

Public Document Pack

Mid Devon District Council

Scrutiny Committee

Friday, 19 August 2016 at 2.15 pm
Phoenix Chamber, Phoenix House, Tiverton

Next ordinary meeting
Monday, 12 September 2016 at 2.15 pm

Those attending are advised that this meeting will be recorded

Membership

Cllr F J Rosamond
Cllr Mrs H Bainbridge
Cllr Mrs C P Daw
Cllr Mrs S Griggs
Cllr T G Hughes
Cllr Mrs J Roach
Cllr T W Snow
Cllr N A Way
Cllr Mrs G Doe
Cllr Mrs A R Berry
Cllr R Evans
Cllr J L Smith

A G E N D A

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

1 APOLOGIES AND SUBSTITUTE MEMBERS

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

2 PUBLIC QUESTION TIME

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

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

3 MEMBER FORUM

An opportunity for non-Cabinet Members to raise issues.

4 **MINUTES OF THE PREVIOUS MEETING** *(Pages 5 - 12)*

To approve as a correct record the Minutes of the last meeting of this Committee (attached).

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

5 **DECISIONS OF THE CABINET**

To consider any decisions made by the Cabinet at its last meeting that have been called-in.

6 **CHAIRMAN'S ANNOUNCEMENTS**

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

7 **DIGITALISATION FOR MEMBERS** *(Pages 13 - 16)*

To receive a report from the Head of Customer Services and the Member Services Manager regarding digitalisation and the introduction of iPads for Members.

8 **WHISTLEBLOWING UPDATE**

The Head of Communities and Governance informs the Committee that there has been one case reported since the last update and that this is currently being investigated.

9 **CAR PARKING** *(Pages 17 - 24)*

To receive information from the Head of Finance regarding Car Parking charges.

10 **SHOP FRONTS** *(Pages 25 - 26)*

To receive an update from the Head of Communities and Governance regarding the Shop Front Project.

11 **EQUALITIES/HATE CRIME**

The Head of Communities and Governance has provided the following update regarding Equalities and Hate Crime.

Members asked me to provide information as to whether the number of hate crimes reported in mid Devon had increased in the run up to and post Brexit. Inspector Bradford from the Police has confirmed that there

has not been an increase in incidents prior to or after the EU referendum as recorded by the Police.

In terms of the statistics for Mid Devon, Inspector Bradford looked at the period 01/06/16 to 31/07/16 and compared the same period in 2015

Overall there were 3 crimes recorded in 2015 and 2 in 2016

None of the crimes in 2016 are attributable to the EU referendum

The breakdown is

One crime in Tiverton and one in Crediton with no crime recorded in Cullompton in 2016

In 2015 there was one crime in Crediton and two in Tiverton with none recorded in Cullompton

12 **ANNUAL REVIEW LETTER 2015/16** *(Pages 27 - 34)*

To receive information from the Local Ombudsman.

13 **PARISH LIAISON** *(Pages 35 - 36)*

The Chairman has requested that the Committee discuss communication with Town and Parish Councils. Do we do enough to inform and to help individual Councillors liaise with their parishes?

14 **RIPA 6 MONTHLY UPDATE** *(Pages 37 - 38)*

To receive an update from the Head of Communities and Governance regarding RIPA.

15 **NEIL PARISH MP**

The Committee to welcome the MP and put questions

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

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

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

Establishment
Member Development
Cabinet Member for Housing
Performance and Risk

Stephen Walford
Chief Executive
Thursday, 11 August 2016

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

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

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

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

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

Tel: 01884 234209

E-Mail: jstuckey@middevon.gov.uk

Public Wi-Fi is available in all meeting rooms.

MID DEVON DISTRICT COUNCIL

MINUTES of a **MEETING** of the **SCRUTINY COMMITTEE** held on 18 July 2016 at 2.15 pm

Present

Councillors

F J Rosamond (Chairman)
Mrs H Bainbridge, Mrs C P Daw,
Mrs S Griggs, T G Hughes, Mrs J Roach,
T W Snow, N A Way, Mrs G Doe,
Mrs A R Berry, R Evans and J L Smith

Also Present

Councillor(s)

Mrs B M Hull and C J Eginton

Also Present

Officer(s):

Stephen Walford (Chief Executive), Amy Tregellas (Head of Communities and Governance and Monitoring Officer), Jill May (Head of HR and Development), Lee Chester (Leisure Centre Manager), Rachel Jenman (Town Centre Manager), Alan Ottey (Market Manager) and Julia Stuckey (Member Services Officer)

16 **APOLOGIES AND SUBSTITUTE MEMBERS**

There were no apologies given.

17 **PUBLIC QUESTION TIME**

Mr John Massey, referring to a decision made at the Planning Committee meeting held on 8th June, when a proposal to demolish Castle Primary School was made, stated that Teignbridge District Council (Heritage Advice) and Historic England evidence had advised that the case for demolition had not been made. He asked why this advice was ignored and asked why, since the Education Funding Agency (EFA) had refused to make public the financial case for any course of action other than demolition did the Planning Committee vote for the proposal, about which an assessment of value for money could not be made, or more simply why did the authority submit to EFA's blackmail?

