

Public Document Pack

Mid Devon District Council

Cabinet

Thursday, 31 August 2017 at 2.15 pm
Exe Room, Phoenix House, Tiverton

Next ordinary meeting
Thursday, 28 September 2017 at 2.15 pm

Those attending are advised that this meeting will be recorded

Membership

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

A G E N D A

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

1. **Apologies**

To receive any apologies for absence.

2. **Public Question Time**

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

3. **Minutes of the Previous Meeting** (Pages 5 - 8)

To receive the minutes of the meeting of 3 August 2017.

4. **Devon District Council's Joint Safeguarding Policy and MDDC Guidance and Procedures** (Pages 9 - 66)

Arising from a report of the Director of Corporate Affairs and Business Transformation and Corporate Safeguarding Lead Officer, the Community Policy Development Group had recommended the Devon District Councils Joint Safeguarding Policy (Appendix A) and the MDDC

guidance and procedures (Appendix B) be approved.

5. **Update to the Corporate Plan** *(Pages 67 - 72)*

To consider a report of the Internal Audit Team Leader regarding the Corporate Plan 2016-20 aims and seeking to ensure that operational projects remain current

6. **Bid Submissions to Housing Infrastructure Fund** *(Pages 73 - 82)*

To receive a report of the Group Manager for Growth, Economy & Delivery informing members of the current funding opportunities under the Housing Infrastructure Fund, seeking approval to pursue a bid for infrastructure projects in the district and to agree prioritisation of the projects to be submitted.

7. **Project Management for Culm Garden Village** *(Pages 83 - 88)*

To receive a report of the Head of Planning and Regeneration advising Members on the results for the procurement of a project manager for the Culm Garden Village project.

8. **Financial Monitoring** *(Pages 89 - 112)*

To receive a report of the Director of Finance, Assets and Resources presenting a financial update in respect of the income and expenditure so far in the year.

9. **Annual Report on Complaints, Comments and Compliments** *(Pages 113 - 124)*

To receive a report of the Head of Customer Services on complaints, comments and compliments received as part of our 1.4 million contacts with customers in 2016/17.

10. **Vinyl Flooring Renewal Contract 2017-2021** *(Pages 125 - 130)*

To receive a report of the Director of Operations advising the Cabinet of the outcome to the recent tender for the Vinyl Flooring Renewal 2017 – 2021 to Council houses and to confirm the award of the contract.

11. **Notification of Key Decisions** *(Pages 131 - 144)*

To note the contents of the Forward Plan.

12. **Access to Information - Exclusion of Press and Public**

During discussion of the following item it may be necessary to pass the following resolution to exclude the press and public having reflected on

Article 15, 15.02(d) (a presumption in favour of openness) of the Constitution. This decision may be required because consideration of this matter in public may disclose information falling within one of the descriptions of exempt information in Schedule 12A to the Local Government Act 1972. The Cabinet will need to decide whether, in all the circumstances of the case, the public interest in maintaining the exemption, outweighs the public interest in disclosing the information.

To consider passing the following resolution so that financial information may be discussed.

Recommended that under Section 100A(4) of the Local Government Act 1972 the public be excluded from the next item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 respectively of Part 1 of Schedule 12A of the Act, namely information relating to the financial or business affairs of any particular person (including the authority holding that information)

13. **Council Offices, Crediton** (*Pages 145 - 256*)

Following deferral of the item from a previous meeting, to consider a further report of the Director of Finance, Assets and Resources regarding the future use of the Crediton Office.

Stephen Walford

Chief Executive

Wednesday, 23 August 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 Sally Gabriel on:

Tel: 01884 234229

E-Mail: sgabriel@middevon.gov.uk

Public Wi-Fi is available in all meeting rooms.

MID DEVON DISTRICT COUNCIL

MINUTES of a **MEETING** of the **CABINET** held on 3 August 2017 at 2.15 pm

Present

Councillors

C J Eginton (Leader)
R J Chesterton, K Busch, C R Slade,
Mrs M E Squires and R L Stanley

Apologies

Councillor(s)

P H D Hare-Scott

Also Present

Councillor(s)

F J Rosamond

Also Present

Officer(s):

Stephen Walford (Chief Executive), Andrew Jarrett (Director of Finance, Assets and Resources), Andrew Pritchard (Director of Operations), Jill May (Director of Corporate Affairs and Business Transformation), Kathryn Tebbey (Legal Services Manager and Monitoring Officer), Catherine Yandle (Internal Audit Team Leader) and Sally Gabriel (Member Services Manager)

30. **APOLOGIES**

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

31. **PUBLIC QUESTION TIME**

There were no members of the public present.

32. **MINUTES OF THE PREVIOUS MEETING (00-00-49)**

The minutes of the meeting held on 6 July 2017 were approved as a correct record and signed by the Chairman.

