

Public Document Pack

Mid Devon District Council

Community Policy Development Group

Tuesday, 31 January 2017 at 2.15 pm
Exe Room, Phoenix House, Tiverton

Next ordinary meeting
Tuesday, 28 March 2017 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 F W Letch
Cllr Mrs E J Slade
Cllr Mrs H Bainbridge
Cllr Mrs G Doe
Cllr B A Moore
Cllr R J Dolley
Cllr Mrs C P Daw

A G E N D A

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

1 **Apologies and Substitute Members**

To receive any apologies for absence and notices of appointment of substitute Members (if any).

2 **Public Question Time**

To receive any questions relating to items on the Agenda from members of the public and replies thereto.

Note: A maximum of 30 minutes is allowed for this item.

3 **Minutes of the Previous Meeting** (*Pages 5 - 10*)

To approve as a correct record the minutes of the last meeting (attached).

4 **Chairmans Announcements**

To receive any announcements that the Chairman may wish to make.

5 **Budget** *(Pages 11 - 26)*

To receive a report from the Director of Finance, Assets and Resources considering options available in order for the Council to move towards a balanced budget for 2017/18.

6 **Leisure Pricing** *(Pages 27 - 44)*

To receive a report from the Leisure Manager, Development and Performance, advising Members of the proposed leisure pricing strategy for 2016/17.

7 **Performance and Risk** *(Pages 45 - 52)*

To provide Members with 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 is unable to attend the meeting so asks that any questions regarding this report be forwarded to the clerk in advance of the meeting in order that answers can be provided.

8 **Community Engagement** *(Pages 53 - 58)*

To receive a report from the Head of Customer Services and ICT updating Members on progress made with the Community Engagement Action Plan (2015-17).

9 **Anti Social Behaviour Statistics** *(Pages 59 - 60)*

To receive an annual update on anti-social behaviour.

10 **Public Health Six Montly Update** *(Pages 61 - 66)*

To receive a report from the Public Health Manager providing an update on progress of the Public Health Plan.

11 **Air Quality**

To receive a verbal update from the Public Health Manager.

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

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

Gypsy and Traveller Policy
Air Quality

CCTV annual update
Financial Monitoring
Performance and Risk
Aging Well
Public Health six monthly update
Leisure update

Stephen Walford
Chief Executive
Monday, 23 January 2017

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

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Public Document Pack Agenda Item 3

MID DEVON DISTRICT COUNCIL

MINUTES of a **MEETING** of the **COMMUNITY POLICY DEVELOPMENT GROUP**
held on 29 November 2016 at 2.15 pm

Present

Councillors

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

Apologies

Councillor(s)

Mrs C P Daw and Mrs G Doe

Also Present

Councillor(s)

C R Slade

Also Present

Officer(s):

Andrew Jarrett (Director of Finance, Assets and Resources), Simon Johnson (Legal Services Manager), Simon Newcombe (Public Health and Professional Services Manager), Dawn Harris (Benefits Manager), Rob Fish (Principal Accountant), Nicky Chandler (Auditor) and Julia Stuckey (Member Services Officer)

47 **APOLOGIES AND SUBSTITUTE MEMBERS**

Apologies were received from Cllrs Mrs C Daw and Mrs G Doe.

48 **PUBLIC QUESTION TIME**

There were no members of the public present.

49 **MINUTES OF THE PREVIOUS MEETING**

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

50 **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman had no announcements to make.

51 **FINANCIAL MONITORING**

The Group had before it and **NOTED** a report * from the Director of Finance, Assets & Resources presenting a financial update in respect of the income and expenditure so far in the year.

The Principal Accountant highlighted the projected overspend which was currently £140k, 1.6% of the net budget, which was an improvement on the projection at the end of quarter 1.

Discussion took place regarding Leisure Service income which had increased significantly but was still £90k down on a challenging budget. Additional costs to the management restructure would result in significantly reduced running costs in the future.

The forecast variance of £91k for Planning was due to lower than budgeted income for Development Control charges.

Discussion took place regarding:

- Savings made due to vacancies not filled in Housing Services;
- Delays to building projects;
- Spend on the Greater Exeter Strategic Plan and Forward Planning works at Junction 28;
- Leisure Services were scheduled to be cost neutral by 2020.

Members praised the new Leisure Service website which they considered to be a vast improvement, commercially minded and easy to use.

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

52 DRAFT BUDGET

The Group had before it and **NOTED** a report * from the Director of Finance, Assets & Resources considering options available in order for the Council to set a balanced budget for 2017/18 and agree a future strategy for further budget reductions for 2018/19 onwards.

The Director explained that the current budget for the General Fund showed a deficit of £419k. In addition there was a predicted funding deficit of just under £1m on the General Fund by 2020/21. This highlighted the need to take steps to plan for further reductions to ongoing expenditure levels.

The Director reminded Members that the authority had recently applied to the Department of Communities and Local Government for a four year fixed funding settlement which would see the complete removal of the remaining Revenue Support Grant of £1.0m by 2019/20. It was a statutory requirement for the Local Authority to set a balanced budget each year.

Consideration was given to the following table:

Reconciliation of Major 2016/17 Budget Variances

Variances	Amount £k
<i>External items outside of our control</i>	
Reduced formula grant settlement	609
Decrease in Housing Benefit Grant	25
Pay award	100

Pension provision	35
Price inflation	50
New Apprenticeship Levy	40
Subtotal	859
Other changes	
New apprentices	20
DCC sharing of waste	(200)
Market Walk income	(20)
Increased income from CCLA investments	(38)
Increase in Collection Fund surplus	(45)
Contributions from town and parish councils	(8)
Increase Council tax income (£5 rise + new 200 properties)	(176)
Department of Work and Pensions rent	(45)
Additional election monies	(29)
Various additional fee income	(60)
Other net cost pressures (including reflection on 16/17 budget pressures)	161
Draft budget gap for 2017/18	419

Discussion took place regarding:

- The areas of responsibility that fell under the remit of the Group and how the Group could best look at them in further detail;
- The impact of a 1% increase to Council Tax;
- Rental income from the Department of Works and Pensions;
- Contributions from Towns and Parishes;
- Several years of ‘salami slicing’ service budgets that had taken place;
- The potential to invest in order to raise income;
- Possible land sales and how the funds would be accounted for;
- A number of assumptions that had been made in the draft budget.

It was **RESOLVED** that a Working Group be put in place to look at areas within the budget that fell under the remit of the Group and to identify areas for priority and areas that Members considered could be put forward for reduction. Members of the Working Group would be Cllr B A Moore, Cllr Mrs E J Slade and Cllr R J Dolley.

(Proposed by Cllr Mrs E J Slade and seconded by Cllr R J Dolley)

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

53 **PERFORMANCE AND RISK (0:43)**

The Group had before it and **NOTED** a report * from the Director of Corporate Affairs and Business Transformation which provided Members with an update on

performance against the Corporate Plan and local service targets for 2016-17 quarter 2 to the end of September, as well as providing an update on the key business risks.

The Audit Officer outlined the contents of the report and Members thanked officers for changing the colours used within the report following previous concerns that had been raised.

The officer provided an update regarding leisure centre visits for quarter 2, which were 216,000, making a cumulative total of 452,000 which was above target. She also explained that a number of risks regarding Leisure Services within the report were not currently scored as they were under review and in future would be consolidated rather than being listed for each Centre.

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

54 **COUNCIL TAX REDUCTION SCHEME (0:46)**

The Group had before it a report * from the Director of Finance, Assets and Resources providing Members with details of proposed changes to the Council Tax Reduction Scheme from April 2017.

The Benefits Manager outlined the contents of the report explaining that Council Tax Reduction (CTR) also known as Council Tax Support was introduced on 1 April 2013 and replaced Council Tax Benefit, which was fully funded by the Department for Work and Pensions.

CTR was a local reduction scheme. The scheme for working-age customers (those below the age to claim State Pension) was set out in the CTR Scheme Policy. Funding for the CTR scheme was now included within the Revenue Support Grant (RSG). The Government reduced the level of funding by 10% when responsibility was transferred and had effectively reduced the funds available to support the scheme each year as the level of RSG had been reduced. 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.

It was agreed that 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 and reduce any ongoing administrative burden. Officers from all Devon billing authorities and the major precepting authorities had been working closely in setting the proposals and to maintain a common approach. Consultation had been predominantly web-based and was hosted by Devon County Council. The consultation period ran from 27th June 2016 to 4th September 2016.

The officer highlighted the Exceptional Hardship Scheme that was in place to help those that were severely affected by the changes implemented and that officers would ensure that those in need knew that this was available.

Members were asked to note the Equality Impact Assessment.

The officer informed the Group that other authorities had adopted this scheme and that adopting it would bring the authority in line with them.

The officer highlighted that those of pensionable age were not affected by the proposed changes.

The Benefits Manager walked through the proposed changes as outlined within the report.

It was **RECOMMENDED** that Cabinet note the reasons for the proposal, the consultation process and requirement to approve a revised scheme by 31 January 2017.

And they subsequently:

- a) Approve the proposed changes to Council Tax Reduction Scheme from 1 April 2017 as detailed in Appendix 1 subject to the amendment shown in para 4 of this report
- b) Approve the updated Council Tax Reduction Exceptional hardship Policy (Appendix 4)
- c) To continue with delegated authority to the Director of Finance, Assets and Resources to make any minor amendments to the scheme where there appears to be ambiguity in relation to the wording of the scheme and the Councils intent for the scheme.
- d) Members note the requirement to read and consider the Equality Impact Assessment and consider the impact of the proposed changes.

(Proposed by the Chairman)

Note: - Report * previously circulated and attached Minutes.

55 **REGULATION OF INVESTIGATORY POWERS (1:04)**

The Group had before it a report * from the Director of Corporate Affairs and Business Transformation regarding a review of the Council's updated RIPA policy.

The Legal Services Manager outlined the contents of the report, explaining that the Council's RIPA policy was considered by a Surveillance Inspector of the Office of Surveillance Commissioners during an inspection in April 2015. The comments of the Surveillance Inspector were that the policy was 'a succinct and thorough guide which would be of assistance to applicants and authorising officers alike'.

The Office of Surveillance Commissioners had stated that it was good practice to review and update the RIPA Policy on an annual basis. Therefore the policy had been reviewed in light of the Office of Surveillance Commissioner's report and in accordance with good practice.

The officer explained that minor amendments had been made to the report with regard to the recent management restructure and named responsible officers.

The officer informed the group that RIPA powers had not been used since March 2014 but that it was a useful tool to have in the enforcement tool kit.

It was **RECOMMENDED** that Cabinet:

- a) Approve the updated RIPA policy as attached as Appendix 1;
- b) Note that the Council had not used its powers under RIPA since March 2014.

(Proposed by Cllr Mrs A R Berry and seconded by Cllr Mrs H Bainbridge)

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

56 **FUTURE POLICY (1:07)**

At a previous meeting of the Group the Chairman had requested that officers propose possible future policy development for areas covered by its remit.

