicators of domestic violence or abuse

- Low self-esteem
- Feeling that the abuse is their fault when it is not
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation – not seeing friends and family
- Limited access to money

Sexual Abuse

Types of sexual abuse

- Rape, attempted rape or sexual assault
- Inappropriate touch anywhere
- Non- consensual masturbation of either or both persons
- Non- consensual sexual penetration or attempted penetration of the vagina, anus or mouth
- Any sexual activity that the person lacks the capacity to consent to
- Inappropriate looking, sexual teasing or innuendo or sexual harassment
- Sexual photography or forced use of pornography or witnessing of sexual acts
- Indecent exposure

Possible indicators of sexual abuse

- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- Torn, stained or bloody underclothing
- Bleeding, pain or itching in the genital area
- Unusual difficulty in walking or sitting
- Foreign bodies in genital or rectal openings
- Infections, unexplained genital discharge, or sexually transmitted diseases
- Pregnancy in a woman who is unable to consent to sexual intercourse
- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- Incontinence not related to any medical diagnosis
- Self-harming
- Poor concentration, withdrawal, sleep disturbance
- Excessive fear/apprehension of, or withdrawal from, relationships
- Fear of receiving help with personal care
- Reluctance to be alone with a particular person

Psychological abuse

Types of psychological or emotional abuse:

- Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends
- Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance
- Preventing someone from meeting their religious and cultural needs
- Preventing the expression of choice and opinion
- Failure to respect privacy
- Preventing stimulation, meaningful occupation or activities
- Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse
- Addressing a person in a patronising or infantilising way
- Threats of harm or abandonment
- Cyber bullying

Possible indicators of psychological or emotional abuse

- An air of silence when a particular person is present
- Withdrawal or change in the psychological state of the person
- Insomnia

- Low self-esteem
- Uncooperative and aggressive behaviour
- A change of appetite, weight loss/gain
- Signs of distress: tearfulness, anger
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment

Financial and Material abuse

Types of financial or material abuse:

- Theft of money or possessions
- Fraud, scamming
- Preventing a person from accessing their own money, benefits or assets
- Employees taking a loan from a person using the service
- Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions
- Arranging less care than is needed to save money to maximise inheritance
- Denying assistance to manage/monitor financial affairs
- Denying assistance to access benefits
- Misuse of personal allowance in a care home
- Misuse of benefits or direct payments in a family home
- Someone moving into a person's home and living rent free without agreement or under duress
- False representation, using another person's bank account, cards or documents
- Exploitation of a person's money or assets, e.g. unauthorised use of a car
- Misuse of a power of attorney, deputy, appointeeship or other legal authority
- Rogue trading – eg. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship

Possible indicators of financial or material abuse:

- Missing personal possessions
- Unexplained lack of money or inability to maintain lifestyle
- Unexplained withdrawal of funds from accounts
- Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity
- Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so
- The person allocated to manage financial affairs is evasive or uncooperative
- The family or others show unusual interest in the assets of the person
- Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA
- Recent changes in deeds or title to property
- Rent arrears and eviction notices
- A lack of clear financial accounts held by a care home or service
- Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person
- Disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house
- Unnecessary property repairs

Modern Slavery

Types of modern slavery:

- Human trafficking
- Forced labour
- Domestic servitude
- Sexual exploitation, such as escort work, prostitution and pornography
- Debt bondage – being forced to work to pay off debts that realistically they never will be able to

Possible indicators of modern slavery

- Signs of physical or emotional abuse
- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seeming under the control or influence of others
- Living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- Lack of personal effects or identification documents
- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers

Discriminatory Abuse

Types of discriminatory abuse:

- Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as '**protected characteristics**' under the **Equality Act 2010**)
- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader
- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- Substandard service provision relating to a protected characteristic

Possible indicators of discriminatory abuse

- The person appears withdrawn and isolated
- Expressions of anger, frustration, fear or anxiety
- The support on offer does not take account of the person's individual needs in terms of a protected characteristic

Institutional Abuse

Types of organisational or institutional abuse:

- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes
- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care
- Abusive and disrespectful attitudes towards people using the service
- Inappropriate use of restraints

- Lack of respect for dignity and privacy
- Failure to manage residents with abusive behaviour
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication
- Failure to provide care with dentures, spectacles or hearing aids
- Not taking account of individuals' cultural, religious or ethnic needs
- Failure to respond to abuse appropriately
- Interference with personal correspondence or communication
- Failure to respond to complaints

Possible indicators of organisational or institutional abuse:

- Lack of flexibility and choice for people using the service
- Inadequate staffing levels
- People being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors
- Few social, recreational and educational activities
- Public discussion of personal matters
- Unnecessary exposure during bathing or using the toilet
- Absence of individual care plans
- Lack of management overview and support

Neglect and acts of omission

Neglect is deliberately withholding or unintentional failure to provide appropriate and adequate care and support which is necessary for the adult to carry out daily living activities.

Types of neglect and acts of omission:

- Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care
- Providing care in a way that the person dislikes
- Failure to administer medication as prescribed
- Refusal of access to visitors
- Not taking account of individuals' cultural, religious or ethnic needs
- Not taking account of educational, social and recreational needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions
- Preventing access to glasses, hearing aids, dentures, etc.
- Failure to ensure privacy and dignity

Possible indicators of neglect and acts of omission:

- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Pressure sores or ulcers
- Malnutrition or unexplained weight loss
- Untreated injuries and medical problems
- Inconsistent or reluctant contact with medical and social care organisations

- Accumulation of untaken medication
- Uncharacteristic failure to engage in social interaction
- Inappropriate or inadequate clothing

Self neglect

Types of self-neglect:

- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid self-harm
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs

Indicators of self-neglect:

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration
- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding
- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or care services
- Inability or unwillingness to take medication or treat illness or injury

4.0 Responding to Concerns and Allegations

These procedures inform all staff, elected members and volunteers of what actions they should take if they have concerns or encounter a case of alleged or suspected abuse, i.e. response actions. The procedures apply to all Mid Devon District Council staff, elected members and volunteers.

4.1 Important Rules

It is important that all staff, elected members and volunteers are aware that the first person that has concerns or encounters a case of alleged or suspected abuse is not responsible for deciding whether or not abuse has occurred. However, staff, elected members and volunteers do have a duty of care to the child or vulnerable adult to report any suspicions you may have.

REMEMBER
It is not your job to judge or investigate BUT to inform

Nothing in this procedure should prevent the application of commonsense and if a member of staff, elected member or volunteer comes across an individual in distress or obvious physical need, they should ensure their immediate needs are met by calling in the appropriate professional help, including the police or ambulance services if necessary. Once their

immediate needs have been met then the basic response procedures detailed in section 6.0 should be followed.

REMEMBER
The needs of the Individual always come first

4.2 Corporate Safeguarding Officers and Service Designated Officers

Each frontline service has a designated person trained to deal with safeguarding issues. The Service Designated Officers and Corporate Safeguarding Officer are responsible for dealing with reports or concerns about the protection of children / vulnerable adults appropriately. Staff and Councillors can find contact details on the Safeguarding Page of SharePoint, the Council’s internal webpages.

If you are a member of the public and have a concern about MDDC services you can contact the corporate officer. However, if you have a concern about someone not in relation to MDDC services please contact the relevant organisation directly listed below.

Corporate Safeguarding Officer (CSO)		
Post	Name	Work Tel
Head of Communities & Governance	Amy Tregellas	01884 234246
Service Designated Officer (SDO)		
Neighbourhood Team Leader	Mary Sergeant	01884 234286
Neighbourhood Team Leader	Lisa Harber	01884 234292
Homelessness Team Leader	Michael Parker	01884 234388
Head of Customer First	Liz Reeves	01884 234371
Deputy Manager for CVSC reps EVLC	Carole Jolliffe	01884 32853
Consultation & Youth Involvement	Amy Dugard	01884 234276
Human Resources Officer	Carmen Broom	01884 234290
Building Maintenance	Hannah Sergeant	01884 233004
Public Health Manager	Simon Newcombe	01884 244615
Community Safety	Julia Ryder	01884 234997
EVLC Manager	Lee Chester	01363 776190

Useful contact numbers:

Care Direct – If you suspect a vulnerable adult is being abused

- 0845 1551 007

Devon and Cornwall Constabulary (Police)

- Police Central Switchboard Tel: 101
- Police Emergency Tel: 999

Multi Agency Safeguarding Hub (MASH) – if you are concerned about a child / young person

- Enquiry – 01392 388362
- To make a referral – 0345 1551071

If you think a child is in immediate danger, contact the police on 999.

Adva Partnership - if you are worried about domestic abuse or worried someone else is.

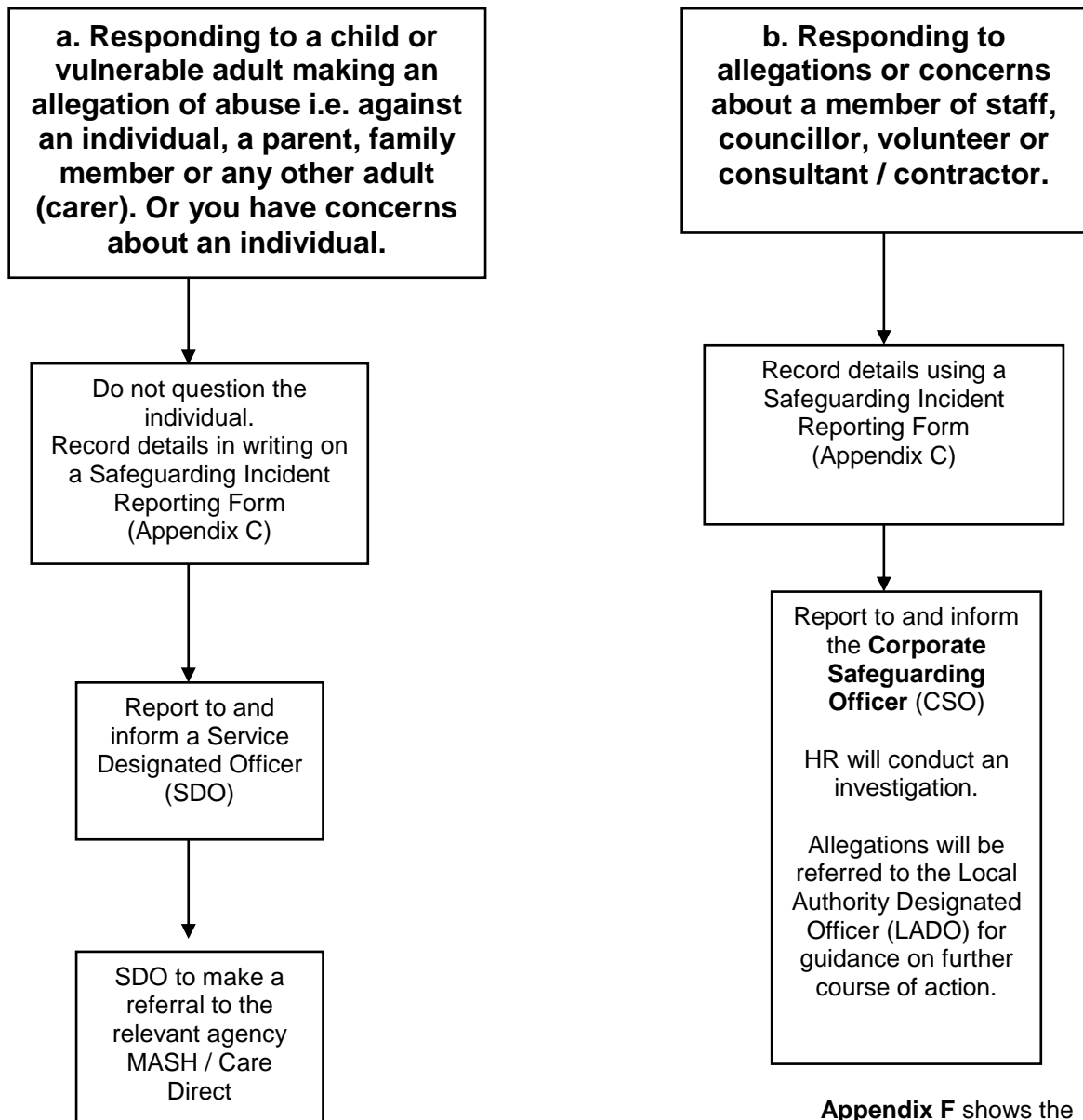
- 01392 382233

5.0 **Basic Response Procedure**

In general there are 2 situations that staff, elected members and volunteers may need to respond to:

Diagram 1 illustrates the basic response procedure/actions that should be followed for the two response situations.

Basic response procedure/actions



Appendix F shows the process once a referral is made.

5.1 Specific Response Procedures

More specifically the following procedures should be followed in each situation.

Responding to a child or vulnerable adult making an allegation of abuse.

Abused individuals will only tell people they trust and with whom they feel safe. By listening and taking seriously what the child or vulnerable adult is saying you are already helping the situation. The following points are a guide to help you respond appropriately.

1. **Stay calm.**
2. Listen carefully to what is said.
3. Find an appropriate early opportunity to explain that it is likely that the information will need to be shared with others – **do not promise to keep secrets.**
4. Allow the child or vulnerable adult to continue at their own pace.
5. Ask questions for clarification only, and at all times **avoid asking questions** that suggest a particular answer. Use **TED** (Tell me what happened, Explain what happened, Describe what happened).
6. Reassure the child or vulnerable adult that they have done the right thing in telling you.
7. Tell them what you will do next and with whom the information will be shared.
8. Record in writing on a Safeguarding Incident Reporting Form (see sharepoint) all the details that you are aware of and what was said using the child or vulnerable adults own words, as soon as possible.
9. Report to and inform your Service Designated Officer (if relevant), or the Corporate Safeguarding Officer as shown on page 11.
10. Service Designated Person / Corporate Safeguarding Officer inform relevant agency.

REMEMBER

It is not your job to judge or investigate BUT to inform

Responding to allegations or concerns against a member of staff, councillor or volunteer.

1. Take the allegation or concern seriously.
2. Consider any allegation or concern to be potentially dangerous to the child or vulnerable adult.
3. Record in writing on a Safeguarding Incident Reporting Form (see sharepoint) all the details that you are aware of as soon as possible.
4. Report to and inform the Corporate Safeguarding Officer.

The CSO and / or LADO may feel that the allegation is due to poor practice, which needs to be addressed through training rather than an investigation. However this will be recorded.

REMEMBER

It is not your job to judge or investigate BUT to inform

6.0 Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only, i.e. Service Designated Officer, Corporate Safeguarding Officer, MASH and Care Direct.

It is extremely important that allegations or concerns are not discussed, as any breach of confidentiality could be damaging to the child or vulnerable adult, their family and any child protection investigations that may follow.

Informing the parents of a child or young person you may have concerns about needs to be dealt with in a sensitive way. If there is a possibility that the Child Protection allegation involves a parent or family member the concern should not be discussed with them until consultation with the SDO.

Any individual under supervision has the right to be notified about the cause for concern. This should be done in joint consultation with MASH and the Police. It is important that the timing of this does not prejudice the investigation.

Recorded information should be stored in a secure place with limited access to Service Designated Officer and Corporate Safeguarding Officers, in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure).

If enquiries arise from the public (including parents) or any branch of the media, it is vital that all staff, elected members and volunteers are briefed so that they do not make any comments regarding the situation. Staff, elected members and volunteers should be informed who the relevant designated Council spokesperson will be, and all enquiries directed through them. Staff, elected members and volunteers should reply 'no comment' to all questions / enquiries.

7.0 Photography and Child Abuse Imagery

There is increasing evidence that some people have used children and young people's activities and events, as an opportunity to take inappropriate photographs or video footage. Staff, elected members and volunteers should be vigilant at all times and any person using cameras or videos within Mid Devon District Council services and at events or activities which involve children and young people should be approached and asked to complete a Consent Form for the use of Cameras and other Image Recorders (see sharepoint).

When commissioning professional photographers or inviting the press to cover Council services, events and activities you must ensure that you make your expectations clear in relation to child protection.

- Check credentials of any photographers and organisations used.
- Ensure identification is worn at all times, if they do not have their own – provide it.
- Do not allow unsupervised access to children or young people or one to one photographic sessions.

- Do not allow photographic sessions outside of the activities or services, or at a child or young persons home.
- Parents must be informed that photographs of their child or young person may be taken during Council services, activities or events, and parental consent forms need to be signed agreeing to this. This must include information about how and where these photographs will be used (see SharePoint).
- It is recommended that the names of children or young people should not be used in photographs or video footage, unless with the express permission of the child or young person's parent.

8.0 Good Practice for Mid Devon District Council

The Care of the Organisation

Anyone could have the potential to abuse children or young people in some way and it is important that all reasonable steps are taken by Mid Devon District Council to ensure that unsuitable people are prevented from working with children and vulnerable adults.

8.1 Use of Contractors

Mid Devon District Council and its staff, elected members and volunteers should undertake reasonable care that contractors doing work on behalf of the Council are monitored appropriately.

Any contractor or sub-contractor, engaged by the Council in areas where workers are likely to come into contact with children or vulnerable adults, should have it's own equivalent Policy, or failing this, must comply with the terms of this policy.

Where there is potential for contact with children and vulnerable adults it is the responsibility of the manager who is using the services of the contractor to check that the correct Criminal Records Bureau check has been satisfactorily completed.

8.2 Facilities

Mid Devon facilities which are used by the public need to be kept in a safe condition and risk assessed.

9.0 Guidance for staff can be found on SharePoint covering:

<http://mddcmoss/sites/phoenix/ceo/nhr/HR%20Profiles/Forms/AllItems.aspx?RootFolder=%2fites%2fphoenix%2fceo%2fnhr%2fHR%20Profiles%2fSafeguarding%20Children%20and%20Young%20People%20Policy%20and%20Procedures&FolderCTID=&View=%7b301EA6F8%2dB378%2d441D%2dAFAE%2d25964D4F326D%7d>

- Good practice for employees
- Recruitment
- When making a referral
- Recognising the signs of abuse
- Safeguarding incident form
- Photo consent
- Example activities consent form
- Body maps

Recommended Legislation and Guidance

Legislation

- The Care Act 2014 in particular Sections 42 to 46 related to safeguarding, further information can be found at: <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>
- The Children Act 2004, specifically Section 11 which places a duty on key people and public bodies, including district councils, to make arrangements to ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2004/31/contents>
- The Counter Terrorism Act 2015 section 26 which places a duty on certain bodies, in the exercise of their functions, to have due regard to the need to prevent people from becoming terrorists or supporting terrorism. The Prevent Agenda is one of four strands which makes up the Governments counter-terrorism strategy. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2015/6/contents>
- The Modern Slavery Act 2015. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2015/30/contents/enacted>
- The Anti-Social Behaviour, Crime and Policing Act 2014 in particular Part 10 relating to forced marriage. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2014/12/contents/enacted>
- The Serious Crime Act 2015 particularly Part 5 relating to female genital mutilation, child cruelty and domestic abuse. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2015/9/contents/enacted>
- The policy is written with reference to the principle of Think Child, Think Parent, Think Family. Further information can be found at: <http://www.publichealth.hscni.net/publications/think-child-think-parent-think-family-0>
- Human Rights Act 1998
www.hmsso.gov.uk/acts/acts1998/19980042.htm
- The Data Protection Act 1984 and 1998
www.legislation.hmsso.gov.uk/acts/acts1998/19980029.htm

Guidance

- Working Together to Safeguard Children (Department of Health)
<http://www.doh.gov.uk>
- Multi-Agency Child Protection Procedures (LSCB)
www.devon.gov.uk/socserve/childprotect
- Every Child Matters (Department for Education and Skills)
www.dfes.gov.uk/everychildmatters

- First Check – NSPCC
www.nspcc.org.uk
- No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse" (March 2000).
www.gov.uk/government/publications/no-secrets-guidance-on-protecting-vulnerable-adults-in-care
- Safeguarding Adults (ADSS) 2005
www.adass.org.uk/images/stories/Publications/Guidance/safeguarding.pdf

Appendix B

Useful Contacts

- **Care Direct** Tel: 0845 1551 007
- **Criminal Records Bureau (CRB)** Tel: 0870 90 90 822
PO Box 110, Liverpool, L3 6ZZ
www.crb.gov.uk
- **Childline** Tel: 0800 1111
- **Children and Young Peoples Unit** Tel: (028) 90528429
www.allchildrenni.gov.uk/
- **Devon and Cornwall Constabulary (Police)**
Police Central Switchboard Tel: 101
Police Emergency Tel: 999
Police Central Referral Unit Tel: 0845 6051166
- **Devon County Council** Tel: 01392 383266
(Records Disclosure Service)
Devon County Council can act as an umbrella body to process Criminal Records Bureau Checks for other organisations, i.e. community organisations.
www.devon.gov.uk
- **Free and confidential counselling is available for all employees**
Office hours Tel: 01392 383277
Out of hours Tel: 01392 382549
- **Local Authority Designated Officer** Tel: 01392 384965
- **NSPCC**
Child Protection Helpline Tel: 0808 800 5000
www.nspcc.org.uk

Local Safeguarding Children's Board Contacts

- **Local Authority Designated Officer**
(manages allegations) Tel: 01392 384965

- **Referral Co-ordinator**

(allegations against staff)
www.devonsafeguarding.org

Tel: 01392 386013

MASH (Multi Agency Safeguarding Hub)

MASH switchboard

Tel: 03451551071

Email: mashsecure@devon.gcsx.gov.uk (send referral form within 24 hours)

Declaration

Mid Devon District Council is fully committed to safeguarding the well being of children and vulnerable adults by protecting them, from neglect, physical, sexual and emotional harm.

Working as an employee or volunteer of Mid Devon District Council or as an elected member it is important that you have taken time to thoroughly read this Policy and Procedures.

By being made aware of the policy it is our intention to ensure that all are proactive in providing a safe and secure environment for the children and vulnerable adult in our care.



Declaration:

I have read and understood Mid Devon District Council's Safeguarding Policy and Procedures and I accept the principles therein.

Signed: Date:

Name:
(Please print)

Position in Organisation:.....

This will be kept in your personnel file

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COMMUNITY WELLBEING PDG 7TH JUNE 2016

EARLY HELP SERVICES

Cabinet Member Cllr Colin Slade, Cabinet Member for Community Well Being

Responsible Officer Amy Tregellas, Head of Communities & Governance

Reason for Report: To update members on the latest developments with the Early Help Services (formerly the Troubled Families Programme).

RECOMMENDATION: That the PDG recommends the Working Practice Agreement for the sharing of information to support Early Help Provision (Appendix B) to the Cabinet for approval.

Relationship to Corporate Plan: The report relates to the Council's corporate objectives of 'Working with local communities to encourage them to support themselves' and 'Promoting physical activity, health and wellbeing' under the Community Wellbeing theme.

Financial Implications: None at this stage.

Legal Implications: The Council has a statutory duty to co-operate with other authorities to safeguard children under the Children's Act 2004

Risk Assessment: None

1.0 Background

1.1 The Troubled Families Programme was set up by Central Government in 2011 to 'turn around' the lives of 'the most troubled families' in Britain. The three-year funded programme was extended in 2014 for a further 2 years with the intention that the 'new approach' should be mainstreamed as part of the preventative services available to support children and families in need.

1.2 In Devon over the last two years, the Troubled Families Programme has evolved into 'Early Help'. Early Help describes a range of multi-agency support services offered to children, young people and families in response to their emerging needs. 'Early Help' aims to prevent the multiple and often complex needs of families escalating to a degree where they require more expensive specialist support or legal intervention. In this way the service has the dual objectives of protecting children and of reducing the costs of multiple interventions. Appendix 1 provides a more detailed description of this service.

1.3 The original Troubled Families Programme had very specific criteria for inclusion set by Central Government and concentrated on:

- getting children back in the classroom
- getting parents into work
- reducing crime and anti-social behavior

- 1.4 The Early Help programme is able to respond to a much broader range of needs of children and young people. It is based on front-line practitioners recognising when the needs of children and families reaches a threshold for intervention based on the cumulative effect of inter-related issues whether they are health, education, employment, or crime and disorder. Early Help services, therefore, form the essential preventative part of a continuum of help and support responding to the different levels of need of individual children and families.
- 1.5 One of the main objectives of the initial Troubled Families Programme was to try out new ways of working that would increase the integration and co-ordination of support to children and families in need. A key element of this was the locally-based multi-agency practitioner forums, at which the needs of families was discussed and support co-ordinated. There are three practitioner forums in the Mid Devon area covering Tiverton, Crediton and the Culm Valley which meet monthly, each managing a case load of between 10 -15 families at any one time. Under the Children's Act 2004, Mid Devon District Council has a duty to co-operate in initiatives to safeguard children, and supports Early Help mainly through the involvement of the Housing Service and Community Safety Officer in these practitioner forums. To this end the Council is being asked to sign up to the Working Practice Agreement for the sharing of information to support Early Help Provision (Appendix B).
- 1.6 In the first three years of the Troubled Families Programme the programme engaged with 150 families locally in the Mid Devon area. Up-to-date figures for the number of families involved in the programme will be circulated at the meeting.

2.0 Recent Changes

- 2.1 In order to reduce the overall cost of Early Help, the number of personnel involved in the programme has been gradually reduced. There is now just one Early Help Advisor and one Early Help Co-ordinator for the combined area of Mid & East Devon. At recent interviews in April, Russ Green was appointed as the new Early Help Co-ordinator for Mid and East Devon.
- 2.2 The structure and geography of the local management group is also being reviewed, and the Mid Devon management group may combine with East Devon to form one overall management group in line with the advisor and co-ordinator posts. After four years of supporting the programme locally the Community Development and Regeneration Manager has stepped down as chair of the local management group.

Contact for more Information: John Bodley Scott (01884 234363 / jbodleyscott@middevon.gov.uk)

Circulation of the Report: Cllr Colin Slade, Management Team

List of Background Papers:

Appendix A - 'Early Help in Practice' – a Guide for Professionals

Appendix B - Working Practice Agreement for the sharing of information to support Early Help Provision

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Devon
Safeguarding Children
Board

EARLY HELP IN PRACTICE

A guide for professionals and managers on working together to support children and young people in Devon, whatever their level of need.

WHAT IS EARLY HELP?

Early Help is about more than just child protection: it is about making sure that children living in Devon are safe, healthy, happy and well educated.

Early Help Strategy for Children & Families

Early Help refers both to help in the critical early years of a child's life, when the fundamental building blocks of future development are laid, and responding as soon as possible when difficulties emerge throughout a child or young person's life. **All key agencies in Devon are signed up to this approach.**

The critical features of an effective Early Help system in Devon are:

- A multi-disciplinary **Team around the Child** approach that coordinates expertise
- The family's relationship with a trusted **Lead Professional** who coordinates support needed from other agencies or the community and voluntary sector
- **Empowering families to resolve their own problems**, building resilience for the future
- Not stopping with the "child's problem", but looking at **whole family need**
- **Easy** access

The '[Working Together to Safeguard Children](#)' guidance, National Framework for Assessment of Children in Need and the Children Act 2004 set out that we must coordinate our services and support each other to keep children safe. The research (such as the Munro Review) shows it works but most importantly the families we work with tell us it needs to be this way – the problems they experience don't fit neatly into our multi-agency, inter-disciplinary divisions.

Principles

- Children, families and young people are at the centre of the assessment and planning process and should be partners in making decisions throughout, including the decisions about the content of the plan.
- Assessment and planning is an on-going process. It builds on previous assessments and develops with the child.
- Practitioners should be engaged and committed to the co-ordinated assessment and planning process.
- As far as possible, 'tell us once' and we share the relevant information, so people don't have to repeat the same information to different agencies or practitioners.
- Work by agreement on shared goals, co-ordination and joint working between all agencies
- Focus on clear outcomes
- Build on the strengths of the child or young person as well as identifying difficulties.
- Look to informal (family and community) support as well as to statutory agencies.
- Have the necessary skills to be good at what we do

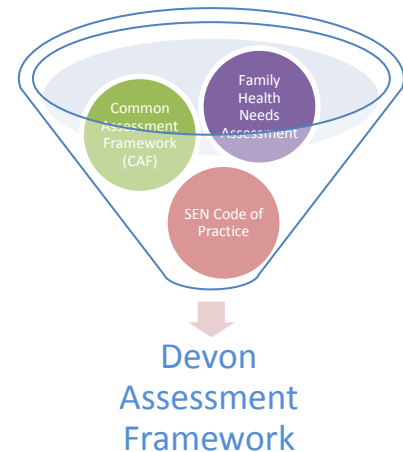
HOW IT WORKS

“When things are going really wrong, you need something to be done about it really quickly”

When a child’s needs increase it is likely that more services will become involved. The aim of Early Help is to coordinate this **multi-agency approach** to make it simpler for families, make sure they’re at the centre of decision making, reduce duplication and be more effective.