33. **PRIVATE SECTOR HOUSING FEES AND CHARGES - CIVIL PENALTIES (00-01-42)**

Arising from a report of the Public Health and Professional Services Manager, the Homes Policy Development Group had recommended that the proposed civil penalties approach and the fines with regard to private sector housing as set out in the report be approved.

The Cabinet Member for Housing outlined the contents of the report stating that Section 126 and Schedule 9 of the Housing and Planning Act 2016 came into force on the 6th April 2017. The provisions gave the Council as the local housing authority the power to issue a financial penalty for certain Housing Act 2004 offences after the 6th April 2017 as an alternative to prosecution.

The offences included failing to comply with an improvement notice, offences in relation to the licensing of houses of multiple occupation, offences with regard to the licensing of houses, contravention of an overcrowding notice and failure to comply with management regulations in respect of houses in multiple occupation. He outlined the level of fines as set out in the report and informed the meeting that a civil penalty could only be imposed as an alternative to prosecution.

Discussion took place regarding proposed communication of the new procedures with landlords

RESOLVED that the recommendation of the Policy Development Group be approved.

(Proposed by Cllr R L Stanley and seconded by Cllr C R Slade)

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

34. **REVIEW OF THE HOUSING SERVICE FIRE RISK IN COMMUNAL AREA POLICY (00-05-06)**

Arising from a report of the Housing Services Manager, the Homes Policy Development Group had recommended that the revised Fire Risk in Communal Areas Policy be amended to include a reference to the fact that the Private Sector Housing lead officer had been consulted and that the revised policy as amended be approved.

The Cabinet Member for Housing outlined the contents of the report stating that the policy had been approved in the summer of 2016 however a further review had taken place following some recent incidents with our own housing stock and following the horrific fire at Grenfell Tower in North Kensington. It had been decided that a zero tolerance policy should be implemented relating to the storage of personal belongings in communal areas so that access was unfettered in the event of fire.

He outlined the proposed changes within the report following discussions that had taken place with the Fire Service and highlighted the Council's obligations to the tenants, tenants' obligations and the storage of scooters.

RESOLVED that the recommendation of the Policy Development Group be approved.

(Proposed by Cllr R L Stanley and seconded by Cllr Mrs M E Squires)

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

35. **FINANCIAL MONITORING (00-07-52)**

The Cabinet had before it and **NOTED** a * report of the Director of Finance, Assets and Resources presenting financial monitoring information for the income and expenditure for the financial year 2017/18.

The officer outlined the contents of the report stating that it was very early in the financial year but at the present time the General Fund forecast was showing a deficit of £130k mainly due to shortfalls in the Leisure Service and the Building Control Partnership. Capital Receipts were showing a healthy balance due to the sale of Station Yard and 11 Right to Buy Council Houses, although it was noted that the receipts from Right to Buy were not sufficient to replace the council houses lost. The Housing Revenue Account was showing an anticipated forecast of £175k surplus which would increase the budgeted transfer into the Housing Maintenance Fund.

Consideration was given to the income from the solar panel investments.

Note: *Report previously circulated copy attached to minutes.

36. **PERFORMANCE AND RISK (00-12-18)**

The Cabinet had before it and **NOTED** a * report of the Director of Corporate Affairs and Business Transformation providing Members with an update on the performance against the Corporate Plan and local service targets.

The Internal Audit Team Leader outlined the contents of the report highlighting the corporate aims and the actions that had taken place against the targets set out in the plan. She informed the meeting of the empty shop figure (8) for Crediton that had been missing from the economy priority

Consideration was given to:

- The corporate risk report specifically the mitigating controls within the plant rooms at the leisure centres
- The economy portfolio and whether the commercial portfolio should sit within the corporate targets

Note: *Report previously circulated copy attached to minutes.

37. **CABINET MEMBER DECISION (00-15-59)**

The Cabinet **NOTED** the following decision made by the Cabinet Member for Community Well-Being:

As part of the Service Level Agreement Grant Programme, to commission the Onion Collective to provide initial feasibility advice for Crediton Town Team on its Community Hub project

REASON FOR DECISION:

At its meeting held on 30 March 2017, the Council approved a £6,000 allocation for each of the 2017/18, 2018/19, 2019/20 financial years for an external consultancy, the Onion Collective to advise on 'flagship' community/social enterprise projects in the district. Crediton Town Team has approached the Council for consultancy advice from the Onion Collective to help scope and refine its plans to establish a Community Hub in Crediton. Support from the Onion Collective, if approved, would consist of an initial diagnostic session with the Crediton Town Team with representatives of MDDC in attendance. The diagnostic session would establish the means by which and level of consultancy support to be provided. This is unlikely to

exceed three days in the first instance (but may be extended following a review of progress), as the Onion Collective's time is expected to be allocated to key projects across the district. There are currently no other requests for Onion Collective support in the district. In line with its Service Level Agreement with the district, the Onion Collective will report on progress at the end of the second quarter.