The Public Health Manager proposed that the Group look further into the issue of air quality. He explained that air quality was an area of concern with 30,000 recorded deaths in the UK a year being attributed to it. The officer explained that there were currently two air quality management areas within Mid Devon and that the authority was obliged to produce an Air Quality Action Plan. Government funding was available to help improve air quality and a bid had been submitted, in partnership with other authorities, which would be looked at by the Minister in January.

It was **AGREED** that the Public Health Manager report back to the Group at its January meeting with proposals for an Air Quality Strategy. A further detailed report to include a proposed policy would be presented to the March meeting.

Note: - Cllrs Mrs E M Andrews and R J Dolley declared a personal interest as they and their families lived in areas affected by air quality.

57 **IDENTIFICATION OF ITEMS FOR THE NEXT MEETING**

Public Health 6 monthly update
Active Devon
Anti-Social Behaviour Stats
Budget
Air Quality

(The meeting ended at 4.03 pm)

CHAIRMAN

Cabinet & Policy Development Groups 5 January 2017

Budget 2017/18 - Update

Portfolio Holder	Cllr Peter Hare-Scott
Responsible Officer	Director of Finance, Assets and Resources Andrew Jarrett
Reason for Report:	To consider options available in order for the Council to move towards a balanced budget for 2017/18.
RECOMMENDATION:	To consider and agree the updated budget proposals for 2017/18 included in Appendix 1.
Relationship to Corporate Plan:	To deliver our Corporate Plan's priorities within existing financial resources.
Financial Implications:	Now the Council has received notification of its Formula Grant Settlement it is imperative that it matches current and ongoing expenditure plans to estimated sources of income/funding.
Legal Implications:	It is a statutory requirement for the Local Authority to set a balanced budget.
Risk Assessment:	Service managers and Finance staff have assessed volatility in income and large contractor budgets, taking account of current and estimated future demand patterns. This position has been revised based on an additional two months of financial monitoring information. In addition prudent levels of reserves will also continue to be maintained.

1.0 Introduction

- 1.1 On the 15 December 2016 the Council received formal confirmation of its Formula Grant Settlement. Our provisional formula grant award for 2017/18 amounts to **£2.6m**. This is unlikely to change significantly and is exactly what we first estimated based upon the indicative four year settlement provided last December by Central Government.
- 1.2 As a direct consequence this increased the draft 2017/18 General Fund budget deficit. However it is both prudent and a legal obligation that we set a balanced budget and therefore further savings will be required.

2.0 2017/18 General Fund Budget - Revised Position

- 2.1 Since the first round of PDGs and Cabinet meetings the Finance team and service managers have been revisiting a range of budgets to deliver more savings or increase income levels.

- 2.2 Further review identified a further **£510k** of cost pressures since November, but the Finance team and service managers have worked very hard to identify a further **£697k** of savings, together with further potential savings for members to consider.
- 2.3 This process has improved the General Fund budget by a net **187k** (see **Appendix 1**) and now only leaves a budget gap of **£231k**. This reflects a lot of hard work and constructive negotiation over the past 2 months. The changes made to the budget are summarised at **Appendix 6**. **Appendices 2, 3 and 4** show the current position for the general fund and the transfers to and from earmarked reserves.
- 2.4 Given the deficit of £231k further budgetary savings are required to balance the budget and further potential savings are outlined at **Appendix 7**.
- 2.5 There are some further considerations, both cost pressures and potential savings which as yet have not been quantified and these are identified at **Appendix 8**.

3.0 Conclusion

- 3.1 The Council still has approximately one month until the Cabinet will meet on the 2 February 2017 to formally recommend the overall budget and level of Council Tax for 2017/18 and officers will continue to work towards delivering a balanced budget position.
- 3.2 To date we have used the New Homes Bonus grant to fund economic development projects, help fund our capital programme and to fund certain “one off” revenue projects. Some other local authorities are already using the New Homes Bonus grant to various degrees to help fund their day to day spending (revenue expenditure).
- 3.3 Unfortunately in the draft local government settlement the government announced that in future the New Homes Bonus will no longer continue to be awarded for six years, it will gradually taper to five and then four years.

In addition the government have introduced a baseline whereby Councils must build a de minimis number of properties before they become eligible to receive New Homes Bonus, referring to this as a “baseline” set at 0.4% of the property base. The money saved will be used to help fund social care in the higher tier authorities. In our 2017/18 settlement it appears our baseline has been set at 148 properties. As a result our provisional New Homes Bonus award for 2017/18 is **£1.72m**, £110k lower than that received in 2016/17.

- 3.4 We could fund some of the budget deficit from this grant. However if the reserve is utilised in this manner there will be less monies available to fund future capital and economic projects and we will ultimately need to potentially manage with circa £1m less New Homes Bonus funding from 2018/19 onwards.
- 3.5 It is also worth mentioning that as a district we are comparatively poor in terms of assets with much of the capital programme funded from “Right to Buy”

receipts and the New Homes Bonus grant. We do not have a large portfolio of surplus assets which we could sell and use for new capital projects, some of which could reduce our annual running costs.

- 3.6 Members have now approved a draft Corporate plan with key defined focus areas, the question is how those aspirations can be met with a *sustainable* budget base, ideally with as much as possible under our own control. Going forward difficult and challenging decisions on the scope and extent of service delivery will be required to meet this objective.

Contact for more information: Andrew Jarrett – Director of Finance, Assets and Resources
Background Papers: Draft 2017/18 Budget Papers
Grant Settlement Email
File Reference:
Circulation of the Report: Management Team, Members & Relevant Service Managers

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GENERAL FUND REVENUE ACCOUNT DRAFT BUDGET SUMMARY 2017/18

	Notes	Net Direct Costs Budget 2016/17 £	Nov Draft Net Direct Costs Budget 2017/18 £	Budget Changes from Nov £	New Draft Net Direct Costs Budget 2017/18 £
Cabinet	2,4	3,974,760	4,252,890	88,350	4,341,240
Community	2,4,7	2,593,410	2,600,830	30,510	2,631,340
Economy	2,4,8	(922,960)	(736,120)	35,290	(700,830)
Environment	2,4	2,413,390	2,228,050	(26,090)	2,201,960
Housing	2,4	1,116,120	1,209,770	(74,600)	1,135,170
TOTAL NET DIRECT COST OF SERVICES		9,174,720	9,555,420	53,460	9,608,880
Net recharge to HRA	6	(1,265,490)	(1,276,490)	32,550	(1,243,940)
NET COST OF SERVICES		7,909,230	8,278,930	86,010	8,364,940
PWLB Bank loan interest payable		112,030	106,920	0	106,920
Finance Lease interest payable		34,000	36,760	0	36,760
Provision for the financing of capital spending		400,720	398,370	0	398,370
Interest from Funding provided for HRA		(54,000)	(54,000)	0	(54,000)
Interest Received on Investments	5	(171,000)	(209,000)	(45,000)	(254,000)
Revenue contribution to capital programme		0	0	0	0
New Homes Bonus		(1,831,460)	(1,831,460)	109,480	(1,721,980)
Transfers into earmarked reserves	3	2,745,770	2,523,430	(105,480)	2,417,950
Transfers from earmarked reserves	3	(575,780)	(582,590)	(50,000)	(632,590)
TOTAL BUDGETED EXPENDITURE		8,569,510	8,667,360	(4,990)	8,662,370
Funded by:-					
Revenue Support Grant		(1,017,260)	(497,550)	0	(497,550)
Rural Services Delivery Grant		(463,810)	(374,510)	0	(374,510)
Transition Grant		(31,630)	(31,510)	0	(31,510)
NNDR revenue		(2,055,890)	(2,065,210)	(150,000)	(2,215,210)
NNDR appeals		100,000	50,000	0	50,000
CTS Funding Parishes		55,250	46,960	0	46,960
Collection Fund Surplus		(8,230)	(52,860)	0	(52,860)
Council Tax - (27,876.12 x £192.15)	1	(5,147,940)	(5,323,910)	(32,480)	(5,356,390)
TOTAL FUNDING		(8,569,510)	(8,248,590)	(182,480)	(8,431,070)
REQUIREMENT TO BALANCE THE BUDGET		0	418,770	(187,470)	231,300

Current Assumptions :

1. Council Tax has been increased by £5 as an illustration with an increased property growth of 169.
2. 2017/18 salary budgets include an increase of 1%.
3. All earmarked reserves have been reviewed and adjustment made based upon existing need.
4. All income flows have been reviewed and adjusted for changes in demand and unit price.
5. Investment income has been based upon the existing lending criteria now in force.
6. Support services have been inflated in accordance with the pay award.
7. No reductions to grant budgets have been made.
8. Car parking fees are based upon 2016/17 fees and vends.