The [Devon Assessment Framework \(DAF\)](#) is the tool which has been developed to support Early Help, for children and young people, in Devon. The DAF incorporates the Family Health Needs Assessment, the Common Assessment Framework, Special Educational Needs & Disabilities Pathway (from birth to 25 years) and early safeguarding.

The DAF should be used to identify the needs of a child or young person and also explore the family’s strengths and any potential risks. Following this, a Team around the Child (TAC) meeting should be set up to discuss what needs to change with the family and other professionals involved. As a result of the TAC, a plan will be developed to record the agreed outcomes to be achieved and who is responsible for each outcome.



“Everyone has come and visited and told me about their services, but it has been confusing as more services are involved.”

The [Threshold Tool](#) is available to assist you with identifying the most appropriate service response for children, young people and their families. A range of Early Help services are available in Devon, and you can find out more about them, including how to access them, by searching our [Early Help directory](#).

If you are concerned there may be a safeguarding issue, or you’re not sure, you must contact the Multi-Agency Safeguarding Hub on 0345 155 1071 for advice. They will talk to you about your concern. If this can be handled through the use of DAF, they will signpost you to the Early Help Coordination Centre (EHCC).

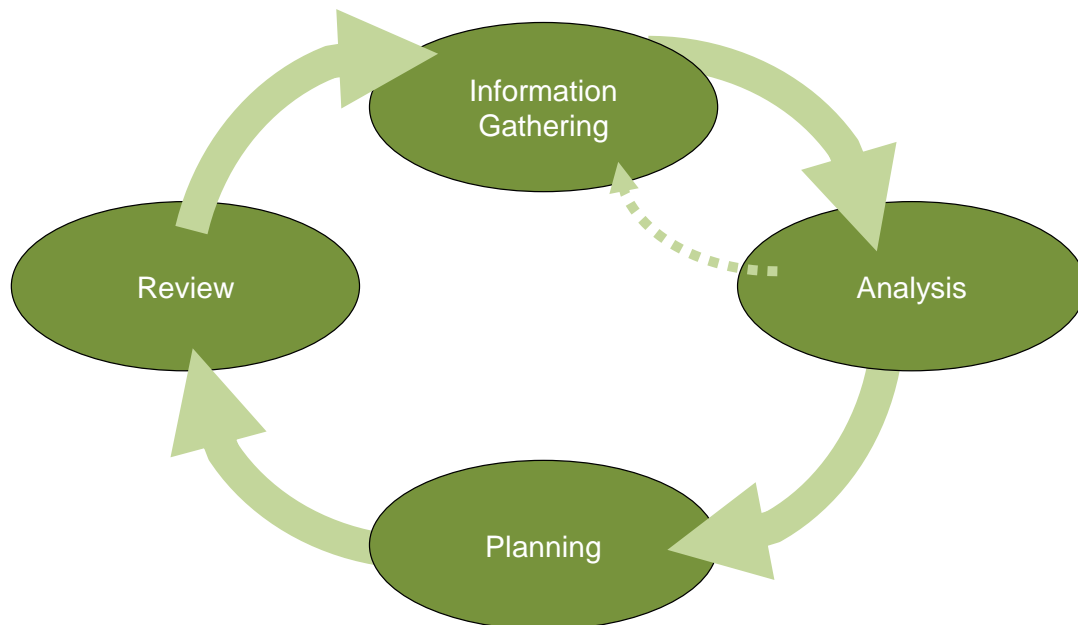
“Sometimes services don’t talk to each other and you are then blamed for doing something wrong because of lack of communication.”

Who takes the lead?

The DAF should be coordinated by a Lead Professional who will provide support to the child and family, act as an advocate on their behalf and ensure the timely delivery of support services. This could be a GP, Family Support Worker, Teacher, Health Visitor and/or Special Educational Needs Coordinator. It’s about who knows the child and family best and who the family feel could best support them. Further information can be found in the Lead Professional Guidance.

THINKING THROUGH THE PROBLEMS

When a need has been identified, it's crucial to think through the information and work out what it means. The review cycle helps with this by providing some structure to our approach:



- **Information gathering** – What are we being told? What do we already know? What evidence is currently available? What are you concerned about?
- **Analysis** – What does this mean? How concerned should you be? What response is suggested in the [threshold tool](#)? What information do we need to gather to test out the ideas about what is going on?
- **Planning** – Once we understand what is happening, what actions could be taken to improve things? What outcomes need to be achieved? Set a date to review.
- **Review** – Have things changed for the child or young person? No plans are permanent, so what new information are we learning from to improve or change our plan? What actions need to be taken if there hasn't been a positive change?

Where you want to involve another service you must talk to the family, unless doing so would place the child or young person at risk of significant harm.

For more information on assessment and planning you can access the [Early Help e-learning](#).

THE CHILD'S EXPERIENCE

A vital part of Early Help is ensuring that the child or young person is central to planning and decision making, and that they feel their voice is heard and their contribution is valued. Fully involving children and young people means:

- Understanding what their life is like, their perceptions and fears. Being part of the family means children and young people have a central and unedited perspective on what affects them most.
- Recognising what the child or young person can contribute to the solution, whether working themselves on a particular behaviour or in what they might say to others
- Monitoring and reviewing how changes the family make affect the child's day to day life and longer prospects

Working towards the fullest possible involvement requires skill on the part of the practitioner, sometimes courage for the young person, and the building of trust between the two. There are a number of strategies and techniques that can help:

- Time spent with the young person – there's no substitute for a good relationship
- Thinking about who is best placed to get alongside the young person
- Tools such as 'Listen to Me', which give structure to discussion and allow young people to raise issues important to them

For some children there may be barriers to communicating their views. This may be because they are particularly vulnerable, because adults in their lives are unable to listen, or because our processes sometimes get in the way. Identifying an advocate who can work with the young person to best communicate is a good method to overcome some of these inhibitions, this will usually be someone in the young person's life who knows them well. In other situations it might be a dedicated 'professional' advocate.

In either instance the advocate will consider the following points:

- Make time to develop a positive relationship with the young person.
- Understand how the young person likes to communicate and support this.
- Be independent and stay impartial. Listen to the young person's opinions rather than your own.
- Try not to take sides, or offer solutions.
- Confidentiality - Talk through this with the young person before you start working with them. Explain that you will keep what is said to yourself, unless it is likely to cause harm to anyone, including the young person.
- When writing a young person's response for them, use the exact words the young person used.
- Evidence anything said on the young person's behalf, through multiple examples, photos etc.

Further information and guidance on ways of engaging children and young people can be found in the [Early Help e-learning](#) modules.

THE DEVON ASSESSMENT FRAMEWORK

The following sections set out the purpose of each of the DAF forms. Specific guidance on how to fill in the forms can be found in the Devon Assessment Framework (DAF) Practical Guidance or the [Early Help e-Learning](#).

DAF 1 Family Information and Assessment	<p>Records information about the family, including all children and adults in the household, significant contacts for the family and services currently or previously working with the family.</p> <p>The assessment sections allow professionals to identify needs, strengths, risks and what needs to change in order for the child to reach their full potential. It enables the views of the child/young person and their parent/carers to be recorded.</p>
DAF 2a My Plan	<p>Records the aspirations of the child/young person and parent/carers', the needs identified through completion of DAF 1 and the outcomes to be achieved, including what resources could be used to support these. In most cases the resources already available in the community, including school or health visiting for example, will be able to support the plan.</p> <p>This needs to be completed as a result of a Team Around the Child (TAC) meeting, where the family and professionals involved agree what needs to happen and who is responsible.</p>
DAF 3 Request for additional resources	<p>If a child/young person has complex SEN and/or a disability and there hasn't been significant progress using the DAF 2a 'My Plan', a DAF 3 'Request for Additional Resources' can be completed.</p> <p>Most children and young people should be able to be supported using the DAF 2a 'My Plan' and the existing resources already available in the community.</p>

INFORMATION SHARING

You will need to explain why it is important to share information and get the parent/carer (and child or young person where relevant) to sign the 'DAF Information Sharing Consent Form' before proceeding with the assessment. **Without consent you will be unable to complete DAF or enter it onto the HolistiX system**

Talking about families and sharing information is essential if we need to keep people safe, or ensure they get the best services. This sharing must only happen when it is helpful to the child, when it is legal and when it is necessary to do so.

The Seven Golden Rules provides a framework for everyone to understand the circumstances in which to share information and what the responsibilities are, making sure people always have control over their information (unless a child is at risk).

1. Remember the Data Protection Act is not a barrier to sharing. It is a framework that ensures personal information about a living person is shared appropriately.
2. Be open and honest with the person (and/or their family where appropriate) from the outset about why, what, how and with whom information could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
3. Seek advice if you are in any doubt whether you should or shouldn't share
4. Share with consent where appropriate and where possible, respect the wishes of those who do not consent to share 'confidential' information. You may still share information without consent, if in your judgement that lack of consent can be overridden in the public interest. You will need to base your judgement on the facts of the case.
5. Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the person and others who may be affected by their actions.
6. Necessary, proportionate, relevant, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have, is accurate and up-to-date, is shared in a timely fashion, and is shared securely.
7. Keep a record of your decision and the reasons for it-whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

EARLY HELP COORDINATION CENTRE (EHCC)

The purpose of the Early Help Coordination Centre (EHCC) is to support the delivery of Early Help activity across Devon, this includes

- Providing support and advice to professionals about the completion of the DAF
- Contacting agencies, where necessary, to support the identification of lead professionals
- Signposting professionals and families to local services and support.

The Early Help Advisors, based in locality areas, provide support and training to partner agencies and monitor the ongoing quality of completed DAFs. It is important to note that the area based Early Help Advisors **will not** undertake the DAF or act as lead professional, but are tasked with supporting the practitioners in their area to complete high quality assessments, which have clear, positive outcomes for children, young people and their families.

To contact the EHCC:

Call: 0345 155 1071 and ask for Early Help

Email: earlyhelpsecure-mailbox@devon.gcsx.gov.uk

MULTI-AGENCY SAFEGUARDING HUB (MASH)

The MASH is the central resource for receiving all safeguarding and child protection enquiries.

The MASH is staffed with professionals from a range of agencies including police, probation, health, education and social care. These professionals share information to ensure early identification of potential significant harm, and trigger interventions to prevent further harm. MASH staff decide the most appropriate intervention to respond to a child's identified needs. Where appropriate, the MASH team is able to immediately trigger a response.

To contact the MASH:

Tel: 0345 155 1071

E-mail: mashsecure@devon.gcsx.gov.uk

Fax: 01392 448951

FAMILY GROUP CONFERENCING (FGC)

An FGC is strengths based, family led, decision making process. The main difference with this way of working is that the family are the primary decision making group. The role of the 'professionals' is to share information about their role in supporting the family and potential resources that could be available; this might include extended family, neighbours and friends. The family have an agenda, set by the referrer, and after hearing information from the service providers, are left alone to make their plan. This process is set up and facilitated by a fully trained Independent Co-ordinator; children can be involved with support from advocates when required. This service is available free to all, wherever a plan needs to be made for a child. If you would like to know more please email fgcmailbox@devon.gov.uk

Working Practice Agreement

**For the sharing of information to support
Early Help Provision**

Contents

1. Introduction and Partners
2. Purpose of the Agreement
3. Powers to share under this Agreement
4. Procedures for sharing
5. Indemnity and Certification

Appendix 1: Sharing information to support early help provision: relevant legislation

Appendix 2: Complying with the Data Protection Act, Human Rights Act, Common Law duty of Confidentiality and Caldicott Principles

Appendix 3: Information Standards

Appendix 4: Procedures for sharing information under this Agreement

Appendix 5: Partnership Contact Officers

Appendix 6: Supplemental agreement template

Appendix 7: Example of a Privacy Notice

1. Introduction and Partners

1.1 Who is this agreement for?

This agreement is for all staff who share personal information with each other as part of Devon's Early Help provision.

1.2 Which partners are signed up to this agreement?

The partners signed up to this agreement are:

Partner name
Action for Children
Addaction
Babcock Learning and Development Partnership (LDP)
Barnardo's
Bideford Learning Community
CAFCASS (Children & Family Court Advisory & Support Service)
Careers South West Ltd
Children's Society
Citizens' Advice
Community Action South West
Community Housing Aid
Community Links SW
Core Assets Children's Services
Cornwall County Council
DAPH (Devon Association of Primary Heads)
DASH (Devon Association of Secondary Heads)
DCH (Devon & Cornwall Housing)
Devon and Cornwall Police
Devon and Somerset Fire Service
Devon County Council
Devon District and Borough Councils
Devon Domestic Abuse Services (Splitz)
Devon Partnership NHS Trust
Dorset, Devon and Cornwall Community Rehabilitation Company
EDP Drug and Alcohol Services
Encompass South West
Exeter City Council
Exeter Community Initiatives
Freedom Social Projects
Home Start Exeter and East Devon
Involve
Job Centre Plus
National Probation Service
National Society for the Prevention of Cruelty to Children
NHS Northern, Eastern & Western Devon CCG

Partner name
NHS South Devon & Torbay CCG
North Devon Against Domestic Abuse (NDADA)
North Devon Homes
Northern Devon Healthcare NHS Trust
On track education services
One Ilfracombe
Plymouth City Council
RD & E NHS Foundation Trust
RISE
SHAD (Devon Association of Special Head Teachers)
South Devon Healthcare NHS Foundation Trust
South West Family Support
Sovereign Housing
St Loyes Foundation
Stop Abuse For Everyone (SAFE)
Teign Housing
Torbay Council
Transform
TTVS
Virgin Care Ltd
Voluntary Youth Services Devon
Westbank
Westward Housing Group
Wings South West
Yard 1 Studios
Young Devon

The partner leads for information sharing under this Agreement (known as Partnership Contact Officers) are identified in Appendix 5.

This Agreement relates to the sharing of information by following the high level procedures as identified in Appendix 4.

When sharing information about children and young people, partners recognise the good practice guidance HM Government guidance 'Information Sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers'¹.

2. Purpose of this Agreement

2.1 This Agreement has been developed to:

¹https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419628/Information_sharing_advice_safeguarding_practitioners.pdf

- define the specific purposes for which the signatory partners have agreed to share information;
- set out the legal gateway through which the information is shared, including reference to the Data Protection Act, Human Rights Act 1998 and the Common Law duty of confidentiality;
- describe the information standards that should be met in order to comply with the Data Protection Act and security standards (appendix 3);
- describe how this agreement will be monitored and reviewed (appendix 3).

2.2 Why is it needed?

The purpose of sharing information under this agreement is to improve joint partnership working and communication between partners in the context of Early Help. More specifically this refers to sharing information that will help identify where an Early Help multi-agency support approach is required and thereafter sharing information with consent to help deliver that support in practice.

3. Powers to share under this Agreement

3.1 There are several powers enabling the sharing of information under this agreement. These implied powers are contained in legislation such as the:

- Children Act 1989 and 2004
- Crime and Disorder Act 1998
- Education Act 2002
- Local Government Act 1972 and 2000
- Localism Act 2011
- National Health Service Act 2006
- Health and Social Care Act 2012
- Welfare Reform Act 2012

3.2 A detailed list of this legislation (and others) and applicable sections can be found in Appendix 1.

3.3 Partners recognise that any disclosures made under this agreement must comply with the following legislation and recommended good practice:

- Data Protection Act 1998
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Caldicott Principles

3.4 Partners agree that sharing information to support early help provision is intended to **improve the well-being of children, young people and families**. Provided that disclosures made under this agreement are **fair, lawful, necessary, proportionate,**

relevant, accurate, timely and secure, then any sharing will be compatible with the legislation listed at paragraph 3.3.

3.5 Partners agree that they are each responsible for ensuring their compliance with this legislation and any another relevant legislation. Appendix 2 provides further information in relation to complying with the Data Protection Act 1998, Human Rights Act 1998, the Common Law Duty of Confidentiality and Caldicott Principles.

3.6 Partners agree to adhere to the information standards identified in Appendix 3, which will also assist them in complying with the Data Protection Act 1998.

4. Procedures for sharing

4.1 Partners agree to share information to support Early Help provision in accordance with the procedures and standards set out in this agreement and, where relevant, the data processing specification applicable to the individual partner (agreed as a separate document).

4.2 Partners agree that information will be shared under this agreement for these specific purposes:

1. Identifying individuals with additional needs;
2. Identifying family groups with additional needs;
3. Undertaking an assessment of the family's needs;
4. Providing co-ordinated help and support through a partnership approach to meet these and any later-identified needs;
5. Monitoring progress and measuring outcomes for individuals and families;
6. Providing central government with information to support and contribute to the evaluation of the national Troubled Families Programme.

4.3 The high level procedure for sharing information for these purposes can be found in Appendix 4.

5. Indemnity and Certification

Indemnity clause

5.1 If any of the partners signed up to this agreement breach the terms of this agreement then the partner in breach (referred to hereafter as the “Defaulting Partner”) agrees to indemnify all other partners and keep them fully and effectively indemnified against all direct losses, claims, damages, liabilities (whether criminal or civil), costs, charges, expenses (including legal fees and costs), demands, proceedings and actions which all, or any, of the other partners may incur or which may be established against them by any person and which in any case arises out of:

- the breach of any of the provisions of this agreement by the Defaulting Partner or its servants or agents any processing by the Defaulting Partner, its servants or agents, of personal information received, for purposes other than the originating purpose, or
- any breach by the Defaulting Partner, its servants or agents, of any law in respect of its processing of personal information received by reason of a disclosure made by another partner.

5.2 Each partner shall be under a duty to mitigate against all losses which it may incur.

5.3 The partners may agree to admit a new partner to this agreement. No new partner shall become a partner until it has agreed to become a party to this agreement (as amended from time to time) and be bound by its terms by signing a supplemental agreement in the form set out at Appendix 6.

Certification of this Agreement

By signing below, partners accept the working practice arrangements set out in this agreement and recognise the HM Government guidance ‘Information Sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers’.

Signed [Insert signature]
By [Authorised signatory’s name and position]
For and behalf of [Partner organisation]
Date
Data Protection Act 1998 Registration Number [Partner organisation registration number]

Sharing Information to support Early Help Provision

Relevant Legislation

Legislation	Section Description
Children Act 1989	<p>Section 17 – general duty of local authorities to safeguard and promote the welfare of children within their area who are in need, and so far as is consistent with that duty, to promote the upbringing of such children by their families.</p> <p>Section 47 – where a local authority is informed that a child who lives, or is found, in their area is the subject of an emergency protection order or is in police protection or there is reasonable cause to suspect that a child who lives, or is found, in their area is suffering, or is likely to suffer, significant harm, there is a duty to investigate.</p>
Children Act 2004	<p>Section 10 – duty of local authorities to promote co-operation between partners to deliver services and improve wellbeing.</p> <p>Section 11 – duty of local authorities to make arrangements with partners to safeguard and promote welfare.</p>
Crime and Disorder Act 1998	<p>Section 17 – duty of each authority to exercise its functions with due regards to the likely effect of the exercise of those functions, and the need to do all that it reasonably can, to prevent crime and disorder in its area.</p> <p>Section 115 – any person who apart from this section would not have power to disclose information to a relevant authority or to a person acting on behalf of such an authority, shall have the power to do so in any case where the disclosure is necessary or expedient for the purposes of this act.</p>
Data Protection Act 1998	<p>Section 29(3) – where disclosure is required for the prevention or detection of crime of the apprehension or prosecution of offenders.</p> <p>Section 35(1) – where the disclosure is required by or under enactment, by any rule of law or by the order of a court.</p> <p>Processing of personal information must be in compliance with the eight data protection principles of the Act.</p>
Education Act 2002	<p>Section 175 – a local education authority shall make arrangements for ensuring that the functions conferred on them in their capacity as a local education authority are exercised</p>

	with a view to safeguarding and promoting the welfare of children.
Local Government Act 1972	Section 111(1) – a local authority shall have the power to do anything which is calculated to facilitate, or is conducive to or incidental to, the discharge of any of their statutory functions.
Local Government Act 2000	Section 2(1) – a local authority shall have the power to do anything which they consider is likely to achieve the promotion or improvement of the social well-being of their area.
Localism Act 2011	Section 1(1) – [in exercise of a] local authority's general power of competence, a local authority has power to do anything that individuals generally may do.
National Health Service Act 2006	<p>Section 82 – in exercising their respective functions NHS bodies and local authorities must co-operate with one another in order to secure and advance the health and welfare of the people in England and Wales.</p> <p>Section 201(3)(d) – a disclosure of information may be made if it is for the purposes of any criminal investigation or proceedings.</p> <p>Section 201(6) - Information to which this section applies may be disclosed in accordance with section 201(3) despite any obligation of confidence that would otherwise prohibit or restrict the disclosure.</p>
Health and Social Care Act 2012	<p>14Z23 Permitted disclosures of information</p> <p>(1) A clinical commissioning group may disclose information obtained by it in the exercise of its functions if:</p> <p>(a) the information has previously been lawfully disclosed to the public,</p> <p>(b) the disclosure is made under or pursuant to regulations under section 113 or 114 of the Health and Social Care (Community Health and Standards) Act 2003 (complaints about health care or social services),</p> <p>(c) the disclosure is made in accordance with any enactment or court order,</p> <p>(d) the disclosure is necessary or expedient for the purposes of protecting the welfare of any individual,</p> <p>(e) the disclosure is made to any person in circumstances where it is necessary or expedient for the person to have the</p>

	<p>information for the purpose of exercising functions of that person under any enactment,</p> <p>(f) the disclosure is made for the purpose of facilitating the exercise of any of the clinical commissioning group’s functions,</p> <p>(g) the disclosure is made in connection with the investigation of a criminal offence (whether or not in the United Kingdom), or</p> <p>(h) the disclosure is made for the purpose of criminal proceedings (whether or not in the United Kingdom)</p> <p>(2) Paragraphs (a) to (c) and (h) of subsection (1) have effect notwithstanding any rule of common law which would otherwise prohibit or restrict the disclosure.</p>
<p>Welfare Reform Act 2012</p>	<p>Section 131</p> <p>(1) The Secretary of State, or a person providing services to the Secretary of State, may supply relevant information to a ‘qualifying person’ for prescribed purposes relating to welfare services or council tax.</p> <p>(2) A qualifying person who holds relevant information for a prescribed purpose relating to welfare services may supply that information to—</p> <p>(a) the Secretary of State, or</p> <p>(b) a person providing services to the Secretary of State, for a prescribed purpose relating to a relevant social security benefit.</p> <p>(3) A qualifying person who holds relevant information for a prescribed purpose relating to welfare services, council tax or housing benefit may—</p> <p>(a) use the information for another prescribed purpose relating to welfare services, council tax or housing benefit;</p> <p>(b) supply it to another qualifying person for use in relation to the same or another prescribed purpose relating to welfare services, council tax or housing benefit.</p> <p>(4) Relevant information supplied under subsection (1) or (3) to a qualifying person may be supplied by that person to a person who provides qualifying welfare services for purposes connected with the provision of those services.</p> <p>(11) In this section “qualifying person“ means-</p>

	<p>(a) a local authority;</p> <p>(b) a person authorised to exercise any function of such an authority relating to welfare services or council tax;</p> <p>(c) a person providing services to a local authority relating to welfare services or council tax;</p> <p>(d) an authority which administers housing benefit;</p> <p>(e) a person authorised to exercise any function of such an authority relating to housing benefit;</p> <p>(f) a person providing to such an authority services relating to housing benefit; or</p> <p>(g) a person prescribed or of a description prescribed by the Secretary of State.</p>
<p>The Social Security (Information-sharing in relation to Welfare Services etc.) Regulations 2012</p>	<p>Part 3</p> <p>5. (1) The purposes prescribed under section 131(1) of the 2012 Act (purposes for which the Secretary of State or person providing services to the Secretary of State may supply relevant information to a qualifying person) are –</p> <p>(d) where the qualifying person is a local authority in England, identifying households eligible for support under the troubled families programme and providing appropriate types of advice, support and assistance to members of such households under that programme.</p>

Complying with the Data Protection Act, Human Rights Act, Common Law Duty of Confidentiality and Caldicott Principles

Before partners can share information, they must establish whether they have the power in law to do so. Partners need express or implied powers to share information. Appendix 1 provides a list of legislation that may be relevant to enabling the sharing of information to support Early Help. This list is not exhaustive and acts as a guide only.

As well as considering the laws in Appendix 1, each partner must ensure that the disclosures they make are compatible with the principles of the Data Protection Act 1998; the Human Rights Act 1998 (Article 8, right to a private life) and the Common Law Duty of Confidentiality. Failure to do so could mean that some or all of the disclosure is unlawful.

Data Protection Act 1998

The Data Protection Act 1998 (the DPA 1998) is the legal framework for obtaining, using, storing, disclosing and deleting personal data about living and identifiable people. The Act is built around eight principles, a summary of the principles is below:

1. personal data shall be processed **fairly and lawfully**
2. personal data shall be processed for **limited purposes**
3. personal data shall be **adequate, relevant and not excessive**
4. personal data shall be **accurate** and where necessary, **kept up to date**
5. personal data shall be **held no longer than is necessary**
6. personal data shall be processed in line with **people's rights**
7. personal data shall be **kept secure**
8. personal data shall not be transferred to countries without **adequate security**

All organisations who share personal data under this agreement must comply with these principles, in particular the first principle - *personal data shall be processed fairly and lawfully*.

In order to be 'fair', when an organisation shares information, the person whose data is being shared (the data subject) should be made aware if appropriate (by taking reasonable steps) that their data is being shared, who will see it and what the likely consequences or outcomes are, unless by doing this it would prejudice the prevention or detection of a crime or place someone at risk or harm. This is called a Privacy Notice. Partners agree to have appropriate Privacy Notices in place in order to comply with this principle (see appendix 7 for an example of a Privacy Notice).

The second requirement of the first principle is to ensure that any sharing that takes place is 'lawful'. Schedules 2 and 3 of the DPA provide a list of conditions that must be met in order for the sharing of personal data and 'sensitive' personal data to be lawful. The DPA defines sensitive personal data as information relating to a person's racial or ethnic origin; religious or other beliefs; physical or mental health or condition; sexual life; and offences committed (or accused of) and the outcome of those offences.

When an organisation wants to share personal data to support Early Help, it must be able to satisfy at least one condition listed in Schedule 2 of the DPA 1998. If 'sensitive' personal data is shared, the disclosing person must also be able to satisfy at least one condition listed in Schedule 3 of the DPA 1998 (or the Data Protection Processing of Sensitive Personal Data Order 2000) as well.

Partners signed up to this agreement recognise that the following conditions derived from the Data Protection Act may be relevant when considering whether they can lawfully share information:

Schedule 2 – *one or more of these conditions must be met when sharing personal data*

Condition 1 - the data subject has provided their **consent** to the sharing;

Condition 3 - the sharing is necessary to comply with a **legal obligation**

Condition 4 - the sharing is necessary to **protect the individual's life** or protect them from **serious harm**

Condition 5 - the sharing is in the **public interest** and is necessary for the disclosing organisation or another organisation to undertake its official duties;

Condition 6 - the sharing is necessary for a **legitimate and lawful purpose** and does not cause unwarranted prejudice to the data subject

Schedule 3 – *one or more of these conditions must be met when sharing 'sensitive' personal data, as well as at least one condition from Schedule 2*

Condition 1 – the data subject has provided their '**explicit**' **consent** to the sharing; or

Condition 3 – the sharing is necessary to **protect the life** of the individual or someone else or to protect them from **serious harm**; or

Condition 7- the sharing is necessary for the **exercise of any functions of a government department**

Sensitive Personal Data Order 2000 – *one or more of these conditions must be met when sharing 'sensitive' personal data, as well as at least one condition from Schedule 2*

Condition 1 (a) – the sharing is in the **substantial public interest**;

Condition 1 (b) – the sharing is for the **prevention or detection of an unlawful act**;

Condition 1 (c) – must necessarily be **carried out without the explicit consent** of the data subject being sought **so as not to prejudice those purposes**

Condition 9 (a) – the sharing is in the **substantial public interest**;

Condition 9 (b) – the sharing is necessary **for research purposes**;

Condition 9 (c) – the sharing does not **support decisions about any particular data subject**;

Condition 9 (d) – the sharing does **not cause damage or distress to the data subject or any other person**

Partners agree to ensure they comply with the remaining DPA principles when sharing personal data.

Human Rights Act 1998

As well as satisfying the Data Protection Principles, partners recognise that any disclosures they make must also be compatible with a person's 'right to a private life', as described in Article 8 of the European Convention for the Protection of Human Rights and Fundamental Freedoms (ECHR). The Human Rights Act 1998 gives effect in UK law the rights contained in the ECHR.

Article 8 of the ECHR gives a person the right to respect for his/her private life, family life, home and correspondence. A public authority cannot 'interfere' with this right unless it is in accordance with the law, is necessary in a democratic society and is for a legitimate purpose.