38. **NOTIFICATION OF KEY DECISIONS (00-16-58)**

The Cabinet had before it and **NOTED**, its rolling plan* for August/September 2017.

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

(The meeting ended at 2.35 pm)

CHAIRMAN

COMMUNITY WELL-BEING PDG AUGUST 2017

SAFEGUARDING POLICY, GUIDANCE AND PROCEDURES

- Cabinet Member(s):** Cllr Colin Slade, Cabinet Member for Community Well Being
- Responsible Officer:** Mrs Jill May, Director of Corporate Affairs & Business Transformation and Corporate Safeguarding Lead Officer
- Reason for Report:** To provide Members with the updated Safeguarding Policy, Guidance and Procedures.
- RECOMMENDATION:** That the PDG recommends the Devon District Councils joint Safeguarding Policy (Appendix A) and the MDDC guidance and procedures (Appendix B) to Cabinet for approval.
- Relationship to Corporate Plan:** Safeguarding is a corporate matter which overarches the Corporate Plan.
- Financial Implications:** None Identified
- Legal Implications:** If we do not have appropriate policies and procedures in place we may not meet the requirements of relevant Safeguarding legislation i.e. the Children's Act 2004, Care Act 2014, etc
- Risk Assessment:** Failure to have adequate policies and procedures in place may result in harm or injury to a child or vulnerable adults.
- Equality Impact Assessment:** Equality Impact Assessment: No equality issues identified for this report

1.0 Introduction

- 1.1 The purpose of this report is to update you on the Joint Devon District Wide Safeguarding Policy along with MDDC guidance and procedures.
- 1.2 The Director of Corporate Affairs & Business Transformation & Corporate Safeguarding Lead Officer has been working with the Devon Districts to review the adopted joint Devon Safeguarding Policy.

2.0 Safeguarding Policy

- 2.1 The Devon Joint Safeguarding Policy has been reviewed and as there were no identified significant changes to the policy this time, the district

joint officers will review the policy on an annual basis or earlier if there are any legislation changes.

- 2.2 The Director of Corporate Affairs & Business Transformation & Corporate Safeguarding Lead Officer has reviewed and updated MDDC guidance and procedures for Safeguarding Children and Adults at Risk.
- 2.3 The policy has been amended to include new information in terms of Child Exploitation and Online Protection, Radicalisation and Prevent.

3 Guidance and Process

- 3.1 We have increased the number of service safeguarding representatives across the council to support the Child Protection & Safeguarding Officer to raise awareness of our Safeguarding Policy and the process to follow if anyone should notice anything which raises concerns.
- 3.2 All Safeguarding representatives have recently undertaken Level 2 Child Safeguarding awareness training from the Early Years team from Devon County Council which has enabled representatives to share awareness across their service area and to signpost to other partners for support.
- 3.3 Quarterly meetings are scheduled for the safeguarding team to meet and discuss best practice and lessons learned from sharing experiences within service areas. Bite Size awareness training to upskill safeguarding representatives who will then cascade across their service areas. To ensure we are addressing any changes of legislation or practice in a timely manner.
- 3.4 Working in collaboration with the Council's Community Safety Officer and partners to raise awareness of safeguarding and protection concerns with all officers and members.
- 3.5 The Safeguarding [sharepoint pages](#) have been reviewed and updated and consist of informing officers who their representative is and the process of reporting concerns and where officers can locate documents and other partners information.
- 3.6 MDDC guidance and procedures will be assigned to the corporate insight policy system by 4 August 2017 and will be rolled out to all staff to complete a review of the guidance and will also incorporate a 12 monthly review programme to raise the profile of safeguarding and that safeguarding is everybody's responsibility.
- 3.7 Annual statistics will be produced for this committee on the number of referrals to partner agencies for monitoring purposes only there will not be any specific details on referrals.

- 3.8 All Recreation Assistants (Lifeguards) have recently undertaken safeguarding and protecting children awareness training through Sports Coach UK.
- 3.9 Human resources have completed a review of the posts that require enhanced disclosure certificates and in accordance with our policy have requested renewals of the certificates where appropriate.

Contact for more Information: Jill May Director of Corporate Affairs & Business Transformation & Corporate Safeguarding Lead Officer and Nicola Cuskeran, Corporate Child Protection & Safeguarding Officer 4200.