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GENERAL FUND SUMMARY			FTE	Budget Net	Impact of	Impact of	FTE	Budgeted Net	Movement	Budgeted Net	Movement	+/- %
		Notes	2016/17	Direct Cost	10% savings	20% savings	2017/18	Direct Cost Nov PDG	between PDG	Direct Cost Jan PDG	Year on Year	
				2016/17	2016/17	2016/17	2017/18	2017/18	2017/18	2017/18	2017/18	2017/18
Cabinet												
SCM01	Leadership Team		2.0	165,450	16,545	33,090	5.0	448,430	7,810	456,240		4.7%
SCM03	Corporate Fees/Charges		0.1	149,120	14,912	29,824	0.0	202,310	24,620	226,930		16.5%
SCM06	Pension Backfunding		0.0	825,010	82,501	165,002	0.0	860,010	41,500	901,510		5.0%
SFP01	Accountancy Services		8.5	414,750	41,475	82,950	7.5	337,860	(21,280)	316,580		-5.1%
SFP02	Internal Audit		2.7	100,770	10,077	20,154	2.7	101,700	0	101,700		0.0%
SFP03	Procurement		2.5	75,880	7,588	15,176	2.5	77,390	0	77,390		0.0%
SFP04	Purchase Ledger		1.5	46,360	4,636	9,272	1.5	45,480	0	45,480		0.0%
SFP05	Sales Ledger		1.5	43,200	4,320	8,640	1.5	44,580	0	44,580		0.0%
SHR01	Human Resources		6.8	275,980	27,598	55,196	6.4	249,820	6,200	256,020		2.2%
SHR02	Mddc Staff Training		0.0	95,400	9,540	19,080	0.0	96,880	35,000	131,880		36.7%
SHR03	Payroll		1.9	62,630	6,263	12,526	1.7	57,020	0	57,020		0.0%
SHR04	Learning And Development		1.4	45,300	4,530	9,060	2.4	62,640	(12,050)	50,590		-26.6%
SIT01	It Gazetteer Management		2.0	64,820	6,482	12,964	2.0	65,080	0	65,080		0.0%
SIT03	It Information Technology		12.7	814,490	81,449	162,898	12.7	800,320	(6,500)	793,820		-0.8%
SLD01	Electoral Registration		4.0	155,710	15,571	31,142	4.0	126,740	0	126,740		0.0%
SLD02	Democratic Rep And Management		2.8	424,160	42,416	84,832	2.8	439,180	1,000	440,180		0.2%
SLD04	Legal Services		5.5	215,730	21,573	43,146	5.8	237,450	12,050	249,500		5.6%
			55.9	3,974,760	397,476	794,952	58	4,252,890	88,350	4,341,240		2.2%
Community PDG												
SCD01	Community Development		5.0	414,980	41,498	82,996	0.0	98,700	0	98,700		0.0%
SCS20	Customer Services Admin		4.0	108,040	10,804	21,608	4.0	108,030	0	108,030		0.0%
SCS22	Customer First		24.2	752,020	75,202	150,404	22.7	682,530	0	682,530		0.0%
SES04	Public Health		0.0	22,640	2,264	4,528	1.0	44,370	0	44,370		0.0%
SES16	Es Staff Units/Recharges		15.0	557,070	55,707	111,414	15.5	593,750	(730)	593,020		-0.1%
SES17	Community Safety		1.5	53,970	5,397	10,794	1.4	57,890	0	57,890		0.0%
SES18	Food Safety		0.0	(4,650)	(465)	(930)	0.0	(12,530)	0	(12,530)		0.0%
SES21	Licensing		3.0	(12,430)	(1,243)	(2,486)	3.0	(15,470)	(10)	(15,480)		0.1%
SES22	Pest Control		0.0	4,000	400	800	0.0	4,000	0	4,000		0.0%
SES23	Pollution Reduction		0.0	4,230	423	846	0.0	4,240	0	4,240		0.0%
SPR01	Building Regulations		5.6	(2,060)	(206)	(412)	6.1	(5,330)	240	(5,090)		-11.7%
SPR02	Enforcement		2.5	96,500	9,650	19,300	2.5	102,170	0	102,170		0.0%
SPR03	Development Control		22.7	142,100	14,210	28,420	24.3	161,010	(15,000)	146,010		-10.6%
SPR04	Local Land Charges		1.6	(24,600)	(2,460)	(4,920)	1.6	(33,010)	0	(33,010)		0.0%
SPR09	Forward Planning		6.5	205,210	20,521	41,042	5.5	199,290	5,000	204,290		2.4%
SPR11	Regional Planning		0.0	92,200	9,220	18,440	0.0	318,340	30,000	348,340		32.5%
SRB01	Collection Of Council Tax		9.3	234,950	23,495	46,990	8.3	227,600	(26,000)	201,600		-11.1%
SRB02	Collection Of Business Rates		1.0	(74,290)	(7,429)	(14,858)	1.0	(76,180)	0	(76,180)		0.0%
SRB03	Housing Benefit Admin & Fraud		11.9	118,030	11,803	23,606	11.4	139,530	(13,000)	126,530		-11.0%
SRB04	Housing Benefit Subsidy		0.0	(75,000)	(7,500)	(15,000)	0.0	(75,000)	0	(75,000)		0.0%
SRB06	Debt Recovery		1.9	62,910	6,291	12,582	2.9	94,380	0	94,380		0.0%
SRS01	Recreation And Sport		57.2	(82,410)	(8,241)	(16,482)	57.6	(17,480)	50,010	32,530		-60.7%
			172.9	2,593,410	259,341	518,682	169	2,600,830	30,510	2,631,340		1.2%
Economy PDG												
SCD02	Economic Development - Markets		2.0	(3,410)	(341)	(682)	2.2	420	34,000	34,420		-997.1%
SCP01	Parking Services		0.0	(616,390)	(61,639)	(123,278)	0.0	(592,390)	0	(592,390)		0.0%
SES03	Community Safety - C.C.T.V.		0.2	3,030	303	606	0.2	3,060	0	3,060		0.0%
SPR06	Economic Development		2.5	207,720	20,772	41,544	5.3	415,970	(2,500)	413,470		-1.2%
SPS12	GF Properties Shops / Flats		0.0	(513,910)	(51,391)	(102,782)	0.0	(563,180)	3,790	(559,390)		-0.7%
			4.7	(922,960)	(92,296)	(184,592)	8	(736,120)	35,290	(700,830)		-3.8%
Environment PDG												
SES02	Cemeteries		1.5	(47,610)	(4,761)	(9,522)	1.5	(34,850)	0	(34,850)		0.0%
SES05	Open Spaces		1.2	54,800	5,480	10,960	1.2	82,410	3,000	85,410		5.5%
SGM01	Grounds Maintenance		20.0	562,130	56,213	112,426	20.0	560,950	(24,800)	536,150		-4.4%
SPS03	Flood Defence And Land Drain		0.0	26,430	2,643	5,286	0.0	26,430	0	26,430		0.0%
SPS04	Street Naming & Numbering		0.2	7,910	791	1,582	0.2	7,220	0	7,220		0.0%
SPS07	Public Transport		0.0	(15,080)	(1,508)	(3,016)	0.0	(15,110)	0	(15,110)		0.0%
SPS11	Public Conveniences		1.3	49,300	4,930	9,860	1.3	43,230	0	43,230		0.0%
SWS01	Street Cleansing		7.4	322,770	32,277	64,554	7.4	334,720	0	334,720		0.0%
SWS02	Waste Collection		29.6	546,720	54,672	109,344	30.6	352,880	75,390	428,270		13.8%
SWS03	Recycling		30.8	730,150	73,015	146,030	30.8	699,380	(79,680)	619,700		-10.9%
SWS04	Waste Management		5.7	175,870	17,587	35,174	4.7	170,790	0	170,790		0.0%
			97.7	2,413,390	241,339	482,678	98	2,228,050	(26,090)	2,201,960		-1.1%
Housing PDG												
SES15	Private Sector Housing Grants		4.6	165,720	16,572	33,144	4.1	163,900	0	163,900		0.0%
SHG03	Homelessness Accommodation		6.5	232,470	23,247	46,494	7.4	271,340	(20,000)	251,340		-8.6%
SPS05	Administration Buildings		0.0	260,260	26,026	52,052	0.0	271,090	(13,780)	257,310		-5.3%
SPS06	Mddc Depots		0.0	57,960	5,796	11,592	0.0	62,680	(34,560)	28,120		-59.6%
SPS08	Office Building Cleaning		3.1	59,880	5,988	11,976	3.0	59,750	(6,260)	53,490		-10.5%
SPS09	Property Services Staff Unit		10.9	339,830	33,983	67,966	10.9	381,010	0	381,010		0.0%
			25.1	1,116,120	111,612	223,224	25.4	1,209,770	(74,600)	1,135,170		-0.8
GRAND TOTAL			356.3	9,174,720	917,472	1,834,944	358.1	9,555,420	53,460	9,608,880		-0.9
Net recharge to HRA				(1,265,490)				(1,276,490)	32,550	(1,243,940)		-2.6%
PWL Bank Loan Interest Payable				112,030				106,920	0	106,920		0.0%
Finance Lease Interest Payable				34,000				36,760	0	36,760		0.0%
Provision for the Financing of Capital Spending				400,720				398,370	0	398,370		0.0%
Interest Received on Investments				(171,000)				(209,000)	(45,000)	(254,000)		26.3%
Interest from Funding provided for HRA				(54,000)				(54,000)	0	(54,000)		0.0%
Revenue Contribution to Capital Programme				0				0	0	0		#DIV/0!
New Homes Bonus				(1,831,460)				(1,831,460)	109,480	(1,721,980)		-6.0%
Transfers into Earmarked Reserves			APP 3	2,745,770				2,523,430	(105,480)	2,417,950		-3.8%
Transfers from Earmarked Reserves			APP 4	(575,780)				(582,590)	(50,000)	(632,590)		8.7%
Funded by:-												
Revenue Support Grant				(1,017,260)				(497,550)	0	(497,550)		0.0%
Rural Services Delivery Grant				(463,810)				(374,510)	0	(374,510)		0.0%
Transitional Grant				(31,630)				(31,510)	0	(31,510)		0.0%
NNDR				(2,055,890)				(2,065,210)	(150,000)	(2,215,210)		7.3%
NNDR Appeals				100,000				50,000	0	50,000		0.0%
CTS Funding Parishes				55,250				46,960	0	46,960		0.0%
Collection Fund Surplus				(8,230)				(52,860)	0	(52,860)		0.0%
Council Tax (27,876.12 x £192.15)				(5,147,940)				(5,323,910)	(32,480)	(5,356,390)		0.6%
Total Budget				0				418,770	(187,470)	231,300		
Projected Budget Overspend 2016/17				25,218								
GF Balance B/F				(2,211,036)								
GF Balance C/F				(2,185,818)								

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2017/18 BUDGETS

Appendix 3

Transfers into Earmarked Reserves

SERVICE	MAINT 17/18 BUDGET	PLANT 17/18 BUDGET	EQUIPMENT 17/18 BUDGET	VEHICLES 17/18 BUDGET	OTHER 17/18	NEW HOMES BONUS	Market Walk /Fore Street Surplus
CS500				1,440			
CS900			5,000				
CS902			2,500				
CS910			250				
CS932			5,000				
ES100	25,000						
ES450	25,000						
ES450				1,200			
ES580				4,320			
ES660			4000				
ES730				2,950			
GM960				38,050			
GM960		14,360					
IT800			9,700				
LD201					20,000		
LD300			5,000				
PS350				1,120			
PS980				7,400			
WS650				56,470			
WS700				213,980			
WS710				21,720			
WS725				158,810			
WS725			20,000				
WS770	2,700						50,000.00
NHB						1,721,980.00	
TOTAL	52,700.00	14,360.00	51,450.00	507,460.00	20,000.00	1,721,980.00	50,000.00
2016/17	80,000.00	14,360.00	46,640.00	550,900.00	20,000.00	1,831,460.00	202,410.00
Movement	(27,300)	-	4,810	(43,440)	-	(109,480)	(327,820)

2017/18 BUDGETS

Appendix 4

Transfers from Earmarked Reserves

SERVICE	UTILISE NHB	OTHER
CD200	(45,000)	
CS938	(23,180)	
LD600	(16,180)	
PR200	(294,000)	
PR400	(21,730)	
PR400	(40,700)	
PR400	(100,000)	
PR800	(30,000)	
RB600		(20,000)
ES361		(19,700)
EQ638		(4,170)
EQ640		(1,950)
EQ641		(1,630)
EQ642		(4,620)
EQ643		(6,650)
EQ644		(3,080)
TOTAL	(570,790)	(61,800)

2016/17 (325,780) (250,000) (575,780)

Movement (245,010) 188,200 (56,810)