Legitimate purposes

Legitimate purposes are defined in Article 8(2) of the ECHR and include national security; public safety or the economic well-being of the country; the prevention of disorder or crime; for the protection of health or morals; or for the rights and freedoms of others.

Proportionate

The amount and type of information that should be shared between the partners signed up to this agreement must always be proportionate and necessary, in order to achieve the purposes of this agreement.

Partners recognise that if they comply with the DPA Principles, then any sharing they do under this agreement is likely to be compatible with the Human Rights Act and therefore not breach Article 8. The ECHR does not restrict information from being shared for safeguarding and welfare purposes, but does require that consideration is made regarding what is 'reasonable' in the circumstances. Disclosures must always be proportionate, necessary and relevant.

Duty of Confidentiality

The third strand to be considered when sharing personal data for the purposes of this agreement is the common-law duty of confidence confidentiality. A person cannot use information which was originally provided in confidence without the individual's permission, unless there is an overriding reason in the public interest for this to happen or another law or power permits disclosure.

When judging whether disclosure is in the public interest, agencies should consider the following:

- Is the intended disclosure proportionate to the intended aim?
- What is the vulnerability of those who are at risk?
- What is the impact of disclosure likely to be on the individual?
- Is there another equally effective means of achieving the same aim?
- Is the disclosure in the interest of maintaining public safety?
- Is the disclosure necessary to prevent or detect crime and uphold the rights and freedoms of the public?
- Is it necessary to disclose the information, to protect other vulnerable people?

When overriding a duty of confidence, the individual take into account their organisation's views on overriding a duty of confidence as well as the organisation that holds the duty of confidence and seek legal advice where necessary. Any disclosures made into the MASH must be relevant, not excessive and proportionate to the intended aim of the disclosure.

Caldicott Principles

All health and social care organisations have a Caldicott Guardian to oversee access to patient and service user information.

Health and social care partners agree to access, share and disclose person-identifiable information in accordance with the seven Caldicott principles below:

- Justify the purpose(s) for using personal confidential information
- Don't use personal information unless it is absolutely necessary
- Use the minimum personal information that is required
- Access to personal information should be on a strict need-to-know basis
- Everyone with access to personal information should be aware of their responsibilities
- Everyone must comply with the law
- The duty to share information can be as important as the duty to protect patient or service user confidentiality

Health and social care professionals should have the confidence to share information in the best interests of their patients/ service users within the framework set out by these principles. They should be supported by the policies of their employer's regulators and professional bodies.

Summary

Any disclosures made as part of this agreement must be necessary, proportionate, relevant, accurate, timely and secure in order to comply with the Data Protection Act and be compatible with the Human Rights Act, the Common Law Duty of Confidentiality and the Caldicott Principles.

Information Standards

Information quality and relevance

When sharing personal information under this agreement, partners agree to share only the minimum information necessary to enable the identification of those who might need help and to support the provision of Early Help. Partners also agree to check that the information they disclose is accurate and up-to-date at the time of disclosure as far as possible. Each organisation is responsible for ensuring the integrity and accuracy of its information before disclosing.

If a partner believes information contained in person's record is inaccurate or out of date it must immediately notify the relevant lead professional who will be responsible for the correction of inaccurate information and ensure that the source of the information is informed when the individual's record is updated.

Partners agree to make a pragmatic decision as to whether the information they disclose is relevant to the other partner(s). Irrelevant or excessive information should not be disclosed.

Limited use and retention of the information

The personal information collected as part of this agreement will be used by the partners signed up to this agreement for the purposes of supporting Early Help provision and only shared with individuals or partners in accordance with this agreement and in compliance with the Data Protection Act 1998.

The information received by partners as part of this information sharing will be held for no longer than is necessary for the duration of the provision of services as part of Early Help and until the end of the year in which the child or young person reaches the age of 25, unless a longer retention period can be justified.

As part of the Government's expanded national troubled families programme the Department for Communities and Local Government (DCLG) are conducting a National Impact Study which will evaluate the impact of the programme. Information will be shared with the Office of National Statistics which is undertaking this work on behalf of the Government for evaluation and research purposes.

This information sharing with the DCLG is covered under a separate data sharing agreement concerned with the expanded troubled families programme (signed 23 June 2015).

Where information is received by Devon County Council about an individual who, within his or her family group, does not meet the threshold to receive Early Help, this information will be deleted after 12 months. This is because information will be received from partner agencies at different times so any one piece of data will need to be held for 12 months so an annual cycle can be completed.

Holding the information securely

Devon County Council owns and maintains the systems used for the purposes of recording information regarding Early Help provision and uses these systems to:

- Match personal information and identify families that might need support;
- Record and store information about children, young people and their families;
- Enable the sharing of relevant information with partners;
- Evaluate outcomes for families that have received support;
- Compare outcomes for families that have received support with those that have not.

Devon County Council is classed as the 'Data Controller' under the Data Protection Act 1998 for the information held on these systems. Access to the information held on these systems will be restricted on a need-to-know basis to a number of Devon County Council and partner employees for the purpose of supporting Early Help provision.

Staff working to support Early Help provision understand their responsibilities for keeping personal information secure and will only disclose relevant and proportionate information to persons who are legally entitled to see the information and in accordance with this agreement.

Staff should be made aware of their responsibilities and obligations by managers and in relevant guidance and training.

Sharing the information securely

All information is held on IT systems controlled by Devon County Council. These systems comprise case management recording, file sharing and software to match individuals' information, to build and prioritise families, to measure outcomes and evaluate interventions. Systems are chosen to facilitate the secure sharing of relevant information between authorised partners.

Partners agree not to use these systems as a sole means of sharing or communicating information to support Early Help provision. Existing practices for sharing information; for example by telephone, face to face meetings, use of secure email, document encryption etc should continue to be used as appropriate. Users must decide the most appropriate means of communicating important information, especially in cases when it needs to be shared quickly.

Requests for access to Early Help systems should be sent to the Early Help Co-ordination Centre. Individual access to systems appropriate for the requester to complete work-related tasks will only be granted subject to approval by the appropriate authorised administrators. If approval is granted, individuals must agree to the terms and conditions for using and accessing information contained in the 'Early Help IT systems user agreement'.

Failure to comply with these terms and conditions will result in access being denied or withdrawn. If a serious breach occurs, the individual's employer may be informed and if a criminal offence is suspected, the Police will be notified.

Consent

Partners understand that the main legal basis under the Data Protection Act 1998 for sharing personal information for the purposes of early help is explicit consent. Consent will be obtained from the child or young person, or an appropriate person (someone who is legally entitled to consent to the sharing of information on their behalf), verbally and/or in writing prior to any sharing taking place and a record of this will be kept on the consent form.

It is recognised however that there may be circumstances when consent will not be required to share information under early help provision and other conditions for processing can be met instead, such as:

- where the sharing is necessary to comply with a legal obligation
- the sharing is necessary to protect the life of the individual or someone else or to protect them from serious harm
- the sharing is in the substantial public interest
- the sharing is necessary for the council or another partner organisation to undertake its official duties
- the sharing is for the prevention or detection of an unlawful act

Reporting a security incident or breach

If any information which is shared under this Agreement is lost, stolen, or disclosed to anyone who should not have had access to it, this shall be a breach of this Agreement.

The Data Controller for the breaching party should investigate security and Data Protection Act 1998 breaches in accordance with their own organisation's procedures. They must notify the other party of any breach by the breaching party as soon as it becomes aware of the breach. All investigation information where relevant, will be shared with the Data Controller for the non-breaching party. Each organisation will cooperate fully with any independent investigating authority.

Data Protection Act breaches, suspected breaches or potential breaches involving information held on Devon County Council Early Help information systems must be reported to Devon County Council's Information Governance Team at keepdevonsdatasafe@devon.gov.uk or via an incident form².

Access to personal data – Subject Access Requests

All personal and identifiable data held by partners in relation to Early Help provision is governed by the Data Protection Act 1998. Data Subjects (i.e. individuals who can be identified from the data) have the right to request a copy of their personal data held by partners.

² http://www.devon.gov.uk/index/councildemocracy/improving_our_services/access-to-information/data_protection/security-incident-reporting/information-security-questionnaire-disclosure-2.htm

Requests for partner-held data must be processed by the relevant partner in line with their own Subject Access procedures.

Requests for information held on Early Help information systems or by Devon County Council employees must be forwarded to acesstoinformation-mailbox@devon.gov.uk or Devon County Council's Customer Relations and Information Governance Team, County Hall, Topsham Road, Exeter, EX2 4QD.

Devon County Council acts as the Data Controller for the information held on early help information systems. Devon County Council will not release information provided by partners without consulting with them first. Devon County Council will be mindful of the exemptions under the Data Protection Act 1998 which may prohibit disclosure.

Complaints

Complaints from individuals regarding the use, sharing or recording of their information must be dealt with by the relevant partner in accordance with their own complaints procedure. Complaints regarding the sharing of data on Early Help systems must be forwarded to Devon County Council's Information Governance Team (details as above) who will liaise with the relevant partners as required.

Partners will keep each other informed of developments following a complaint received where relevant and appropriate, and if necessary should be brought to the attention of the senior manager for Early Help provision.

Publication of this agreement

This Working Practice Agreement for the sharing of information to support Early Help provision may be published by each of the partners in accordance with their obligations under the Freedom of Information Act 2000, subject to any exemptions. Freedom of Information Requests received regarding Early Help provision should be dealt with by the relevant public authority that holds the information (as defined by the Freedom of Information Act). Requests for Devon County Council-held data should be sent to the Customer Relations and Information Governance Team:
acesstoinformation-mailbox@devon.gov.uk

Agreement review and changes

The nominated holder of this agreement is Devon County Council's Information Governance Manager. The nominated holder will ensure that this agreement is reviewed on a regular basis, taking into account any new legislation or official guidance. This will be done after the first six months and then on an annual basis thereafter.

Partners can ask for changes to be made to the agreement at any time by submitting a request to the nominated holder at acesstoinformation-mailbox@devon.gov.uk who will circulate the requests to the signatories, co-ordinate responses and where appropriate seek agreement to the requested changes from the Devon Children, Young People and Families Alliance.

Procedures for sharing Information under this Agreement

This appendix outlines the high level procedures for sharing information. The detail about what, how and when information will be shared is held in a separate data processing specification unique to each partner, attached as an addendum to this agreement.

Information will be shared for the purposes of:

1. Identifying individuals with additional needs;
2. Identifying family groups with additional needs;
3. Undertaking an assessment of the family's needs;
4. Providing co-ordinated help and support through a partnership approach to meet these and any later-identified needs;
5. Monitoring progress and measuring outcomes for individuals and families;
6. Providing central government with information to contribute to evaluation of the troubled families programme.

Process

The high level process for sharing information with Devon County Council central Early Help Team is:

1. Identifying individuals with additional needs

Organisations that own data about individuals will decide how to determine whether an individual has additional needs. Individuals are identified as having additional needs by virtue of fulfilling one or more identifying factors as defined in the Early Help for families: outcomes plan. The outcomes plan is a dynamic document so care should be taken to refer to the most recent version. Lists of such individuals will be produced by organisations owning data, and transferred to Devon County Council's children and families data team.

2. Identifying family groups with additional needs

The children's management information team at Devon County Council will amalgamate these data sources in order to see which criteria apply to which individuals. Individuals will be grouped into families initially based upon geographical address by the children's management information team. Local wisdom and practitioner knowledge will also be used to link individuals to others at different addresses where it is identified, in a professional's view, that there is significant influence in that relationship.

3. Undertaking an assessment of the individual's needs

Practitioners will carry out an assessment of needs within the family context and record this on the relevant Early Help IT systems. The lead practitioner will explain to the individual how his/ her information could or will be shared with partners and seek the individual's explicit consent for sharing information.

4. Providing co-ordinated help and support through a partnership approach to meet these and any later-identified needs

Where the assessment identifies the need for specialised help or intervention, information may be shared with other practitioners where appropriate within a multi-agency team around the child/ family approach.

Information shared will be proportionate and relevant as described in appendix 2.

5. Monitoring progress and measuring outcomes for individuals and families

In order to monitor progress, measure sustained improvements and thereby evaluate efficacy of interventions, information will need to be shared during and for a time period after interventions end. The time period differs between outcomes and this is defined in the Early Help for families: outcomes plan. Detail relating to each partner is covered in individual data processing specifications.

6. Providing central government with information to contribute to assessment of the troubled families programme.

In order to release additional funding from central government the children's management information team is required to provide various pieces of information. Some elements involve sharing personal data and these are covered in a separate information sharing agreement between Devon County Council and the Department for Communities and Local Government, signed on behalf of DCC by the senior manager for Early Help provision.

Method of sharing and data shared

This will differ dependent upon what information is being shared and by whom. Where appropriate this is defined further in each partner's data processing specification, but in general information will be shared by methods including, but not limited to; secure email, multi-factor authentication IT systems and document encryption or via the nominated secure software tool (or by any other appropriate secure method of transfer).

Partnership Contact Officers

Organisation	Name	Role	Phone	Email

Supplemental agreement

DATED

SUPPLEMENTAL AGREEMENT

TO

WORKING PRACTICE AGREEMENT

FOR THE SHARING OF INFORMATION TO SUPPORT

EARLY HELP PROVISION

between

THE ORGANISATIONS NAMED IN SCHEDULE ONE

and

[]

THIS AGREEMENT is dated

PARTIES

- (1) [NAME] of [ADDRESS] (**New Partner**)
- (2) The organisations named in Schedule One as the existing Partners (**Existing Partners**).

BACKGROUND

- (A) The New Partner wishes to become a party to the Working Practice Agreement dated [DATE] and made between the Existing Partners, as amended from time to time, for the purpose of sharing information to support Early Help Provision (“the Working Practice Agreement”).
- (B) The New Partner will become a party to the Working Practice Agreement under the provisions of paragraph 5.3 of the Working Practice Agreement.

AGREED TERMS

1. Words and expressions used in this agreement shall, unless the context expressly requires otherwise, have the meaning given to them in the Working Practice Agreement. The **Effective Date** means the date of this agreement.
2. The New Partner confirms that it has been supplied with a copy of the Working Practice Agreement. The New Partner and each of the Existing Partners undertake with each other in consideration of the mutual indemnity and rights and obligations contained within the Working Practice Agreement that, from the Effective Date they shall observe, perform and be bound by the provisions of the Working Practice Agreement as though the New Partner were an original party to it.
3. The New Partner has supplied details of the Partnership Contact Officer for information sharing under the Working Practice Agreement at Schedule Two and any partner-specific Partnership Data Processing Specifications at Schedule Three.
4. This agreement may be executed in any number of counterparts, each of which when executed and delivered shall constitute a duplicate original, but all the counterparts shall together constitute the one agreement.
5. This agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.
6. Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection

with this agreement or its subject matter or formation (including non-contractual disputes or claims).

This document has been signed and takes effect on the date stated at the beginning of it.

Schedule One - Existing Partners

Schedule Two – Partnership Contact Officer

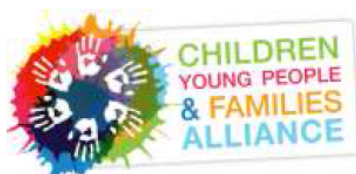
By signing below, the New Partner accepts the working practice arrangements set out in this Working Practice Agreement and recognises the HM Government guidance 'Information Sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers'.

Signed [Insert signature]
By [Authorised signatory's name and position]
For and behalf of [New Partner organisation]
Data Protection Act 1998 Registration Number [New Partner organisation registration number]

Signed [Insert signature]
By [Authorised signatory's name and position]
For and behalf of [Existing Partner organisation]

Example of a privacy notice

This poster is available to download from <http://www.devonchildrensalliance.org.uk/wp-content/uploads/2015/07/Early-Help-privacy-notice-physical-version.pdf>



EARLY HELP FOR FAMILIES

What is it?

Early help for families is about making sure that we know when children, young people and families in Devon need extra help and then giving them the support they need. We work with you and your family to find out where you need a bit of help and then bring in the right people at the right time to support you when you need it.

Can I ask for help?

If you think this sort of help might be useful for your family, you can talk to a member of staff at your local children's centre, at school or at your youth centre. Alternatively there is contact information at the bottom of this poster.

How will my personal information be used?

If your family is considered eligible to receive early help, Devon County Council will hold your information and share it with the people who will be working together to support you. This might include people like health workers and children's centre staff. We may also share information with the Department for Communities and Local Government for research purposes and so they can evaluate the national programme set up to help families. The government will only see anonymous information so this will not affect your benefits, impact on any services or treatments that you get or change your rights to claim.

Do I get to give feedback?

Throughout the entire process you and your family are at the core so your views and needs shape what help you get. When you no longer need the extra help, we'll make sure you know where to go to get the support available to everybody. We will still need your input to know if this approach is helping in the long run though so, if it's ok, we'd like to follow up with you and your family a few months down the line to see how things are going. This will help us to figure out what works, what doesn't and how best to help other families or, indeed, give you a bit more help if you need it.

Where can I find out more?



devonchildrensalliance.org.uk



earlyhelp@devon.gov.uk



0345 155 1071 (local call rate)

September 2015

This more in-depth online version is available to download from <http://www.devonchildrensalliance.org.uk/wp-content/uploads/2015/07/Early-Help-privacy-notice-online-version.pdf>

Early help privacy notice: data sharing and the information we hold

Devon County Council has committed to the Government to deliver the national programme supporting families in our area.

In order to identify and support children, young people and their families, Devon County Council and partner organisations will be sharing relevant personal information with each other. This is so we can work together in a joined up way to help each family, provide the right kind of co-ordinated services for them and ensure those services are good quality.

The information that will be shared will relate to children, young people and their families and will be about any additional needs they might have. This might include relevant records in relation to social care, involvement with the police, aspects relating to employment, anti-social behaviour, violence in the home, substance misuse, educational attendance and behaviour, vulnerable children and health issues.

All information shared with partners is for the purposes of supporting families who might need extra help. It will also be used by Devon County Council and its partner organisations to monitor and improve the services on offer.

We may also share information with the Department for Communities and Local Government for research purposes so they can evaluate the effectiveness of the national troubled families programme. The government will only see anonymised information and this will not affect any individual's benefits, impact on any services or treatments or change anybody's rights to claim. The information shared is purely for evaluation and research purposes.

The personal data of individuals and families will be linked with information from public agencies such as the NHS and health organisations, the Department for Work and Pensions, the Police and schools. The data includes information about families who have received early help support and also about families who have been assessed as eligible but have not received support. The Office for National Statistics will carry out this linking process.

Anonymised information will be shared back with Devon County Council to help assess the effectiveness of this holistic multi-agency approach to supporting families.

Data agreements are in place to ensure that:

- the data can only be used for carrying out research
- the linked data cannot be used to make decisions about individuals;
- the linked information is anonymised to reduce the risk of individuals being identified;
- it will be impossible for any person or family to be identified from any published reports;
- the linked personal data will not be shared with or made available to the local authority or any other public agency;
- appropriate measures are in place to prevent unauthorised use of the data;
- the information will be destroyed when it is no longer needed for these purposes.

All information will be processed under strict protocols in accordance with the Data Protection Act 1998 and other relevant legislation.

For more information please contact the Early Help Co-ordination Centre:
email: earlyhelp@devon.gov.uk
phone: 0345 155 1071

For more information about the national troubled families programme please visit:
<https://www.gov.uk/government/policies/support-for-families>

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COMMUNITY WELL BEING PDG
7 JUNE 2016

AGENDA ITEM:

TAP FUND 2015/16 SUMMARY OF SPEND

Cabinet Member Cllr Slade
Responsible Officer Amy Tregellas, Head of Communities and Governance

Reason for Report: To provide Members with a summary of spend for the Town and Parish (TAP) Fund in 2015/16 and to inform them of any changes to criteria for 2016/17.

RECOMMENDATION(S): **The report is noted.**

Relationship to Corporate Plan: **Empowering our Communities**

Financial Implications: None; the £0.10 portion is in our budget.

Legal Implications: None.

Risk Assessment: Failure to have an efficient and effective process in place for administering the TAP Fund could result in adverse publicity for the Council.

1.0 Introduction

- 1.1 The Town, Parish and Community (TAP) Fund (formerly known as the Town and Parish Fund) can be used by towns and parishes working together to respond to community issues of shared interest and/or concern.
- 1.2 The scheme is also known as the '£1 per Elector Fund' whereby each town or parish area is allocated £1.00 from Devon County Council (DCC) and £0.10 from Mid Devon District Council for every elector in the parish using figures based on the electoral register. For the 2015/16 TAP Fund, these figures were based on the February 2015 electoral register.
- 1.3 The TAP Fund is a useful way of supporting a wide range of local projects across the district, such as:
 - **highway improvements** (for example grit bins, signs, safety improvements, bridges, traffic regulation orders, rights of way, weeds)
 - **community events and celebrations** (for example seasonal celebrations, trips, visits, commemorations, memorial events)
 - **community facilities** (for example village hall/community facility improvements)
 - **sport, leisure, arts, heritage, culture** (for example youth clubs, libraries, allotments, theatres, plays, music)

- **local economy, employment and welfare** (for example community shops, food banks, homelessness)

1.4 Constituted community and voluntary groups (including 'Friends of' groups), registered charities, faith groups and social enterprises may also apply for funding, ideally via their local town or parish council.

2.0 2015/16 Summary of Spend

2.1 The table below outlines the 2015/16 summary of spend per County Ward:

County Ward	15/16 Budget	Underspend Pot	Total 15/16 Budget	Allocated Spend	Balance
Crediton Rural	£10,847.10	£4,434.40	£15,281.50	£15,281.50	£0.00
Cullompton Rural	£11,623.70	£191.30	£11,815.00	£11,523.60	£291.40
Newton St Cyres and Sandford	£10,111.20	£2,573.25	£12,684.45	£7,777.83	£4,906.62
Tiverton East	£11,103.40	£7,133.45	£18,236.65	£11,415.90	£6,820.75
Tiverton West	£10,632.60	£960.10	£11,592.70	£7,859.50	£3,733.20
Willand and Uffculme	£11,393.80	£272.90	£11,666.70	£11,666.70	£0.00
TOTAL	£65,711.80	£15,565.40	£81,277.20	£65,525.03	£15,752.17

2.2 Spend per parish is shown in Appendix A (attached). Of the £65,525.03 allocated spend: £55,721.00 has been awarded, with the remaining £9,804.03 allocated to applications being carried forward to 2016/17.

2.3 We received a total of 75 applications in 2015/16. Of these 75 applications:

- 14 did not proceed past the enquiry / initial application stage. This was for a variety of reasons including applications not needing funding anymore; project start dates are in 2016/17 therefore they plan to apply later; or applicants failing to gain support from their local parish.
- 45 applications were successful in being allocated funding (there are no conditional awards this year).
- 7 applications have been carried forward to 2016/17 (with the money provisionally held from the 2015/16 pot. Applicants will need to finalise their application by 30 September 2016 in order to still be able to claim this money, otherwise the TAP money held for these projects will be released into the Underspend Pot to be allocated to other projects.
- 9 applications were either declined or withdrawn.
- 26 parishes did not make a TAP Fund application this year.
- Nearly half of 2015/16's applications were received during February and March 2016.

2.4 There are very few parishes working together, sharing their TAP allocation to financially support each other's projects. However, this is something DCC want to see more of as per the original aims of the Fund.

2.5 We are not being informed about all applications / enquiries for TAP money. Sometimes, the first we hear of an application is in the local newspaper! As the awarding authority, all applications should still come to us with the parish council's recommendation (regardless of whether they support the project or not). Following on from this, there is some misconception in the community that it is the parish councils awarding the money from the TAP Fund, when it is in fact a joint fund awarded by DCC and MDDC.

3.0 2016/17 TAP Fund

3.1 DCC recommended that we change our approval process to have set funding found deadlines throughout the year. In addition, they are looking for more innovative projects from community organisations.

3.2 Following these recommendations from DCC, the Devon County Committee (made up of the six DCC Councillors for the Mid Devon area plus two MDDC Councillors) agreed the following amendments to the TAP Fund:

- TAP money is clustered by County Ward (instead of previously being clustered by parish). The money will be based on the number of registered electors (from the February 2016 Electoral Register) in each County Ward. By clustering money, parishes are automatically combining funds on projects. It will also allow smaller parishes to benefit more from the TAP Fund. The majority of the other Devon districts operate the TAP Fund in this way. There is a risk that some parishes may perceive that other applications are receiving 'their' money, therefore, this will need some positive reinforcement.
- There will be two funding rounds: the deadline to apply for round 1 funding is 30 September 2016 and for round 2 is 28 February 2017. Following the deadlines, the TAP Fund Funding Panel (consisting of the Devon County Committee and the Communities and Governance Officer) will meet to vote on the applications and award TAP money. Applications will be scored against set criteria with innovative community-focussed projects receiving strongest weighting. County Members will have the casting vote for applications within their ward.
- The TAP Fund 2016/17 budget will be split into two halves; half available to allocate for each round of funding. Smaller parishes that meet bi-monthly and have fewer employees than larger parishes will have less opportunity to benefit from the fund if all the money is available at the first meeting. Any unallocated TAP money left over from round one would be carried forward to round two.
- The Unallocated TAP money from 2015/16 will go into one Mid Devon Underspend Pot. In order to support projects with start dates before the first funding round deadline, this Underspend Pot will be open to applications on a first come, first served basis and emailed to the Devon County Committee for approval. Any money left in this pot following the first funding round will be available to support applications in the second funding round.

- Applicants can write to parishes to request their support. Applications should provide two letters of support from parishes. Alternatively, they should evidence that they have tried to obtain this support.
 - All applications to come direct to the Communities and Governance Officer, who will then email the County Member and Parish Clerk to inform them that an application has been received.
- 3.3 In addition, following feedback from town and parish councils, Devon County Council and other TAP Fund Administrators across Devon, the Devon County Committee also agreed the following changes:
- We have updated criteria to include changes from John Hart's Tough Choices meetings in December. This allows parish councils to apply for TAP Funding towards ditches and drainage work.
 - Applicants should try and fund 10% of the total project costs from other sources (not including other DCC funding pots)
- 3.4 The 2016/17 TAP Fund opens for applications from 01/06/2016. The website will contain the latest criteria and paperwork. Please encourage any parish councils and community organisations to apply.