Circulation of the Report: Leadership Team and Cabinet Member

List of Background Papers:

Joint District Wide Policy

Mid Devon District Council Policy & Guidance

Corporate Monitoring Form

Service: Corporate
January 2017 to 30 June 2017

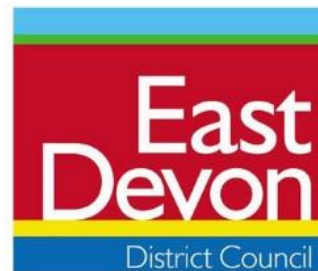
Officer: Nicola Cuskeran

Period:

SERVICE AREA	REFERRED		MASH	CARE DIRECT	POLICE	ANOTHER SERVICE WITHIN MDDC
	YES	NO				
Leisure	1	4	1	0	0	0
Housing Options	0	0	0	0	0	0
Customer Services	0	0	0	0	0	0
Public Health	5	0	2	3	0	0
Housing	2	0	1	1	1	0

DEVON DISTRICT COUNCILS

JOINT SAFEGUARDING POLICY



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

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

Policy development and Version details

V1 10 December 2015

Title	Devon District Councils Joint Safeguarding Policy
Author	Devon District Councils Safeguarding Leads
Owner	Melinda Pogue-Jackson, Exeter City Council
Review dates	May 2018
Status for FOI	Open
Protected marking status	Unclassified
EqlA conducted	October 2015

Version	Date	Description
V2	May 2017	Added Appendix A to give more detail on relevant sections of Serious Crime Act 2015

1. Introduction

1.1 This policy is based on the district council responsibilities under:

1.1.1 The Care Act 2014 in particular Sections 42 to 46 related to safeguarding, further information can be found at: <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

1.1.2 The Children Act 2004, specifically Section 11 which places a duty on key people and public bodies, including district councils, to make arrangements to ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2004/31/contents>

1.1.3 The Counter Terrorism Act 2015 section 26 which places a duty on certain bodies, in the exercise of their functions, to have due regard to the need to prevent people from becoming terrorists or supporting terrorism. The Prevent Agenda is one of four strands which makes up the Governments counter-terrorism strategy. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2015/6/contents>

1.1.4 The Modern Slavery Act 2015. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2015/30/contents/enacted>

1.1.5 The Anti-Social Behaviour, Crime and Policing Act 2014 in particular Part 10 relating to forced marriage. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2014/12/contents/enacted>

1.1.6 The Serious Crime Act 2015 particularly Part 5 (see Appendix A)

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

2. Policy commitment

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

3. Aims of the Policy

- 3.1 The aims of the policy are to:

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

4. Scope of the Policy

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

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

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

5. Responsibility

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

5.8 Safeguarding leads have responsibility for:

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

5.9 In addition the Corporate Safeguarding Lead has responsibility for:

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

5.10 Line Managers are responsible for:

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

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

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

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

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

5.12 Human Resources/Personnel are responsible for:

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

- 5.13 All employees and particularly those working with children and adults with care and support needs are responsible for:
- Ensuring that they are familiar with and understand the policies and procedures relating to their work with or in the vicinity of children and adults with care and support needs.
 - Ensuring that they feel confident in working within this environment and working with their managers to ensure that they have the knowledge and skills to carry out their tasks in this context.
 - Treating all those children and adults with whom they come into contact while carrying out their work equally and with respect.
 - Reporting to a Safeguarding Lead, any concerns they may have about abuse or a lack of care of children and adults with care and support needs either from other staff, from carers, parents or those in place of a parent or between members of the group.
- 5.14 Volunteers, partners, contractors and other workers are responsible for:
- Working with employees of the council, to the same standard, in ensuring the safety and well-being of children and adults with care and support needs within their scope.
 - Participating in any training or development opportunities offered to them to improve their knowledge of skills in this area.

6. Review

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

Serious Crime Act 2015

Part 5 Protection of children and others

Protection of children

- 66. Child cruelty offence
- 67. Sexual communication with a child
- 68. Child sexual exploitation
- 69. Possession of a paedophile manual

Female genital mutilation

- 70. Offence of female genital mutilation: extra-territorial acts
- 71. Anonymity for victims of female genital mutilation
- 72. Offence of failing to protect girl from risk of genital mutilation
- 73. Female genital mutilation protection orders
- 74. Duty to notify police of female genital mutilation
- 75. Guidance about female genital mutilation

Domestic Abuse

- 76. Controlling or coercive behavior in an intimate or family relationship
- 77. Guidance about investigation of offences under section 76

Further information can be found at: <http://www.legislation.gov.uk/ukpga/2015/9/contents/enacted>

Version Control

*Title: **Safeguarding Children and Adults at Risk policy and procedures***

Purpose: **The purpose of this policy and these procedures is to help protect children and adults at risk. It provides guidance to Mid Devon District Council and its councillors, employees and volunteers.**

Owner: **Director of Corporate Affairs & Business Transformation**
JMay@middevon.gov.uk
01884 234381

Date: **7 June 2017**

Version Number: **7**

Status: **The safeguarding children and adults at risk policy and procedures edition 7 is to be adopted June 2017.**

Review Frequency: **Every three years**

Next review date: **June 2020**

Consultation **This document was sent out for consultation to the following:**

Safeguarding Lead
 Leadership Team
 Group Human Resources Manager

Document History

This document obtained the following approvals.