£k

Estates Management

Exe Valley Leisure Centre

Exe Valley Leisure Centre - Replenish sand filters 25

Culm Valley sports centre

CVSC replace end of life AC for fitness Gym 30

Total 55

Other MDDC Buildings

Pannier Market

Pannier Market - Improvement Project back log maintenance 60

MDDC Shops/industrial Units

Energy Assessment works - new legislation - Indust Units/Shops/Mkt Walk 50

Play Areas

Play area refurbishment District wide - Amory Park Tiverton 50

Other Projects

Crediton Office - Structural improvement work 30

General Fund Development Schemes

Rear of Town Hall development site (6 Houses, 24 Apartments) 5,114

Total 5,304

Economic Development Schemes

Tiverton Pannier Market awnings & canopy (Note 1) 0

Harlequin Valley Project (Note 1) 0

Tiverton Town Centre improvements (Note 1) 0

Total 0

ICT Projects

Replacement PC estate

Unified Comms/telephony 107

Digital Transformation replacement of CRM 50

Secure Wifi replacement 50

Parking System Replacement 40

Replacement Queue System 30

Core System Refreshes - Revs/Bens 20

Replacement Estates/Property Systems 50

Total 347

Affordable Housing Projects

Grants to housing associations to provide houses (covered by Commuted Sums) 115

Affordable Housing initiative

Total 115

Private Sector Housing Grants

Empty homes and enforcement 104

Disabled Facilities Grants–P/Sector 490

Total 594

Street Cleansing

Medium Sweeper (Street Cleansing) 70

Grounds Maintenance

Van Tipper 26

Ransomes Mower 35

Total 131

Miscellaneous

A361 junction to facilitate Eastern Urban Extension (funded by s106) **1,750**

TOTAL GF PROJECTS 8,296

HRA Projects

Existing Housing Stock

Major repairs to Housing Stock 2,278

Renewable Energy Fund 100

Disabled Facilities Grants - Council Houses 299

Housing Development Schemes

Land Banking for Affordable Housing 0

HRA ICT Projects

Repairs - mobile replacement (HRA) 30

Tenancy Mobile (HRA) 40

Total 2,747

HRA Replacement Vehicles

Van Tipper 4.5T (Responsive Repairs) 32

Total 32

TOTAL HRA PROJECTS 2,779

GRAND TOTAL GF + HRA 11,075

MDDC Funding Summary

	2017-18
	£k
EXISTING FUNDS	
Capital Grants Unapplied Reserve	605
Capital Receipts Reserve	1,091
Earmarked Reserves	2,487
Miscellaneous Funding	3,878
Subtotal	8,061
NEW FUNDS	
Borrowing	3,014
Revenue Contributions	0
Subtotal	3,014
TOTAL FUNDING	11,075

Notes

1. These projects are subject to satisfactory business cases being produced.

2017/18 Budget Movements from Budget 5 to Budget 6

Appendix 6

Ref	Code	Code Description	Description of change	Cost Pressures	Savings	2017/18 Draft Budget
			ORIGINAL NOVEMBER PDG BUDGET - Budget 5			418,770.0
1			Business rates - Solar and Pool Benefit		(150,000)	
2	TREMIR		Decrease in New Homes Bonus		(109,480)	
3	W5725 various	Recycling	Increase in price and tonnages		(81,290)	
4	IE2907440	Treasury	Another £1m with CCLA		(45,000)	
5	PS860	Station Yard	Rental income and removal of operational budget		(34,560)	
6			Council tax Base Increase (27,876.12-27,707.03) x £192.15		(32,480)	
7	TREMIR	Planning	Exeter Strategic post funded from New Homes Bonus		(30,000)	
8	FP100	Accountancy	A post reducing hrs & revised membership costs		(21,280)	
9	TREMIR (IE930-	Revenues Recovery Team	Re RB600 Post to be made permanent - £20k taken from EMR		(20,000)	
10	HG320	Homelessness	Discretionary rent allowances		(20,000)	
11	PS990	Property Services	Rent from Coggans Well House (PwLB loan instalments shown below)		(20,000)	
12	GM960	Grounds Maintenance	Reduction in the Tree Works budget as looking to do more in-house		(17,000)	
13			Development control fees		(15,000)	
14	RB100-7442	Council Tax recovery	Single Occupancy Discount Penalties £14k (200 * £70)		(14,000)	
15	RB350-7415	HB DWP UC DP	Funding from DWP for MDDC assistance in supporting Universal Credit		(13,000)	
16			Remove an apprentice budget		(12,050)	
17	RB100-7406	Council Tax recovery	Change to charging for court costs £12k - no longer remit £20 if paid between summons & court date (200 * £60)		(12,000)	
18	PS830	Town Hall	Reduction in costs if Town Council take over		(8,780)	
19	IT300	Central Telephones	Review potential telephony savings		(8,500)	
20	IT400	ICT	Cheaper internet provider 17-18		(8,000)	
21	PS970	Town Hall	Post no longer required as transfer of building to Town Council		(6,260)	
22			Additional cont. from Cull TC & DCC for Cull grass cutting - £5k		(5,000)	
23	PS8102301	Phoenix House	Reduced electricity budget to take account for the spend to save exercise on LED lighting which increased £121 in 17/18 by 20k pay back period 5 years.		(5,000)	
24			Savings from skip budget (£6.5 - £1.7 TW & £2k adhoc skips)		(2,800)	
25	CM600	Grounds Maint	Legacy payment made to widow has ceased		(2,600)	
26	PR400	Backfunding	Community engagement budget not required		(2,500)	
27	ES733	E/Health	Decrease in pension job sharing		(730)	
			Total Savings		(697,310)	(697,310)
28	IE		Decrease in New Homes Bonus	109,480		
29	W5700	Refuse	Adjust Garden Waste Income budget in line with take up	50,000		
30			Review of 17/18 forecast	50,000		
31	CM600	Backfunding	Pension backfunding increase	44,100		
32	HR200	Training Budgets	Increase to training budget	35,000		
33	CD300	Markets	Reviewed Market budget. Mainly income. Any plans to increase? Pig Pens + Events	34,000		
34			Adjustment to net HRA recharges	32,550		

2017/18 Budget Movements from Budget 5 to Budget 6

Appendix 6

Ref	Code	Code Description	Description of change	Cost Pressures	Savings	2017/18 Draft Budget
35	PR8104507	Statutory Planning	Strategic Partnership Exeter Post (Fixed term 18m) - now only E30k			
36	WS710	TW	Increase disposal cost budget	30,000		
37	CM300	Corporate	Superannuation - Current year (14.4% to 14.8%)	27,000		
38	PS992	Market Walk	Rent review assuming 2 vacant unit	24,620		
39	LD600	Legal	Restructure with new Legal services Manager and Monitoring Officer	12,870		
40			PWLB Loan repayment - Coggans Well (Rent shown above)	12,050		
41		ICT	Mobile phone contract - purchase of mobiles across general fund services only	10,920		
42	CM100	Leadership team	Apprentice - was this included in Planning budget	10,000		
43	HR100	Human Resources	Increase in HR/Payroll Licence fee	7,810		
44	PR600		Income budget for introduction of CIL reduced	6,200		
45	ES660	Control of Pollution	Set up sinking fund for replacement noise equipment.	5,000		
46	ES450	Play Areas	Reduction in Play Area income contributions from Towns & Parishes	4,000		
47		Economic Development	what about other 3 grants that are reviewed? GWC, Mus & TIC	3,000		
48	PR1004698	Bldg. Control	Lone Working Support - Taunton Deane Call Centre	1,000		
			Total Cost Pressures	509,840		509,840
			REVISED 2017/18 GENERAL FUND BUDGET DEFICIT			231,300.0

Capital Programme 17/18 Changes since MTFP (Cabinet 27/10/16)

Total Capital Programme Budgeted Spend 17/18 per MTFP report 27/10/16 Cabinet

11,812,000

Changes

A361 Junction to facilitate EUE development (funded from future s106 receipts as development occurs)

1,750,000

Removal of 3 Economic Development Projects - Reports/Business Cases to be considered by Cabinet during 17/18 to consider commercially viable:

- Tiverton Pannier Market Awnings/Canopy
- Harlequin Valley Project
- Tiverton Town Centre Improvements

(150,000)
(200,000)
(40,000)

Removal of Land banking for Affordable Housing - to be considered when site becomes available

(2,100,000)

Major Repairs to Housing Stock - Budget adjusted from £2,275k to £2,278k

3,000

Revised Capital Programme Budgeted Spend 17/18

11,075,000

Ref Code	Code description	Description of change	Increase/Decrease
1			
2	Various	Car park charging options - Pay and Display options, new machines, free parking and amenity car parks	-50,000
3	CD200/PR400	Potential business rate increases - but what about Transitional Relief?	-15,000
4	IT400	Review of grants - reduce in line with government funding reductions 15% - don't forget grants moved to Econ/leisure heading	-16,000
5	ES100	Cease contract with external Disaster Recovery.	-9,600
6	ES100	Changes to CTR scheme - major preceptors contribution to recovery	-12,000
7	PS994	Review of cemetery fees	-11,800
8	ES460	Budget for Solar Income	-5,000
9	ES460	Income from Electric charging points	-5,000
10		Review of facilities	-4,000
		Air quality equip in Crediton	-3,500
		TOTAL	-131,900

2017/18 Undefined Savings/Cost Pressures/Items for Consideration

Appendix 8

Ref	Code	Code description	Description of change
1			With loss of NHB to underpin capital
2			Handyman/small works team?
3	WS770	Carlu Close	Annual rent from DCC for Waste Transfer Station
4	CP520	MSCP	Consideration of potential lost revenue due to Premier Inn works ?
5			Govt Housing White Paper - DC to increase charges to break even?
6			Business Transformation savings?
7			Profit re-invested from SPV - not until 17/18
8			Revised Housing Benefit admin subsidy received 21/12/16
9	WS725	Recycling	Review shredding grant

**COMMUNITY POLICY DEVELOPMENT GROUP
31 JANUARY 2017**

AGENDA ITEM:

Leisure pricing for the financial year 2017/18

Cabinet Member(s): Cllr Colin Slade
Responsible Officer: Lee Chester, Leisure Manager – Development & Performance

Reason for Report: To advise Members of the proposed leisure pricing strategy for 2016/17.

RECOMMENDATION: That the PDG recommend approval to the Cabinet Member to agree the strategy and price increases proposed as a delegated decision.

Relationship to Corporate Plan: Priority 3, Community Aim 3: Promoting physical activity, health and wellbeing; ensuring the financial sustainability of our Leisure Centres.

Financial Implications: Pricing proposals within the report contribute to the reduction of the Leisure service subsidy to Mid Devon District Council for 2017/18.

Legal Implications: None associated with this report.

Risk Assessment: Pricing is a sensitive element of the service, and service users are very aware of value for money. An imbalance of pricing and service delivery can lead to service users migrating to another provider, seeking more cost effective alternatives to Mid Devon Leisure, or reducing their physical activity levels.

1.0 Introduction

- 1.1 The pricing report has been constructed into the key business areas within the Leisure service. Market and performance research has been completed by each strategic manager within their specialism.
- 1.2 Appendices have been used to show benchmarking price detail with other local providers, whilst the report overviews the strategic approach to fees and charges, identifying significant change proposals.
- 1.3 The pricing proposal is aligned with the Medium Term Financial Plan for the Leisure service. The income target for 2017/18 is built from a combination of price increases, growth of business areas, and the launch of the fitness development at Exe Valley Leisure Centre.