Contact for more Information: Zoë Lentell, 4298

Circulation of the Report: Cllr Slade and Management Team

List of Background Papers:

Appendix A: Summary of Spend 2015/16 by County Ward

APPENDIX A: TAP FUND SUMMARY OF SPEND 2015/16 BY COUNTY WARD

2015-16 TAP FUND BUDGET: CREDITON RURAL WARD

Parish	DCC	MDDC	TOTAL	TAP Fund Allocated	Pending	Budget Remaining
Bow	£965.00	£96.50	£1,061.50	£1,061.50	£0.00	£0.00
Cheriton Bishop	£555.00	£55.50	£610.50	£0.00	£610.50	£0.00
Clannaborough	£44.00	£4.40	£48.40	£0.00	£0.00	£48.40
Colebrooke	£334.00	£33.40	£367.40	£0.00	£367.40	£0.00
Copplestone	£971.00	£97.10	£1,068.10	£0.00	£0.00	£1,068.10
Crediton Hamlets	£1,067.00	£106.70	£1,173.70	£1,170.00	£0.00	£3.70
Crediton Town	£5,805.00	£580.50	£6,385.50	£6,385.50	£0.00	£0.00
Hittisleigh	£120.00	£12.00	£132.00	£132.00	£0.00	£0.00
TOTAL	£9,861.00	£986.10	£10,847.10	£8,749.00	£977.90	£1,120.20
Carried Forward 2014/15 Underspend			£4,434.40	£2,458.00	£3,096.60	-£1,120.20
TOTAL TAP FUND BUDGET			£15,281.50	£11,207.00	£4,074.50	£0.00

TAP FUND APPLICATIONS 15/16: CREDITON RURAL WARD

Ref	Parish	Project Description	£ Requested	£ Awarded	£ Pending	Status
035	CREDITON TOWN	SHAKESPEARE IN THE SQUARE	£2,000.00	£0.00	£0.00	DECLINED
036	CREDITON TOWN	ARTS CENTRE: STAGING	£5,000.00	£4,385.50	£0.00	AWARDED
001	CREDITON TOWN	ST BONIFACE EVENT	£2,000.00	£2,000.00	£0.00	AWARDED
006	CREDITON HAMLETS	YEOFORD PLAYGROUP	£468.87	£300.00	£0.00	AWARDED
007	CREDITON HAMLETS	YEOFORD YARNS	£610.00	£400.00	£0.00	AWARDED
008	CREDITON HAMLETS	ST LUKE'S CHAPEL	£1,000.00	£470.00	£0.00	AWARDED
010	HITTISLEIGH	VILLAGE HALL RENOVATIONS	£500.00	£132.00	£0.00	JOINT AWARD
010	UNDERSPEND POT	VILLAGE HALL RENOVATIONS	£500.00	£368.00	£0.00	JOINT AWARD
021	UNDERSPEND POT	VILLAGES IN ACTION	£3,135.00	£2,090.00	£0.00	APPROVED
022	CREDITON TOWN	CREDITON FLAGS PROJECT	£0.00	£0.00	£0.00	ENQUIRY
042	COPPLESTONE	COPPLESTONE PRIMARY SCHOOL	£0.00	£0.00	£0.00	ENQUIRY
049	BOW	RECREATION FIELD DEVELOPMENT	£1,061.50	£1,061.50	£0.00	AWARDED
055	COLEBROOKE	COLEBROOKE VILLAGE HALL	£2,260.00	£0.00	£367.40	CARRIED FORWARD
055	UNDERSPEND POT	COLEBROOKE VILLAGE HALL	£2,260.00	£0.00	£1,892.60	CARRIED FORWARD
075	CHERITON BISHOP	TAP APPLICATION (CF 080 14/15)	£609.40	£0.00	£0.00	14/15 WITHDRAWN
060	UNDERSPEND POT	CHERITON BISHOP BUS SHELTER	£0.00	£0.00	£1,204.00	CARRIED FORWARD
060	CHERITON BISHOP	CHERITON BISHOP BUS SHELTER	£610.50	£0.00	£610.50	CARRIED FORWARD

2015-16 TAP FUND BUDGET: CULLOMPTON RURAL WARD

Parish	DCC	MDDC	TOTAL	TAP Fund Allocated	Pending	Budget Remaining
Bradninch	£1,629.00	£162.90	£1,791.90	£1,791.90	£0.00	£0.00
Butterleigh	£91.00	£9.10	£100.10	£0.00	£0.00	£100.10
Cullompton	£6,636.00	£663.60	£7,299.60	£7,299.60	£0.00	£0.00
Kentisbeare	£719.00	£71.90	£790.90	£790.90	£0.00	£0.00
Silverton (Village)	£1,492.00	£149.20	£1,641.20	£1,641.20	£0.00	£0.00
TOTAL	£10,567.00	£1,056.70	£11,623.70	£11,523.60	£0.00	£100.10
Carried Forward 2014/15 Underspend			£191.30	£0.00	£0.00	£191.30
TOTAL TAP FUND BUDGET			£11,815.00	£11,523.60	£0.00	£291.40

TAP FUND APPLICATIONS 15/16: CULLOMPTON RURAL WARD						
Ref	Parish	Project Description	£ Requested	£ Awarded	Pending	Status
019	CULLOMPTON	CHRISTMAS EVENT	£1,000.00	£0.00	£0.00	DECLINED
015	CULLOMPTON	DEFIBRILLATOR	£1,000.00	£1,000.00	£0.00	AWARDED
014	CULLOMPTON	CHRISTMAS CABLES	£4,000.00	£4,000.00	£0.00	AWARDED
004	CULLOMPTON	LEGO PROJECT (C/F 062)	£191.40	£0.00	£0.00	14/15 Withdrawn
029	CULLOMPTON	CRICKET CLUB FLOORING	£6,000.00	£0.00	£0.00	ENQUIRY
045	KENTISBEARE	BLACKBOROUGH VILLAGE HALL	£790.90	£790.90	£0.00	AWARDED
052	BRADNINCH	GRASS MOWER	£1,791.90	£1,791.90	£0.00	AWARDED
072	SILVERTON	FENCING AND SEATING	£1,700.00	£1,641.20	£0.00	AWARDED
053	CULLOMPTON	CULLOMPTON CEMETERY	£1,638.20	£1,638.20	£0.00	AWARDED
054	CULLOMPTON	SILVER TOPS	£500.00	£500.00	£0.00	AWARDED
030	CULLOMPTON	WILLAND ROVERS FC: PA/TANNOY	£1,500.00	£161.40	£0.00	JOINT AWARD

2015-16 TAP FUND BUDGET: NEWTON ST CYRES AND SANDFORD WARD

Parish	DCC	MDDC	TOTAL	TAP Fund Allocated	Pending	Budget Remaining
Bickleigh	£202.00	£20.20	£222.20	£0.00	£0.00	£222.20
Brushford	£50.00	£5.00	£55.00	£0.00	£0.00	£55.00
Cadbury	£132.00	£13.20	£145.20	£0.00	£0.00	£145.20
Cadeleigh	£159.00	£15.90	£174.90	£0.00	£0.00	£174.90
Chawleigh	£501.00	£50.10	£551.10	£551.10	£0.00	£0.00
Cheriton Fitzpaine	£701.00	£70.10	£771.10	£771.00	£0.00	£0.10
Coldridge	£294.00	£29.40	£323.40	£316.80	£0.00	£6.60
Cruwys Morchard	£400.00	£40.00	£440.00	£0.00	£400.00	£40.00
Down St Mary	£285.00	£28.50	£313.50	£0.00	£0.00	£313.50
Eggesford	£61.00	£6.10	£67.10	£0.00	£0.00	£67.10
Kennerleigh	£61.00	£6.10	£67.10	£0.00	£0.00	£67.10
Lapford	£823.00	£82.30	£905.30	£905.30	£0.00	£0.00
Morchard Bishop	£848.00	£84.80	£932.80	£932.00	£0.00	£0.80
Newton St Cyres	£716.00	£71.60	£787.60	£0.00	£0.00	£787.60
Nymet Rowland	£97.00	£9.70	£106.70	£106.70	£0.00	£0.00
Poughill	£171.00	£17.10	£188.10	£0.00	£0.00	£188.10
Puddington	£170.00	£17.00	£187.00	£0.00	£0.00	£187.00
Sandford	£1,032.00	£103.20	£1,135.20	£1,135.20	£0.00	£0.00
Shobrooke	£432.00	£43.20	£475.20	£0.00	£0.00	£475.20
Silverton (North)	£83.00	£8.30	£91.30	£58.80	£0.00	£32.50
Stockleigh English	£40.00	£4.00	£44.00	£0.00	£0.00	£44.00
Stockleigh Pomeroy	£112.00	£11.20	£123.20	£0.00	£0.00	£123.20
Thelbridge	£263.00	£26.30	£289.30	£289.00	£0.00	£0.30
Thorverton	£736.00	£73.60	£809.60	£809.00	£0.00	£0.60
Upton Hellions	£57.00	£5.70	£62.70	£0.00	£0.00	£62.70
Washford Pyne	£100.00	£10.00	£110.00	£0.00	£0.00	£110.00
Wembworthy	£216.00	£21.60	£237.60	£0.00	£0.00	£237.60
Woolfardisworthy	£128.00	£12.80	£140.80	£0.00	£0.00	£140.80
Zeal Monachorum	£322.00	£32.20	£354.20	£0.00	£0.00	£354.20
TOTAL	£9,192.00	£919.20	£10,111.20	£5,874.90	£400.00	£3,836.30
Carried Forward 2014/15 Underspend			£2,573.25	£879.60	£623.33	£1,070.32
TOTAL TAP FUND BUDGET			£12,684.45	£6,754.50	£1,023.33	£4,906.62

TAP FUND APPLICATIONS 15/16: NEWTON ST CYRES AND SANDFORD WARD						
Ref	Parish	Project Description	£ Requested	£ Awarded	£ Pending	Status
009	CADELEIGH	14/15 CF HAND BELLS	£176.00	£0.00	£0.00	WITHDRAWN
020	UNDERSPEND	NORTH DEVON APP: MINI BUS	£1,120.00	£0.00	£373.33	CARRIED FORWARD
025	THELBRIDGE	EXTERIOR LIGHTING	£289.00	£289.00	£0.00	AWARDED
033	CHERITON FITZPAINE	PLAYING FIELD WALL	£771.00	£771.00	£0.00	AWARDED
038	THOVERTON	THORVERTON VILLAGE HALL	£1,318.00	£809.00	£0.00	JOINT AWARD
038	UNDERSPEND	THORVERTON VILLAGE HALL	£1,318.00	£509.00	£0.00	JOINT AWARD
039	NYMET ROWLAND	NYMET ROWLAND VILLAGE HALL	£464.50	£106.70	£0.00	JOINT AWARD
039	UNDERSPEND	NYMET ROWLAND VILLAGE HALL	£464.50	£357.80	£0.00	JOINT AWARD
044	CHAWLEIGH	VILLAGE SIGNS	£1,456.40	£551.10	£0.00	JOINT AWARD
044	LAPFORD	VILLAGE SIGNS	£1,456.40	£905.30	£0.00	JOINT AWARD
046	KENNERLEIGH	NEWSPAPER STAND	£0.00	£0.00	£0.00	ENQUIRY
048	COLDRIDGE	SIGNAGE	£316.80	£316.80	£0.00	AWARDED
061	CRUWYS MORCHARD	PENNYMOOR VILLAGE SIGN	£400.00	£0.00	£400.00	CARRIED FORWARD
062	UNDERSPEND	CRUWYS MORCHARD GRIT BINS	£250.00	£0.00	£250.00	CARRIED FORWARD
065	SANDFORD	SANDFORD PLAY AREA	£1,148.00	£1,135.20	£0.00	JOINT AWARD
065	UNDERSPEND	SANDFORD PLAY AREA	£1,148.00	£12.80	£0.00	JOINT AWARD
069	MORCHARD BISHOP	REPAIR TO WALL OF ST GATIEN GDN	£932.00	£932.00	£0.00	AWARDED
075	BICKLEIGH	14/15 CF RIDE-ON MOWER	£215.60	£0.00	£0.00	WITHDRAWN
072	SILVERTON	SEATING AND FENCING	£1,700.00	£58.80	£0.00	JOINT AWARD

2015-16 TAP FUND BUDGET: TIVERTON EAST WARD

Parish	DCC	MDDC	TOTAL	TAP Fund Allocated	£ Pending	Budget Remaining
Updownman	£273.00	£27.30	£300.30	£300.30	£0.00	£0.00
Halberton	£1,256.00	£125.60	£1,381.60	£1,218.10	£0.00	£163.50
Tiverton East	£8,565.00	£856.50	£9,421.50	£9,397.50	£0.00	£24.00
TOTAL	£10,094.00	£1,009.40	£11,103.40	£10,915.90	£0.00	£187.50
Carried Forward 2014/15 Underspend			£7,133.25	£0.00	£500.00	£6,633.25
TOTAL TAP FUND BUDGET			£18,236.65	£10,915.90	£500.00	£6,820.75

TAP FUND APPLICATIONS 15/16: TIVERTON EAST WARD

Ref	Parish	Project Description	£ Requested	£ Awarded	£ Pending	Status
002	HALBERTON	WILLAND SCHOOL BOOK PROJECT	£740.00	£100.00	£0.00	JOINT AWARD
003	TIVERTON TOWN	TAPA SCHOOL HOLIDAYS PROJECT	£0.00	£0.00	£0.00	WITHDRAWN
012	TIVERTON TOWN	TAPA - LARA'S TREE HOUSE	£2,000.00	£2,000.00	£0.00	AWARDED
013	TIVERTON TOWN	LED LIGHTING PROJECT	£1,000.00	£1,000.00	£0.00	AWARDED
016	TIVERTON TOWN	PARKFEST	£0.00	£0.00	£0.00	ENQUIRY
018	TIVERTON TOWN	TIVVY BUMPER SCULPTURE TRAIL	£4,368.00	£2,184.00	£0.00	AWARDED
027	TIVERTON TOWN	AGE UK DEMENTIA PROJECT	£4,957.00	£2,478.50	£0.00	AWARDED
032	HALBERTON	SPORTS FIELD DISABLED ACCESS	£1,200.00	£18.10	£0.00	JOINT AWARD
037	TIVERTON TOWN	MERCHANT TRAIL LEAFLETS	£970.00	£485.00	£0.00	AWARDED
040	TIVERTON TOWN	AGE UK SCI-FI EVENT	£1,500.00	£0.00	£0.00	WITHDRAWN
047	TIVERTON TOWN	COMMUNITY RADIO	£2,000.00	£0.00	£0.00	ENQUIRY
050	UPDOWNMAN	TELEPHONE BOX	£300.30	£300.30	£0.00	AWARDED
056	HALBERTON	HALBERTON PTFA	£300.00	£300.00	£0.00	AWARDED
057	HALBERTON	HALBERTON SCOUTS	£500.00	£500.00	£0.00	AWARDED
058	HALBERTON	COMMUNITY ASC EVENT	£0.00	£0.00	£0.00	ENQUIRY
059	TIVERTON TOWN	COMMUNITY TRANSPORT ASC	£0.00	£0.00	£0.00	ENQUIRY
063	HALBERTON	CANAL LEAFLETS	£300.00	£300.00	£0.00	AWARDED
066	TIVERTON TOWN	BEAUTY UNSEEN	£500.00	£250.00	£0.00	AWARDED
068	UNDERSPEND	TAPA HOLIDAY PROJECT	£500.00	£0.00	£500.00	CARRIED FORWARD
070	TIVERTON TOWN	JUNIOR OPERATICS	£0.00	£0.00	£0.00	ENQUIRY
073	TIVERTON TOWN	SANDBAGS	£1,000.00	£500.00	£0.00	AWARDED
074	TIVERTON TOWN	TIVERTON IN BLOOM	£1,000.00	£500.00	£0.00	AWARDED

2015-16 TAP FUND BUDGET: TIVERTON WEST WARD

Parish	DCC	MDDC	TOTAL	TAP Fund Allocated	Pending	Budget Remaining
Bampton	£1,377.00	£137.70	£1,514.70	£408.50	£0.00	£1,106.20
Loxbeare	£126.00	£12.60	£138.60	£0.00	£0.00	£138.60
Morebath	£265.00	£26.50	£291.50	£291.50	£0.00	£0.00
Oakford	£297.00	£29.70	£326.70	£0.00	£0.00	£326.70
Stoodleigh	£249.00	£24.90	£273.90	£262.00	£0.00	£11.90
Templeton	£120.00	£12.00	£132.00	£0.00	£0.00	£132.00
Tiverton West	£6,967.00	£696.70	£7,663.70	£6,897.50	£0.00	£766.20
Washfield	£265.00	£26.50	£291.50	£0.00	£0.00	£291.50
TOTAL	£9,666.00	£966.60	£10,632.60	£7,859.50	£250.00	£2,773.10
Carried Forward 2015/16 Underspend			£960.10	£0.00	£0.00	£960.10
TOTAL TAP FUND BUDGET			£11,592.70	£7,859.50	£250.00	£3,733.20

TAP FUND APPLICATIONS 15/16: TIVERTON WEST WARD

Ref	Parish	Project Description	£ Requested	£ Awarded	Pending	Status
016	TIVERTON TOWN	PARKFEST	£0.00	£0.00	£0.00	ENQUIRY
017	TIVERTON TOWN	CALVERLEIGH VILLAGE HALL	£500.00	£500.00	£0.00	AWARDED
018	TIVERTON TOWN	TIVVY BUMPER SCULPTURE TRAIL	£4,368.00	£2,184.00	£0.00	AWARDED
023	TIVERTON TOWN	ROTARY SANTA GROTTTO	£400.00	£0.00	£0.00	DECLINED
027	TIVERTON TOWN	AGE UK DEMENTIA PROJECT	£4,957.00	£2,478.50	£0.00	AWARDED
028	MOREBATH	CRICKET CLUB PVC WINDOWS	£700.00	£291.50	£0.00	AWARDED
028	BAMPTON	CRICKET CLUB PVC WINDOWS	£700.00	£408.50	£0.00	AWARDED
037	TIVERTON TOWN	MERCHANT TRAIL LEAFLETS	£970.00	£485.00	£0.00	AWARDED
040	TIVERTON TOWN	AGE UK SCI FI PROJECT	£1,500.00	£0.00	£0.00	WITHDRAWN
041	TIVERTON TOWN	SUNNINGMEAD COMMUNITY ASC	£0.00	£0.00	£0.00	ENQUIRY
047	TIVERTON TOWN	COMMUNITY RADIO	£2,000.00	£0.00	£0.00	ENQUIRY
059	TIVERTON TOWN	COMMUNITY TRANSPORT ASC	£0.00	£0.00	£0.00	ENQUIRY
064	STOODLEIGH	ELECTRICITY FOR DEFIBRILLATOR	£262.00	£262.00	£0.00	AWARDED
066	TIVERTON TOWN	BEAUTY UNSEEN	£500.00	£250.00	£0.00	AWARDED
070	TIVERTON TOWN	JUNIOR OPERATICS	£0.00	£0.00	£0.00	ENQUIRY
073	TIVERTON TOWN	SANDBAGS	£1,000.00	£500.00	£0.00	AWARDED
074	TIVERTON TOWN	TIVERTON IN BLOOM	£1,000.00	£500.00	£0.00	AWARDED

2015-16 TAP FUND BUDGET: WILLAND AND UFFCULME WARD

Parish	DCC	MDDC	TOTAL	TAP Fund Allocated	£ Pending	Budget Remaining
Burlescombe	£730.00	£73.00	£803.00	£400.00	£0.00	£403.00
Clayhanger	£105.00	£10.50	£115.50	£0.00	£0.00	£115.50
Clayhidon	£383.00	£38.30	£421.30	£0.00	£421.30	£0.00
Culmstock	£694.00	£69.40	£763.40	£0.00	£763.40	£0.00
Hemyock	£1,746.00	£174.60	£1,920.60	£0.00	£1,920.60	£0.00
Hockworthy	£154.00	£15.40	£169.40	£0.00	£0.00	£169.40
Holcombe Rogus	£400.00	£40.00	£440.00	£400.00	£0.00	£40.00
Huntsham	£112.00	£11.20	£123.20	£0.00	£0.00	£123.20
Sampford Peverell	£1,074.00	£107.40	£1,181.40	£1,181.40	£0.00	£0.00
Uffculme	£2,334.00	£233.40	£2,567.40	£2,567.40	£0.00	£0.00
Willand	£2,626.00	£262.60	£2,888.60	£2,888.60	£0.00	£0.00
TOTAL	£10,358.00	£1,035.80	£11,393.80	£7,437.40	£3,105.30	£851.10
Carried Forward 2014/15 Underspend			£272.90	£23.10	£1,100.90	-£851.10
TOTAL TAP FUND BUDGET			£11,666.70	£7,460.50	£4,206.20	£0.00

TAP FUND APPLICATIONS 15/16: WILLAND AND UFFCULME WARD						
Ref	Parish	Project Description	£ Requested	£ Awarded	£ Pending	Status
026	WILLAND	WILLAND PRESCHOOL: DEFIBRILLATOR	£1,000.00	£1,000.00	£0.00	Awarded
030	WILLAND	WILLAND ROVERS FC: PA/TANNOY	£1,500.00	£1,338.60	£0.00	Joint Award
031	WILLAND	HEALTH & COMM CENTRE: ENTRANCE	£2,400.00	£0.00	£0.00	Withdrawn
002	WILLAND	WILLAND SCHOOL BOOK COVERS (14/15 C/F 073)	£740.00	£550.00	£0.00	Joint Award
002	UFFCULME	WILLAND SCHOOL BOOK COVERS (14/15 C/F 073)	£740.00	£90.00	£0.00	Joint Award
005	HUNTSHAM	PARISH NOTICE BOARD (14/15 C/F 079)	£150.00	£0.00	£0.00	14/15 Award
011	UFFCULME	WAR MEMORIAL	£0.00	£0.00	£0.00	Enquiry
024	HOLCOMBE ROGUS	CANAL BENCH	£899.00	£400.00	£0.00	Joint Award
024	BURLESCOMBE	CANAL BENCH	£899.00	£499.00	£0.00	Joint Award
032	SAMPFORD PEVERELL	SAMP PEV SPORTS FIELD DISABLED ACCESS	£1,200.00	£1,181.40	£0.00	Joint Award
032	UNDERSPEND POT	SAMP PEV SPORTS FIELD DISABLED ACCESS	£1,200.00	£0.50	£0.00	Joint Award
034	SAMPFORD PEVERELL	SAMP PEV VILLAGE HALL	£0.00	£0.00	£0.00	Enquiry
043	UFFCULME	UFFCULME PLAY AREA	£0.00	£0.00	£0.00	Enquiry
067	UFFCULME	UFFCULME COMPOST MAGIC JCB	£2,500.00	£2,477.40	£0.00	Joint Award
067	UNDERSPEND POT	UFFCULME COMPOST MAGIC JCB	£2,500.00	£22.60	£0.00	Joint Award
051	UFFCULME	DEFIBRILLATOR	£0.00	£0.00	£0.00	Enquiry
071	HEMYOCK	BLACKDOWN HILLS DEFIBRILLATORS	£4,206.20	£0.00	£1,920.60	Carried Forward
071	CLAYHIDON	BLACKDOWN HILLS DEFIBRILLATORS	£4,206.20	£0.00	£421.30	Carried Forward
071	CULMSTOCK	BLACKDOWN HILLS DEFIBRILLATORS	£4,206.20	£0.00	£763.40	Carried Forward
071	UNDERSPEND POT	BLACKDOWN HILLS DEFIBRILLATORS	£4,206.20	£0.00	£1,100.90	Carried Forward

CABINET
12 MAY 2016

AGENDA ITEM

REVENUE AND CAPITAL OUTTURN 2015/16

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

Reason for Report: To present the revenue and capital outturn figures for the financial year 2015/16.

RECOMMENDATION(S): That Cabinet -

1 - note the General Fund outturn achieved in 2015/16 which shows an overall overspend of £417k.

2 – approve the transfer of monies from New Homes Bonus to increase the General Fund balance to the approved level of funding (see para 2.5). This would decrease the net transfers into earmarked reserves shown in recommendation 3 below.

3 - approve the net transfers to/from earmarked reserves of £1,438k detailed in the General Fund service budget variance reports shown in Appendix 1 & 2 and summarised in Appendix 4.

4 - note the positive position achieved on the Housing Revenue Account which shows an annual saving of £916k and approve the “earmarking” of the extra £916k shown in paragraph 3.3, as well as specific items totalling £3,144k and the utilisation of items totalling £1,054k identified in Appendix 4.

5 - approve the carry forward of £7,559k from the 2015/16 capital programme (see paragraph 5.2) as all of the schemes will be delivered in 2016/17 or later years.

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 carried forward from 2015/16. All future spending will be closely linked to key council pledges from the updated corporate plan.

Financial Implications: Good financial management and administration underpin 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.

Executive Summary of 2015/16 Income and Expenditure

The table below gives an overview of the movements during the year on the key operational balances of the Council and then shows the closing cash position which will be reflected in the end of year Accounts. (Note - These movements assume that all proposed recommendations are agreed, except for the General Fund balance.)

	31/3/15	In year movement	31/3/16
General Fund	(£2,380k)	£417k	(£1,963k)
Housing Revenue Account	(£2,000k)	£0k	(£2,000k)

1.0 Introduction

- 1.1 The Council has continued its strategic decision to reduce costs, without adversely affecting service delivery, evidenced by the on-going commitment to further reduce employee costs (especially in back office services) during the year improve efficiencies and maximise income opportunities. This strategy has seen us deliver an overall General Fund (GF) deficit of £417k (see Appendix 1).
- 1.2 During the budget setting process we continue to ensure that revenue budgets are set on a robust basis and take a prudent view of the likely levels of income and expenditure.
- 1.3 It should be noted, in order to get a completed year end outturn position to Senior Management and Members in a timely fashion, these figures may be altered slightly over the next few weeks as we complete the formal accounts process, but will have little effect on the overall GF or HRA surplus position.
- 1.4 Members of the Audit Committee should note that the outturn report is basically a set of management reports that show the final cash related position on all service areas. The Finance Team then have to turn these management reports into the statutory financial statements which are subject to a wide number of complex accounting rules that often significantly change the final picture of a service's financial position for the year. However, it is important to note that the bottom-line profit or loss for the year remains constant.

2.0 The General Fund Reserve

- 2.1 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 31/3/15. In 2015/16, a net deficit of £417k has occurred after accounting for all necessary transfers to/from Earmarked Reserves (EMRs).
- 2.2 Detailed budget monitoring reports were provided to both senior managers and members throughout 2015/16. This monitoring focused on significant

budget variances (+/- £10k), included remedial action where necessary and estimated an overall outturn position. The final written monitoring report considered by the Cabinet gave a detailed position at 31 December 2015 and predicted an end of year deficit of £372k for the General Fund. Therefore the final position deteriorated by £45k.

2.3 The table below shows the overall budget, actual and variance for all of our major service areas.

Service	2015/16 Budget £	2015/16 Actual £	Variance £
Car Parks	(23,680)	(186,459)	(162,779)
Community & Development	388,820	414,802	25,982
Corporate	1,197,130	1,208,430	11,300
Customer Services	15,730	171,879	156,149
Environmental Services	1,376,160	1,430,734	54,574
Finance & Performance	(180)	34,296	34,476
GF Housing	317,150	231,334	(85,816)
Grounds Maintenance	(16,870)	52,584	69,454
Human Resources	98,470	45,004	(53,466)
ICT	(12,040)	15,152	27,192
Legal & Democratic	1,027,280	1,057,782	30,502
Leisure	662,400	1,125,559	463,159
Planning & Regeneration	959,800	1,096,913	137,113
Property Services	253,800	(85,881)	(339,681)
Revenues & Benefits	782,650	557,768	(224,882)
Waste Services	2,287,120	2,414,775	127,655
Total Cost of Services	9,313,740	9,584,672	270,932
OTHER INCOME & EXPENDITURE			
Miscellaneous Income	0	(352)	(352)
Interest Payable	68,390	147,452	79,062
Interest Receivable	(134,090)	(240,232)	(106,142)
Heritable dividend	0	(43,958)	(43,958)
Statutory financing of capital	375,490	369,856	(5,634)
New Homes Bonus		(1,619,311)	(1,619,311)
Transfers to / (from) EMR'S	424,170	1,437,518	1,013,348
Statutory Adjustments	(1,281,350)	(1,316,100)	(34,750)
EMR used to fund capital	0	834,695	834,695
Total Budgeted Expenditure	8,766,350	9,154,240	387,890
Funded By:			
Revenue Support Grant	(1,704,850)	(1,704,847)	3
NNDR Revenue	(2,062,630)	(1,962,630)	100,000
Council Tax	(4,955,540)	(4,961,301)	(5,761)
Collection Fund surplus	(43,330)	(43,334)	(4)
Other non-ringfenced gov grants	0	(64,943)	(64,943)
Total Other Income	(8,766,350)	(8,737,055)	29,295
Total Deficit for the year	0	417,185	417,185

2.4 A detailed explanation of all the key variances is shown in Appendix 2, service by service. Inevitably, within a service, there are often variances which compensate. Some areas may create savings which in turn can be partly or fully offset by overspends elsewhere. In this report we have tried to highlight the major movements to enable Members to appreciate the more significant trends within each service area.

Note – where any of the above variances were deemed to be recurring, the 2016/17 budget was adjusted accordingly.

2.5 The overall effect of the 2015/16 financial year would result in a General Fund Balance of £1,963k which is below the Council’s own temporary minimum requirement of £8.77m x25% = £2,193k (agreed at full Council 25/2/15).

2.6 In addition to the GF Balance, the Council holds a number of Ear Marked Reserves (EMRs) which are used to help make provision for known future expenditure commitments which will require funding in 2016/17. The net movement of £1,438k into these reserves and the end of year balances held on them are shown in Appendix 4.

2.7 Market Walk and Fore Street Shops, Tiverton

Members will no doubt be keen to see the first year’s result’s following the acquisition of the shops in March 2015. The various elements are shown in different areas of the Income and Expenditure account but the overall position is as follows:

	<u>£k</u>
Net rental income after expenses (Shown within property Services committee)	(380)
Interest payable on Public Works Loan Board loan	108
Statutory capital Financing (over 50 years)	83

Net income for year	(189)
	=====

This income equates to an approximate return of **4.5%** (189k/4,173k), net of borrowing costs.

2.8 Non Domestic Rates

In order to facilitate the earliest reporting of the service outturn this report contains our best estimate of the non-domestic rate position. Members will be aware that we are part of the Devon Pool for Business Rates and we await information from the pool with which to complete the accounts. Our share from the pool is therefore subject to change, depending upon other Council’s surplus/deficits for the year.

3.0 Housing Revenue Account (HRA)

3.1 This is a ring-fenced reserve in respect of the Council’s housing landlord function. It is increased or decreased by the surplus or deficit generated on the HRA in the year. For 2015/16 the outturn is a net surplus of £nil k after the proposed transfers to/from earmarked reserves.

- 3.2 This surplus is explained in paragraph 3.4 and the effect of it on the HRA Balance is shown below.