Title	Date	Version Approved
CWB – Safeguarding Children and Adults at risk policy.	August 2017	7.0

Mid Devon District Council

Safeguarding Children and Adults at Risk policy and procedures

Policy Number: 7.0

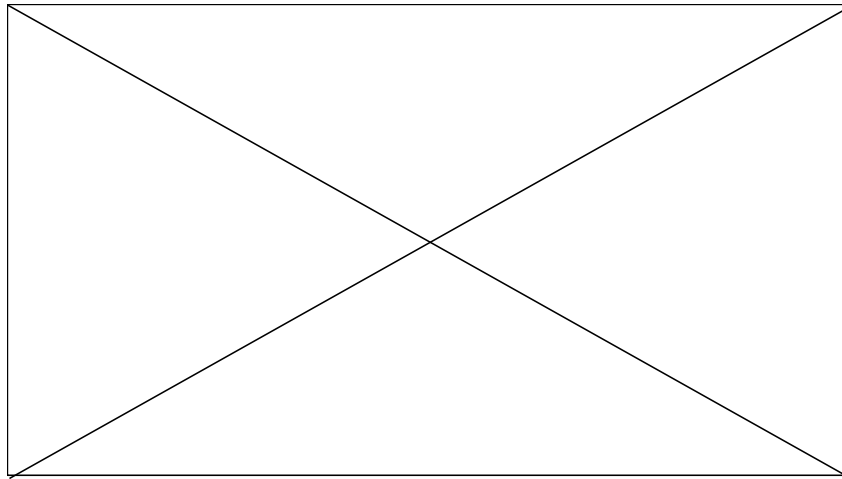
May 2017



Child Protection and Safeguarding

Everybody's business
Everybody's concern
Everybody's responsibility

**Does this apply to me; I do not work with
children or adults at risk?**



**Simple answer is 'yes' so if we see or hear
something that does not feel quite right, you
have a duty to report**

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1.0 Introduction

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

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

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

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

The purpose of this policy and these procedures is to help protect children and adults at risk. It provides guidance to Mid Devon District Council and its councillors, employees and volunteers.”

The Council aims to do this by:

- Raising the awareness of the duty of care responsibilities relating to children and adults at risk throughout the Council.
- Actively encouraging good practice amongst all staff, elected members and volunteers throughout the Council and promoting wider awareness wherever possible, i.e. partnership organisations and user groups.
- Creating a safe and healthy environment within all our services, avoiding situations where abuse or allegations of abuse may occur.
- Respecting and promoting the rights, wishes and feelings of children and adults at risk. Listening, minimising dangers and working closely with other agencies.
- Recruiting, training, supervising and supporting staff, elected members and volunteers to adopt best practice to safeguard and protect individuals from abuse, and themselves against false allegations. Staff and volunteers who work with children and

adults at risk will be subject to the appropriate level Disclosure and Barring Service (DBS) check.

- Responding to any allegations appropriately and implementing the appropriate disciplinary and appeals procedures.
- Staff, elected members and volunteers to adopt and abide by the Devon District Councils Joint Safeguarding Policy and the MDDC Safeguarding Children and Adults at Risk guidance and procedures.

Objectives to achieve these aims:

- To provide appropriate training for staff; elected members and volunteers, to enable them to recognise the potential signs and indicators of abuse and to improve good practice.
- To aid staff; elected members and volunteers to respond sensitively and seriously to anyone who discloses information about abuse, and be confident and able to take appropriate action swiftly, regardless of whom the allegation is about, e.g. carer/staff member.
- To maintain a level of good working practice at all times and therefore reducing the risk to participants under the care of our staff and volunteers.
- To promote the general welfare and well-being of children and adults at risk during and within Council services.
- To develop and implement effective procedures for recording and responding to incidents and accidents.
- To develop and implement effective procedures for recording and responding to complaints of alleged or suspected abuse.
- Ensure all service areas identify any potential risks to children and adults at risk which feeds into the corporate risk register.

3.0 What is Child Abuse?

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

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

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

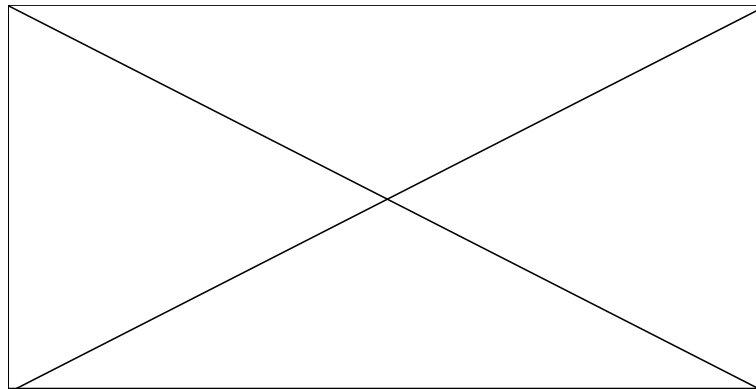
3.1. The Main Forms of Abuse

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

Physical Abuse

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

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



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

Further information is [available](#)