The Chairman informed Mr Massey that his question would be answered in writing.

18 **MINUTES OF THE PREVIOUS MEETING**

Subject to the removal of the words 'applications for agricultural workers dwellings' from the final bullet point on page 10, the minutes of the last meeting were approved as a correct record and **SIGNED** by the Chairman.

19 **MEMBER FORUM**

There were no issues raised under this item.

20 DECISIONS OF THE CABINET

The Committee **NOTED** that none of the decisions made by the Cabinet at its last meeting had been called in.

21 CHAIRMAN'S ANNOUNCEMENTS

The Chairman reminded the Committee that the meeting scheduled for Monday 15th August had been cancelled and replaced by a Special Meeting on Friday 19th August at which Neil Parish MP would be in attendance. The Chairman asked Members to provide questions in advance of the meeting.

22 LEADERS ANNUAL REPORT (00:08:00)

The Committee had before it a report * from the Leader which highlighted key points from the last 12 months.

Discussion took place regarding:

- 'WiserMoney' was in its third year and the figures quoted within the report covered that period of time;
- Three officers had been transferred to the Department of Works and Pensions and some tasks that they used to carry out had been absorbed into the remaining team;
- Freedom of Information requests that had been answered were not on the internet and this could result in duplicate enquiries;
- The number of businesses that had received help through LEADER funding;
- The funding provided to the Crediton Chamber of Commerce and the fact that the Ward Member had not been invited to their meetings;
- Parking in Cullompton on market days;
- The need for all Members to be kept informed regarding any overspend;
- New build council houses and the type of rent they generated;
- The level of income from the New Homes Bonus;
- Difficulties in accessing the Planning Portal on the website and plans to improve it;
- The need to communicate with those that did not want to use technology;
- Leisure and the change to the structure which had allowed it to become business focused;
- Delays in adopting the Local Plan and the risk of speculative development;

- Members concerns regarding the North West Cullompton extension proposed residential road/by-pass and ongoing concerns regarding the relief road at the Kingfisher development;
- The need for Devon County Council to listen to local people regarding Anaerobic Digesters;
- The successful transfer of waste and recycling services to a new combined depot at Willand and improvements to recycling services which had resulted in a reduction in waste to landfill;
- The Enforcement Policy and whether it would be better to rename it as an 'education' policy rather than enforcement;
- Car parks and why car parking tickets state that they are valid until 2.00am when the car park is closed overnight;
- Car parking charges and the impact of recent increases. It was **AGREED** that car parking charges would be on the next agenda of the Committee in order that vends, income and expenditure could be discussed;
- The impact of increased parking charges on the town centres.

The Chairman thanked the Leader for his report and asked that in future it indicate successes and difficulties and the priorities in the Local Plan.

Notes:- i) Report previously circulated and attached to the Minutes.

ii) Cllr Mrs J Roach declared a personal interest as she was applying for LEADER funding for the Room4U project.

23 TIVERTON PANNIER MARKET AND TOWN CENTRE (00:49:55)

At the request of the Committee the Town Centre Manager and Pannier Market Manager were in attendance to provide an update regarding plans and progress for the Tiverton Pannier Market and Tiverton Town Centre.

The Town Centre Manager provided some information regarding performance in the town centre explaining that Tiverton had a shop vacancy rate of 5.4% with the national average being 12% but was high in its number of charity shops at 6% when the national average was 2.3%.

The officer explained that she was meeting with the Street Scene team the next day to discuss how the town centre could be improved and informed the Committee that several public litter picks had been undertaken in the last year to raise awareness. Litter bins were due to be painted and she was in discussions with Devon County Council regarding lamp posts.

CCTV equipment had been replaced and now had better coverage. It had been used to identify suspects in a recent vandalism incident. The town had been branded into separate areas to try and promote the retail areas.

The Market Manager informed the Committee that he had been involved with markets and town centre management for a number of years and during his first four months in post he had introduced a survey at the market, was measuring footfall, was building relationships with traders, had introduced monthly meetings, had organised a light clean-up of the area, had introduced banners to brighten up the area and had started to introduce events.

A monthly report on the health of the market would be produced and this would indicate footfall, which could be affected by the weather. Country markets, a WI market, a knit and natter group and trader incentives had been introduced. The market had recently taken part in a 'love your local market' event in which 9 countries took part including nearly 1000 markets in the UK.

Discussion took place regarding:

- Reports had been prepared for the Community Well Being Policy Development Group regarding the Town Centre Action Plan and the Tiverton Market Strategy. These reports would be circulated to Members of the Committee;
- Levels of support provided to Crediton and Cullompton;
- Bicycle racks had been provided by the PORTAS group for use at the market but had not yet been installed;
- The possible re-introduction of Farmers Markets and their success in Crediton and Cullompton;
- The possibility of investing in the market.

The Head of Communities and Governance informed the Committee that meetings had recently taken place with the Conservation Officer regarding the Listed Building and it had been confirmed that the inside of the building could be painted any colour. The area would receive a deep clean and plans were in place to make it more vibrant and colourful with the use of canopies and awnings.