HRA Balance

HRA balance @ 31/03/15	£ (2,000)k
Budget saving achieved in 2015/16	£ (916)k
Additional transfer to 30yr modernisation programme	£ 916k
HRA balance @ 31/03/16	£ (2,000)k

- 3.3 After the strong closing financial position delivered in 2015/16, it is recommended to transfer a sum of £916k into the Housing Maintenance Fund earmarked reserve. This is in addition to the already budgeted figure of £2,375k. The above position leaves an HRA balance of £2,000k as at 31 March 2016.
- 3.4 The main budget variances during 2015/16 that give rise to the figure of £916k were the £371k underspend generated by the Repairs team and the £173k saving generated from the Housing Services area. For further details, please see the HRA Outturn Summary for 2015/16, which is attached as Appendix 3 to this report.
- 3.5 In addition to the above, the HRA hold a number of earmarked reserves. The movements on these during 2015/16 and their closing balances are shown on Appendix 4. This money is effectively “ring fenced” and will be held to meet expenditure on projects during 2016/17 and beyond.

4.0 The Collection Fund

- 4.1 Mid Devon is a collection authority for council tax and national non-domestic rates, and as such, is required to produce a collection fund account for the Mid Devon area. The Council collects council tax on behalf of Devon County Council, Devon Fire and Rescue Service, Devon & Cornwall Police and the Town/Parish Councils.
- 4.2 The council tax collection rate for 2015/16 was 98.1% (97.8% in 2014/15). This demonstrates how effective our Council Tax section has been in collecting the annual charge in extremely challenging economic times. The Non Domestic Rates collection rate improved to 99.1% for 2015/16 (99% in 2014/15).

5.0 Capital Outturn

- 5.1 A capital outturn summary is attached as Appendix 5 to this report. The revised capital budget for 2015/16 amounted to £13,948k. At the year end we had spent £4,839k leaving the capital programme underspent in total by £9,109k.

Capital receipts of £571k (this includes general useable capital receipts and ring-fenced replacement homes capital receipts) were applied to finance the programme with the balance of the expenditure met by a combination of borrowing, external grants and contributions from reserves.

5.2 As shown in Appendix 5 there are capital projects totalling £7,559k which have not been completed as at the 31 March 2016. This expenditure, therefore, needs to be rolled forward to be included in the 2016/17 capital programme. These schemes are still fully funded by either unspent capital grants or by provisions held within capital earmarked reserves. In addition there is £1,461k relating to Affordable Housing, Private Sector Housing Grants, Economic Development Projects, ICT Projects and Major repairs to our Council House stock including Renewable energy solutions underspends which will be placed in relevant earmarked reserves to fund future capital expenditure in these areas.

5.3 The Capital Receipts Reserve (note this includes general useable capital receipts and ring-fenced replacement homes capital receipts) is used to part fund the capital programme - the movement on this account for the year is given below:

	£k
Balance at 1 April 2015	(986)
• Sale of Council Houses - 19	(1,234)
• General Fund Sales	(26)
• Pooling of Housing Capital Receipts to Government.	235
• Capital Receipts applied in year	569
Balance at 31 March 2016	(1,442)

Note – the remaining balance of £1,442k is committed in order to fund any slippage, specific projects in ICT and Private Sector Housing and to balance the Capital Medium Term Financial Plan.

5.4 The Capital Earmarked Reserve has been set aside from Revenue to fund capital projects; the balance on this reserve now stands at £573k made up by the following transactions:

	£k
Balance at 1 April 2015	(1,122)
• Budgeted transfer from the General Fund	(0)
• Funding required to deliver the 2015/16 Programme	217
• Transfer to Private Sector Housing Grants reserve	282
• Transfer to ICT Projects Reserve	56
Balance at 31 March 2016	(567)

Note – the remaining balance of £567k is committed in order to fund any slippage and to balance the Capital Medium Term Financial Plan.

- 5.5 The council also holds New Homes Bonus which can be used for either Revenue or to support future Capital Programmes, the balance held at 31 March 2016 is £1,851k; again much of this remaining balance is committed to fund any slippage and to balance the Capital Medium Term Financial Plan.

6.0 Treasury Management

- 6.1 A review of the 2015/16 investment performance, including the new CCLA property investment fund and the details of interest payable are included within the separate 2015/16 Treasury Outturn Report.

7.0 Conclusion

- 7.1 Members are asked to note the revenue and capital outturn figures for the financial year 2015/16 and agree the proposed earmarking of surplus funds generated by in year savings from both the GF and the HRA. In addition, Members need to approve the incomplete projects on the 2015/16 capital programme be rolled forward into the 2016/17 capital programme.

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Background Papers:

Circulation of the Report:

Cllr Peter-Hare-Scott
Management Team

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

	Budget 2015/16 £	Actual 2015/16 £	Variance £
Car Parks	(23,680)	(186,459)	(162,779)
Community & Development	388,820	414,802	25,982
Corporate	1,197,130	1,208,430	11,300
Customer Services	15,730	171,879	156,149
Environmental Services	1,376,160	1,430,734	54,574
Finance & Performance	(180)	34,296	34,476
GF Housing	317,150	231,334	(85,816)
Grounds Maintenance	(16,870)	52,584	69,454
Human Resources	98,470	45,004	(53,466)
ICT	(12,040)	15,152	27,192
Legal & Democratic	1,027,280	1,057,782	30,502
Leisure	662,400	1,125,559	463,159
Planning & Regeneration	959,800	1,096,913	137,113
Property Services	253,800	(85,881)	(339,681)
Revenues & Benefits	782,650	557,768	(224,882)
Waste Services	2,287,120	2,414,775	127,655
TOTAL COST OF SERVICES	9,313,740	9,584,672	270,932
OTHER INCOME & EXPENDITURE			
Car loan interest (now ceased)	0	(352.00)	(352)
Finance lease interest payable	30,710	30,426.00	(284)
PWLB bank loan interest payable	37,680	117,026.00	79,346
Interest from funding provided for HRA	(69,090)	(56,400.00)	12,690
Interest received on investments	(65,000)	(183,832.00)	(118,832)
Heritable dividend		(43,958.00)	(43,958)
Statutory financing of capital expenditure in earlier years	375,490	369,856.00	(5,634)
New Homes Bonus		(1,619,311.00)	(1,619,311)
Transfers to / (from) earmarked reserves	424,170	1,437,518.00	1,013,348
Statutory capital adjustments (depreciation reversal etc.)	(1,281,350)	(1,316,100.00)	(34,750)
EMR used to fund 2015/16 capital programme	0	834,695.00	834,695
TOTAL BUDGETED EXPENDITURE	8,766,350	9,154,240	387,890
FUNDED BY:-			
Revenue Support Grant	(1,704,850)	(1,704,847)	3
NNDR Revenue	(2,062,630)	(1,962,630)	100,000
Council Tax freeze grant for 2015/16	(49,710)	(54,171)	(4,461)
CTS Funding parishes	65,000	63,700	(1,300)
Collection Fund Surplus	(43,330)	(43,334)	(4)
Council Tax - (Band D at £182.15)	(4,970,830)	(4,970,830)	0
Other non- ringfenced gov grants	0	(64,943)	(64,943)
TOTAL FUNDING	(8,766,350)	(8,737,055)	29,295
NET INCOME AND EXPENDITURE	0	417,185	417,185

Notes

1. In order that the service results are not distorted by property valuations, that have no impact on the overall balance of the General Fund, capital charges have been shown on budget.

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16
CAR PARKS

Code	Car Parks	2015/16 Budget £	2015/16 Actual £	Variance £	Variance %
1000	Employees	0	0	0	
2000	Premises	249,120	136,436	(112,684)	-45.2%
3000	Transport	0	0	0	
4000	Supplies and Services	28,960	35,233	6,273	21.7%
	Total Direct Expenditure	278,080	171,668	(106,412)	-38.3%
7000	External Income	(661,050)	(717,417)	(56,367)	-8.5%
	Net Direct Expenditure	(382,970)	(545,749)	(162,779)	42.5% (a)
5000	Support Services	184,370	184,370	0	
6500	Depreciation	174,920	174,920	0	
	Total Indirect Expenditure	359,290	359,290	0	
	Total Car Park Expenditure	(23,680)	(186,459)	(162,779)	
	Car Park - Service units				
CP510	Market Car Park	(120,810)	(131,996)	(11,186)	
CP520	Multi-Storey Car Park	196,140	132,093	(64,047)	
CP530	Amenity Car Parks	53,520	29,227	(24,293)	
CP540	Paying Car Parks	(152,530)	(215,783)	(63,253)	
	Total Car Park Expenditure	(23,680)	(186,459)	(162,779)	
				£	£
	Total Expenditure Variation				(162,779) (a)
	Major Cost Changes				
CP	Overspend on cash collection & cp machine maintenance			11,000	11,000
	Major Cost Savings				
CP	General underspend on planned maintenance across Parking Services (see below EMR)			(33,000)	
CP520	MSCP specific maintenance projects underspend (see below EMR)			(20,000)	
CP520	Utilities underspend			(10,000)	
CP530	Amenity CP specific maintenance project underspend (see below EMR)			(25,000)	
CP540	P&D CP specific maintenance project underspend (see below EMR)			(25,000)	
CP540	Increase in Off-Street fines			(7,000)	
					(120,000)
	Major Changes in Income Levels				
CP	Increased income from pay & display charges			(37,000)	
CP	Income received for VAT settlement on parking charges			(9,700)	
CP	Back-dated licence fee income			(8,000)	
					(54,700)
	Minor Variations				921
	Total Expenditure Variation				(162,779) (a)
	EAR MARKED RESERVES				
	Utilised 2015/16			£	
	Proposed contribution c/fwd to 2016/17				
CP520	MSCP maintenance works			20,000	
CP530	Amenity CP resurfacing works			25,000	
CP540	P&D CP resurfacing works			25,000	
CP	Maintenance underspend for car park machine replacement			20,000	
	Net movement in earmarked reserves				90,000
	Total Expenditure variation after Ear Marked Reserves				(72,779)

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16
Community and Development

Code	Community and Development	2015/16 Budget £	2015/16 Actual £	Variance £	Variance %	
1000	Employees	287,610	293,590	5,980	2.1%	
2000	Premises	48,850	44,153	(4,697)	-9.6%	
3000	Transport	3,140	4,245	1,105	35.2%	
4000	Supplies and Services	205,310	251,296	45,986	22.4%	
	Total Direct Expenditure	544,910	593,284	48,374	8.9%	
7000	External Income	(131,670)	(154,061)	(22,391)	-17.0%	
	Net Direct Expenditure	413,240	439,222	25,982	6.3%	(a)
5000	Support Services	(63,650)	(63,650)	0		
6500	Depreciation	39,230	39,230	0		
	Total Indirect Expenditure	(24,420)	(24,420)	0		
	Total Community & Development Expenditure	388,820	414,802	25,982		
	Community & Development - Service units					
CD200	Community Development	268,470	269,676	1,206		
CD205	HO Communities & Gov	100,250	98,804	(1,446)		
CD206	HO Communities & Gov Rech	(100,240)	(100,240)	0		
CD210	Community Services Unit	144,780	141,345	(3,435)		
CD211	Community Services Unit Rech	(84,990)	(84,990)	0		
CD300	Markets	60,250	89,907	29,657		
	Total Community & Development Expenditure	388,520	414,502	25,982		
	Total Expenditure Variation			£	£	(a)
					25,982	
	Major Cost Changes					
CD200	Utilise ear marked reserve for Seed Fund Grant Awards (see EMR note below)			10,520		
CD200	Town and Parish Fund, Grant Awards (see note in income levels and EMR below)			31,880		
CD300	Salary costs due to a restructure			10,000		
CD300	Advertising and promotion spend in Markets (see EMR note below)			2,280		
						54,680
	Major Cost Savings					
CD210	Salary saving due to variance in hours			(6,800)		
						(6,800)
	Major Changes in Income Levels					
CD200	DCC contribution to Town and Parish Fund (see EMR note below)			(59,740)		
CD200	Salary costs for additional Grants and Funding Officer (see EMR note below)			19,180		
CD300	Market toll income down against budget			17,500		
						(23,060)
	Minor Variations					1,162
	Total Expenditure Variation					25,982 (a)
	EAR MARKED RESERVES					
	Utilised 2015/16					
CD200	Seed Fund earmarked reserve released			(10,520)		
CD200	Salary for Grants and Funding Officer - New Homes Bonus released			(19,180)		
CD300	Market promotions - Labgi money released			(2,280)		
	Proposed contribution c/fwd to 2016/17					
CD200	Town and Parish Fund - balance reserved for ongoing grant spend			27,858		
	Net movement in earmarked reserves					(4,122)
	Total Expenditure variation after Ear Marked Reserves					21,860

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

CORPORATE

		2015/16 Budget £	2015/16 Actual £	2015/16 £	Variance %	
Code	Corporate					
1000	Employees	949,710	939,355	(10,355)	-1.1%	
2000	Premises	0	0	0	N/A	
3000	Transport	1,500	888	(612)	-40.8%	
4000	Supplies and Services	161,270	183,671	22,401	13.9%	
	Total Direct Expenditure	1,112,480	1,123,914	11,434	1.0%	
7000	External Income	(60)	(194)	(134)	-222.7%	
	Net Direct Expenditure	1,112,420	1,123,720	11,300	1.0%	(a)
5000	Support Services	74,710	74,710	0	0.0%	
6500	Depreciation	10,000	10,000	0	0.0%	
	Total Indirect Expenditure	84,710	84,710	0		
	Total Corporate Expenditure	1,197,130	1,208,430	11,300		
	Corporate Management Service Units					
CM100	Chief Executive	191,090	194,981	3,891	2.0%	
CM199	Chief Executive Rech	(191,080)	(191,080)	0	0.0%	
CM300	Corporate Fees/charges	379,990	399,333	19,343	5.1%	
CM310	Corporate Performance	29,060	31,819	2,759	9.5%	
CM600	Pension Backfunding	788,070	773,377	(14,693)	-1.9%	
	Total Corporate Expenditure	1,197,130	1,208,431	11,301		
	Total Expenditure Variation			£	£	(a)
					11,301	
	Major Cost Increases					
	Mid Devon's contribution to the South West devolution bid				5,000	
	Major Cost Savings					
	Pension costs proved to be 1.9% lower than budgeted				(11,896)	
	Minor Variances				18,197	
	Total Expenditure Variation				11,301	
	EAR MARKED RESERVES					
	Utilised 2015/16			£		
CM300	Insurance - Further levy payment - MMI scheme of arrangement			(34,366)		
	Proposed contribution c/fwd to 2016/17					
	Net movement in earmarked reserves				(34,366)	
	Total Expenditure variation after Ear Marked Reserves				(23,065)	

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

Customer Services

		2015/16 Budget £	2015/16 Actual £	Variance £	Variance %	
Code	Customer Services					
1000	Employees	721,230	883,227	161,997	22.5%	
2000	Premises	0	0	0		
3000	Transport	4,480	2,305	(2,175)	-48.6%	
4000	Supplies and Services	95,310	91,072	(4,238)	-4.4%	
	Total Direct Expenditure	821,020	976,604	155,584	19.0%	
7000	External Income	(1,350)	(785)	565	41.8%	
	Net Direct Expenditure	819,670	975,819	156,149	19.1%	(a)
5000	Support Services	(806,160)	(806,160)	0		
6500	Depreciation	2,220	2,220	0		
	Total Indirect Expenditure	(803,940)	(803,940)	0		
	Total Customer Services Expenditure	15,730	171,879	156,149		
	Customer Services - Service units					
CS200	Communications	112,760	154,320	41,560		
CS299	Communications Rech	(112,770)	(112,770)	0		
CS500	Messenger Services	61,580	59,233	(2,347)		
CS599	Messenger Services Rech	(63,010)	(63,010)	0		
CS900	Central Photocopying	26,850	36,593	9,743		
CS901	Central Photocopying Rech	(35,810)	(35,810)	0		
CS902	Central Postage	35,570	25,156	(10,414)		
CS903	Central Postage Rech	(38,050)	(38,050)	0		
CS910	Customer Services Admin	142,980	141,194	(1,786)		
CS915	Customer Services Admin Rech	(143,400)	(143,400)	0		
CS930	Customer First Management	179,890	196,905	17,015		
CS931	Customer First Management Rech	(179,880)	(179,880)	0		
CS932	Customer First	597,710	572,495	(25,215)		
CS933	Customer First Rech	(568,700)	(568,700)	0		
CS936	Crediton Office Section	153,620	212,030	58,410		
CS937	Crediton Office Section Rech	(153,610)	(153,610)	0		
CS938	Digital Strategy Staffing	0	69,182	69,182		
	Total Customer Services Expenditure	15,730	171,879	156,149		
				£	£	
	Total Expenditure Variation				156,149	(a)
	Major Cost Changes					
CS200	Redundancy costs			37,000		
CS930	Longterm sickness cover & job evaluations			12,000		
CS936	Redundancy costs partially offset by in year salary savings			59,000		
CS938	Staffing - Digital Strategy Projects funded by ear marked reserve (see below)			68,463		
					176,463	
	Major Cost Savings					
CS902	Franked Mail (moving to CleanMail which is charged direct to services)			(12,000)		
CS932	Staffing - in year salary savings & underspend on garden waste project			(19,000)		
					(31,000)	
	Major Changes in Income Levels					
					0	
	Minor Variations				10,686	

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

Customer Services

Total Expenditure Variation				156,149	(a)
EAR MARKED RESERVES					
				£	
Utilised 2015/16					
CS900	Purchase of new Folding Machine for print room			(8,770)	
CS902	Franking Machine - old fund no longer required			(15,000)	
CS938	Digital strategy staffing from New Home Bonus			(68,463)	
Proposed contribution c/fwd to 2016/17					
Net movement in earmarked reserves					(92,233)
Total Expenditure variation after Ear Marked Reserves					63,916

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

Environmental Services

Code	Environmental Services	2015/16 Budget £	2015/16 Actual £	Variance £	Variance %
1000	Employees	860,530	978,277	117,747	13.7%
2000	Premises	149,390	157,330	7,940	5.3%
3000	Transport	45,210	45,187	(23)	-0.1%
4000	Supplies and Services	133,520	165,420	31,900	23.9%
	Total Direct Expenditure	1,188,650	1,346,213	157,563	13.3%
7000	External Income	(317,640)	(420,629)	(102,989)	-32.4%
	Net Direct Expenditure	871,010	925,584	54,574	6.3% (a)
5000	Support Services	440,350	440,350	0	
6500	Depreciation	64,800	64,800	0	
	Total Indirect Expenditure	505,150	505,150	0	
	Total Environmental Services Expenditure	1,376,160	1,430,734	54,574	
	Environmental Services - Service units				
ES100	Cemeteries	156,650	191,999	35,349	
ES110	Bereavement Services	51,850	52,021	171	
ES112	Bereavement Services Rech	(51,860)	(51,860)	0	
ES200	CCTV Initiatives	17,260	17,050	(210)	
ES250	Community Safety	70,560	66,261	(4,299)	
ES252	Building Safer Community Fund	0	(23)	(23)	
ES254	CSP - Police Fund	0	(14)	(14)	
ES256	Community Safety Partnership	0	(2,017)	(2,017)	
ES260	Food Protection	89,960	86,517	(3,443)	
ES270	Water Quality Monitoring	50,630	34,523	(16,107)	
ES349	Private Sector Housing team Rech	(45,800)	(45,800)	0	
ES354	Private Sector Housing	157,920	(87,894)	(245,814)	
ES360	Dog Warden	128,500	125,815	(2,685)	
ES361	Public Health	0	895	895	
ES441	Inspection Staff Unit Rech	(82,480)	(82,480)	0	
ES450	Parks & Open Spaces	416,220	394,356	(21,864)	
ES455	Amory Park	20,930	18,520	(2,410)	
ES460	Play Areas	231,110	232,320	1,210	
ES550	Licensing	15,440	6,904	(8,536)	
ES580	Pool Car Running Costs	2,040	(4,013)	(6,053)	
ES600	Pest Control	17,700	16,884	(816)	
ES650	Contaminated Land	0	(25)	(25)	
ES660	Control of Pollution	118,470	118,912	442	
ES670	Local Air Pollution	9,440	9,208	(232)	
ES720	ES Management	0	0	0	
ES730	Environmental Enforcement	265,230	265,749	519	
ES731	Environmental Enforcement Rech	(271,120)	(271,120)	0	
ES733	Environmental Health	391,550	413,538	21,988	
ES734	Environmental Health Rech	(391,560)	(391,560)	0	
ES740	Licensing Unit	95,260	117,295	22,035	
ES741	Licensing Unit Rech	(95,270)	(95,270)	0	
ES760	Health & Safety Officer	75,350	82,576	7,226	
ES765	Health & Safety Officer Rech	(75,340)	(75,340)	0	
PS480	Mddc Footpaths & Railway Walks	7,520	5,492	(2,028)	
	Total Environmental Services Expenditure	1,376,160	1,149,419	(226,741)	

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

Environmental Services

		£	£	
	Total Expenditure Variation		54,574	(a)
	Major Cost Changes			
ES100	Overspend on specific maintenance projects on walls & pathways (see EMR)	40,000		
ES354	Salary overspend due to restructure & JE (see below EMR)	40,000		
ES354	Overspend on Idox software (see below EMR)	7,000		
ES354	Exeter City Partnership on Empty Homes costs funded from EMR (see below EMR)	17,100		
ES361	Salary overspend on Public Health Officer part funded by EMR (see below EMR)	14,400		
ES361	Overspend on supplies & services for other PH initiatives (see below EMR)	4,356		
ES733	Environmental Health restructure & redundancy costs	27,000		
ES740	Licensing unit salaries - Increase in hours and JE impact	15,000		
ES740	Licensing staff training- please refer to HR corporate training note	6,600		
			171,456	
	Major Cost Savings			
ES450	Parks & Open spaces specific maintenance project underspend (see below EMR)	(25,000)		
ES460	Play Area's specific maintenance project underspend (see below EMR)	(10,000)		
			(35,000)	
	Major Changes in Income Levels			
ES100	Increase income on internments & exclusive burial rights	(5,000)		
ES550	Licensing income higher than budgeted	(11,800)		
ES270	Increased income from water quality monitoring	(19,000)		
ES354	Disabled facility grant repayments during the year	(36,000)		
ES354	Income received from house in multiple occupation licence	(4,200)		
ES361	Income received from Public Health Grant (see below EMR)	(18,000)		
ES450	Utilise Developers Contributions for Parks & Open Spaces (see below EMR)	7,860		
ES460	Utilise Developers Contributions for Play Area's (see below EMR)	10,870		
			(75,270)	
	Minor Variations		(6,612)	
Total Expenditure Variation				54,574 (a)
	EAR MARKED RESERVES			
		£		
	Utilised 2015/16			
ES100	Cemeteries specific maint projects on wall & pathways	(35,000)		
ES354	Salary overspend from restructure & JE	(15,000)		
ES354	Idox software	(7,000)		
ES354	Empty Homes partnership with Exeter City	(17,100)		
ES361	Fund half post of Public Health Officer	(7,230)		
ES361	Assisted Families & VCS funding from Public Health Grant	(4,356)		
ES450	Utilise Developers Contributions for Parks & Open Spaces	(9,548)		
ES460	Utilise Developers Contributions for Play Area's	(12,642)		
	Proposed contribution c/fwd to 2016/17			
ES361	Public Health Grant received in year	18,000		
ES450	Parks & Open spaces walls & pathways maintenance	25,000		
ES460	Play Area maintenance	10,000		
	Net movement in earmarked reserves before statutory adjustments		(54,876)	
Total Expenditure variation after Ear Marked Reserves				(302)

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

Finance and Performance

Code	Finance and Performance	2015/16	2015/16	Variance	Variance
		Budget	Actual		
		£	£	£	%
1000	Employees	594,210	627,924	33,714	5.7%
2000	Premises	0	0	0	
3000	Transport	1,910	1,208	(702)	-36.8%
4000	Supplies and Services	38,780	46,096	7,316	18.9%
	Total Direct Expenditure	634,900	675,228	40,328	6.4%
7000	External Income	0	(5,852)	(5,852)	
	Net Direct Expenditure	634,900	669,376	34,476	5.4% (a)
5000	Support Services	(635,080)	(635,080)	0	
6500	Depreciation	0	0	0	
	Total Indirect Expenditure	(635,080)	(635,080)	0	
	Total Finance and Performance Expenditure	(180)	34,296	34,476	
	Finance and Performance - Service units				
FP100	Accountancy Services	459,640	477,314	17,674	
FP199	Accountancy Services Rech	(459,740)	(459,740)	0	
FP200	Internal Audit	122,410	123,817	1,407	
FP299	Internal Audit Rech	(122,410)	(122,410)	0	
FP300	Procurement	70,810	86,752	15,942	
FP399	Procurement Rech	(70,800)	(70,800)	0	
FP400	Purchase Ledger	65,230	64,389	(841)	
FP499	Purchase Ledger Rech	(65,270)	(65,270)	0	
FP500	Sales Ledger	67,760	68,054	294	
FP599	Sales Ledger Rech	(67,810)	(67,810)	0	
	Total Finance and Performance	(180)	34,296	34,476	
	Total Expenditure Variation			£ 34,476	(a)
	Major Cost Changes				
FP300	Salaries - New Procurement & Contracts Post partially offset by reduced working hours for the Procurement Manager			13,000	
FP	Staff Training, (budget set on HR but cost transferred to service at year end)			13,000	
	Major Cost Savings				26,000
					0
	Major Changes in Income Levels				0
	Minor Variations				8,476
	Total Expenditure Variation				34,476 (a)
	EAR MARKED RESERVES				
	Utilised 2015/16				
	Proposed contribution c/fwd to 2016/17				
	Net movement in earmarked reserves				0
	Total Expenditure variation after Ear Marked Reserves				34,476

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16
General Fund Housing

Code	General Fund Housing	2015/16 Budget £	2015/16 Actual £	Variance £	Variance %	
1000	Employees	192,560	192,119	(441)	-0.2%	
2000	Premises	7,800	3,589	(4,211)	-54.0%	
3000	Transport	12,290	11,435	(855)	-7.0%	
4000	Supplies and Services	174,410	76,331	(98,079)	-56.2%	
	Total Direct Expenditure	387,060	283,474	(103,586)	-26.8%	
7000	External Income	(112,500)	(94,730)	17,770	15.8%	
	Net Direct Expenditure	274,560	188,744	(85,816)	-31.3%	(a)
5000	Support Services	41,590	41,590	0		
6500	Depreciation	1,000	1,000	0		
	Total Indirect Expenditure	42,590	42,590	0		
	Total General Fund Housing Services Expenditure	317,150	231,334	(85,816)		
	General Fund Housing - Service units					
HG320	Housing & Homelessness Advice	317,150	231,922	(85,228)		
HG373	Homelessness & Enabling Team	246,590	246,002	(588)		
HG379	Homeless & Enabling Team Rech	(246,590)	(246,590)	0		
	Total General Fund Housing Services Expenditure	317,150	231,334	(85,816)		
				£	£	
	Total Expenditure Variation				(85,816)	(a)
	Major Cost Changes					
						0
	Major Cost Savings					
HG320	Better recovery on DARS - reduction in level of provision required			(36,000)		
HG320	Lower costs than budgeted due to using own stock instead of B&Bs and case numbers below average			(30,000)		
						(66,000)
	Major Changes in Income Levels					
HG320	Use of Discretionary Housing Payments to fund Housing Benefit claimants in DARS scheme			(18,000)		
						(18,000)
	Minor Variations					(1,816)
	Total Expenditure Variation					(85,816) (a)
	EAR MARKED RESERVES					
	Utilised 2015/16					
	Proposed contribution c/fwd to 2016/17					
	Net movement in earmarked reserves					0
	Total Expenditure variation after Ear Marked Reserves					(85,816)

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

Grounds Maintenance

Code	Grounds Maintenance	2015/16 Budget £	2015/16 Actual £	Variance £	Variance %	
1000	Employees	425,670	429,394	3,724	0.9%	
2000	Premises	11,960	18,065	6,105	51.0%	
3000	Transport	77,100	93,041	15,941	20.7%	
4000	Supplies and Services	34,150	38,201	4,051	11.9%	
	Total Direct Expenditure	548,880	578,700	29,820	5.4%	
7000	External Income	(77,500)	(37,866)	39,634	51.1%	
	Net Direct Expenditure	471,380	540,834	69,454	14.7%	(a)
5000	Support Services	(500,160)	(500,160)	0		
6500	Depreciation	11,910	11,910	0		
	Total Indirect Expenditure	(488,250)	(488,250)	0		
	Total Grounds Maintenance Expenditure	(16,870)	52,584	69,454		
	Grounds Maintenance - Service units					
GM960	Grounds Maintenance	545,570	615,024	69,454		
GM961	Grounds Maintenance Rech	(562,440)	(562,440)	0		
	Total Grounds Maintenance Expenditure	(16,870)	52,584	69,454		
				£	£	
	Total Expenditure Variation				69,454	(a)
	Major Cost Changes					
GM960	Overspend on agency staff			6,000		
GM960	External Contractors used for tree works has resulted as an overspend			6,000		
GM960	Purchase of a new digger (see below EMR)			17,337		
					29,337	
	Major Cost Savings					
	Major Changes in Income Levels				0	
GM960	Reduced income from DCC for grass cutting			31,481		
GM960	Reduced income from internal recharging for tree works			5,000		
					36,481	
	Minor Variations				3,636	
	Total Expenditure Variation				69,454	(a)
	EAR MARKED RESERVES					
				£		
	Utilised 2015/16					
GM960	Purchase of a new Digger			(17,337)		
	Proposed contribution c/fwd to 2016/17					
	Net movement in earmarked reserves				(17,337)	
	Total Expenditure variation after Ear Marked Reserves				52,117	