2.0 **Dryside – Racquet Sports, Team Sports, Courses and Activities**

2.1 **Price increase proposal** - An indicative 5% increase on current fees and prices following a benchmarking comparison with local like-for-like providers – **Appendix 1.**

2.2 **Series of Lets**

2.2.1 Following the blanket 5% increase in 2016/17, there are still some anomalies across the service for series of lets on the outdoor pitches, and commercial sports. These will be aligned with the lowest fee increasing to match the highest fees.

2.2.2 A '**cost per area**' exercise has been revisited to ensure that charges exceed the operational cost for the area. Administration fees are currently based on a % of the invoice total, and are often complicated to calculate and substantiate to the hirer. A standard charge of £10 per invoice will apply.

2.3 To incentivise pitch hire and participation a low season/high season fee will be introduced. During the winter months the charge for lighting will be included in the hire price rather than as an additional charge, whilst during the summer months where usage is traditionally low, a reduced charge is proposed to maximise asset use and encourage physical activity in the community.

3.0 **Front of House – Membership Sales & Retail**

3.1 **Price increase proposal** - An indicative 4% increase on current fees and prices following a benchmarking comparison with local like for like providers – **Appendix 2.**

3.2 **60+ memberships** – Following the decision made on 2 February 2016, the fee for this membership type has been set at a reduction of 20% from the full paying fee. As this product is no longer being offered to new members, there has been a noticeable reduction of members with this type. It is proposed that this concessionary group is to benefit from non-restricted access to facilities and activities, which currently is restricted to before 5pm, rewarding members for their loyalty.

3.3 **Corporate Memberships** – Whilst Mid Devon Leisure offers a corporate membership price for businesses, a review has identified several areas for improvement to increase income in this area:

3.3.1 Following a review of business size in Mid Devon, corporate memberships will be offered to all organisations, which also follows an example of private sector framework. This is a reduction from a minimum of 10 employees to maximise business opportunity.

3.3.2 The table below shows the proposed structure for corporate memberships:

Proposed Corporate Mid Devon Leisure Pricing 2017/18		
Number of Employees	Monthly Direct debit % Discount from full paying fee:	Annual Lump Sum Payment 10 month of the % discount <small>*subject to confirmation of fee increase within health & Fitness Memberships</small>
1-24	15%	£369*
25-50	20%	£348*
51 +	25%	£326*

Rates can be negotiated and deals tailored to the needs of the corporate business

3.3.3 Mid Devon Leisure will continue to work with **GymFlex** to maximise our exposure to businesses, not limited to Mid Devon Business Rate payers.

3.3.4 Corporate deals will be ‘packaged’ as an alternative to only offering a reduced price point. Packages will include;

- Discounted membership for employees
- Employee information on diet, nutrition and wellbeing
- A personal point of contact, or account manager
- A bespoke group workshop for health and wellbeing, or team building. This will provide a platform to sell future training days at full cost.

3.4 **Auto renewal of annual memberships** - Following recommendations from elected Members, annual memberships will be renewable as a lump sum on a Direct Debit basis. Direct Debit mandates will be signed at the point of sale, with auto renewal letters being sent via post or email as a reminder that payment is due, 1 month prior to collection.

3.5 **Sales** – The introduction of cashless payments in vending machines and contactless payment at reception will target a 20% increase in secondary spend. The introduction of healthy food bars and sachets will be available from reception to increase our offering, and front of house teams are working with retail suppliers for improvements to product placement systems and improved customer service culture.

4.0 **Health & Fitness – Fitness Studio, Classes and Direct Debit Membership**

4.1 **Price increase proposals** – An indicative 3% increase on memberships, 3.5% increase on classes. Current fees and prices following a benchmarking comparison with local like for like providers – **Appendix 3**

4.2 Group Exercise Classes

4.2.1 Fees are currently charged on a standard 60 minute class duration, with a premium fee for classes that have a duration of 30 and 45 minutes. Classes that have a duration of 1.50 hours will increase by 4.5% to move the fee closer to the pro-rata rate.

4.2.2 Incentives for cash payers will be introduced to reward continual use for service and public health gains. Cash payers will be issued with their 11th session free within a fixed 12 week period of attendance.

4.2.3 Concessionary access for members and cash payers at peak times will no longer require an additional fee, to promote accessibility to all concessionary groups specifically students, and those in receipt of means tested benefits whilst in full time employment.

4.3 Fitness Studio

4.3.1 Concessionary access at peak times will no longer require an additional fee, to promote accessibility to all concessionary groups specifically students, and those in receipt of means tested benefits whilst in full time employment.

4.3.2 Incentives for cash payers will be introduced to reward continual use for service and public health gains. Cash payers will be issued with their 11th session free within a fixed 12 week period of attendance.

4.4 Memberships

4.4.1 Concessionary Lifestyle Plus direct debit members' access at peak times will no longer require an additional fee. This is to promote accessibility to all concessionary groups specifically students, and those in receipt of means tested benefits whilst in full time employment. The subsidy from the full paying fee for this membership will be circa 37%.

4.4.2 Concessionary Cash payments for monthly memberships will be held at 2016/17 fees as benchmarking identifies this product as being significantly higher, which is reflected in low sales for 2016/17.

5.0 Wetside – Swimming Pools, Swimming Lessons and Courses

5.1 **Price increase proposals** – An indicative 4% increase on current fees and prices following a benchmarking comparison with local like for like providers – **Appendix 4**

5.2 Following the blanket 5% increase in 2016/17, there are still some anomalies across the service for of secondary spend items such as certificates and badges, and specialist sessions such as Aqua Obstacle/Inflatafun and

Aquatots. These charges will be aligned with the lowest fee increasing to match the highest fees.

5.3 Charges for one off events attract a higher premium, and events will be scheduled throughout the year where closure to the public will take place. A **'cost per area'** exercise has been revisited to ensure that charges reflect the best recovery of operational cost considering market rates.

6.0 Summary

6.1 Proposed price increases for each business area projects circa **£78K** increase of income for 2017/18, considering comparable business with the current year to date when applying the indicative % increase and assuming 0% attrition. Business plans will be in place for growth to achieve Corporate Plan priorities and income target for 2017-18.

Business area	Projected Income increase 2017-18	
Dryside	£	12,979
Fitness	£	24,640
Front of House	£	11,567
Wetside	£	29,460
Grand Total	£	78,646

6.2 The Medium Term Financial Plan identifies the plan for reduction of the Leisure service subsidy to 2019/20 identifies the relationship between price increases, business growth and facility investment - **Appendix 5** as presented at Community PDG 27th September 2016.

6.3 Leisure pricing is one of the components to the recovery of income. Further details relating to pricing and income generation and timescales for 2017/18 are identified in **Appendix 6**.

Contact for more Information:

Lee Chester, 01884 234963/0771480172 or lchester@middevon.gov.uk

Circulation of the Report: Cllr Colin Slade, Leadership Team

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Community Policy Development Group – Appendix 1
Leisure Pricing - 2017-18

<u>Dryside</u>	Badminton Per court	Badminton Per person	Squash Per court	Squash Per person	Pitches (6 or 7 aside)	<u>Notes:</u>
Riverside Leisure Centre (Legacy Leisure)	£ 8.00 (2player)	N/A	N/A	£ 3.80	N/A	Badminton= members £6 for 2 players. £1 for each additional player.
Clifton Hill (Legacy Leisure)	£8.75 Off peak £6.10	N/A	N/A	£6.35 Off peak £5.10	N/A	
Wonford Sport Centre (Legacy Leisure)	£ 8.80 Off peak £6.20	N/A	N/A	N/A	£27.00 £19.50 Off peak	Pitches = Members £24.20 peak Members £18 Off peak
St Lukes & Exeter Sports park (Exeter University)	N/A	£ 6.80 Off peak £5.30	N/A	£ 5.90 (40min)	£55.00 peak £41.00 Off peak	Badminton = Members £2.90 peak £1.55 Off peak Pitches (rubber crumb) = Members £38.50 peak £30 Off peak
Wellington Leisure Centre (Tone Leisure)	N/A	£ 4.20	N/A	£ 4.20	N/A	
Honiton Leisure Centre (Leisure East Devon)	N/A	£ 5.20	N/A	£ 4.20	N/A	Badminton = £3 per person if playing doubles
Average Fee	£ 8.25	£5.40	N/A	£4.89	£41.00	
Mid Devon proposed fee for 2017/18	N/A	£4.00	N/A	£4.80	£29 Low season £36.50 High season	

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Community Policy Development Group – Appendix 2
Leisure Pricing - 2017-18.

<u>Front of House</u>	Annual Membership	60+ Concession	<u>Notes:</u>
Wellington Sports Centre (Tone Leisure)	£ 410.00	NO	Joining Fee Apply 2 Months Free
Honiton Leisure Centre (LED)	£ 374.00	NO	Joining Fee Apply 10% Joint Discount 25% Concessionary Discount
Exeter Riverside (Parkwood)	£ 398.52	NO	No Joining Fee 10% Discount
North Devon Leisure Centre (Parkwood)	£ 420.66	NO	No Joining Fee 10% Discount
Dawlish Leisure Centre (Teignbridge Council)	£ 374.00	YES	No Joining Fee Concession Rate £299.20
Average Fee	£ 395.44		
Mid Devon proposed fee for 2017/18	£ 370.00		No Joining Fee 12 months for 10 at the proposed loyalty Direct Debit fee

*Like for like membership comparisons with other local Leisure providers – Price increases January 2017 Wellington, Honiton, Exeter, North Devon and Dawlish

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Community Policy Development Group - Appendix 3
Leisure Pricing - 2017-18.