Note:- Cllr N A Way declared a personal interest as he was a Crediton Town Councillor.

24 REVIEWING THE EFFECTS OF INCREASES TO LEISURE CENTRE CHARGING (01:33:20)

The Committee had before it a report * from the Cost of Efficiencies Working Group and a recommendation that the Scrutiny Committee undertake a review of Leisure Service price increases, based on appendix 1 of the report.

The Leisure Centre Manager informed the Committee that a report regarding Leisure Services was being prepared for the Community Well Being Policy Development Group. This report would be circulated to Members of the Committee.

The Officer reminded Members that there had been several recent changes with the leisure service which included an officer restructure, changes to hours and changes to pricing.

In quarter 1 income had increased on the same period last year from £509k to £564k, an increase of £55k.

Changes to membership showed that there had been 1300 additional visits from members using a 60+ membership but that visits from those using concessionary memberships had dropped by 1200. Average usage at this time of year was 75000 a month.

Membership numbers had reduced for those paying annually, increased for 60+ memberships, reduced for concessionary memberships and increased for junior concessionary memberships. Some concessionary members had upgraded in order that their usage wasn't restricted to non-peak times. Concessionary memberships were being audited on a regular basis to ensure that the customer was still entitled.

The Leisure Services was £15k below target for the first quarter but had moved forward with regards to performance.

The officer informed Members that benchmarking with neighbouring providers had shown that despite the recent increase to concessionary admissions they were still cheap in comparison.

Discussion took place regarding:

- Encouraging the public to take part in activities that did not need to cost a lot such as running and cycling;
- The task of providing a service for the public but also balancing the budget;
- The recent restructure had taken managers off shift in order that they could work on improving the business;
- The Public Health aim to help local people be fitter and healthier.

Note: - Report previously circulated and attached to Minutes.

25 **DEVOLUTION (01:55:32)**

The Cabinet had before it a * report from the Chief Executive seeking agreement on the principle of a Combined Authority for the Heart of the South West, as set out in the Prospectus for Productivity, as the basis for negotiation with Government towards a Devolution Deal for the area.

The Chief Executive outlined the contents of the report stating that the principle was to create a Combined Authority and that the report had gone to all of the partner authority members. The purpose of the report was to ask for this Council's endorsement to continue negotiations.

Discussion took place regarding:

- The possible creation of another layer of bureaucracy;
- The future of the LEP;
- Potential changes to devolution following BREXIT;
- Communication and transport problems in the South West;
- The need for a proactive approach in terms of what was good for Mid Devon.

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

ii) Cllr T W Snow declared a personal interest as he was a Member of the LEP.

26 **CORPORATE STRAP LINE (02:09:57)**

The Head of Communities and Governance informed the Committee that following concerns from Members regarding the Council's vision in the Corporate Plan, alternatives had been sought from officers. A proposed alternative to the original vision "Making the Most of Mid Devon" was "Your Council, Your Future".

It was **RECOMMENDED** to Council that "Your Council, Your Future" be adopted as the Council's Vision in the Corporate Plan.

(Proposed by Cllr Mrs J Roach and seconded by Cllr FJ Rosamond)

27 **SAFEGUARDING (02.12.24)**

The Head of Communities and Governance informed the Committee that she had been working with the district leads regarding Safeguarding and that a joint policy had been taken to the last meeting of the Community Well Being Policy Development Group and subsequently approved by Cabinet. The group were now working on joint procedures for Safeguarding, there were current procedures in place but this was about streamlining across Devon to share good practice. The Group were also developing a joint training programme and the officer was in the process of formalising a training session for all relevant staff. She also informed the Committee that she would be attending team meetings of services that could come across Safeguarding concerns for either children or adults. Online INSIGHT training would be updated and Members would be asked to complete this. A Member Briefing would be put in place for the autumn following the next meeting of the Safeguarding leads in October. The group would be meeting with the Devon Safeguarding Boards leads and would highlight to them the need to look at the whole family. They would be asking how 'Early Help' could fit in with Safeguarding and the Multi Agency Safeguarding Hub (MASH).

28 **ACCESS TO INFORMATION ACT - EXCLUSION OF PRESS AND PUBLIC**

The Committee were informed that any discussion relating to an individual contained within the report was likely to involve the disclosure of exempt information. Having considered the sensitive nature of the report it was:

RESOLVED that under Section 100A(4) of the Local Government Act 1972 the public be excluded from the next item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 1 respectively of Part 1 of Schedule 12A of the Act, namely information relating to any individual.

(Proposed by the Chairman)

29 **SAFEGUARDING - REVIEW (02:22:17)**

The Committee **AGREED** to return to Part 1 and that members of the public and press be allowed to return to the meeting.

Discussion took place regarding:

- Following a meeting of the Committee held on 4 January 2016 it had been **RESOLVED** to invite the Chairman of the Devon Safeguarding Board and a senior officer from Devon County Council to attend a meeting of the Committee. This had not yet happened.
- The failure of the authorities concerned to deal with an incident where several unnamed children were involved rather than one named child:
- The risk that children could 'fall through the net' when several agencies were involved;
- The need to reinforce closer collaboration;
- Housing Services at Mid Devon acted appropriately and staff should be congratulated but the question was raised whether or not evening visits by officers may have helped to identify issues earlier.