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

Human Resources

Code	Human Resources	2015/16 Budget £	2015/16 Actual £	Variance £	Variance %
1000	Employees	391,690	325,194	(66,496)	-17.0%
2000	Premises	0	0	0	
3000	Transport	1,750	737	(1,013)	-57.9%
4000	Supplies and Services	19,410	32,518	13,108	67.5%
	Total Direct Expenditure	412,850	358,449	(54,401)	-13.2%
7000	External Income	(2,050)	(1,115)	935	45.6%
	Net Direct Expenditure	410,800	357,334	(53,466)	-13.0% (a)
5000	Support Services	(312,330)	(312,330)	0	
6500	Depreciation	0	0	0	
	Total Indirect Expenditure	(312,330)	(312,330)	0	
	Total Human Resources Expenditure	98,470	45,004	(53,466)	
	HR - Service units				
HR100	Human Resources	255,810	278,315	22,505	
HR199	Human Resources Rech	(255,760)	(255,760)	0	
HR200	Staff Development Training	13,400	16,019	2,619	
HR210	Cpd Training	43,840	0	(43,840)	
HR220	Post Entry Training	21,850	0	(21,850)	
HR230	Health & Safety Training	19,360	0	(19,360)	
HR300	Payroll	81,250	79,166	(2,084)	
HR399	Payroll Rech	(81,310)	(81,310)	0	
HR400	Learning & Development	43,380	51,924	8,544	
HR499	Learning & Development Rech	(43,350)	(43,350)	0	
	Total Human Resources Expenditure	98,470	45,004	(53,466)	
				£	£
	Total Expenditure Variation				(53,466) (a)
	Major Cost Changes				
HR100	Development training overspend (see note below)			5,200	
HR100	New driving licence checks & occupational health costs overspend			9,000	
HR100	Salary overspend due to JE			6,400	
HR400	L&D Assistant salary to be funded from EMR (see below EMR)			11,138	
HR100	Overspend on Equipment budget for the purchase of Laptops			3,200	
					34,938
	Major Cost Savings				
HR200	Underspend on salaries from the Corporate Training costs being recharged out to service users.			(82,000)	
HR100	Salary saving due to Head of HR taking interim C/Exec post			(8,000)	
					(90,000)
	Major Changes in Income Levels				
					0
	Minor Variations				1,596

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

Human Resources

Total Expenditure Variation					(53,466)	(a)
	EAR MARKED RESERVES					
				£		
	Utilised 2015/16					
HR400	L&D Assistant			(11,138)		
	Proposed contribution c/fwd to 2016/17					
	Net movement in earmarked reserves				(11,138)	
Total Expenditure variation after Ear Marked Reserves					(64,604)	

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16
ICT Services

Code	ICT Services	2015/16 Budget £	2015/16 Actual £	Variance £	Variance %	
1000	Employees	546,030	609,876	63,846	11.7%	
2000	Premises	0	0	0		
3000	Transport	1,590	2,419	829	52.1%	
4000	Supplies and Services	367,430	370,806	3,376	0.9%	
	Total Direct Expenditure	915,050	983,101	68,051	7.4%	
7000	External Income	(3,660)	(44,519)	(40,859)	-1116.4%	
	Net Direct Expenditure	911,390	938,582	27,192	3.0%	(a)
5000	Support Services	(970,730)	(970,730)	0		
6500	Depreciation	47,300	47,300	0		
	Total Indirect Expenditure	(923,430)	(923,430)	0		
	Total ICT Services Expenditure	(12,040)	15,152	27,192		
	ICT - Service units					
IT100	Gazetteer Management	79,750	73,050	(6,700)		
IT199	Gazetteer Management Rech	(79,730)	(79,730)	0		
IT200	Information Management & T Gov	46,820	40,544	(6,276)		
IT299	Information Management & T Gov rech	(46,820)	(46,820)	0		
IT300	Central Telephones	77,600	72,603	(4,997)		
IT399	Central Telephones Rech	(79,650)	(79,650)	0		
IT400	ICT Network & Hardware	314,530	297,036	(17,494)		
IT499	ICT Network & Hardware Rech	(314,580)	(314,580)	0		
IT500	ICT Software Support & Maint.	511,940	521,645	9,705		
IT599	ICT Software Support & Maint. Rech	(511,950)	(511,950)	0		
IT600	ICT Staff Unit	562,600	619,972	57,372		
IT699	ICT Staff Unit Rech	(562,590)	(562,590)	0		
IT700	PSN compliance	0	999	999		
IT800	Phoenix House Printing	33,440	28,023	(5,417)		
IT899	Phoenix House Printing Rech	(43,400)	(43,400)	0		
	Total ICT Services Expenditure	(12,040)	15,152	27,192		
				£	£	
	Total Expenditure Variation				27,192	(a)
	Major Cost Changes					
IT600	Staff training (see EMR note below)			15,000		
IT600	Redundancy costs			79,630		
IT600	Recruitment costs for two posts in digital transformation			15,000		
IT700	One off costs for Private Services Network service (see EMR note below)			1,000		
					110,630	
	Major Cost Savings					
IT100	Aerial Photography-work delayed (see EMR note below)			(3,950)		
IT200	Salary saving - vacant post for part of the year			(5,000)		
IT600	Salary saving - apprentice employed			(14,000)		
IT600	Salary saving - vacant post for part of the year			(15,000)		
All	Savings across network and call costs spend			(11,000)		
					(48,950)	
	Major Changes in Income Levels					
	Head of BIS recharge to North Devon DC			(35,540)		
					(35,540)	

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

ICT Services

	Minor Variations				1,052	
Total Expenditure Variation					27,192	(a)
EAR MARKED RESERVES						
Utilised 2015/16						
IT600	EMR released for Staff Training			(15,000)		
IT700	EMR released for Private Services Network Costs			(1,000)		
Proposed contribution c/fwd to 2016/17						
IT100	Aerial Photography delayed due to bad weather			3,950		
	Net movement in earmarked reserves				(12,050)	
Total Expenditure variation after Ear Marked Reserves					15,142	

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

Legal and Democratic Services

Code	Legal and Democratic Services	2015/16 Budget £	2015/16 Actual £	Variance £	Variance %	
1000	Employees	434,050	563,841	129,791	29.9%	
2000	Premises	0	11,960	11,960		
3000	Transport	16,850	17,332	482	2.9%	
4000	Supplies and Services	390,850	453,983	63,133	16.2%	
	Total Direct Expenditure	841,750	1,047,115	205,365	24.4%	
7000	External Income	(66,450)	(241,313)	(174,863)	-263.1%	
	Net Direct Expenditure	775,300	805,802	30,502	3.9%	(a)
5000	Support Services	251,980	251,980	0		
6500	Depreciation	0	0	0		
	Total Indirect Expenditure	251,980	251,980	0		
	Total Legal and Democratic Services	1,027,280	1,057,782	30,502		
	Legal & Democratic Services - Service units					
LD100	Electoral Registration	294,750	268,016	(26,734)		
LD199	Electoral Registration Rech	(880)	(880)	0		
LD200	Election Costs - Parishes	0	(29)	(29)		
LD201	Election Costs - District	20,000	62,791	42,791		
LD202	Election Costs - General	0	(15,543)	(15,543)		
LD203	Election Costs - European	0	1	1		
LD206	Election Costs - Police Com	0	2,451	2,451		
LD207	Election Costs - Euro Referendum	0	809	809		
LD300	Democratic Rep & Management	713,420	714,776	1,356		
LD400	Committee Services	137,330	145,933	8,603		
LD499	Committee Services Rech	(137,330)	(137,330)	0		
LD600	Legal Services	229,970	246,768	16,798		
LD699	Legal Services Rech	(229,980)	(229,980)	0		
	Total Legal and Democratic Services	1,027,280	1,057,782	30,502		
				£	£	
	Total Expenditure Variation				30,502	(a)
	Major Cost Changes					
LD100	Redundancy costs			18,000		
LD201	Cost of District Council Elections (covered by Ear Marked Reserve)			42,784		
LD300	Members' tablets, cost was budgeted as Capital Expenditure but as less than £20k falls as Revenue Expenditure			12,000		
					72,784	
	Major Cost Savings					
LD100	Individual Electoral Registration (IER) costs less than budgeted			(10,000)		
LD600	Legal Services restructure			(7,500)		
					(17,500)	

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16**Legal and Democratic Services**

	Major Changes in Income Levels				
LD100	More IER Grant Income received than budgeted		(28,000)		
LD100	Recovered costs-European Election (see Ear Marked Reserve below)		(7,000)		
LD202	Recovered costs-General Election		(15,500)		
LD600	Section 106 work less than in previous years & fees & charges down		14,000		
				(36,500)	
	Minor Variations			11,718	
Total Expenditure Variation				30,502	(a)
	EAR MARKED RESERVES				
	Utilised 2015/16				
LD201	District Election Costs		(42,784)		
	Proposed contribution c/fwd to 2016/17				
LD100	Recovered Costs on Euro Election saved to purchase a printer in 16/17		7,000		
	Net movement in earmarked reserves			(35,784)	
Total Expenditure variation after Ear Marked Reserves				(5,282)	

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16
Leisure Services

		2015/16 Budget £	2015/16 Actual £	Variance £	Variance %	
Code	Leisure Services					
1000	Employees	1,524,490	1,755,419	230,929	15.1%	
2000	Premises	662,070	670,707	8,637	1.3%	
3000	Transport	4,220	4,152	(68)	-1.6%	
4000	Supplies and Services	218,360	292,327	73,967	33.9%	
	Total Direct Expenditure	2,409,140	2,722,605	313,465	13.0%	
7000	External Income	(2,532,520)	(2,382,826)	149,694	5.9%	
	Net Direct Expenditure	(123,380)	339,779	463,159	-375.4%	(a)
5000	Support Services	284,750	284,750	0		
6500	Depreciation	501,030	501,030	0		
	Total Indirect Expenditure	785,780	785,780	0		
	Total Leisure Services Expenditure	662,400	1,125,559	463,159		
	Leisure Services - Service units					
RS100	Leisure Facilities Maintenance & Equipment	176,170	179,531	3,361		
RS110	Leisure Management & Administration	116,100	161,965	45,865		
RS140	Exe Valley Leisure Centre	74,620	341,875	267,255		
RS150	Lords Meadow Leisure Centre	237,370	317,706	80,336		
RS160	Culm Valley Sports Centre	58,140	124,483	66,343		
	Total Leisure Services Expenditure	662,400	1,125,559	463,159		
				£	£	
	Total Expenditure Variation				463,159	(a)
	Major Cost Changes					
	Redundancy costs due to management restructure			128,000		
	Exe Valley Leisure Centre (EVLC) salaries (includes manager post reinstated)			49,000		
	Lords Meadow Leisure Centre (LMLC) salaries contractors (includes JE payments in March)			18,000		
	CVSC Salaries (includes JE payments in March)			35,000		
	Utility and maintenance costs across all sites			26,000		
	Equipment spend all sites including maintenance (replacement and new items)			31,000		
	Software and consultancy costs			5,000		
	Various other overheads-all sites (including vending, stationary and printing)			24,120		
					316,120	
	Major Cost Savings					
					0	
	Major Changes in Income Levels					
	Wetside activities LMLC & EVLC (includes lessons and general swimming)			78,000		
	Dryside activities-all sites (rents, bookings, courses)			19,000		
	Memberships, Classes and Sales			50,000		
					147,000	
	Minor Variations				39	
	Total Expenditure Variation				463,159	(a)
	EAR MARKED RESERVES					
	Utilised 2015/16					
	Proposed contribution c/fwd to 2016/17					
	Net movement in earmarked reserves				0	
	Total Expenditure variation after Ear Marked Reserves				463,159	

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16
Planning and Regeneration

		2015/16	2015/16	Variance	Variance
		Budget	Actual		
Code	Planning and Regeneration	£	£	£	%
1000	Employees	1,430,060	1,459,519	29,459	2.1%
2000	Premises	0	0	0	#DIV/0!
3000	Transport	56,300	46,415	(9,885)	-17.6%
4000	Supplies and Services	208,680	482,224	273,544	131.1%
	Total Direct Expenditure	1,695,040	1,988,158	293,118	17.3%
7000	External Income	(1,192,420)	(1,082,676)	109,744	9.2%
	s106 fees		(265,748)	(265,748)	
	Net Direct Expenditure	502,620	639,733	137,113	27.3% (a)
5000	Support Services	457,180	457,180	0	
6500	Depreciation	0	0	0	
	Total Indirect Expenditure	457,180	457,180	0	
	Total Planning and Regeneration Expenditure	959,800	1,096,913	137,113	
	Planning and Regeneration - Service units				
PR100	Building Regulations	63,580	124,715	61,135	
PR110	Enforcement	124,450	130,854	6,404	
PR200	Development Control	293,440	127,010	(166,430)	
PR210	Local Land Charges	(600)	(11,647)	(11,047)	
PR220	Tiverton EUE	0	99,956	99,956	
PR300	Environmental Enhancement	5,740	5,740	0	
PR400	Business Development	135,540	248,914	113,374	
PR405	Industrial Sites & Buildings	0	0	0	
PR500	Historic Buildings	10,820	10,820	0	
PR600	Forward Planning Unit	245,670	258,135	12,465	
PR699	Forward Planning Unit Rech	(245,670)	(245,670)	0	
PR800	Planning Policy	52,960	112,949	59,989	
PR810	Statutory Development Plan	269,780	231,764	(38,016)	
PR820	Assets of community value	0	128	128	
PR900	Dangerous Buildings And Trees	4,090	3,246	(845)	
	Total Planning and Regeneration Expenditure	959,800	1,096,913	137,113	
				£	£
	Total Expenditure Variation			137,113	(a)
	Major Cost Changes			£k	
PR400	Business advice and town project spend (see EMR note below)			47,000	
PR400	Shop front grant scheme (see EMR note below)			12,598	
PR400	Cullompton enhancement scheme (see EMR note below)			470	
PR400	Redundancy Costs			23,000	
PR100	Building Control staffing restructure			42,000	
PR100	North Devon joint management arrangement			13,000	
PR100	Sewage treatment plant at Knowle Lane			26,000	
PR110	Direct Action (net of charges against costs)			24,000	
PR200	CIL costs (annual software maintenance costs)			9,000	
PR200	Fees for MSc studies for 3 staff			5,400	
PR200	Consultancy/legal fees			7,000	
PR220	Tiverton Eastern Urban Extension (EUE) (fully funded from reserves)			99,956	
Various	Local Plan and consultancy costs			30,000	
PR600	Non commencement of Community Infrastructure Levy			20,000	
PR210	Increase provision for LLC legal claims			13,000	
					372,424
	Major Cost Savings				
PR100	Building Control mileage claims under budget			(10,000)	
PR110	Enforcement salary savings			(12,000)	
PR200	Development Control salaries (incl recruitment costs)			(7,000)	
PR600	Forward Planning salaries (net of advertising costs)			(9,000)	
PR210	Underspend on DCC search fees			(4,000)	
PR210	Local Land Charges salary savings			(4,000)	

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

Planning and Regeneration

						(46,000)		
	Major Changes in Income Levels							
PR400	Salary costs for Town Centre Manager (see EMR note below)					22,640		
PR100	Building Control income above budget					(14,000)		
PR200	Development Control income below budget					82,000		
PR210	Local Land Charges fee income					(23,000)		
							67,640	
	Minor Variations							8,797
	SERVICE MOVEMENT BEFORE STATUTORY ADJUSTMENTS							402,861
PR200	Net S106 receipts (see EMR below)						(265,748)	
Total Expenditure Variation							137,113 (a)	
EAR MARKED RESERVES								
						£		
Proposed contribution c/fwd to 2016/17								
PR200	Net S106 receipts transferred to earmarked reserves					265,748		
PR600	Shared Brownfield site - grant from Department of Communities and Local Government					10,000		
Utilised 2015/16								
PR400	Salary for Town Centre Manager- new homes bonus released					(22,640)		
PR400	Business advice and town project spend - new homes bonus released					(47,000)		
PR400	Shop front grant spend - High Street Innovator fund released					(12,598)		
PR400	Cullompton Town enhancement scheme - Labgi funds released					(470)		
PR220	Tiverton Eastern Urban Extension					(99,956)		
	Net movement in earmarked reserves						93,084	
Total Expenditure variation after Ear Marked Reserves							230,197	

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16
Property Services

Code	Property Services	2015/16 Budget £	2015/16 Actual £	Variance £	Variance %	
1000	Employees	361,990	327,004	(34,986)	-9.7%	
2000	Premises	493,260	529,735	36,475	7.4%	
3000	Transport	19,010	20,221	1,211	6.4%	
4000	Supplies and Services	81,510	145,358	63,848	78.3%	
	Total Direct Expenditure	955,770	1,022,318	66,548	7.0%	
7000	External Income	(367,320)	(773,548)	(406,228)	-110.6%	
	Net Direct Expenditure	588,450	248,769	(339,681)	-57.7%	(a)
5000	Support Services	(507,300)	(507,300)	0		
6500	Depreciation	172,650	172,650	0		
	Total Indirect Expenditure	(334,650)	(334,650)	0		
	Total Property Services Expenditure	253,800	(85,881)	(339,681)		
	Property Services - Service units					
PS150	Surplus Sites for Disposal	29,150	36,932	7,782		
PS350	Public Conveniences	116,440	99,228	(17,212)		
PS400	Flood Defences and Land Drainage	82,140	52,052	(30,088)		
PS600	Street Naming & Numbering	16,330	13,892	(2,438)		
PS810	Phoenix House	353,100	388,044	34,944		
PS815	Phoenix House Rech	(353,430)	(353,430)	0		
PS820	DCC Library	(1,830)	(3,488)	(1,658)		
PS830	Town Hall	64,540	66,063	1,523		
PS840	Crediton Office Building	47,420	43,740	(3,680)		
PS845	Crediton Office Building Rech	(47,420)	(47,420)	0		
PS850	Old Road Depot	54,090	50,988	(3,102)		
PS855	Old Road Depot Rech	(54,090)	(54,090)	0		
PS860	Station Yard Depot	33,450	39,123	5,673		
PS865	Station Yard Depot Rech	(33,450)	(33,450)	0		
PS870	Lords Meadow Depot	6,740	20,750	14,010		
PS880	Bus Station Maintenance	(9,710)	(10,204)	(494)		
PS890	Tourist Information Centre	(10,640)	(13,163)	(2,523)		
PS970	Office Building Cleaning	74,000	84,380	10,380		
PS971	Office Building Cleaning Rech	(74,000)	(74,000)	0		
PS980	Property Services	412,140	369,415	(42,725)		
PS981	Property Services Rech	(336,510)	(336,510)	0		
PS990	30/32 Fore Street	(44,800)	(40,661)	4,139		
PS991	Industrial Units	(69,860)	(41,073)	28,787		
PS992	Market Walk	0	(339,965)	(339,965)		
PS993	Lowman Green Unit	0	(3,034)	(3,034)		
	Total Property Services	253,800	(85,881)	(339,681)		
				£	£	
	Total Expenditure Variation				(339,681)	(a)
	Major Cost Changes					
PS810	Overspend on maintenance & external contractors, off-set by salary savings			21,000		
PS810	Overspend on utilities			10,000		
PS830	Town Hall maintenance overspend			12,000		
PS870	Additional cost on maintenance, premises getting ready for letting			6,000		
PS970	Overspend on external cleaning to cover sickness & holiday			10,000		
PS991	Overspend on maintenance (see below EMR)			14,000		
					73,000	

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

Property Services

	Major Cost Savings				
PS350	Public Conv underspend on specific maintenance projects (see below EMR)		(20,000)		
PS400	Underspend on planned maintenance		(10,000)		
PS830	Utilities underspend		(4,500)		
PS880	Underspend on Bus Station maintenance (see below EMR)		(2,930)		
PS980	Salary savings due to vacant posts (see below EMR)		(33,000)		
				(70,430)	
	Major Changes in Income Levels				
PS400	DCC flood grant received (see below EMR)		(19,400)		
PS810	Reduced income from ground floor space in Phoenix House		7,000		
PS870	Reduced income from Lords Meadow depot as tenant moved in Nov		7,000		
PS980	Income received from sales of small pieces of land		(8,000)		
PS991	Vacant Industrial Units have resulted in reduction of income		14,000		
PS992	Market Walk surplus before interest and capital financing (see below EMR)		(339,965)		
				(339,365)	
	Minor Variations			(2,886)	
Total Expenditure Variation				(339,681)	(a)
	EAR MARKED RESERVES				
			£		
	Utilised 2015/16				
PS991	Industrial Unit double glazed windows		(10,000)		
	Proposed contribution c/fwd to 2016/17				
PS350	Hemyock PC refurb before transfer		20,000		
PS400	DCC Flood grant		19,400		
PS880	Bus Station maintenance		2,930		
PS980	Property Serv Salary saving -New Building Maint Operative Vehicle		12,000		
PS992	Market Walk Surplus		140,000		
	Net movement in earmarked reserves			184,330	
Total Expenditure variation after Ear Marked Reserves				(155,351)	

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

Revenues and Benefits

Code	Revenues and Benefits	2015/16 Budget £	2015/16 Actual £	Variance £	Variance %	
1000	Employees	709,400	733,493	24,093	3.4%	
2000	Premises	0	0	0		
3000	Transport	6,810	4,027	(2,783)	-40.9%	
4000	Supplies and Services	163,160	256,488	93,328	57.2%	
	Housing Benefit Payments	19,843,320	18,638,499	(1,204,821)	-6.1%	
	Total Direct Expenditure	20,722,690	19,632,508	(1,090,182)	-5.3%	
	Income from Housing Benefit Subsidy	(19,843,320)	(18,812,301)	1,031,019	-5.2%	
	All other Income	(565,080)	(730,798)	(165,718)	29.3%	
7000	External Income	(20,408,400)	(19,543,099)	865,301	4.2%	
	Net Direct Expenditure	314,290	89,408	(224,882)	-71.6%	(a)
5000	Support Services	468,360	468,360	0		
6500	Depreciation	0	0	0		
	Total Indirect Expenditure	468,360	468,360	0		
	Total Revenues and Benefits Expenditure	782,650	557,768	(224,882)		
	Revenues and Benefits - Service units					
RB100	Collection Of Council Tax	506,800	517,774	10,974		
RB199	Collection Of Council Tax Recharge	(71,970)	(71,970)	0		
RB200	Collection Of Business Rates	14,480	14,470	(10)		
RB300	Housing Benefit Admin	366,010	413,985	47,975		
RB310	Housing Benefit Fraud	(480)	(62,902)	(62,422)		
RB330	New Burdens - C/Tax Reform	0	(12,153)	(12,153)		
RB340	Local welfare assistance scheme	12,040	0	(12,040)		
RB350	Universal Credit Partnership	0	(9,057)	(9,057)		
RB360	FERIS fraud scheme	0	0	0		
RB390	Housing benefit fraud recharge	20	20	0		
RB399	Housing Benefit Admin Recharge	(48,680)	(48,680)	0		
RB400	Housing Rent Allowances	0	(173,802)	(173,802)		
RB410	Council Tax Benefit	0	(10,463)	(10,463)		
RB600	Revenues Recovery Team	63,380	59,496	(3,884)		
RB699	Revenues Recovery Team Recharge	(58,950)	(58,950)	0		
	Total Revenues and Benefits Expenditure	782,650	557,768	(224,882)		
				£	£	
	Total Expenditure Variation				(224,882)	(a)
	Major Cost Changes					
	* Additional Salary costs for the Recovery of Council Tax funded, in part by additional Court costs income detailed below			28,000		
	** Additional Computer Software costs associated with changes in Housing Benefit funded by additional government grants detailed below			8,100		
	Additional agency staff required in Housing Benefit net of salary savings (maternity leave, post changes & vacant hours)			41,200		
	*** Local Welfare Assistance Scheme spend covered by grant from DCC detailed below			89,100		
					166,400	

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

Revenues and Benefits

Major Cost Savings				
**** The demand for Housing Benefit was lower than budgeted (see decreased subsidy income detailed below)		(1,204,900)		
HB Fraud section transferred to the DWP from 01/05/15		(62,300)		
			(1,267,200)	
Major Changes in Income Levels				
* Additional Council Tax court costs income		(17,900)		
** Various New Burdens grants from DWP in respect of Housing Benefits		(22,400)		
*** Local Welfare Assistance Scheme spend covered by DCC grant		(89,100)		
**** Decreased Housing Benefit Subsidy related to decreased costs detailed above		1,045,200		
Additional Housing Benefit Overpayments recovered		(14,100)		
Adjustment to CTB entitlement (re pre 01/04/13 CTB old scheme) not required to be repaid to DCLG		(10,500)		
Local Council Tax New Burdens Grant - carried forward as an EMR see below		(12,150)		
Universal Credit Delivery Partnership Grant - carried forward as an EMR see below		(9,050)		
			870,000	
			5,918	
Minor Variations				
Total Expenditure Variation			(224,882)	(a)
EAR MARKED RESERVES				
			£	
Utilised 2015/16				
Release NNDR reserve		(100,000)		
Proposed contribution c/fwd to 2016/17				
Local Council Tax New Burdens Grant to EMR		12,150		
Universal Credit Delivery Partnership Grant to EMR		9,050		
Net movement in earmarked reserves				(78,800)
Total Expenditure variation after Ear Marked Reserves				(303,682)

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16
Waste Services

Code	Waste Services	2015/16 Budget £	2015/16 Actual £	Variance £	Variance %	
1000	Employees	1,911,330	2,039,632	128,302	6.7%	
2000	Premises	88,590	95,633	7,043	8.0%	
3000	Transport	727,090	765,801	38,711	5.3%	
4000	Supplies and Services	706,200	780,367	74,167	10.5%	
	Total Direct Expenditure	3,433,210	3,681,434	248,224	7.2%	
7000	External Income	(1,771,060)	(1,891,628)	(120,568)	-6.8%	
	Net Direct Expenditure	1,662,150	1,789,805	127,655	7.7%	(a)
5000	Support Services	368,680	368,680	0		
6500	Depreciation	256,290	256,290	0		
	Total Indirect Expenditure	624,970	624,970	0		
	Total Waste Services Expenditure	2,287,120	2,414,775	127,655		
	Waste Services - Cost Centres					
WS650	Street Cleansing	451,790	439,093	(12,697)		
WS700	Refuse Collection	1,293,090	1,314,465	21,375		
WS710	Trade Waste Collection	(107,300)	(88,418)	18,882		
WS725	Kerbside Recycling	649,550	698,657	49,107		
WS740	16 Shop-Recycling	0	6,706	6,706		
WS750	Waste Management Staff Unit	218,040	261,230	43,190		
WS760	Waste Management Staff Unit Rech	(218,050)	(218,050)	0		
WS770	Unit 3 Carlu Close	0	1,092	1,092		
	Total Waste Services Expenditure	2,287,120	2,414,775	127,655		
				£	£	
	Total Expenditure Variation				127,655	(a)
	Major Cost Changes					
WS700	Refuse vehicle repairs - due to running an aged fleet			70,000		
WS700	Refuse agency - due to a vacant post and new scheme			30,000		
WS710	Trade Waste disposal charges, offset by income			47,000		
WS725	Auction costs for sale of recycling vehicles			10,000		
WS725	Recycling agency and overtime - due to vacant posts, sickness and new scheme			86,000		
WS725	Garden waste permits			10,000		
WS750	Redundancy costs			43,850		
						296,850
	Major Cost Savings					
WS700	Refuse salary - vacant post for part of year			(10,000)		
WS725	Recycling salaries - vacant posts for part of year			(34,500)		
WS725	Recycling vehicles fuel and repairs			(31,000)		
						(75,500)
	Major Changes in Income Levels					
WS700	Additional take-up on chargeable garden waste			(53,000)		
WS700	Refund from leasing company - reclassification of a vehicle lease			(21,000)		
WS710	Insurance money received for Trade Waste Vehicle (See EMR note below)			(15,798)		
WS710	Trade Waste income and recharges			(50,000)		
WS725	Recycling income is down, due to price not tonnage			54,000		
WS725	Income from sale of recycling vehicles			(22,000)		
						(107,798)