<u>Health & Fitness</u>	Monthly Direct Debit	Concession Direct Debit	Loyalty Direct Debit	60 minute class	Gym Cash Payment	<u>Notes:</u>
Wellington Sports Centre (Tone Leisure)	£41.00	£30.80	N/A	£ Fee	£ 5.80	Additional detail about the activity/fee or provider
Honiton Leisure Centre (Leisure East Devon)	£45.00 £33.75	N/A	£ 34.00 £25.50	£ 6.00 £4.50	£ 6.00 £4.50	Annual 12 X loyalty DD Red = concessionary price
Padbrook (Cullompton) Private	£ 32.00	N/A	N/A	N/A	£ 6.00	Have off peak time too, plus teen gym options. Gym only
Petroc (Tiverton) College	£ 28.00	N/A	N/A	N/A	N/A	Limited opening times, has a gym only cheaper price
Uffculme College	£ 37.00	N/A	N/A	N/A	£ 5.20	Limited times, have cheaper gym only membership
Fitness First (Exeter) Private	£ 42.00	N/A	£ 34.00	N/A	£ 10.00	Off peak option available
Riverside (Exeter) Legacy Leisure	£ 42.00	N/A	£ 36.90	£ 6.25	£ 8.90	Off peak option available Annual £398.52
Average Fee		£ 28.15	£ 34.00	£ 6.10	£ 6.14	Only for those with same facilities/opening times
Mid Devon proposed fee for 2017/18	£43.50	£ 27.50*	£ 37.00	£ 6.00	£ 7.00	*Change to access at all times

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**MID DEVON DISTRICT COUNCIL LEISURE SERVICES
MEDIUM TERM FINANCIAL PLAN 2016-17 TO 2019-20**

	Current Base 2016-17 £	Infl %	2017-18 £	Infl %	2018-19 £	Infl %	2019-20 £
Employee costs 1000's							
Cost pressures			159,000				
Savings - efficiencies in operational cover					(25,000)		(25,000)
Base budget	1,643,080		1,659,511		1,836,696		1,838,871
<i>Inflation base</i>	1,643,080	1.0%	1,818,511	1.0%	1,811,696	1.5%	1,813,871
One off initiatives - Fitness launch			15,000		0		0
Total in year cost	1,643,080		1,833,511		1,811,696		1,813,871
Premises costs 2000's							
Cost pressures - Additional Utilities - Fitness Development Project*			2,000		2,010		0
Savings 2% Maintenance and utilities			(14,418)		(14,339)		(14,318)
Base budget	715,510		720,876		716,960		715,905
<i>Inflation base</i>	715,510	0.75%	708,459	1.2%	704,631	1.6%	701,587
One off initiatives							
Total in year cost	715,510		708,459		704,631		701,587
Transport related costs 3000's							
Cost pressures							
Savings							
Base budget	4,350		4,383		4,435		4,506
<i>Inflation base</i>	4,350	0.75%	4,383	1.2%	4,435	1.6%	4,506
One off initiatives			0		0		0
Total in year cost	4,350		4,383		4,435		4,506
Supplies and services 4000's							
Cost pressures - Additional Equipment - Fitness Development Project*			30,000				
Savings 3% - Licences, equipment, purchases			(7,244)		(8,022)		(7,906)
Base budget	239,670		241,468		267,394		263,522
<i>Inflation base</i>	239,670	0.75%	264,223	1.2%	259,372	1.6%	255,617
One off initiatives - Marketing - Launch Fitness Development Project*			15,000				
Total in year cost	239,670		279,223		259,372		255,617
Sub Total - Controllable Expenditure	2,602,610		2,825,576		2,780,135		2,775,581
Support Services 5000's	300,340	1%	303,343	1.0%	306,377	1.5%	310,972
Recharge adjustments							
Total gross expenditure	2,902,950		3,128,919		3,086,511		3,086,554
Fees, charges and grants 7000's							
Cost pressures - Projected shortfall for 2016/17	90,000		0		0		0
Savings							
Base budget	(2,685,020)		(2,672,871)		(2,753,057)		(2,835,648)
<i>Inflation base</i>	(2,595,020)	3.00%	(2,672,871)	3.0%	(2,753,057)	3.0%	(2,835,648)
One off initiatives - Income generation - Fitness Development Project*	0		(90,000)		(137,700)		(185,000)
Income growth of 3% (Strategic Areas - Business/Marketing Plans)			(80,186)		(82,592)		(85,069)
Total in year cost	(2,595,020)		(2,843,057)		(2,973,348)		(3,105,718)
Total income	(2,595,020)		(2,843,057)		(2,973,348)		(3,105,718)
NET COST OF SERVICES	307,930		285,862		113,163		(19,164)
Capital Charges and Depreciation 6000's							
Capital Financing	529,870		529,870		529,870		529,870
Estimated increase in capital charging - Fitness Development project*	0		18,215		36,429		36,429
Estimated Increase in business rates - Fitness Development Project*	0		2,500		5,000		5,000
	0						
	0						
	0						
	0						
TOTAL BUDGET EXPENDITURE	837,800		836,447		684,462		552,135
Budget (Surplus) / Deficit	837,800		836,447		684,462		552,135

**MID DEVON DISTRICT COUNCIL LEISURE SERVICES
MEDIUM TERM FINANCIAL PLAN 2016-17 TO 2019-20**

Current Base							
2016-17	Infl	2017-18	Infl	2018-19	Infl	2019-20	
£	%	£	%	£	%	£	

Notes:

- 1000's Additional costs in 2017/18 following restructure, optimum deployment. Future savings of circa 16 hours per week per site from operational efficiencies
- 1000's Additional staffing will be required for the launch period of 3 months. Additional staffing at front of house and in fitness studio at peak times to maintain new clients
- 2000's Fitness development Project will incur additional spend on utilities. Further savings can be made by closer management of the maintenance budget
- 3000's No significant increase or savings projected
- 4000's An additional spend of Circa £30k per annum will be required additional equipment within the Fitness Development Project*
- 4000's Targeted savings within licences (UK Active), equipment requirements and purchases of 3%. Minimalising wasted stock
- 4000's Additional marketing budget of £15k will be required for a targeted campaign prior to and post launch to target latent demand 2017/18
- 5000's Savings yet to be identified by MDDC, full options exploration will be required.
- 6000's Additional budget requirements for an increase in capital charging and business rates post launch of Fitness Development Project*
- 7000's Fitness Development Project income generation based on launch in January 2018, with an increase towards latent demand of 2120 members in 2019/20
- 7000's Additional income generation per business area targeted at 3% from 2017/18 - 2019/20
- 7000's Provisional under recovery of income projected, circa £90k 2016/17

<u>Leisure Services MTFP - Summary</u>	2016/17 £'000	2017/18 £'000	2018/19 £'000	2019/20 £'000
Total Gross Expenditure	2,903	3,129	3,087	3,087
Total Income	(2,595)	(2,843)	(2,973)	(3,106)
Net Cost of Services	308	286	114	-19
Capital Financing	530	530	531	531
Estimated increase in capital charging - Fitness Development project*	0	18	37	37
Estimated Increase in business rates - Fitness Development Project*	0	3	6	6
Total Budget Requirement	838	837	688	555

Summary Notes

Projections for 2019/20 show that with strong leadership strategic planning, and the launch of the Fitness Development Project at Exe Valley Leisure Centre, Leisure Services 1 can achieve a positive contribution to overheads, circa £19k - Excluding Capital Charges

2 Including Capital Charges leisure is projected to operate with a deficit of circa £555k

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**COMMUNITY PDG
31 JANUARY 2017:**

AGENDA ITEM:

PERFORMANCE AND RISK FOR 2016-17

Cabinet Member Cllr Colin Slade
Responsible Officer Director of Corporate Affairs & Business Transformation,
Jill May

Reason for Report: To provide Members with 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.

RECOMMENDATION: That the PDG reviews the Performance Indicators and 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 2016-17 financial year.
- 1.2 Appendix 2 shows the section of the Corporate Risk Register which relates to the Community Portfolio. See 3.0 below.
- 1.3 Appendix 3 shows the profile of all risks for the Community Portfolio for this quarter.
- 1.4 Both appendices are produced from the corporate Service Performance And Risk Management system (SPAR).

2.0 Performance

- 2.1 **Compliance with food safety law** is on target which means that 90% of premises were again rated 3 or above under the Food Hygiene Rating Scheme.

2.2 The **number of users** of the Leisure centres is above target but the PIs for member numbers and **attrition** rates are below target apart from for Junior Members which was well above target.

2.3 The use of **social media** continues to increase.

2.4 When benchmarking information is available it is included.

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)

4.0 Conclusion and Recommendation

4.1 That the PDG reviews the performance indicators and risks for 2016-17 that are outlined in this report and feedback any areas of concern to the Cabinet.

Contact for more Information: Catherine Yandle, Audit Team Leader ext 4975

Circulation of the Report: Management Team and Cabinet Member

Corporate Plan PI Report Community

Monthly report for 2016-2017
 Arranged by Aims
 Filtered by Aim: Priorities Community
 For MDDC - Services

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
-------------------------	---------	-------------------	--------------	-----------	--------------	-------------------

* indicates that an entity is linked to the Aim by its parent Service

Corporate Plan PI Report Community

Priorities: Community

Aims: Promote physical activity, health and wellbeing

Performance Indicators																		
Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Head of Service / Manager	Offic Note
Total number of users is at least 900,000	608,740 (3/4)	824,612	900,000	79,389	157,532	236,901	314,077	383,003	463,739	545,267	631,504	690,620				690,620 (9/12)	Jill May	(Dec 5911)
Operational Recovery Rate	83.76% (2/4)	85.15%	88%			84%			84%							84% (6/12)	Lee Chester	
Adult Zest Members	n/a	n/a	3,800	3,612	3,546	3,607	3,460	3,459	3,418	3,350	3,269	3,248				3,248 (9/12)	Lee Chester	(Dec Direc Debi cvsc evlc Imc Annt Invoi cvsc evlc Imc (LC))
Junior Zest Members	n/a	n/a	2,450	2,495	2,460	2,444	2,349	2,301	2,344	2,357	2,340	2,326				2,326 (9/12)	Lee Chester	(Dec cvsc evlc Imc (LC))
Attrition Adult Members	n/a	n/a	4.50%	4.48%	4.88%	6.01%	6.59%	4.94%	9.31%	6.90%	5.83%	4.52%				4.52% (9/12)	Lee Chester	
Attrition Junior Members	n/a	n/a	5.00%	4.05%	3.41%	4.58%	4.43%	4.13%	4.74%	4.41%	2.95%	3.31%				3.31% (9/12)	Lee Chester	(Dec cvsc evlc Imc (LC))
Introduce Trimtrails across the District	n/a	n/a	1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Jill May, Simon Newcombe	

Aims: Other

Performance Indicators																		
Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Head of Service / Manager	Officer Notes
Number of social media communications MDDC send out	n/a	n/a	For information only	117	115	67	86	87	95	190	342	293				293 (9/12)	Liz Reeves	(December) No. of Facebook Posts Pub = 153 No. of Tweets Tweet 140 (MA)
Number of web hits per month	0 (3/4)	0	For information only	9,196	9,261	9,523	9,389	15,986	26,856	26,432	26,296	22,671				22,671 (9/12)	Liz Reeves	
Local Plan Review	n/a	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		n/a	Jenny Clifford	
Compliance with food safety law	n/a	n/a	90%	90%	91%	91%	90%	91%	91%	90%	90%	90%				90% (9/12)	Simon Newcombe	

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Community PDG Risk Management Report - Appendix 2

Report for 2016-2017
 For Community - 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+)

Community PDG Risk Management Report - Appendix 2

Risk: Legionella Legionella

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Head of Service: Jill May

Review Note:

Risk: Pool Inflatable Pool Activities

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Head of Service: Jill May

Review Note:

Risk: School Swimming Sessions School Swimming Sessions

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Head of Service: Jill May

Review Note:

Community PDG Risk Management Report - Appendix 2

Risk: Swimming Lessons Swimming Lessons

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

**Current Status: Medium
(10)**

**Current Risk Severity: 5 - Very
High**

**Current Risk Likelihood: 2 -
Low**

Head of Service: Jill May

Review Note:

Risk: Swimming Pool Swimming pool & spectator walkway

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: No Data

Current Risk Severity: 4 - High

Current Risk Likelihood: 2 - Low

Head of Service: Jill May

Review Note:

Printed by: Catherine Yandle

SPAR.net

Print Date: 10 January 2017 17:27

Risk Matrix Community Appendix 3

Report
For Community - Cllr Colin Slade Portfolio
Current settings

Risk Likelihood	5 - Very High	No Risks	No Risks	No Risks	No Risks	No Risks
	4 - High	No Risks	No Risks	No Risks	No Risks	No Risks
	3 - Medium	No Risks	1 Risk	No Risks	3 Risks	No Risks
	2 - Low	No Risks	No Risks	5 Risks	3 Risks	4 Risks
	1 - Very Low	No Risks	No Risks	No Risks	1 Risk	1 Risk
		1 - Very Low	2 - Low	3 - Medium	4 - High	5 - Very High
		Risk Severity				

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COMMUNITY WELL- BEING PDG
31 January 2017

AGENDA ITEM:

Community Engagement Strategy Action Plan Review

Cabinet Member Cllr Colin Slade
Responsible Officer Liz Reeves, Head of Customer Services and ICT

Reason for Report: To update Members on progress made with the Community Engagement Action Plan (2015-17).