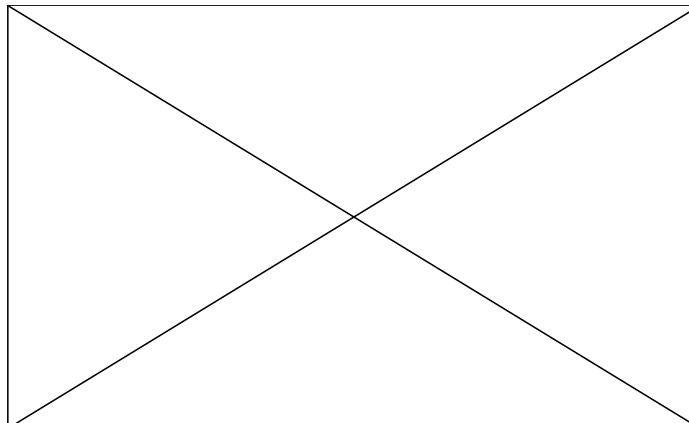
Emotional Abuse

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

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

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

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



Sexual Abuse

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

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

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

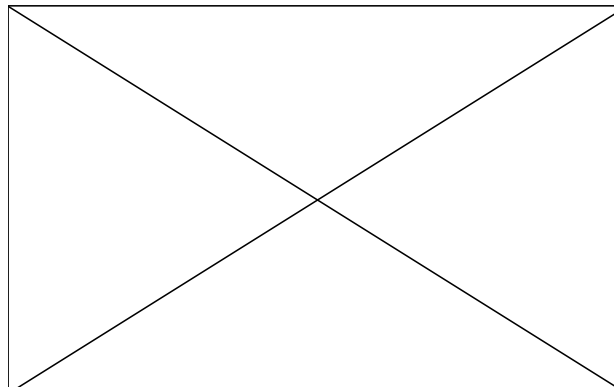
Further information is [available](#)

Neglect

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

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

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



A child's circumstances may also make them more vulnerable to neglect, such as children who are in care or seeking asylum. Further information is [available](#)

Child Sexual Exploitation

In February 2017 the government published a revised definition for Child Sexual Exploitation:

“Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator.

“The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.”

These often involve the young person being given things such as food, accommodation, drugs, affection, and gifts of money in return for performing sexual activities. Victims will often be groomed for a period of time before physical or sexual abuse takes place.

REMEMBER

Child sexual exploitation is never the victim's fault, even if there is some form of exchange: all children and young people under the age of 18 have a right to be safe and should be protected from harm.

How children are sexually exploited?

Children can be sexually exploited in many different ways, to help you understand and recognize what might be going on here are a few models that you should be aware of:

The inappropriate relationship

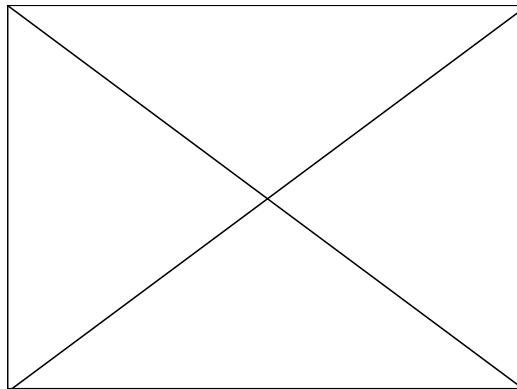
The young person is in a relationship with an older partner who exerts a great deal of influence and control over them due to an imbalance of power. The young person is likely to believe they are in a serious adult relationship and not recognise its exploitative nature.

Peer exploitation

The young person is in a relationship with another young person who is coercing them into some form of sexual activity with their friends. Based on national and local analysis we believe that in Devon that the majority of child sexual exploitation is perpetrated by the peer groups of the victims and that over half of those that sexually exploit children are themselves under 18.

Organised exploitation

The young people (often connected) are passed through networks, possibly over geographical distances, between towns and cities where they may be forced /coerced into sexual activity with multiple people. Often this occurs at 'sex parties' and young people who are involved may be used as agents to recruit others into the network.

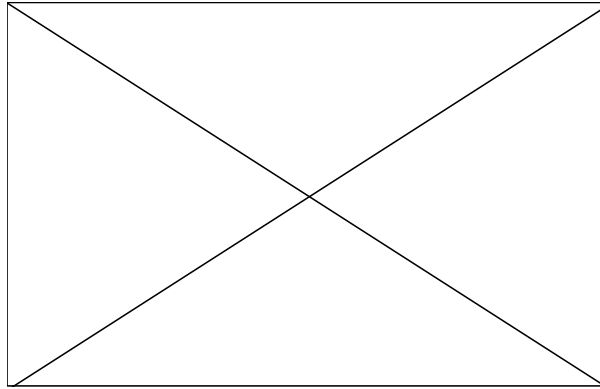


Online Exploitation

Any of the above models may involve online exploitation where the young person shares sexual images or videos or is coerced into carrying out sexual acts via web-cam. According to the [Child Exploitation and Online Protection Centre \(CEOP\)](#) most child sexual exploitation offences take place online. Analysis by the centre reveals that 13 and 14 year olds represent the largest single victim group of online exploitation.