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

Waste Services

	Minor Variations				14,103	
Total Expenditure Variation					127,655	(a)
EAR MARKED RESERVES						
Utilised 2015/16						
WS725	Development Control Recycling - S106			(4,662)		
Proposed contribution c/fwd to 2016/17						
WS710	Contribution to vehicle sinking fund, due to be replaced in 16-17			15,798		
	Net movement in earmarked reserves				11,136	
Total Expenditure variation after Ear Marked Reserves					138,791	

HOUSING REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

Housing Revenue Account

Code	Housing Revenue Account	2015/16 Budget £	2015/16 Actual £	Variance £	Variance %	
1000	Employees	2,568,560	2,346,217	(222,343)	-8.7%	
2000	Premises	154,750	143,308	(11,442)	-7.4%	
3000	Transport	233,400	213,234	(20,166)	-8.6%	
4000	Supplies and Services	8,633,370	6,620,590	(2,012,780)	-23.3%	
	Total Direct Expenditure	11,590,080	9,323,349	(2,266,731)	-19.6%	
7000	External Income	(14,289,960)	(14,546,126)	(256,166)	-1.8%	
	Net Direct Expenditure	(2,699,880)	(5,222,777)	(2,522,897)	93.4%	
5000	Internal Recharges	1,223,440	1,223,440	0	0.0%	
6500	Capital Charges	1,476,440	993,289	(483,151)	32.7%	
	Total Indirect Expenditure	2,699,880	2,216,729	(483,151)	-17.9%	
	Total HRA Expenditure	0	(3,006,048)	(3,006,048)	N/A	(a)
	Housing Revenue Account - Best Value Units					
BHO01	Dwelling Rents	(12,810,600)	(12,779,940)	30,660	-0.2%	
BHO02	Non-Dwelling Rents	(517,700)	(549,947)	(32,247)	6.2%	
BHO03	Tenant Charges For Services	(30,840)	(46,313)	(15,473)	50.2%	
BHO04	Leaseholders' Service Charges	(19,840)	(21,952)	(2,112)	10.6%	
BHO05	Contributions Towards Expend.	(34,460)	(44,518)	(10,058)	29.2%	
BHO06	Other Charges For Services	(128,500)	(194,509)	(66,009)	51.4%	
BHO06B	Miscellaneous Income	(19,000)	(46,188)	(27,188)	143.1%	
BHO07	H.R.A. Investment Income	(40,000)	(42,103)	(2,103)	5.3%	
BHO09	Repairs And Maintenance	2,781,460	2,410,892	(370,568)	-13.3%	
BHO10	Supervision & Management	2,922,750	2,749,838	(172,912)	-5.9%	
BHO11	Special Services	188,930	145,900	(43,030)	-22.8%	
	Solar PV income	(150,000)	(196,364)	(46,364)	30.9%	
	Solar PV expenditure	0	60,337	60,337	N/A	
BHO15	Depreciation and additional major works	1,986,590	2,360,074	373,484	18.8%	
BHO17	Bad Debt Provision Movement	25,000	(3,034)	(28,034)	-112.1%	
BHO18	Share Of Corporate And Democratic Core	349,080	331,488	(17,592)	-5.0%	
BHO20	H.R.A. Interest Payable	1,323,820	1,300,619	(23,201)	-1.8%	
	HRA loan from PWLB - principal repaid	1,460,410	977,253	(483,157)	-33.1%	
	Revenue contribution to capital	139,000	590,196	451,196	324.6%	
	Transfers to or from earmarked reserves are shown as zero here as they are detailed in the earmarked reserves schedule below					
BHO22	HCA funding applied for 2015/16	2,589,500	0	(2,589,500)	-100.0%	
	HCA funding applied for 2015/16 reversal	0	96,440	96,440	N/A	
BHO24	Accounting Adjustments - year-end employee benefit reversal and admin costs recovered from RTB sales	0	(96,440)	(96,440)	N/A	
BHO23		(15,600)	(22,135)	(6,535)	41.9%	
	Total HRA Expenditure	0	(3,020,406)	(3,020,406)	N/A	
	Total HRA Expenditure					(3,006,048) (a)
	Major Cost Increases			Variance £		
	Solar PV expenditure			60,337		
	Major works expenditure funded by earmarked reserves (see the earmarked reserves schedule below)			373,484		
	Revenue contributions to capital works totalled £590k instead of £139k, all of which are funded from earmarked reserves (see the earmarked reserves schedule below which includes amounts of £65k, £164k, £10k and £351k))			451,196		
						885,018

HOUSING REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

Housing Revenue Account

			Variance £		
Major Cost Savings					
Major savings have occurred in Repairs as the DLO have been utilised to carry out more non-DLO work, thus reducing the overall Repairs costs			(370,568)		
Costs recovered from sales through the Right to Buy scheme			(6,535)		
Earmarked reserve movements are shown as zero above in order that they can be detailed in the schedule overleaf, which shows the movement totalling £2,090k. See schedule of transfers between earmarked reserves below			(2,589,500)		
Difference between amount of PWLB repayment accounted for under our accounting policy and the actual amount paid to PWLB			(483,157)		
Staffing savings across several teams, including Repairs Mgmt, General Tenancy, Planned Maintenance Team and Housing Services Mgmt. In addition, very little was spent on under occupation scheme.			(172,912)		
Spending on purchase of new alarms and maintenance of existing alarms was much lower than budgeted			(43,030)		
Since arrears levels have not risen significantly, the bad debt provision was able to be slightly reduced			(28,034)		
				(3,693,737)	
Major Changes in Income Levels					
				Variance £	
Dwelling rents ended the year 0.2% behind expectations			30,660		
Garage customer numbers have risen and shop occupancy has been high			(32,247)		
The Learning Disability contract has yielded higher income than first thought following the recent changes			(15,473)		
Alarm customer numbers have risen once again and in addition there was higher take-up of the new chargeable alarm offering than expected			(66,009)		
Some minor land sales have given rise to a higher than usual return from miscellaneous income			(27,188)		
Solar PV income has been far greater than in previous years			(46,364)		
				(156,620)	
Minor Variances totalling				(40,708)	
Total HRA Expenditure				(3,006,048) (a)	
Net movement before transfers to/from earmarked reserves				(3,006,048)	
Total Variation brought forward				(3,006,048)	

HOUSING REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

Housing Revenue Account

EAR MARKED RESERVES					
				£	
Utilised 2015/16					
	Solar PV expenditure funded from reserve			(60,337)	
	Affordable Rents surplus used for new development			(65,013)	
	Capital spending on renewable energy projects			(164,086)	
	Housing Maintenance Fund utilised for major works on existing properties (M.R.A.)			(403,878)	
	Adjustment relating to provision made in prior year			(10,131)	
	Housing Maintenance Fund utilised for major works on new build			(350,967)	
Proposed contribution c/fwd to 2016/17					
	Solar PV income paid into reserve			196,364	
	Affordable Rents surplus earmarked			65,013	
	Sewage Treatment Plant reserve required			25,000	
	PWLB loan premium deficit to be earmarked			483,157	
	Budgeted contribution to Housing Maintenance Fund			2,374,500	
	Net movement in earmarked reserves				2,089,622
Total Expenditure variation after Ear Marked Reserves					(916,426)

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

EARMARKED RESERVES AT 31 March 2016

Miscellaneous General Fund Reserves	Cost Centres	B/F 31/3/15	(Cont To Emr)	Utilisation of EMR	Transfers	C/F 31/3/16
Community Development - Tap Fund Contribution	CD200	(34,555)	(27,858)			(62,413)
Community Development - Seed Grant Funding	CD200	(31,830)		10,520		(21,310)
Community Development - PCT money	CD210	(3,500)				(3,500)
Pannier Market - Repairs to Clock Tower	CD300	(7,000)				(7,000)
Multi-Storey Car Park - Planned works	CP520	(60,000)	(20,000)			(80,000)
Resurfacing of Amenity Car Parks	CP530	(50,000)	(25,000)			(75,000)
Structural Surfacing P&D Car Parks	CP540	(10,000)	(25,000)			(35,000)
Customer Services - Franker Replacement	CS902	(15,000)		15,000		0
Cemetery Churchyard Path & Wall repairs	ES100	(35,000)		35,000		0
CCTV Initiatives -Tiverton TC Project	ES200	(9,648)				(9,648)
Community Safety Partnership	ES256	(14,702)				(14,702)
RRO Grants	ES353	(11,770)		7,000		(4,770)
P Sector Housing	ES354	(30,540)				(30,540)
Public Health Grant	ES361	(37,807)	(18,000)	11,586		(44,221)
Parks & Open Spaces-Trees Inspection/Walls	ES450	(28,000)	(25,000)			(53,000)
Play Areas Works	ES460	(11,000)	(10,000)			(21,000)
Air Quality Monitoring	ES660	(8,695)				(8,695)
E/Health restructure	ES733	(15,000)		15,000		0
Grounds Maintenance Digger/Trailer & Tractor	GM960	(30,000)		17,337		(12,663)
Corp Training - 12/13 Underspend part c/fwd	HR200	(49,170)		11,138		(38,032)
IT - Gazetteer - Aerial Photography every 3yrs	IT100	(13,920)	(3,950)			(17,870)
ICT - Network/Hardware - Printer Replacements	IT400/500	(23,000)				(23,000)
ICT - ICT Staff Unit - Staff Training 15-16	IT600	(16,000)		15,000		(1,000)
IT Govt Connect Project Updates	IT700	(5,043)		1,000		(4,043)
Electoral Registration	LD100	0	(7,000)			(7,000)
District Elections	LD201	(60,500)		42,784		(17,716)
Elected Members training	LD300	(5,300)				(5,300)
Development Control	PR200	(51,943)				(51,943)
Land charges Software Licence	PR210	(5,000)				(5,000)
LABGI - Local Authority Business Growth Initiative	PR400	(21,665)		2,750		(18,915)
Industrial Sites & Buildings - Window Installation	PR405	(10,000)		10,000		0
Brownfield Shared Plan DCLG monies	PR600		(10,000)			(10,000)
Statutory Development Plan	PR810	(60,000)				(60,000)
Public Convenience - Hemyock refurb	PS350	0	(20,000)			(20,000)
Flood Projects 2015-16	PS400	(12,000)	(19,400)			(31,400)
Phoenix House Council Chambers	PS810	(50,000)		50,000		0
Town Hall Toilet refurb	PS830	(11,300)				(11,300)
Old Road Depot	PS850	(5,630)				(5,630)
Bus Station Maintenance	PS880	0	(2,930)		2,930	0
Property Services Vehicle for MS Operative	PS980	0	(17,000)	5,000		(12,000)
Business Rates Retention Scheme (NNDR)	RB300/RB330	(30,000)				(30,000)
Local Welfare Assistance Scheme	RB340	(42,900)				(42,900)
Local Council Tax New Burdens Grant	RB330		(12,150)			(12,150)
Universal Credit Delivery Partnership	RB350		(9,050)			(9,050)
Recycling Unit - Bay and Baler Works. New scheme	WS725	(40,000)		40,000		0
Insurance excess claims fund + MMI	Various	(120,644)		34,366		(86,278)
New Burdens Grant Fund		(55,359)				(55,359)
HMRC Enquiry		(41,900)				(41,900)
Digital Transformation Project						0
GF shops - surplus 15/16			(140,000)			(140,000)
Total Miscellaneous General Fund Reserves		(1,175,321)	(392,338)	323,481	2,930	(1,241,248)

GENERAL FUND REVENUE ACCOUNT OUTTURN SUMMARY 2015/16

EARMARKED RESERVES AT 31 March 2016

Other GF Revenue Reserves	Cost Centres	B/F 31/3/15	(Cont To Emr)	Utilisation of EMR	Transfers	C/F 31/3/16
Development Control Recycling - S106	EQ646	(4,662)		4,662		0
Capital Earmarked Reserves	EQ650	(1,122,725)		217,593	338,000	(567,132)
Capital EMR PSH Grants	EQ652	(31,447)		33,100	(1,132,000)	(1,130,347)
New Homes Bonus Reserve ***	EQ653	(1,887,541)	(1,619,311)	668,384	987,000	(1,851,468)
Economic Development EMR	EQ654				(101,000)	(101,000)
ICT Projects Reserve	EQ655				(92,000)	(92,000)
NNDR Reserve	EQ659	(250,000)		100,000		(150,000)
High St Innovator Payment	EQ681	(55,906)		12,598		(43,308)
Vehicles Sinking Fund	EQ682	(878,893)	(568,938)			(1,447,831)
Plant Sinking Fund	EQ683	(12,000)	(10,910)			(22,910)
Equipment Sinking Fund	EQ684	(46,380)	(46,640)	8,770		(84,250)
Bus Station Maintenance Sinking Fund	EQ685	(13,000)			(2,930)	(15,930)
Car Park Machine replacement Sinking Fund	EQ686	0	(20,000)			(20,000)
Capability Funding	EQ820	(223,000)	(60,000)	99,956		(183,044)
Neighbourhood Planning Funding	EQ821	(15,000)	(5,000)			(20,000)
Total Other GF Revenue Reserves		(4,540,553)	(2,330,799)	1,145,063	(2,930)	(5,729,219)

*** A significant amount of the New Homes Bonus is earmarked for revenue items and the capital programme in 2016/17, with further amounts for future capital programmes in the medium term financial plan. If recommendation 2 is approved then this balance will be reduced. (See para 2.5)

Total Section 106 - Open Space funds	Various	(955,015)	(286,858)	83,719		(1,158,154)
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Maintenance	Cost Centres	B/F 31/3/15	(Cont To Emr)	Utilisation of EMR	Transfers	C/F 31/3/16
Dev Cont Linear Park	EQ638	(62,610)	(438)	4,174		(58,874)
W52 Popham Close Comm Fund	EQ640	(23,600)	(165)	1,967		(21,798)
W67 Moorhayes Com Dev Fund	EQ641	(21,300)	(149)	1,638		(19,811)
W69 Fayrecoft Willand Ex West	EQ642	(55,880)	(391)	4,657		(51,614)
W70 Developers Contribution	EQ643	(72,279)	(506)	6,647		(66,138)
Dev Cont Winswood Crediton	EQ644	(46,610)	(326)	3,107		(43,829)
Total Maintenance Reserves		(282,278)	(1,975)	22,190	0	(262,064)

Total Developers Contributions / s106 Funds		(1,237,293)	(288,833)	105,909	0	(1,420,218)
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	B/F 31/3/15	(Cont To Emr)	Utilisation of EMR	Transfers	C/F 31/3/16
RESERVES	(6,953,167)	(3,011,970)	1,574,453	0	(8,390,685)

Net movement into General Fund Earmarked Reserves = (TREM)

(1,437,517)

HRA Earmarked Reserves	Cost Centres	B/F 31/3/15	(Cont To Emr)	Utilisation of EMR	Transfers	C/F 31/3/16
HRA Sewage Treatment Plant works	EQ691	0	(25,000)	0		(25,000)
Renewable Energy Fund E.M.R.	EQ692	(369,881)	(196,364)	224,423		(341,822)
HRA Affordable Rent surplus	EQ693	0	(65,013)	65,013		0
Housing Maintenance E.M.R.	EQ694	(6,360,295)	(2,374,500)	764,976		(7,969,819)
HRA Premium Deficit for PWLB loan	EQ696	0	(483,157)	0		(483,157)
Total HRA EARMARKED RESERVES		(6,730,176)	(3,144,034)	1,054,412	0	(8,819,797)

Net movement into HRA Earmarked Reserves = (HOTREM)

(2,089,622)

RESERVES		(13,683,343)	(6,156,004)	2,628,865	0	(17,210,482)
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MID DEVON DISTRICT COUNCIL
CAPITAL PROGRAMME OUTTURN 2015/16

APPENDIX 5

Code	Scheme	Approved Capital Programme 2015/16 £000's	Total Slippage B/fwd & Adj to Approved Capital Programme 15/16 £000's	Adjusted Capital Programme 2015/16 £000's	Total Actual Spend to 31/03/16 £000's	Variance to budget £000's	Slippage to be carried forward to 2016/17 £000's	Slippage To Earmarked Reserve £000's
<u>Estates Management</u>								
<u>Leisure - Site Specific</u>								
<u>Lords Meadow leisure centre</u>								
CA624	Main car park resurfacing	50,000	0	50,000	0.00	-50,000.00	50,000	
CA625	Squash Court roof improvements	20,000	0	20,000	0.00	-20,000.00	0	
CA619	LMLC Enhancement Project				-1,315.52	-1,315.52	0	
<u>Exe Valley leisure centre</u>								
CA626	Fitness gym extension	500,000	0	500,000	27,625.00	-472,375.00	472,000	
<u>Other MDDC Buildings</u>								
CA403	Town Hall Redevelopment Project	0	46,000	46,000	42,768.36	-3,231.64	3,200	
<u>MSCP Improvements</u>								
CA709	Planned expansion joint replacement	40,000	49,000	89,000	0.00	-89,000.00	89,000	
<u>Play Areas</u>								
CA608	Play area refurbishment - Wilcombe Tiverton	50,000	0	50,000	0.00	-50,000.00	50,000	
<u>Other Projects</u>								
CA420	Land drainage flood defence schemes - Ashleigh Park Bampton	50,000	17,000	67,000	0.00	-67,000.00	67,000	
CA431	Public Conveniences - Lowman Green, Tiverton remodel for kiosk subject to payback period	0	100,000	100,000	107,500.73	7,500.73	0	
CA448	Angel Hill improvements	20,000		20,000	5,467.50	-14,532.50	15,000	
CA458	Solar Panels Moorhayes Community Centre		30,000	30,000	29,023.00	-977.00	0	
CA459	Phoenix Chamber audio visual equipment		74,000	74,000	73,820.64	-179.36	0	
<u>ICT Projects</u>								
CA421	Replacement of PC estate 330s	40,000	0	40,000	0.00	-40,000.00	40,000	
CA423	Continued replacement of WAN/LAN	0	60,000	60,000	0.00	-60,000.00	60,000	
CA425	Server farm expansion/upgrades	20,000	68,000	88,000	0.00	-88,000.00	88,000	
CA433	Unified Comms/telephony	50,000	57,000	107,000	0.00	-107,000.00		107,000
CA436	Web Transformation	0	26,000	26,000	0.00	-26,000.00		26,000
CA437	Digital Transformation	0	89,000	89,000	29,875.00	-59,125.00	104,000	
CA438	Digital Transformation - Customer Portal	0	45,000	45,000	0.00	-45,000.00		
CA439	Mobile Working NDL MX	30,000	40,000	70,000	31,000.00	-39,000.00	39,000	
CA440	Finance Cash Receipting upgrade	0	29,000	29,000	0.00	-29,000.00	0	
CA442	Arc Server Spatial	0	40,000	40,000	22,280.88	-17,719.12	18,000	
CA443	Members Mobile	25,000	0	25,000	0.00	-25,000.00	0	
CA444	SQL/Oracles refreshes	20,000	0	20,000	0.00	-20,000.00		16,000
CA445	InCab	60,000	0	60,000	0.00	-60,000.00	0	
CA446	E-Financials Technical refresh	20,000	0	20,000	0.00	-20,000.00	30,000	
CA447	Uniform Technical refresh	20,000	0	20,000	0.00	-20,000.00		20,000
<u>Economic Development Projects</u>								
CA504	Schemes as yet to be identified	100,000	50,000	150,000	0.00	-150,000.00		101,000
CA505	Tiverton Pannier Market Walkway Roof	0	110,000	110,000	0.00	-110,000.00	110,000	
CA507	Tiverton Pannier Market Piggins		80,000	80,000	7,408.31	-72,591.69	73,000	
CA508	Pannier Market Clock Tower		40,000	40,000	7,984.00	-32,016.00	34,000	
<u>Replacement Vehicles</u>								
<u>Grounds Maintenance</u>								
CA712	Iveco Tipper (or equivalent)	24,000	0	24,000	0.00	-24,000.00	24,000	
CA713	Tractor	34,000	0	34,000	28,500.00	-5,500.00	0	
<u>Street Cleansing</u>								
CA819	Green Machine Ride-On Sweeper (or equivalent)	25,000	0	25,000	0.00	-25,000.00	25,000	
CA820	Green Machine Ride-On Sweeper (or equivalent)	25,000	0	25,000	0.00	-25,000.00	25,000	
<u>Refuse Collection</u>								
CA814	Dennis Eagle Terberg RCV 22-26t (or equivalent)	0	160,000	160,000	0.00	-160,000.00	160,000	
CA821	5 * Refuse Vehicles with Food waste capability	740,000	0	740,000	0.00	-740,000.00	740,000	
CA822	Iveco Tipper 7t (or equivalent)	35,000	0	35,000	0.00	-35,000.00	35,000	
<u>Recycling</u>								
CA816	1 No. very narrow access Cabstar recycling kerb loader 4.5t	0	65,000	65,000	0.00	-65,000.00	65,000	
CA823	Urban Recycling vehicle	81,000	0	81,000	85,250.00	4,250.00	0	
<u>CCTV Initiatives</u>								
CA449	Town centre/Market area fibre optic hub and camera system	40,000	0	40,000	0.00	-40,000.00	30,000	
<u>Waste & Recycling</u>								
CA824	New Refuse & Recycling scheme Oct '15	276,000		276,000	329,843.58	53,843.58	0	
		2,395,000	1,275,000	3,670,000	827,031.48	-2,842,968.52	2,446,200	270,000

Code	Scheme	Approved Capital Programme 2015/16 £000's	Total Slippage B/fwd & Adj to Approved Capital Programme 15/16 £000's	Adjusted Capital Programme 2015/16 £000's	Total Actual Spend to 31/03/16 £000's	Variance to budget £000's	Slippage to be carried forward to 2016/17 £000's	Slippage To Earmarked Reserve £000's
Private Sector Housing Grants								
CG216	Private Sector Housing initiatives to be prioritised	102,000	0	102,000	0.00	-102,000.00		102,000
CG201	* Disabled Facilities Grants-Private Sector	516,000	74,000	590,000	281,295.74	-308,704.26		309,000
		618,000	74,000	692,000	281,295.74	-410,704.26	0	411,000
Affordable Housing Projects								
CA200	Affordable Housing 0.67 FTE	21,000	0	21,000	19,980.01	-1,019.99		1,000
CA200	Grants to Housing Associations to provide units (funded by commuted sum)	300,000	0	300,000	5,032.00	-294,968.00		295,000
		321,000	0	321,000	25,012.01	-295,987.99	0	296,000
HRA Projects								
CA100	Housing Maintenance Fund	2,900,000	0	2,900,000	2,390,468.14	-509,531.86	131,000	378,000
CA111	Renewable Energy Fund Spend	270,000	0	270,000	164,086.00	-105,914.00		106,000
CA112	Birchen Lane - re development of unit for housing conversion	0	170,000	170,000	14,180.38	-155,819.62	156,000	
CA113	Council House Building - St Andrews Street	0	419,000	419,000	556,427.00	137,427.00	0	
CG200	Disabled Facilities Grants - Council Houses	291,000	0	291,000	291,000.00	0.00	0	
CA119	Palmerston Park Tiverton - affordable dwellings	4,000,000	-41,000	3,959,000	165,553.45	-3,793,447	3,793,000	
CA120	Old allotment site Burescombe (6 units)	700,000	-6,000	694,000	8,600.00	-685,400.00	685,000	
CA124	Queensway (Beech Road) Tiverton (3 units)	300,000	-1,000	299,000	0.00	-299,000.00	299,000	
CA102	Sewage Pumping Stations	50,000	-25,000	25,000	0.00	-25,000.00	0	
CA126	Sewerage Treatment Works - Washfield		25,000	25,000	0.00	-25,000.00	25,000	
CA121	HRA Digital Transformation	30,000	0	30,000	0.00	-30,000.00	0	
CA128	purchased ex RTB - 135 Kings Crescent Tiverton		124,000	124,000	123,750.00	-250.00	0	
CA110	C/ House Building - Wells Park Crediton				-12,886.62	-12,886.62	0	
CA114	C/ House Building - Fir Close Willand				1,060.43	1,060.43	0	
CA125	C/ House Building - Waddeton Park				3,680.00	3,680.00	0	
Replacement Vehicles - Housing Repairs								
CA122	Iveco Tipper 3.5t (or equivalent)	24,000	0	24,000	0.00	-24,000.00	24,000	
CA123	Iveco Tipper 7t (or equivalent)	35,000	0	35,000	0.00	-35,000.00	0	
		8,600,000	665,000	9,265,000	3,705,918.78	-5,559,081.22	5,113,000	484,000
Total	2015/16 CAPITAL PROGRAMME GRAND TOTAL	11,934,000	2,014,000	13,948,000	4,839,258.01	-9,108,741.99	7,559,200	1,461,000

Code	2015-16 Funding Stream	Approved Capital Programme Funding 2015/16 £000	Total Slippage B/fwd & Adj to Approved Capital Programme 15/16 £000	Adjusted Capital Programme Funding 2015/16 £000	Total Actual Funding to 31/03/16 £000
9801	S106 & Affordable Housing Contributions	321,000	0	321,000	25,012.01
9990	General Capital Reserve	65,000	257,000	322,000	124,089.73
9980	Useable Capital Receipts - General	405,000	496,000	901,000	326,840.36
9710	MRA Reserve	2,900,000	0	2,900,000	2,390,468.14
9701	Levy Grant (DCLG)	311,000	0	311,000	281,295.74
9727	New Homes Bonus	1,878,000	419,000	2,297,000	511,101.39
9702	Regional Housing Pot Reserve	12,000	-12,000	0	0.00
9990	MRA Reserve	139,000	0	139,000	0.00
9704	Homes & Communities Agency Grant (HCA)	0	1,530,000	1,530,000	200,073.83
9980	Useable Capital Receipts - 1-4-1	300,000	0	300,000	244,310.89
9990	Contribution from other Earmarked Reserves	354,000	163,000	517,000	90,000.00
9990	HRA Renewable Energy Fund	270,000	0	270,000	164,086.00
9990	HRA Housing Maintenance Fund	4,700,000	-865,000	3,835,000	350,966.92
9957	Private Sector Housing Grants EMR	201,000	12,000	213,000	16,000.00
9954	Contribution from CGU - Non Specific	78,000	14,000	92,000	50,000.00
9990	HRA Affordable Rents Surplus				65,013.00
Total	Total	11,934,000	2,014,000	13,948,000	4,839,258.01
		0	0	0	0.00

COMMUNITY WELL BEING PDG 7 JUNE 2016

Proposed changes to the Council Tax Reduction Scheme for 2017/18

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

Reason for Report: To provide members with details of the proposed changes to the Council Tax Reduction Scheme from April 2017.

RECOMMENDATION(S): To note the reasons for the proposal, the consultation process and requirement to approve a revised scheme by 31 January 2017.

Relationship to Corporate Plan: The Council will continue to ensure a localised CTR scheme provides direct financial support in the economic wellbeing of the district taking into account other welfare reforms and council services.

Financial Implications: Funding for the Council Tax Reduction Scheme is now included within the Revenue Support Grant and with the ongoing reduction of RSG, councils must ensure their local scheme is fair, transparent and affordable.

Legal Implications: Section 13A of the Local Government Finance Act 1992, as amended by the Local Government Act 2012, requires the Council to approve a Council Tax Reduction scheme by 31 January each year.

Risk Assessment: Failure to consult on the proposals for a Local Council Tax Reduction Scheme will mean non-compliance with the statutory duties within the Local Government Finance Bill. The Council must be confident that the scheme will withstand any equality impact assessment.

1.0 Introduction

- 1.1 Council Tax Reduction (CTR) (also known as Council Tax Support) was introduced on 1 April 2013 and replaced Council Tax Benefit, which was previously fully funded by the Department for Work and Pensions (DWP).
- 1.2 CTR is a local reduction scheme. The scheme for working-age customers (those below the age to claim State Pension) is set out in our CTR Scheme Policy. The requirement to have a policy is within S13A and Schedule 1a of the Local Government Finance Act 1992.
- 1.3 The scheme for pension-age customers is a national scheme and is prescribed within Government legislation. Pensioners are protected in order to receive the same level of support they received under the DWP Council Tax Benefit Scheme up to 31 March 2013.
- 1.4 Funding for a CTR scheme is now included within the Revenue Support Grant. Members will recall the Government reduced the level of funding by 10% when responsibility was transferred and have effectively reduced the funds available to support the scheme each year as the level of RSG has been reduced.

2.0 Proposed changes

2.1 On 15 April 2016 a report submitted to the Devon Local Government Steering Group asked Chief Executives and Leaders to consider the future strategy for CTR.