It was **AGREED** that the Head of Communities and Governance would report the above points to the Safeguarding Hub.

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

Digitalisation for Members
Whistleblowing Update
RIPA 6 monthly update
Car parking update
Neil Parish MP
Shop Front Project
Equalities/Hate Crime

(The meeting ended at 5.40 pm)

CHAIRMAN

This page is intentionally left blank

Scrutiny Briefing paper on Digitalisation for Members

19th August 2016

Liz Reeves Head of Customer Services

Sally Gabriel Member Services Manager

As part of our Business transformation programme to modernise our working practices and to ensure we are efficient and making best use of information available to us, a range of new services have been provided to Members over the past 18 months.

This has included issuing Members with new ICT equipment and moving to Modern.Gov as the administrative system for Member Services.

Modern.Gov

Modern.Gov is a highly integrated process for preparing agendas and minutes in a database, all the information for the decision making process is gathered in one place, reports identified by the various departments are created as issues and are tracked through the system until the decision is made, the system will highlight the pathway for the decision, any key decisions and publishes all decisions where appropriate, either by Committee/PDG or Cabinet or individuals. The Forward Plan is also produced through the system thereby abiding by the Access to Information Regulations 2012. The integrated process for preparing agendas and minutes eliminates any separate effort required to publish material to the website, this saves a serious amount of officer time.

The system also feeds the website which allows members of the public to find their Councillor, provides a full list of contact details, highlights their political party, identifies their attendance details and their involvement in specific outside organisations. Freedom of Information statistics are also available on the website via the system, providing information on declarations of interest and officers decisions.

The system was originally funded through reduced training in the last year of the previous Council and is sustained by the reduction in hours of one of the Member Services Officers.

The introduction of Modern.Gov has enabled ongoing savings in more efficient use of officers' time which is now allowing for Town and Parish Council liaison work to take place alongside Member Support.

Ipads

Since May 2015, 30 members have been issued with iPads; only 12 have not taken up this option. Through the Modern.Gov app the system improves the way in which Members access meeting content either on the move, in a meeting or at home. Its allows the user to easily navigate through agendas, bookmark particular points and annotate documents, all electronically; after initial connection to the system users are then able to work offline.

Members also have instant access to other websites for research, use of email, social media etc. Senior Members of Management Team have also been supplied with iPads (reducing the amount of paper used) which allows them to work whilst mobile; this will continue to be encouraged amongst officers through the digital transformation programme.

The chart at the end of this paper shows the number of Members who still receive paper copies of Agendas and those that are now using electronic communications.

This change has also enabled savings in printing, postage and officer time in producing the paper copies. The cost to provide Agenda's in April and May 2014-15 was £1140.54 in the same period 2015/16 this reduced to £337.94, if this was a full year the estimated saving would be in excess of £4,000.

Although the iPads will need to be replaced or updated the savings in postage and printing will cover this expenditure. The cost of the initial purchase of Ipads was £11,529, it is anticipated that new or replacement tablets would be needed every 4 years.

Savings in staff time have been used to support the Customer First call centre and front line services when resource was reduced by 17 hours a week following redundancies at the start of the financial year.

Paper copies of Agendas are currently still provided for Members that do not have an Ipad and a few additional copies are printed for members of the public.

Help with using your Ipad or tablet

If you need any help using your Ipad, for example if you are having problems with connecting to the internet in Phoenix House or have any other questions, please contact Member Services or ICT.

Table 1

Committee	Number of delegates	Number still receiving paper agendas
Cabinet	7	2
Scrutiny	12	5
Planning	11	3
Community Well Being	9	2
Decent & Affordable Homes	9	4
Managing the Environment	9	1
Economy	9	1
Standards	9	2
Audit	7	1
Licensing	12	4
Regulatory	12	3

This page is intentionally left blank

SCRUTINY
19 AUGUST 2016

AGENDA ITEM

CAR PARKING UPDATE FOR THE THREE MONTHS TO 30 JUNE 2016

Cabinet Member Cllr Neal Davey
Responsible Officer Andrew Jarrett - Head of Finance

Reason for Report: To present a car parking update after the first 3 months of the new charging strategy.

RECOMMENDATION(S): The Committee note the current position on car parking vends and income for the first 3 months of 2016/17.

Relationship to the Corporate Plan: The Council must ensure that it maximises the opportunity available from all of its property assets, however, it must also be mindful of the associated economic consequences that can be directly or indirectly related to major changes in any charging policy.

Financial Implications: The new car parking strategy targeted better utilisation of the Councils car parks, introduced a more streamlined tariff system and looked to increase overall income from its 10 Pay & Display car parks by £141k.

Legal Implications: None.

Risk Assessment: Regular financial monitoring information will indicate to Members whether this strategy is achieving its objectives.