RECOMMENDATION(S):

1. That the work taking place to engage with a wide range of Mid Devon residents and stakeholders is noted.
2. That Members note and agree the revised action plan and timetable for review of the Community Engagement Strategy.

Relationship to Corporate Plan: Community Engagement supports the aims of the Corporate Plan by ensuring we understand the views of our community, that includes citizens, businesses and other stakeholders and are using this information to provide services that meet our current and future needs.

Financial Implications: Community engagement activities need to be budgeted into service plans.

Legal Implications: The Council has a 'Duty to Consult' (Local Government Act 1999) its residents, customers, and stakeholders under relevant legislation. Meaningful engagement will reduce disruptive legal challenge advised by the Best Value Statutory Guidance 2011.

Risk Assessment: Not engaging with residents in an appropriate way may result in services that do not meet the needs of residents, damage the reputation of the Council and may lead to legal challenge.

1.0 Introduction

- 1.1 The Council has focused on providing good quality services while continually reducing budgets and identifying savings. The Council has a duty to consult and engage effectively with residents, partners, employees and other stakeholders when deciding about service changes, particularly at a time of service cuts. Changes to policy or services that impact a particular stakeholder are to be engaged early in the process to ensure we meet the needs of our users.
- 1.2 As a council we must offer value for money and customer satisfaction, therefore engagement is an essential part of a service review in order to meet this criteria.
- 1.3 Within the Council there are a number of good and innovative examples of consultation and community involvement. We wish to continue to engage and to work more closely with the communities we serve, our partners and other organisations (such as the voluntary sector, health, police, fire and other agencies) to develop services.

1.4 However, as a council we are:

- Required to make significant savings and to make tough choices about service priorities.
- Look at the way services are delivered and ensure best value.
- Respond to the increasing demands of an ageing population.
- Provide digital access channels.
- Respond to the effects of welfare reform and the impact it is having on low income families.
- Seek to meet the challenges of changing national policy.
- Respond to the calls for greater transparency and localism.

1.5 To ensure we are using resources effectively, the level of engagement should be proportionate to the impact it will have on the community, and help to inform changes or implementation of new service provision.

2.0 **What we have achieved, 2015-2017**

2.1 Over the last two years, we have continued to engage with residents. Consultation and community engagement is now embedded in all service areas and for many services is part of the “day job”, plus details of consultation and engagement activities are included in business/service plans. (Please see Appendix A for examples of consultation and engagement with community groups that have been carried out during the period 2015-17).

2.2 Services are identifying the need for consultations earlier and therefore able to plan / use the appropriate method for the topic and target audience from street to online surveys, focus groups, exit interviews and forums (e.g. for businesses, equality groups and landlords).

2.3 The Council has also been committed to maintaining and extending the range of communication channels available. In addition to traditional contact channels, phone, in person, in writing and email, we also engage on our website, Facebook and Twitter. A new website was developed that allows web pages to fit tablets and smartphone screens making it easier to view and transact with us regardless of the device used.

2.4 We continued to consult using the citizens’ panel in 2015. Topics covered were Devon Health Watch, Older People’s Strategy, Elections and Your Local Market. In 2016 one survey went out covering the Corporate Plan and Communications, however, with reduced resource less topics were put forward to consult on. In addition, the method of consultation was labour intensive in staff time preparing and recording responses, printing and postage costs.

2.5 Members of the citizens’ panel sign up for 3 years and the latest term finished in December 2016. Over the years the number of residents taking part decreased quite dramatically, therefore the last 5 to 6 surveys were not as statistically valid as previous surveys. Management Team agreed that alternative channels should be used to engage residents, and where possible, engagement online instead of

printing paper surveys should be used. Therefore it was agreed that we should stop using the citizens' panel in its current form.

- 2.6 To replace the citizens' panel in 2017 we are implementing "Gov.delivery" which is a simple means of customer engagement with the Council via our website. This enables individuals to receive updates on services they are interested in, receive newsletters and take part in consultations. This, in addition with the planned consultation and engagement activities identified in service plans, will ensure that we continue to listen to our citizens and get their views on service delivery.
- 2.5 Business transformation continues to ensure we develop systems that are able to offer a range of methods to engage and make it easier for customers to contact or comment about our services.

3.0 Community Engagement Strategy

- 3.1 The community engagement strategy 2013-2016 is due for review. To reflect and support changes still to be made to the corporate structure, this strategy review has been delayed.
- 3.2 The Action plan for 2017-18 has been updated to ensure the good work currently planned continues and can be monitored (see Appendix B). Additional consultations may be identified during the year to respond to any changes in service provision.
- 3.2 The Communications Action Plan for 2017-18 is also due for review in March and will incorporate the Community Engagement Action Plan, to avoid duplication and make best use of resource.

4.0 Summary

- 4.1 Community engagement will continue throughout 2017-18, this will reflect the Council's need to:
- Engage with the relevant stakeholder over a service or policy change and identify the level of involvement required in proportion to the impact.
 - Involve residents in designing services to meet changing needs.
 - Improve the range of information available to residents and the methods we use.
 - Only consult if the results will be influential.
 - Conduct meaningful engagement that will reduce disruptive legal challenge.

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

Background Papers: CWB report 24.3.2015

Circulation of the Report: Leadership team, Cllr Colin Slade.

Service	Consultation 2015-2017
Waste	<ul style="list-style-type: none"> • Town and Parish consultation on street sweeping, footway cleansing, litter bins and dog bins • Devon wide consultation on street cleaning • Trial on new recycling service and implementation of chargeable garden waste service
Street Scene	<ul style="list-style-type: none"> • Consultation on parking order charges 2016
Housing Benefits	<ul style="list-style-type: none"> • Devon wide consultation on proposed changes to Council Tax Reduction Scheme • Welfare Support, including landlord forums, engagement with voluntary sector groups
Housing	<ul style="list-style-type: none"> • Tenant Involvement Activities – housing have been shortlisted for an award for this work, which includes:- <ul style="list-style-type: none"> - Increased use of social media to engage with tenants - tenants together scrutiny group - “getting to know you” forms - Provision of an annual report - Action plan for future events/activities
Parks	<ul style="list-style-type: none"> • Consultations completed on Newcombes Meadow play area refurbishment and Amory Park • Consultation with the town and parish councils in relation to grass cutting, public toilets and other buildings
Customer Services September 2015 – March 2016	<ul style="list-style-type: none"> • Crediton office closure March 2016 <ul style="list-style-type: none"> - Meetings and written updates with the Town and Parish Councils, updates in WIS - Public information leaflets - Work was carried out with all services to ensure customers were informed of changes to service provision
Development Control and Forward planning	<ul style="list-style-type: none"> • During 2016, the Statement of Community Consultation setting out how we consult with the community on planning matters was reviewed, consulted upon and updated • A range of public consultations have been run in relation to the Local Plan Review and other planning policy related matters: the master-planning of NW Cullompton urban extension, the production of Supplementary Planning Documents and the design guide for Tiverton Eastern Urban Extension

	<ul style="list-style-type: none"> • The Planning Service also consult on planning applications in accordance with the Statement of Community consultation: publicise all planning applications by means of a site notice posted on or near the proposal site, notify in writing the occupiers of properties that share a boundary site with the application site (further neighbour notifications may be sent according to the officer's assessment) and all applications are advertised weekly in the local press and on our website. The public have opportunity to attend and speak at planning committee. • Town and Parish Councils are a statutory consultee on planning applications and are able to attend and address any meeting of Planning Committee.
Leisure	<ul style="list-style-type: none"> • Customer engagement groups at all sites, promoting opportunity for customers to give feedback from their peers, and act as a sounding board for new leisure initiatives • Liaison with local GPs to relaunch the Active Start scheme • Liaison with disability access specialists regarding facility access and car parking at Lords Meadow • Customer survey for Christmas and bank holiday opening hours • Liaised with Community PDG and elected Members regarding pricing strategy, developments and investments. Such as; <ul style="list-style-type: none"> - Rebranding of leisure literature to simplify information and pricing - Launching new leisure website to improve accessibility and information
Public Health	<ul style="list-style-type: none"> • Licensing consult with Town and Parish Councils on a range of issues, in 2016 consultation on the re-adoption of the Local Government (Miscellaneous Provisions) Act 1976 was carried out. Consultation with Town, Parish, general public and industry sector was also carried out on adoption of fees and charges for Hackney Carriage and Private Hire (HC & PH) in 2015 • Licensing consult on applications with the community on a daily basis in a variety of ways, such as site notices and on our website, plus direct consultation with other responsible statutory authorities. • Environmental Health consulted with a number of statutory bodies in respect of applications received for permitted installations under Environmental Permitting requirements

Community Engagement Action Plan

Action	Timescale	Responsible Officer
Ensure surveys are carried out each year as detailed in Business Plans.	2017-18	Service Managers
Ensure Customer Services are aware of all consultations and can assist as appropriate ie with completion, encouraging take up, signposting etc.	2017-18	Service Managers
Engage equality groups / voluntary sector appropriately in Council consultations on all major projects or changes to service delivery.	2017-18	Service Managers
Build relationships with the business sector <ul style="list-style-type: none"> Facilitate Mid Devon Business Forum Strategic Employers Programme Co-ordinate a Business Rates Consultative Group 	Bi – monthly on-going Feb 2017	Economic Dev Manager Director of Finance
Promote dialogue with Town and Parish Councils <ul style="list-style-type: none"> Review parish charter Provide two meetings at Phoenix House 	monthly on-going 2017-18	Member Services
Widely publicise consultations and community engagement activity. <ul style="list-style-type: none"> Use a variety of communication channels e.g. Facebook, Newscentre, Twitter, to publicise current consultations Use WIS to inform members of consultations Use Gov.delivery to send newsletters and updates on service changes. 	on-going 2017-18	Service Managers Communications Officer Service Managers Web contributors
Provide feedback after all consultations, update the website, use a “you said we did” model. Use social media and Gov.delivery to publicise the outcome of consultations.	on –going 2017-18	Service Managers Communications Officer Web contributors
Implement Gov.delivery to engage with a wider audience over the website, and enabling citizens to choose the information they receive.	project started April 2017	Head of Customer Services