2.2 It was agreed the CTR scheme for working age customers should change to align with recent changes to Housing Benefit and Universal Credit to keep the schemes more closely aligned (see 2.3 and 2.4 below) and reduce any ongoing administrative burden.

2.3

To align with Housing Benefit
<ul style="list-style-type: none">a. Removal of family premium for all new claims or break in claimsb. Removal of Employment & Support Allowance Work Related Activity Component for all new ESA claimsc. Temporary Absence Rule for persons absent from GB for 4 weeks or mored. No dependant addition for third or subsequent child born on or after 1 April with certain exceptionse. Backdating reduced to 1 calendar month (from 6 months)f. Responsibility to report changes extended to exclude partners

2.4

To align with Universal Credit
<ul style="list-style-type: none">a. Simplify the assessment by using figures within the UC calculation to calculate CTRb. Simplify the administration processc. Introduce a minimum change threshold to eliminate the need to recalculate a claim every calendar monthd. Introduce a minimum income floor for self-employed customers who have declared zero income for more than 12 months

2.5 Full details of customers who will be affected are not known at present. Further analysis will be undertaken and reported to members for consideration in September.

3.0 Consultation, communication and reporting

3.1 It is a DCLG requirement that all local authorities must consult on any proposed changes to their CTR scheme.

3.2 A Supreme Court ruling in 2014 has imposed strict rules surrounding consultations and decision making on CTR schemes. *Supreme Court- R (on the application of Moseley (in substitution of Stirling Deceased) (AP) Appellant v London Borough of Haringey.*

- 3.3 Devon Chief Finance Officers discussed on 27 April 2016 the work involved in changing CTR schemes and it was agreed Devon County Council (DCC) would lead on consultation, communication and the equality impact assessment as a contribution towards the additional resource required.
- 3.4 The consultation will be predominantly web based. DCC will host this and will be responsible for analysing the responses for each district. At this stage we expect the consultation process will take place between June and August 2016.
- 3.5 A full awareness campaign is planned for residents of Mid Devon, applicants who currently receive CTR and other key stakeholders. The Mid Devon web site will contain details of the changes and link to the consultation questionnaire. A paper version of the questionnaire will be available on request.

4.0 Financial Impact

- 4.1 Any reductions to CTR, whilst increasing council tax income to the Council and our major preceptors, have financial implications for our residents. We will continue to offer support on managing finances and advice on other potential benefits through our partnership with Wisermoney.
- 4.2 Modelling has been undertaken at a pan-Devon level which has indicated the proposed changes to the CTR scheme may result in savings of circa £20k for Mid Devon. This figure would be subject to levels of collection

5.0 Equalities Implications /Public Sector Duty

- 5.1 The existing CTR scheme is supported by the original Equality Impact Assessment (EIA) undertaken in 2013 following the consultation in 2012. The existing scheme also supports the most vulnerable members of our community as it contains more generous provisions for protecting disabled residents (which is applied to any applicant where a member of the household is in receipt of Disability Living Allowance or Personal Independence Payment (PIP)).
- 5.2 The Council must take account of the equality duty and in particular any potential impact on protected groups. Due regard should therefore be had to the Public Sector Equality Duty when giving consideration to a review of the scheme and the recommendations in this report.
- 5.3 Once further analysis of responses to the consultation and possible impacts have been obtained, the EIA will be updated and available for members to consider.

6.0 Conclusion

- 6.1 The findings will be reported to CWB on 27 September 2016. This meeting will need to approve any revisions to our current CTR scheme, in order for the Cabinet to make recommendation on 24 November 2016, prior to final approval by Full Council on 14 December 2016.

Contact for more Information: Dawn Harris Benefit Manager 01884 234372 / dharris@middevon.gov.uk

Circulation of the Report: Members of Community Wellbeing PDG, Cllr Hare-Scott and Management Team

COMMUNITY WELL-BEING PDG 7 JUNE 2016

PUBLIC HEALTH AND LEISURE SERVICES – PHYSICAL ACTIVITY AND PARTNERSHIP WORKING

Cabinet Members: Cllrs Colin Slade and Margaret Squires

Responsible Officer: Simon Newcombe, Public Health and Professional Services Manager, Lee Chester, Leisure Manager, Development and Performance, Mid Devon Leisure

Reason for Report: To provide an update on current and proposed partnership and collaborative working to increase participation in physical activity and achieve public health objectives.

RECOMMENDATION(S): The report is noted.

Relationship to Corporate Plan: Priority Area **Community** - Promoting physical activity, health and wellbeing

Aim 1: Work with health partners and community groups to provide a stronger voice for health and wellbeing throughout the District

Ensure the financial sustainability of our Leisure Centres

Aim 3: Work with schools and community groups to encourage young people to participate in sport and other physical activity

Work with partners such as Devon County Council, the National Health Service and other partners on the public health agenda to address health inequalities

Develop cultural, sport, leisure and heritage facilities with activities that benefit the entire District

Financial Implications: There are no specific financial implications.

Legal Implications: There are no specific legal implications.

Risk Assessment: There are no major risks.

1.0 Introduction

1.1 Over the last 50 years, UK physical activity levels have declined by 20%. Projections indicate a further 15% drop by 2030. If trends continue by 2030 the average UK person will use only 25% more energy than if they had spent the whole day in bed.

1.2 Participation in physical activity varies with:

- **Geography** - People living in in the least prosperous areas are twice as likely to be physically inactive as those from most prosperous areas

- **Age** - *Physical activity declines with age. By 75 years only 1 in 10 men and 1 in 20 women are active for good health*
- **Disability** - *Disabled people are half as likely as non-disabled people to be active. Only 1 in 4 people with learning difficulties take part in physical activity each month*
- **Race** - *Different ethnic groups have differing levels of physical activity*
- **Sex** - *Men are more active than women in virtually every age group*
- **Sexual orientation and Gender Identity** - *Over a third of lesbian, gay, bisexual and transgender youth do not feel they can be open about their gender identity in a sports club or leisure centre*

1.3 Organised physical activity programs are likely to have many other benefits such as reducing social isolation and improving mental health and well-being.

1.4 Using our local knowledge, expertise and data will help us to target new participants through innovative programs and will create a positive association with Leisure Centres as places that not only offer rewards in terms of individual physical health but also supports community cohesion.

2.0 Public Health and Leisure Services – building partnerships

2.1 Partnership working is essential for pooling resources, bringing together expertise, establishing and sustaining projects and delivering objectives. Public Health Services and the Leisure Centres need to be proactive in seeking partners that can jointly deliver a range of programs that promote health and well-being. Public Health and Leisure Services will work closely on improving networks, sharing information and collaborating on national, regional and local programs.

3.0 Current and proposed partnership working

3.1 **Active Devon** is the County Sports Partnership (CSP) for Devon, including Plymouth and Torbay, and one of a network of 43 CSPs across England. As a CSP, Active Devon provides a set of core services for Sport England to the sports sector, including over 46 National Governing Bodies (NGBs) of sport, and plays a key role in the delivery of Sport England and other governmental initiatives and programs.

3.2 Mid Devon Leisure are currently working with Active Devon to ensure that Mid Devon residents have access to and benefit from the wide range of programs that Active Devon are currently delivering and developing. Leisure Centre facilities provide perfect venues for Active Devon to utilise and promote its programs. Management and Staff from the Leisure Centres are also well placed and qualified to offer direct support to Active Devon' programs so that they reach their target audiences. The partnership also provides spin-offs such as attracting new customers to the leisure centres. Currently there are a number of Active Devon programs that are run at the Leisure Centres including:

- Inclusive Crediton – Multi Skills / Activity club open to all
- Bollywood Dance – fun, inclusive, adapted to suit participant needs

- Inclusive Swimming – Coached supported sessions open to all impairment groups, sessions structured according to participant needs
- Play Bowls Training
- QE Satellite Club – After school club for disengaged girls

3.3 Other programs involving different partners include:

- Devon Youth games – Rotary Club
- GP Referral program
- Children’s Centres
- Culm Valley Integrated Health Centre – social prescribing

3.4 Other clubs and groups:

- Martial arts groups
- Swimming clubs
- Football clubs
- Netball clubs
- Triathlon clubs
- Schools for swimming and dry facilities
- Devon Senior Voice

4.0 **What will we be doing next?**

4.1 Recently Public Health Services and Mid Devon Leisure have been working with Active Devon, Age UK Mid Devon and Exeter City Football Club to expand the Walking Football program into the Mid Devon region. The program has already commenced in Uffculme and plans are well progressed to begin the program in Cullompton in early May followed by Crediton and Tiverton. The program is aimed at both men and women aged 50+ years and is a slower version of the ‘beautiful game’ that should attract individuals with varying levels of fitness and mobility.

4.2 Cardiovascular disease is a major cause of mortality. Mid Devon Leisure has recently successfully put a member of the team at the Exe Valley facility through Cardiac Rehabilitation Phase 4 training. This will help to deliver group exercise, under the supervision of a Cardiac Nurse, to patients recovering from Cardiac events. In working with the Healthcare NHS Trust the leisure service is working towards funding for more team members to provide this service across the facilities.

4.3 Mid Devon Leisure will be exploring outreach opportunities into the community such as Health & Fitness and Group Exercise in rural areas to those communities not currently accessing, or able to get access to the facilities, utilising small private pools to expand the swimming lesson programme at peak times, and working with the Town Centre Manager to facilitate ‘pop up’ activities and events.

4.4 As a district council we will also provide a leadership role in delivering national programs such as Move More Live Well, One You and Active Villages and in supporting Devon County’s overarching public health strategy.

- 4.5 Matching future programs to take advantage of spare capacity at the Leisure Centres at times when the facilities are less busy.
- 4.6 Taking a coordinated approach to the provision of physical activity programs across Mid Devon working closely with a network of agencies.
- 4.7 Joining up business and strategic planning in both services where appropriate.
- 4.8 Developing closer working relationships with social prescribers working directly in the NHS to refer and/or signpost suitable patients to our projects and facilities. This takes a preventative and recovery stance – for example walking football or other physical activities can significantly reduce the risk of cardio-vascular disease whilst cardiac rehabilitation directly supports the recovery of those recovering from cardiac events.
- 4.9 In particular, we will look to influence and work in partnership with the NHS Northern, Eastern and Western Devon Clinical Commissioning Group to expand on social prescribing and stronger partnership working across Mid Devon. There are many wider benefits of social prescribing and joined up working across other Public Health teams such as Private Sector Housing and other Housing and Benefit services.
- 4.10 Evaluating and reviewing our programs and their impact.

5.0 Summary

- 5.1 Partnership working will be pivotal to improving and delivering better public health outcomes for the residents of Mid Devon, achieving leisure service and core public health objectives including those set out in Mid Devon District Council's Corporate Plan.
- 5.2 The projects and initiatives outlined briefly in this report provide a golden thread between ground-level community projects/usage of our leisure facilities and those corporate plan priorities discussed.
- 5.3 The Public Health Services and Mid Devon Leisure will adopt a leadership role in supporting delivery of County and national level initiatives which will deliver real benefits and opportunities for our community.

Contact for more Information: Simon Newcombe, Public Health and Professional Services Manager, 01884 244615 or snewcombe@middevon.gov.uk)

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Circulation of the Report: Cllrs Colin Slade and Margaret Squires, Management Team

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SCRUTINY

23 May 2016

REPORT OF THE REVIEWING THE COSTS OF EFFICIENCIES WORKING GROUP

Responsible Officer Liz Reeves, Head of Customer Services

RECOMMENDATION(S):

- **Areas of land for sale should be promoted by Members at Parish Council Meetings.**
- **A pricing structure for services that could be sold, for example to town and parish councils, local charities and small businesses be put together and actively promoted.**
- **Assets such as the Town Halls (Tiverton and Crediton) to be used to maximise income, either by sale, rent or by joint development as they are assets that could generate income.**
- **Conditions of service to be reviewed to consider amending terms and conditions regarding sickness benefits for new employees.**
- **Management information to show long and short term sickness figures.**
- **That staff be incentivised to put forward business ideas and suggestions that could be taken forward to generate income and that some form of reward scheme be put in place.**
- **That the authority becomes less risk adverse and encourage new ventures.**
- **That Scrutiny undertake a review on the effect of price rises on the Leisure Service, based on appendix 1.**

1 Introduction

At a meeting of the Scrutiny Committee held on 13 July 2015 it was agreed that a Working Group be set up following discussion regarding performance indicators, sickness levels, areas of work that had not been completed despite being agreed by Councillors and the impact of redundancies. Members considered that these pressures could put the Council at risk. It was agreed that the group needed to look at the past, present, future of cuts and their impact.

2 The problem

At a meeting of the Group the Head of Finance gave an overview of the situation since austerity measures began. He explained that during that period the formula grant had dropped from £6.2m to £3.7m, a reduction of 40%. Despite this the authority was still providing 'business as usual'. If inflation was added to this the savings were even greater.

Large savings had been made from a range of measures including the Enesco Project off-setting utility spend, solar panels on the roofs of housing had generated profit, cuts had been made to grants, reduced management team, savings in grounds maintenance and restructures in Finance and Legal Services.

3 The Issues

At the first meeting of the Group the following areas were identified as being of concern:

Asset Management

Staff sickness

Partnership Working

Income Generation and Innovation

3.1 Asset Management

The Property Services Manager was asked to report to the Group and he outlined the assets of the authority, explaining that it was responsible for £14m of assets.

He presented the draft asset plan which set out how the authority would manage land and properties. This was reviewed by CSAG (Capital Strategy Asset Group) which was a group of Members and Officers.

He stressed the importance of property assets meeting the needs of the Corporate Plan and that it was essential to ensure that adequate business facilities were provided.

As an example of work being carried out the officer gave information regarding the public conveniences at Lowman Green. These were in the process of being converted into a restaurant and would be leased for 10 years. Another example was a commercial building in Birchen Lane where planning consent had been obtained for conversion into affordable flats. Other assets were being looked at with regard to providing an income.

The importance of maintaining and improving properties as an asset was discussed, for example the leisure centres which needed to be well maintained and up to date in order to generate income.

The Enesco Project had generated an income stream and Property Services continue to keep up with cost saving innovations such as LED lighting.

The officer listed the variety of properties owned by the authority such as housing, Market Walk, parks and open spaces, depots and car parks. He explained that information regarding all assets was stored on a database which was maintained by Local Land Charges and Estates.

Plans were also needed for any assets that were or could become a liability – The officer explained that in the short term the depots for waste and recycling were functional and practical but in the longer term efficiencies could be found if the depots were combined on one site. Grounds Maintenance and Housing Services could share a site if a large enough one was found but their current depots did not have a large value and the efficiencies saved would not be significant.

Odd bits of land – the group discussed various plots of land around the District which have no use to the authority and could be sold on to neighbouring householders. It was agreed

that Members should actively promote this at Parish Council Meetings to encourage people to approach the council with regard to purchase.

It was **AGREED** that areas of land for sale should be promoted by Members at Parish Council Meetings and that assets such as the Town Hall (Tiverton and Crediton) needed to be used to generate money, if there was a value should be sold or jointly developed as they were assets that could generate income. This needed to be fair across the district.

3.2 Staff Sickness

The Head of Human Resources was asked to update the Scrutiny Committee regarding staff sickness. This was an agenda item for the Committee on 22 February 2016.

It was **AGREED** that sickness reporting within the authority did not provide enough detail. Short term and long term sickness needed to be separated. Current terms and conditions provided sick pay from day one. It was proposed that terms and conditions should not be changed for existing staff but that contracts could be changed for new staff.

3.3 Partnership Working

Cllr Rosamond had investigated a funding stream through the LGA where expertise could be drawn in to look at income generation. Funding for 2015/16 had already been used as part of the project for sharing IT with North Devon. Further funding had become available and the CE was making an application regarding Planning.

3.4 Income Generation and Innovation

Cllr Binks had visited the leisure centres as a Zest member. She suggested that the car parks were an under-utilised facility that could generate an income. It was **RECOMMENDED** that the Scrutiny Committee investigate the potential charging for car parking at leisure Centres. At a Scrutiny Meeting on 21 March the CE confirmed that officers would take this into consideration.

Leisure Services

Cllr Binks made several comments regarding income generation for the Leisure Service which are at appendix 1.

3.5 Business Forum

Cllr R Evans had, at the request of the Group, attended a meeting of the Tiverton Business Forum. Cllr Evans had given the message that the Council was looking to work in partnership with other companies and that it had a wealth of knowledge to share in areas such as Health and Safety and Human Resources as well as an established Property Maintenance team and Grounds Maintenance Unit. Nothing was forthcoming from this meeting but Cllr Evans agreed to discuss it with the cabinet Member for Planning and Regeneration to see if there was a way forward.

3.6 Officer Suggestions

The Head of Customer Services informed the Group that she had mentioned this at Management Team and that it had been agreed that this matter would be discussed at Senior Officers Forum. It was generally agreed that it would be beneficial to reward staff for

ideas that they put forward and that officers should be encouraged to think in a 'can do' manner rather than 'can't'.

Suggested questions to staff were:

- Are we working as efficiently as we can?
- Can we increase income?
- What services can we reduce?

It was **AGREED** that a recommendation to the Scrutiny Committee be that staff be incentivised to put forward ideas and suggestions for business ideas that could be taken forward to generate income, that the authority become less risk adverse and that some form of reward scheme be put in place.

3.7 Staff Working from Home

Economies that could be made if staff worked from home were discussed. Officers responded that this could free up office space, could be more productive and save on travel time but the costs of providing equipment, if a feature of their job could impact on house insurance. Discussion took place regarding potential problems with home working including communication, staff feeling left out and a reduction shared knowledge.

4 The View of the Customer

Members agreed that there was a need to benchmark services to find out how they were being received. The Membership of the Council were asked to survey their local Parish Councils to find out if any changes had been noted. The following questions were asked?

Since austerity began the formula grant paid to this Authority from Central Government has reduced by 40%. The authority has endeavoured to continue with 'business as usual' wherever possible but inevitably cuts have had to be made.

Could you please let us know;

- How you feel about the current level of services provided by Mid Devon District Council:
- If you have noticed a reduction in the services provided in recent years; and if so, please provide details and the impact this has had. Please give an example:
- What services you consider to be poor;
- What services provided are good.

The survey flagged the following as areas of concern:

- Electronic Planning (paperless)
- Planning Enforcement
- Communication.

There was general praise for the waste and recycling service.

An email was sent to all parishes, thanking those that had responded to the survey and informing them that the results showed concerns in the above areas. Parishes were informed that the Working Group would be raising these concerns with the appropriate services.

5 Conclusion

As a result of these meetings and presentations from officers the recommendations on page 1 have been put forward.

The Working Group would like to thank the officers who helped with this for their time and 'open' comments.

APPENDIX 1

Cllr Binks made the following comments:

- When members of Community Well Being PDG voted recently for a 30% reduction in discount to Zest 60+ in 2016, were they aware this would mean an immediate increase from £200 -£240 pa to £302pa for Zest membership which offers access only between 9am-5pm?
- This 50% increase was made with little advance warning to users and without consulting the Lords Meadow Leisure Centre Users' Panel. Why?
- The increase in State pensions during this time has been £4 PW maximum and many users need to budget expenditure on a weekly basis and cannot afford to pay in advance.
- Most customers on MTB (Means Tested Benefits) use the Pay as you go (PAYG) charges for the gym and these prices have risen from £2.50 per session to £4.80 per session - nearly twice as much - resulting in some users having to cut back from two weekly visits to one single visit.
- The impact of this increased charge could have been softened by extending the time frame to 8am-6pm for use of the Centre.
- Are members aware that present membership charges include unwanted activities that many users do not use, such as dry side activities, court use and sauna, yet they do not have option to choose just gym and swimming or yoga and swimming?
- We need a simpler membership structure that does not include unwanted activities which are 'junked in' to boost its offering.
- The opportunity to renew at current prices was not offered to all existing Zest members, which is partial and unfair.
- Are members aware of the financial benefits to the Centre of annual payments made up front or by 12 monthly direct debit instalments, even though average annual usage is about eleven months? Do we have figures monitoring the actual attendance over 12 month period?
- Are members aware of the public health benefits of the Leisure Centre in helping an ageing population maintain fitness levels through active lives and social relationships? Many of them meet up socially in the coffee shop after class and spend money which keeps this facility going throughout the day for all users.
- Are they aware that between 9am - 4pm the centre is used mainly by less affluent groups such as parents with small children under 5, shift workers, unemployed, GP referrals and retirees of 60+ who keep it ticking over?
- Are members aware that no discount is given during the 2 week Christmas/New Year closure period and during the Easter break?
- Are members aware that all users of Monday classes are affected adversely because they are cancelled on 3 Bank Holiday Mondays pa without compensation to Zest 60+ users (early May, spring and summer)?
- Are members aware that inadequate staff cover for sickness and planned holidays or courses means that lessons are cancelled from time to time, without compensation being offered - often without enough notice to save a wasted journey? (Examples can be given.)

Recommendations

- Monitor Trends and usage by Groups: We need careful monitoring of trends in visits to gym, classes and pool by all age groups, including young people, so as to identify gaps to fill and target groups through regular emailing of special offers and events.
- Value for Money: We need to improve our service offering to give better value, if charges are to be increased.
- Simplify Structure: We need to simplify the structure of membership so people only pay for classes they want to use.
- User Panels: We need to respond to User Panels through regular meetings with their representatives.
- Better Collaboration: We need to increase our offering of flat rate and subsidised activities and classes by increased collaboration with groups like Active Devon, Drink Wisely, Age

Well et al, who are keen to support certain target groups like young parents, 60+ and health referrals.

- Public Health: We need to work with local GP practices and Health Centres to facilitate the use of 'on prescription' classes to Customers on MTB with health issues.
- Better Customer Experience: We need to offer better customer service through cleaner changing rooms, toilets and showers: answering telephone calls: responding to online enquiries: being able to cancel classes online as well as booking them: better information about special offers, events such as Active Devon support.
- Monitor use by Means Tested Benefits users: We need to re-examine the prices of PAYG activities to everyone on Means Tested Benefits. A price increase rise from £2.50 to £4.80 per gym session to customers on discretionary MTB rates is not fair and will discourage use and lead to lower fitness levels in this group.
- Auto Renewal: For everyone who can afford to pay up front or pay by direct debit, we need to eliminate income lost by 'void' months through agreed automatic renewal of membership. Failing that, to automatically generate reminders to customers to renew membership by email, letter or personal contact - even offering a free swim or gym pass for a friend as an incentive. I have never been contacted to renew my membership in the last 15 years and so I often leave it for a couple of months - as a result, the centre loses an income stream and a customer for a short while. It all adds up to a need for better customer care and customer engagement.

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**COMMUNITY WELL-BEING PDG
7 JUNE 2016:**

AGENDA ITEM:

PERFORMANCE AND RISK OUT-TURN REPORT FOR 2015-16

Cabinet Member Cllr Colin Slade
Responsible Officer Amy Tregellas, 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 PDG reviews the Performance Indicators and any Risks that are outlined in this report and feeds back areas of concern to the 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

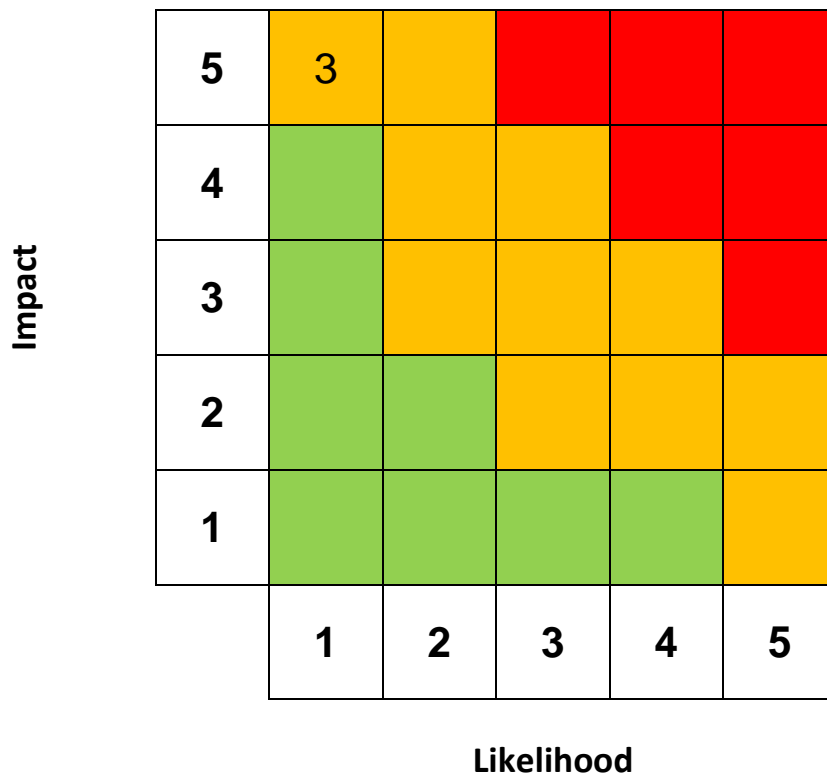
- 1.1 Appendix 1 provides Members with details of performance against the Corporate Plan and local service targets for the 2015-16 financial year.
- 1.2 Appendix 2 shows the section of the Corporate Risk Register which relates to the Community Well-Being Portfolio. See 3.0 below.
- 1.3 Both appendices are produced from SPAR, the corporate Service Performance and Risk Management system.

2.0 Performance

- 2.1 The number of **empty shops** in all 3 towns (Tiverton, Cullompton and Crediton) is well above target.
- 2.2 The **% of food premises** inspected is much improved from last year but still below target. An Environmental Health Officer has been recruited which has helped to reduce the backlog and increase the actual figure achieved this year.
- 2.3 The **Leisure** PIs are below target; more detail has been added as notes to Appendix 1.

3.0 Risk

- 3.1 The Corporate risk register has been 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. (See Appendix 2)
- 3.2 The profile of these risks for this quarter is:



- 3.3 This report does not at present show target levels for risks set by MT, which is the tolerance level for each risk, however these are shown in the individual risk entries on SPAR where applicable.

4.0 Conclusion and Recommendation

- 4.1 That the PDG reviews the performance indicators and any risks that are outlined in this report and feedback any areas of concern to the Cabinet.

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

Circulation of the Report: Management Team and Cabinet Member

CWB PDG Performance Report - Appendix 1

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 1

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	17	16	16	16
Management Notes: (Quarter 4)								
Empty shop count January 2016 = 16 empty shops out of 249								
(ZL)								
Well above target	<u>The number of Empty Shops. (CREDITON)</u>	10	10	10	9	9	6	7
Management Notes: (Quarter 4)								
Empty shop count in January 2016 = 7 empty shops out of 118								
(ZL)								
Well above target	<u>The number of Empty Shops (CULLOMPTON)</u>	11	14	14	12	10	7	8
Management Notes: (Quarter 4)								
Empty shop count in January 2016 = 8 empty shops out of 94								
(ZL)								
Well below target	<u>Percentage of food premises inspections that should have been carried out that were carried out for A & B (High Risk) premises</u>	46%	100%	100%	n/a	n/a	n/a	75%
Management Notes: (2015 - 2016)								
There has been reduced resource in food, an Environmental Health Officer has now been recruited. This has helped to reduce the backlog of inspections which has improved the figure achieved this year.								
(SK)								
Below target	<u>The percentage of Leisure's operational expenditure recovered through customer receipts</u>	88.16%	88.50%	88.50%	79.19%	83.76%	84.36%	85.15%

Management Notes:
(Quarter 4)

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CWB PDG Performance Report - Appendix 1

Performance Indicators

Status	Definition	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
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There were a number of reasons why the operational recovery rate was slightly under target for the quarter, but the main areas of underperformance were Health & Fitness and Westside. However, Front of House exceeded its target due to cash sales of advanced zest membership.

Going forward, the service will be monitored by business area which will give a clearer indication of performance.

(NC)

Below target	<u>% of Leisure members retained from month beginning to month end.</u>	95.33%	96.50%	96.50%	96.87%	95.46%	95.65%	96.13%
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Management Notes:

(Quarter 4)

The performance for the final quarter for retention has recovered significantly since a dip in mid 2015/16.

We will be changing the way we record this to 'attrition rate' for 2016/17 in line with UK Active Benchmarking.

The national average for attrition across the sector is 5% (source UK Active data 2014/15) and as we have been performing at above 95% **retention** for all of 2015/16, our attrition rate is performing well against the national average, as it was less than 5%.

(NC)

Above target	<u>Issue of TENS within 3 working days</u>	n/a	97%	97%	94%	97%	98%	99%
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Management Notes:

CWB PDG Risk Management Report - Appendix 2

Report for 2015-2016

For Community Well-Being - Cllr Colin Slade Portfolio

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+)

CWB PDG Risk Management Report - Appendix 2

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

Head of Service: Jill May

Review Note:

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: 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: Jill May

Review Note:

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