1.0 Introduction

- 1.1 During 2015/16 the Managing the Environment Policy Development Group set up an officer and member working group to review our current car park charging policy and then make recommendations on a new one to be implemented on the 1/4/16. This review looked at: usage levels, benchmarked charges against neighbouring Councils, considered more free periods, reviewed concessions, considered economic consequence, etc.

2.0 The new charging strategy for 2016/17

- 2.1 After an extensive consultation process, reported at all of our 34 car parks and advertised in the local press and at the Council offices, the main changes made to our new charging policy were:
- The removal of the £1 tariff for 5hrs parking in the 3 long stays
 - But freezing the £2 tariff for all day parking
 - Introducing a 30min free period during the evening and freezing the overnight charge at a £1
 - Extending the free period at Westex and PHouse to 30 mins
 - Introducing a 30 mins free period at William St and Wellbrook St
 - Reducing Sunday and BH charges to £1

- 2.2 It was then estimated that if current (15/16) vends remained at the same level for 2016/17 this new charging policy would generate circa £141k more income from the Council's 10 P&D car parks.
- 2.3 When evaluating the impact of a new charging policy for any product, it is often made harder, as other variables may well have direct/indirect effects/consequences. This is particularly relevant to car parking. Variables such as weather, the economy, fuel prices, provision of alternative parking, availability and range of shops, level of ad hoc concessions granted, road closures, etc. will also affect usage levels and hence income generated.

3.0 Car parking vends and income for 1/4/16 – 30/6/16

- 3.1 Appendix 1 shows the total vends and income per car park for the first 3 months of 2016/17 and Appendix 2 shows the performance against budget of each car park.
- 3.2 The table below, shows an aggregated income position vs the actual figures achieved in April, May and June against the same months in 2015/16 for all of the Council's P&D car parks.

Month	Income 16/17	Income 15/16	Variance
April	£58,948	£47,349	£11,599
May	£52,273	£48,910	£3,363
June	£56,200	£49,833	£6,367
Total	£167,421	£146,092	£21,329

- 3.3 If we assume that the first 3 months are representative of the rest of 2016/17 the Council would potentially generate circa £670k against a budget of £712k – which was set £141k higher than in 2015/16.
- 3.4 Clearly, when evaluating our new charging strategy, we must also look at the vend analysis to establish how it has affected; parking numbers, length of stays, success of increased free parking concessions, etc. This information is also contained in Appendix 1. Unfortunately, during May and June we have experienced some loss of data provided by our software contractor in a number of our P&D car parks, so it is extremely difficult to provide a meaningful/reliable commentary on this information. A number of meetings have been held with the contractor to ensure that this issue is not repeated.

4.0 Conclusion

- 4.1 The first 3 months of income data shows that if fee/charges are maintained at broadly the same level during the remainder of 2016/17 that the Council should achieve some where close to the increased budget of £712k (note the P&D car park income budget was £571.5k in 2015/16).

- 4.2 Officers will continue to provide monthly updates on car parking income and vend analysis.
- 4.3 Officers and members will review correspondence/feedback on the new charging strategy and consider whether any changes are required to our current strategy for implementation from 1/4/17.

**Contact for more
information:**

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

Circulation of the Report:

Cllr Neal Davey, Management Team

This page is intentionally left blank

GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD 01 APRIL TO 30 JUNE 2016

					Full Year	
	2016/17	2016/17	2016/17	2016/17	Forecast	Variance
	Annual Budget	Profiled Budget	Actual	Variance	Variation	
	£	£	£	£	£	%
Car Parking Fees - See Below	(814,200)	(176,091)	(170,621)	5,470	0	0%
Beck Square,Tiverton	(83,780)	(21,799)	(20,996)	803	40	(2,095)
William Street,tiverton	(30,780)	(5,298)	(6,729)	(1,431)	45	(684)
Westexe South,Tiverton	(45,800)	(11,706)	(12,271)	(565)	51	(898)
Wellbrook Street,Tiverton	(13,540)	(3,355)	(4,017)	(662)	27	(501)
Market Street,Crediton	(36,420)	(8,629)	(9,794)	(1,165)	39	(934)
High Street,Crediton	(79,330)	(20,327)	(19,198)	1,129	190	(418)
Station Road,Cullompton	(34,900)	(8,523)	(11,430)	(2,907)	112	(312)
Multistorey,Tiverton	(167,980)	(40,549)	(30,677)	9,872	631	(266)
Market Car Park,Tiverton	(216,120)	(49,824)	(50,882)	(1,058)	122	(1,771)
Phoenix House,Tiverton	(3,680)	(893)	(968)	(75)	15	(245)
P&D Shorts & Overs	0	0	18	18	0	0
	(712,330)	(170,903)	(166,943)	3,960	1,272	(8,124)
Day Permits	(31,000)	(1,803)	(1,106)	697		
Allocated Space Permits	(26,040)	(1,160)	(1,355)	(195)		
Overnight Permits	(1,000)	(250)	0	250		
Day & Night Permits	0	0	(817)	(817)		
Market Walk Permits	(9,380)	0	0	0		
Other Income	(34,450)	(1,975)	(400)	1,575		
	(814,200)	(176,091)	(170,621)	5,470		
Standard Charge Notices (Off Street)	(28,000)	(7,000)	(9,160)	(2,160)		