'Internet Abuse' relates to four main areas of abuse to children:

- Abusive images of children (although these are not confined to the Internet);
- A child or young person being groomed for the purpose of Sexual Abuse;
- Exposure to pornographic images and other offensive material via the Internet; and
- The use of the internet and in particular social media sites, to engage children in extremist ideologies.



Further information is available on:

[Child Safety Online](#): A practical guide for parents and carers whose children are using social media

See [UK Safer Internet website](#) - latest tips, advice and resources to help children and young people have a safe and positive time online

[CEOP, thinkUknow website](#) – advice and guidance for children, young people, their parents and carers as well as professionals on the safe use of the internet and how to report concerns

REMEMBER

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

4.0 Recognising Adults at risk

The Care Act main changes:

A duty for the Local Authority, which MUST, if it believes an adult is subject to, or at risk of, abuse or neglect, make enquiries or cause others to make enquiries. The enquiry should establish whether any action needs to be taken to stop or prevent abuse or neglect, and if so, by whom.

The types of abuse recognised have been revised from the previous guidance to include 'Self Neglect' and 'Modern Slavery'. The Act also changes the term 'Institutional Abuse' to 'Organisational Abuse'.

A statutory Safeguarding Adults Board must be established by each local authority

It defines an "adult at risk" as someone over 18 years old who;

- (a) Is unable to look after their own well-being, property, rights or other interests;
- (b) Is experiencing, or is at risk of, abuse or neglect, (either from another person's behaviour or from their own behaviour) and
- (c) They are unable to protect themselves against the abuse or neglect or the risk of it because they have a disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than other adults.

A particular condition or disability does not automatically mean that an adult is an adult at risk. However, their circumstances as a whole should be considered."

Safeguarding key principles:

The [Devon Safeguarding Adults at Risk Policy](#) will apply to everyone in Devon and will be underpinned by the six key principles of Adult Safeguarding:

- Empowerment – presumption of person led decisions and informed consent
- Prevention – it is better to take action before harm occurs
- Proportionality – proportionate and least intrusive response appropriate to the risk presented.
- Protection – support and representation for those in greatest need
- Partnership – Local solutions through services working with their communities. Communities have part to play in preventing, detecting and reporting neglect and abuse

- Accountability- Accountability and transparency in delivering safeguarding

For more information see:

- Devon Safeguarding Adults website:
<https://new.devon.gov.uk/devonsafeguardingadultsboard/>

To report a Safeguarding Adults Concern to Devon County Council contact Care Direct on free phone **0345 155 1007** or email customerservicecentreperformancesecure-mailbox@devon.gcsx.gov.uk

4.1 **There are a number of categories of abuse:**

Physical Abuse may involve assault, hitting, slapping, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm, including by fabricating the symptoms of, or deliberately causing, ill health, misuse of medication, restraint or inappropriate physical sanctions.

Sexual Abuse is any sexual activity including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting. Sexual abuse is not solely perpetrated by adult males; women can also commit acts of sexual abuse as can children

Psychological abuse may involve age or developmentally inappropriate expectations being imposed, causing the victim frequently to feel frightened, including all types of maltreatment though it may occur alone.

Some level of emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable withdrawal of services/supportive networks.

Discriminatory Abuse is any unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as '**protected characteristics**' under the **Equality Act 2010**).

Institutional Abuse Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or in relation to care provided in

one's own home. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Neglect and acts of omission Neglect is deliberately withholding or unintentional failure to provide appropriate and adequate care and support which is necessary for the adult to carry out daily living activities. It is likely to result in the serious impairment of their health or development.

Self-neglect this covers a wide range of behaviour from neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Financial and Material abuse Includes theft, fraud, internet scamming, coercion in relation to an adult's financial affair or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse of property, possessions or benefits.

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

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

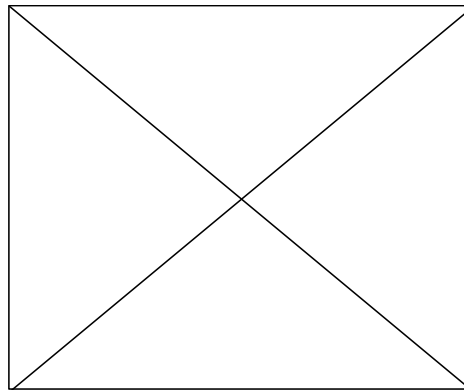
- acts of assault, threats, humiliation and intimidation
- harming, punishing, or frightening the person
- isolating the person from sources of support
- exploitation of resources or money
- preventing the person from escaping abuse
- regulating everyday behaviour.