ASB information: 1/4/16 – 17/1/17

<p>Letter 1's – Total : 18 <i>Letter 1 brings the recipients attention to the fact that it was necessary for Police Officers to speak to them but no further action is to be taken if the asb is not repeated.</i></p>	
<p>Under 18's: 16 Over 18's: 2 Female: 6 Male: 12</p>	<p><i>Crediton: 0 Cullompton: 7 Tiverton: 11</i></p>
<p>Letter 2's – Total 17 <i>Letter 2 brings the recipients attention to the fact that it was necessary for Police Officers to speak to them and any repetition of the ASB would be discussed at a multi agency meeting to discuss what action would be required to help moderate the behaviour. This could include either an Acceptable Behaviour Order, criminal or civil proceedings.</i></p>	
<p>Under 18's: 15 Over 18's: 2 Female: 0 Male: 17</p>	<p><i>Crediton: 1 Cullompton: 2 Tiverton 11</i></p>
<p>Acceptable Behaviour Contracts (ABC's) A signed voluntary agreement not to engage in certain behaviours.</p>	
<p>Under 18's: 14 Over 18's: 3 Female: 3 Male: 14</p>	<p><i>Crediton: 6 Cullompton: 2 Tiverton 8</i></p>
<p>All ABC's issued have followed the escalation process with either letter 1 and/or letter 2 being sent to the individual, apart from 4 who have either had Youth Offending Team involvement or been involved through a multi agency meeting process.</p>	
<p>Civil Injunction</p>	
<p>1 currently in progress for a male under 18 <i>Further information about this is not available due to current legal proceedings.</i></p>	
<p>Youth ASB meetings: 7 <i>A multi agency monthly meeting to discuss youths that have come to notice by either Police or other key professionals.</i></p>	
<p>28 youths have been discussed during the year, of which 10 remain on the agenda for 2017.</p>	
<p>Adult ASB meetings: 2 <i>A multi agency meeting arranged on an ad hoc basis to discuss adults that have come to notice by either Police or other key professionals.</i></p>	

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COMMUNITY POLICY DEVELOPMENT GROUP

AGENDA ITEM:

31 JANUARY 2017

PUBLIC HEALTH STRATEGY AND ACTION PLAN UPDATE

Cabinet Member(s): Cllr Margaret Squires
Responsible Officer: Simon Newcombe, Public Health and Professional Services Manager

Reason for Report: To provide an update on progress of the Public Health Plan

RECOMMENDATION: That the information in the report be noted and updated by the Public Health Manager in future PDG meetings

Relationship to Corporate Plan: The Public Health Strategy and Action Plan align with and directly support a number of key themes in the Corporate Plan as follows:

- *Priority 2 Homes: Aim 2 – Working with Private Landlords to improve housing conditions*
- *Priority 3: Aim 1 – Work with local communities to encourage them to support themselves*
- *Priority 3 Community: Aim 3 - Increase physical activity and promote health and wellbeing*

The production and delivery of a Public Health Plan is also a priority project within the Corporate Plan

Financial Implications: No direct revenue budget impacts however the strategy is linked and dependent upon existing service budgets and planning obligations internally in addition to limited ear-marked reserves and external resourcing from relevant organisations to achieve outcomes on specific projects. Where relevant, further information is provided in the body of the report.

Legal Implications: None

Risk Assessment: Failure to address health inequalities has wider implications. Mid Devon District Council should aim to get public health value out of services that are already being delivered. The Health and Social Care Act (2012) places a duty on upper tier local authorities (Devon County Council) to work to improve the health of their population. In doing so they must work collaboratively with District Councils to support our development of district level locality action plans. The Devon Health and Wellbeing Board will work through this collaborative approach to oversee the impact of local actions on the range of health and wellbeing outcomes and progress in relation to reducing health inequalities.

1.0 Introduction

1.1 The Mid Devon Public Health Plan 2016-19 provides a framework for public health action across Mid Devon. The Mid Devon District Local Public Health Plan is informed by the priorities set out in the Devon Joint Health and Well Being Strategy to address health inequalities and the district specific health surveillance data. The four priority areas in Mid Devon are:

- Prevention of cardiovascular disease and cancer
- Decent high quality housing
- Emotional/mental health and resilience
- Air quality

1.2 There is scope to work in other areas of concern, for example with skin cancer, where the evidence indicates higher levels compared with the national average.

1.3 The plan identifies some projects which may require limited set-up support before becoming self-sustaining/supported by external sources. Currently this support is largely being met from a circa £7K ear-marked reserve (ERM) created from unspent (but ring-fenced) previous public health grant funding received from the former Primary Care Trust and Devon County Council.

1.4 Other projects and initiatives can be achieved from limited existing officer resources/service budgets or will be reliant upon mechanisms such as planning obligations (section 106 projects) or central government grant applications e.g. Defra Air Quality bids in order to move forward.

1.5 There will need to be further examination of the plan scope and delivery following the start of the new Director of Operations in March 2017. This should include a review of the current fixed-term Public Health officer post which is scheduled to finish in October 2017. It is intended that the Public Health Manager and the Director will commence this review as soon as possible.

2.0 Prevention of cardiovascular disease and cancer

2.1 Public Health Services and Mid Devon Leisure have been working together on a **GP exercise referral** program that had started some years ago but now requires a revamp. There will be more incentives to get people back into the physical activity with a longer term aim to get them to become regular members of Mid Devon Leisure. The program will kick-start in February.

2.2 The exercise referral program will be funded from the public health ERM. The cost will vary dependent upon income received from GP patients with an upper limit of £1.5k being made available to Mid Devon Leisure. Discussions will be held with the Public Health team at Devon County Council and the

NEW (Northern, Eastern and Western) Devon Clinical Commissioning Group regarding an evaluation of this program and possible funding in the future.

- 2.3 The **Walking Football** program commenced in Mid Devon at Crediton and Cullompton in May 2016 using the Mid Devon Leisure facilities. Sessions are held weekly and on average attended by 8 -14 players aged between 50 and 75yrs. Initially funding was provided to set up the sessions, coaching and support was provided by Exeter City F.C. with Age UK doing recruitment and advertising. For 2017 onwards the aim of the program is for it to be self-managed and funded. The groups have also been connected with the wider Walking Football community operated by Devon Football Association which provides opportunities to be involved in competitions both regionally and nationally.
- 2.4 All the schemes should be self-funded via member subs from January 2017 however a reserve of £0.5K will be assigned to the program to address any shortfall in pitch hire fees for 2017. Age UK is also funding a separate program at Uffculme whilst Mid Devon Public Health Services is responsible for Crediton and Cullompton. This reserve will come from the ERM fund.
- 2.5 A **Sport England engagement** session was held in Exeter on 12th January convened by Active Devon. The aim of the session was to help anyone considering applying to a Sport England programme, individually or collaboratively, and to improve their chance of success. Active Devon is keen to work with partners for the next round of grant funding aligned to the new strategy. Mid Devon works closely with Active Devon on local initiatives and was involved in this engagement session. A verbal update on the session outcomes will be provided at the PDG meeting.
- 2.6 **Sugar Smart Exeter** will be launched on 23rd January and Mid Devon will attend the official launch. The campaign aims to promote healthy alternatives and remove or reduce unhealthy food and drink, particularly targeting those high in sugar. It builds upon the pioneering work of Bristol's Sugar Smart City. The event will also showcase Devon Norse's new healthier food and drink range which is provided to schools, NHS and other public sector clients across Devon. There are no direct budget implications for Mid Devon from this initiative and the scheme has national support from Sustain and the Jamie Oliver Foundation.

3.0 Decent High Quality Housing

- 3.1 Last October the Central Heating Fund, which provided installation of gas central heating to residents throughout Devon where possible, came to a close. Mid Devon and other districts have been invited to participate in two new schemes:

- CosyDevon and Partners are launching a new fully funded **fuel poverty scheme**. The program is called LEAP (Local Energy Advice

project) and will run for the next six months across Devon. The new home visit scheme is designed to give households really deep support to help lift them permanently from fuel poverty.

- **Power utility switching** is a partnership between Agility Eco and UK Power. They are offering this arrangement to any of the CosyDevon partners that would like to get involved. Links really well with LEAP, as the home visits will create switching opportunities. A presentation was provided by Agility ECO to the Leadership Team on 10th January. Council benefits from a switching fee provided for each customer.

3.2 Cosy Devon and partners are funded wholly through the government backed Energy Companies Obligation.

4.0 Emotional/mental health and resilience

4.1 In 2016 Councillors and staff have been provided with **Dementia awareness sessions** which have received very good feedback. This is obviously an issue that affects many in the workforce who may have contact with a customer, relative or friend who has been diagnosed.

4.2 Public Health Services have joined with Active Devon to provide start-up funding to Upstream for a 12 week program of '**Seated Exercise**' aimed at individuals who are less likely or unable to take up conventional forms of physical exercise and activity. This may include residents who have early stage dementia. Sessions commence at the Boniface Centre, Crediton on 17th January. This project has dual benefits in terms of social inclusion/well-being plus exercise and the prevention of cardio-vascular disease.

4.3 Upstream are a local charity that reaches out into local communities to help people who are mentally, physically or socially isolated to improve their health. The initial 12-week program has a cost of £0.9K. This will come from the ERM with Upstream taking over full responsibility for the scheme in the future if the initial program is a success.

4.4 The **Dementia Alliance**, based at Tiverton Town Council, has suggested that the Mid Devon Council joins the alliance as a member to demonstrate ongoing commitment and support for dementia services. There have been no direct costs for running the dementia sessions to date and none are anticipated from joining and supporting the alliance.

5.0 Air Quality

5.1 Joint (Exeter, Teignbridge, East Devon, Mid Devon) and sole bids have been submitted for the **DEFRA Air Quality grants 2016/17**. Authorities will be notified in late January and if informed then members will be updated verbally at the meeting.

- 5.2 The joint projects identified include improving the **Electric Vehicle** charging network, expanding the **Electric Bike** scheme and purchasing personal exposure monitoring equipment for use by schools and community groups.
- 5.3 The sole bid by Mid Devon is seeking funding for the initial stages of the **design work** (highways, drainage, flood risk and bridge design) for the Eastern Relief Road (ERR) at Cullompton to a total of £283,000. This is to progress the current preliminary design to the level of detail needed for planning application purposes.
- 5.4 The joint projects outlined in the DEFRA bid will, if successful, form part of the deliverables within the Mid Devon Air Quality Strategy 2017-21 that is currently under development and will be ready for consultation in the coming months. Air quality is a material consideration in determining planning applications and Mid Devon's sole bid seeks to progress the design phase of the ERR which will greatly impact air quality within the Cullompton town centre area.

Contact for more Information: Kevin Swift (Public Health Officer), 01884 244625 kswift@middevon.gov.uk and Simon Newcombe (Public Health and Professional Services Manager) 01884 244615 snewcombe@middevon.gov.uk

Circulation of the Report:

Members of the Community Policy Development Group
Management and Leadership Team
Devon County Council Public Health Team

List of Background Papers:

Mid Devon Public Health Plan 2016-19

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