This page is intentionally left blank

Car Park Vend & Income Analysis

	2016-17												2015-16					
	P&D	Ringo	P&D	Ringo	P&D	Ringo	P&D	Ringo	P&D	Ringo	P&D	Ringo	P&D	Ringo	P&D	Ringo	P&D	Ringo
	Jan-16		Feb-16		Mar-16		Apr-16		May-16		Jun-16		Jun-15		May-15		Apr-15	
	Vends																	
Becks Square Tiverton	5,466	82	5,680	70	6,044	84	6,249	85	6,131	76	6,480	72	6,650	21	7,021	59	6,994	70
High Street Crediton*	4,309	109	4,516	106	4,497	103	3,728	165	3,294	149	3,405	118	4,648	33	4,243	161	4,315	184
Market Place Tiverton	15,643	205	15,117	231	14,374	238	15,465	278	14,628	237	9,440	291	16,157	76	14,974	225	14,316	194
Market Street Crediton	2,192	66	2,172	84	2,249	108	2,291	71	2,211	52	2,485	70	2,322	29	2,306	52	2,240	56
Multi-Storey Tiverton	8,111	209	7,750	230	7,699	247	5,675	274	2,605	266	3,249	310	8,454	77	6,251	142	5,994	165
Phoenix House Tiverton	2,217	-	2,313	3	2,253	4	2,563	9	2,540	4	2,841	3	2,151	3	1,862	1	2,028	1
Station Road Culloompton*	2,641	88	2,965	75	3,418	62	2,449	65	2,295	87	2,269	75	2,495	15	2,257	33	1,964	52
Wellbrook Street Tiverton	960	14	949	18	930	21	943	28	875	28	709	25	898	5	828	9	953	18
Westexe South Tiverton	4,161	69	4,508	85	4,889	66	5,911	59	5,796	53	5,434	38	4,770	21	4,789	59	4,932	63
William Street Tiverton	2,853	68	2,856	141	2,838	114	2,436	86	Not working	69	1,881	67	2,548	38	1,430	106	1,424	79
Totals	48,553	910	48,826	1,043	49,191	1,047	47,710	1,120	40,375	1,021	38,193	1,069	51,093	318	45,961	847	45,160	882

Fault on William Street as no data received in May. Also MSCP vends look completely wrong and possibly Market Place.

Faults log with Calebri Weboffice 06.06.16 who are looking into this asap.

Cale confirmed that data in May on the affected car park machines have been lost due to a driver error and data is available to be retrieved from 20.06.16.

*High Street Free parking Feb 16

*Station Road Free parking

	2016-17												2015-16					
	P&D	Ringo	P&D	Ringo	P&D	Ringo	P&D	Ringo	P&D	Ringo	P&D	Ringo	P&D	Ringo	P&D	Ringo	P&D	Ringo
	Jan-16		Feb-16		Mar-16		Apr-16		May-16		Jun-16		Jun-15		May-15		Apr-15	
	Income (net)																	
Becks Square Tiverton	5,515.58	93.00	5,925.38	77.75	5,757.04	95.92	7,389.17	122.08	6,454.13	94.58	7,615.25	99.58	6,641.46	59.75	7,260.25	61.75	7,155.87	76.17
High Street Crediton*	3,990.92	152.75	2,687.79	145.34	5,231.12	133.83	5,812.71	228.25	5,539.87	242.17	4,921.54	200.00	4,672.54	99.67	4,501.92	183.67	3,979.79	232.17
Market Place Tiverton	16,525.00	248.00	15,627.67	256.58	14,500.71	256.58	18,627.21	407.08	15,732.79	321.67	16,993.08	357.92	15,226.33	238.33	15,938.08	250.08	14,620.35	216.17
Market Street Crediton	2,814.83	94.17	2,658.21	121.01	2,809.58	156.75	3,163.37	109.18	3,206.96	80.42	3,133.37	104.17	2,909.67	102.42	3,045.75	73.58	2,553.29	81.67
Multi-Storey Tiverton	8,890.83	318.67	8,735.54	392.83	8,041.33	384.83	10,297.38	530.00	8,858.83	493.33	11,105.33	545.00	9,087.67	288.33	7,965.87	204.67	8,648.96	262.83
Phoenix House Tiverton	274.13	-	264.62	2.33	247.17	2.83	281.37	9.50	313.63	2.00	363.33	3.83	253.67	-	240.96	0.50	292.92	0.5
Station Road Culloompton*	1,913.33	157.83	1,926.29	131.33	2,230.67	107.50	3,861.62	108.00	3,728.46	140.00	3,213.08	124.17	2,812.79	67.67	2,507.75	43.33	1,767.17	79.83
Wellbrook Street Tiverton	1,166.92	19.67	1,265.96	30.75	1,396.71	31.50	1,197.92	43.33	1,099.08	47.50	1,377.08	46.67	1,097.79	35.00	1,008.75	13.25	1,658.92	27.42
Westexe South Tiverton	3,317.55	70.83	3,596.38	88.83	3,812.71	71.75	4,360.29	90.83	3,729.21	77.17	3,670.75	54.17	3,519.33	63.08	3,994.25	58.75	4,105.46	67.67
William Street Tiverton	2,857.46	86.25	3,047.17	185.67	2,800.75	135.75	2,184.46	124.17	2,014.62	106.67	2,170.42	100.83	2,528.54	128.50	1,416.17	140.75	1,428.46	93.67
Totals	47,266.55	1,241.17	45,735.01	1,432.42	46,827.79	1,377.24	57,175.50	1,772.42	50,677.58	1,605.51	54,563.23	1,636.34	48,749.79	1,082.75	47,879.75	1,030.33	46,211.19	1,138.10

This page is intentionally left blank

Update on Tiverton Shopfronts Facelift scheme, August 2016

Total budget: £15,000

Available: £11,261.49

Following Penny Bayer's unexpected resignation at the beginning of July, the shopfront scheme has not been actively promoted. However, one outstanding application has been approved, and two queries followed up. It will probably be necessary to re-advertise the scheme in the autumn, once the long-term administration of the scheme is sorted out.

Applications granted

1.	29/10/15	British Heart Foundation	proportion of uplift of whole frontage	£1,493.00	COMPLETED
2.	12/11/15	Classic Cuts, West Exe North	signage	£97.50	COMPLETED
3.	03/02/16	Monumental Masons	painting and wood repair	£429.00	COMPLETED
4.	10/12/15	The Wool Merchant8 Fore Street	repainting	£225.00	COMPLETED
5.	03/12/15	Publicity banner		£78.00	COMPLETED
6.	20/04/16	Body Language	repainting and recovering of blind	£399.00	
7.	15/03/16	The Jolly Vinter, West Exe	signage	£473.40	COMPLETED
8.	25/07/16	Easy Life, West Exe	Replacement awning	£543.61	
			Total Committed	£3,738.51	

Application received (awaiting further information)

1.		Diamond Dogs, West Exe	signage and painting	£222.00	
----	--	------------------------	----------------------	---------	--

Enquiries:

1.	21/1/16	Exe Valley News, Bampton Street	getting quotes		
2.	20/4/16	Penguin Fish Bar	interested in blind		
3.	07/06/16	Mademoiselle Mojo			

This page is intentionally left blank

21 July 2016

By email

Stephen Walford
Chief Executive
Mid Devon District Council

Dear Stephen Walford,

Annual Review Letter 2016

I write to you with our annual summary of statistics on the complaints made to the Local Government Ombudsman (LGO) about your authority for the year ended 31 March 2016.

The enclosed tables present the number of complaints and enquiries received and the decisions we made about your authority during the period. I hope that this information will prove helpful in assessing your authority's performance in handling complaints.

Last year we provided information on the number of complaints upheld and not upheld for the first time. In response to council feedback, this year we are providing additional information to focus the statistics more on the outcome from complaints rather than just the amounts received.

We provide a breakdown of the upheld investigations to show how they were remedied. This includes the number of cases where our recommendations remedied the fault and the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. In these latter cases we provide reassurance that your authority had satisfactorily attempted to resolve the complaint before the person came to us. In addition, we provide a compliance rate for implementing our recommendations to remedy a fault.

I want to emphasise that these statistics comprise the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, but who may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website, alongside an annual review of local government complaints. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

Effective accountability for devolved authorities

Local government is going through perhaps some of the biggest changes since the LGO was set up more than 40 years ago. The creation of combined authorities and an increase in the number of elected mayors will hugely affect the way local services are held to account. We have already started working with the early combined authorities to help develop principles for effective and accessible complaints systems.

We have also reviewed how we structure our casework teams to provide insight across the emerging combined authority structures. Responding to council feedback, this included reconfirming the Assistant Ombudsman responsible for relationship management with each authority, which we recently communicated to Link Officers through distribution of our manual for working with the LGO.

Supporting local scrutiny

Our corporate strategy is based upon the twin pillars of remedying injustice and improving local public services. The numbers in our annual report demonstrate that we continue to improve the quality of our service in achieving swift redress.

To measure our progress against the objective to improve local services, in March we issued a survey to all councils. I was encouraged to find that 98% of respondents believed that our investigations have had an impact on improving local public services. I am confident that the continued publication of our decisions (alongside an improved facility to browse for them on our website), focus reports on key themes and the data in these annual review letters is helping the sector to learn from its mistakes and support better services for citizens.

The survey also demonstrated a significant proportion of councils are sharing the information we provide with elected members and scrutiny committees. I welcome this approach, and want to take this opportunity to encourage others to do so.

Complaint handling training

We recently refreshed our Effective Complaint Handling courses for local authorities and introduced a new course for independent care providers. We trained over 700 people last year and feedback shows a 96% increase in the number of participants who felt confident in dealing with complaints following the course. To find out more, visit www.lgo.org.uk/training.

Ombudsman reform

You will no doubt be aware that the government has announced the intention to produce draft legislation for the creation of a single ombudsman for public services in England. This is something we support, as it will provide the public with a clearer route to redress in an increasingly complex environment of public service delivery.

We will continue to support government in the realisation of the public service ombudsman, and are advising on the importance of maintaining our 40 years plus experience of working with local government and our understanding its unique accountability structures.

This will also be the last time I write with your annual review. My seven-year term of office as Local Government Ombudsman comes to an end in January 2017. The LGO has gone through extensive change since I took up post in 2010, becoming a much leaner and more focused organisation, and I am confident that it is well prepared for the challenges ahead.

Yours sincerely



Dr Jane Martin
Local Government Ombudsman
Chair, Commission for Local Administration in England

Local Authority Report: Mid Devon District Council
For the Period Ending: 31/03/2016

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
0	0	0	0	3	0	3	4	1	11

Decisions made

Page 29

Decisions made				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	Total
0	2	2	4	3	0	0%	11

Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.

The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

The compliance rate is the proportion of remedied complaints where our recommendations are believed to have been implemented.

Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement	Compliance Rate
0	0	100%

This page is intentionally left blank

	Reference	Authority	Category	Received
1	15006165	Mid Devon DC	Planning & Development	07/09/15
2	15009410	Mid Devon DC	Housing	07/09/15
3	15005838	Mid Devon DC	Planning & Development	01/10/15
4	15012319	Mid Devon DC	NULL	28/10/15
5	15001686	Mid Devon DC	Planning & Development	03/11/15
6	15001687	Mid Devon DC	Environmental Services & Public Protection & Regulation	03/11/15
7	15016387	Mid Devon DC	Housing	18/01/16
8	15016494	Mid Devon DC	Planning & Development	19/01/16
9	15017132	Mid Devon DC	Environmental Services & Public Protection & Regulation	29/01/16
10	15017554	Mid Devon DC	Environmental Services & Public Protection & Regulation	04/02/16
11	15017703	Mid Devon DC	Housing	08/02/16

This page is intentionally left blank

1	Planning & Development	07/07/15	Not Upheld	NULL
2	Environmental Services & Public Protection & Regulation	05/08/15	Not Upheld	NULL
3	Housing	07/09/15	Advice given	NULL
4	Planning & Development	27/10/15	Closed after initial enquiries	NULL
5	NULL	28/10/15	Advice given	NULL
6	Planning & Development	19/01/16	Referred back for local resolution	NULL
7	Environmental Services & Public Protection & Regulation	20/01/16	Not Upheld	NULL
8	Housing	21/01/16	Closed after initial enquiries	NULL
9	Housing	08/02/16	Referred back for local resolution	NULL
10	Environmental Services & Public Protection & Regulation	10/02/16	Closed after initial enquiries	NULL
11	Environmental Services & Public Protection & Regulation	26/02/16	Closed after initial enquiries	NULL

This page is intentionally left blank

Frank Rosamond

Chairman of the Scrutiny Committee

Explanatory Note

I have been contacted by a senior Parish Councillor in Clayhidon who is aggrieved that information on broadband development from CDS (Communicating Devon and Somerset) – a critical issue in the Blackdown Hills but also in many rural areas – was not distributed to parishes, but was distributed to parishes in East Devon. (The Chief Exec is happy to remedy that position and update parishes/Town councils in the future.)

My Parish Councillor enquired whether there was any canvassing of opinion from parishes by MDDC and raised the whole question of the implication of Devolution for parishes. Brexit too will bring its own demands. A new legal framework for Local Government services will be required, which are currently based on EU laws. Issues such as environmental policy, air pollution, energy, waste, workforce and employment, procurement and data protection will impact against a background to localise services where appropriate. He felt that current communication is rather superficial and would prefer more significant briefings on items likely to affect the parish, but with targeted discrimination, as parish clerks do not want to be inundated with email/web addresses. It brings into focus the many developments in local government and the extent that MDDC is able to meet the level of potential interest of parishes at a time of limited resources. Similarly there may be interest on the part of MDDC Members to be fully briefed in terms of advising their parishes.

As we move to a scenario of greater partnership across Devon and Somerset, I wondered what mechanisms were being adopted in sister District Councils across the two counties for communicating with Parish and Town Councils. Perhaps there may even be the opportunity to rationalise such briefings across the area. I therefore would suggest a Task Group to set up such an inquiry to draw together best practice from across the two counties.

I would welcome Members' views on this proposal.

Frank Rosamond

August 2017

This page is intentionally left blank

SCRUTINY COMMITTEE REGULATION OF INVESTIGATORY POWERS ACT (RIPA) UPDATE

To date on the 2016/17 financial year there have been zero RIPA cases.

At the Scrutiny Committee meeting on 18th April 2016 it was agreed that progress against the remaining outstanding action be brought back to Scrutiny in 6 months time.

The remaining recommendation that was outstanding in April with actions are as follows;

Recommendation	Action/Comment
Ensure future training addresses weaknesses set out in report	Four officers did Covert Human Intelligence Sources (CHIS) training on 19 th July 2016 and following this training a corporate policy is now being developed and training is being rolled out to staff in respect of RIPA, CHIS and Open Source Research. The Head of Communities and Governance will attend staff team meetings where appropriate to brief them on these matters.

This page is intentionally left blank