[Devon Domestic Abuse Support Service](#) web site SPLITZ

For further information and [guidance](#) on this subject go to Domestic and Sexual Violence and Abuse website.

Modern Slavery encompasses slavery, human trafficking, and forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Victims of modern slavery should be given protection, get the help they need to recover from their experiences and access to the justice they deserve. Further [guidance](#) is available. You will find a [referral form](#) located on Gov.uk



Radicalisation is defined as the process by which people come to support terrorism and extremism and, in some cases, to then participate in terrorist groups

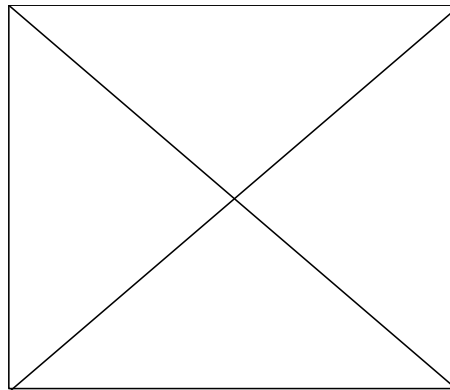
Children and young people can be drawn into violence or they can be exposed to the messages of extremist groups by many means. These can include through the influence of family members or friends and/or direct contact with extremist groups and organisations or, increasingly, through the internet via social media or other websites. This can put a young person at risk of being drawn into criminal activity and has the potential to lead to the child or young person suffering significant harm'.

This may take the form of a “grooming” process where the vulnerabilities of a young person are exploited to form an exclusive friendship which draws the young person away from other influences that might challenge the radical ideology. The risk of radicalisation can develop over time and may relate to a number of factors in the child's life. Identifying the risks require practitioners to exercise their professional judgement and to seek further advice as necessary. The risk may be combined with other vulnerabilities or may be the only risk identified.

For further information go to [Devon & Cornwall Police](#) website and Government [Revised Prevent Duty Guidance](#) Free online training on [PREVENT](#)

Protecting vulnerable people from, being drawn into terrorism. Channel forms a key part of the Prevent strategy. The process is a multi-agency approach to identify and provide support to individuals who are at risk of being drawn into terrorism.

Any concerns about the child or young person should be reported to the designated safeguarding officer in their organisation, who will discuss these concerns with the police. The LSCB Referrals Procedure should be followed. A multi-agency assessment meeting (MASH) will determine the appropriate response and level of support to the family.



Be Curious

The Safer Devon Partnership, Devon Safeguarding Children Board, Devon and Cornwall Police and local authorities from across Devon have come together to raise awareness of three issues affecting our communities:

- Violent extremism and radicalisation
- Child sexual exploitation
- Modern slavery.

The aim of **Be Curious** is to encourage people across the county to look out for signs of exploitation in their communities.



Female Genital Mutilation (FGM) - FGM is a criminal offence – it is child abuse and a form of violence against women and girls and therefore should be treated as such.

FGM is a procedure where the female genital organs are injured or changed and there is no medical reason for this. Whilst FGM may be an isolated incident of abuse within a family, it can be associated with other behaviours that discriminate against, limit or harm women and girls. These may include other forms of honour-based violence (e.g. forced marriage) and domestic abuse.

For further [guidance](#) on this subject go to Devon's Safeguarding Children Board Procedures Manual

Types and Indicators of abuse

Please see **appendix A** for details of the types of abuse and what the indicators could be.

5.0 Responding to Concerns and Allegations

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

Am I going to be able to spot abuse?

It is always possible that a victim may have very visible signs of abuse which raise concerns with you or other people, so it is essential to be aware of and act on, the following procedures. However, it is appreciated that in MDDC, contact with victims is unlikely to be prolonged and the above symptoms may well not be apparent during appointments so staff and other people will not be aware of them. However, you may become aware of something 'not quite right'.

5.1 Important Rules

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

REMEMBER
Call 999 if it's an emergency or the person is in danger

Nothing in this procedure should prevent the application of common sense and if a member of staff, elected member or volunteer comes across an individual in distress or obvious physical need, they should ensure their immediate needs are met by calling in the appropriate professional help, including the police or ambulance services if necessary. Once their immediate needs have been met then the basic response procedures detailed in section 6.0 should be followed.

REMEMBER
The needs of the Individual always come first

CHANNEL process

This is a multi-agency meeting that aims to identify whether an individual is at risk of being drawn into terrorism along with the nature and extent of that risk. The meeting will then develop a support plan for the individual which is reviewed regularly.

Channel aims to protect and divert young people from the risks they face through early multi-agency intervention.

More information about the [Channel Process](#) can be found on the gov.uk website.

5.2 Corporate Safeguarding Officers and Service Designated Officers

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

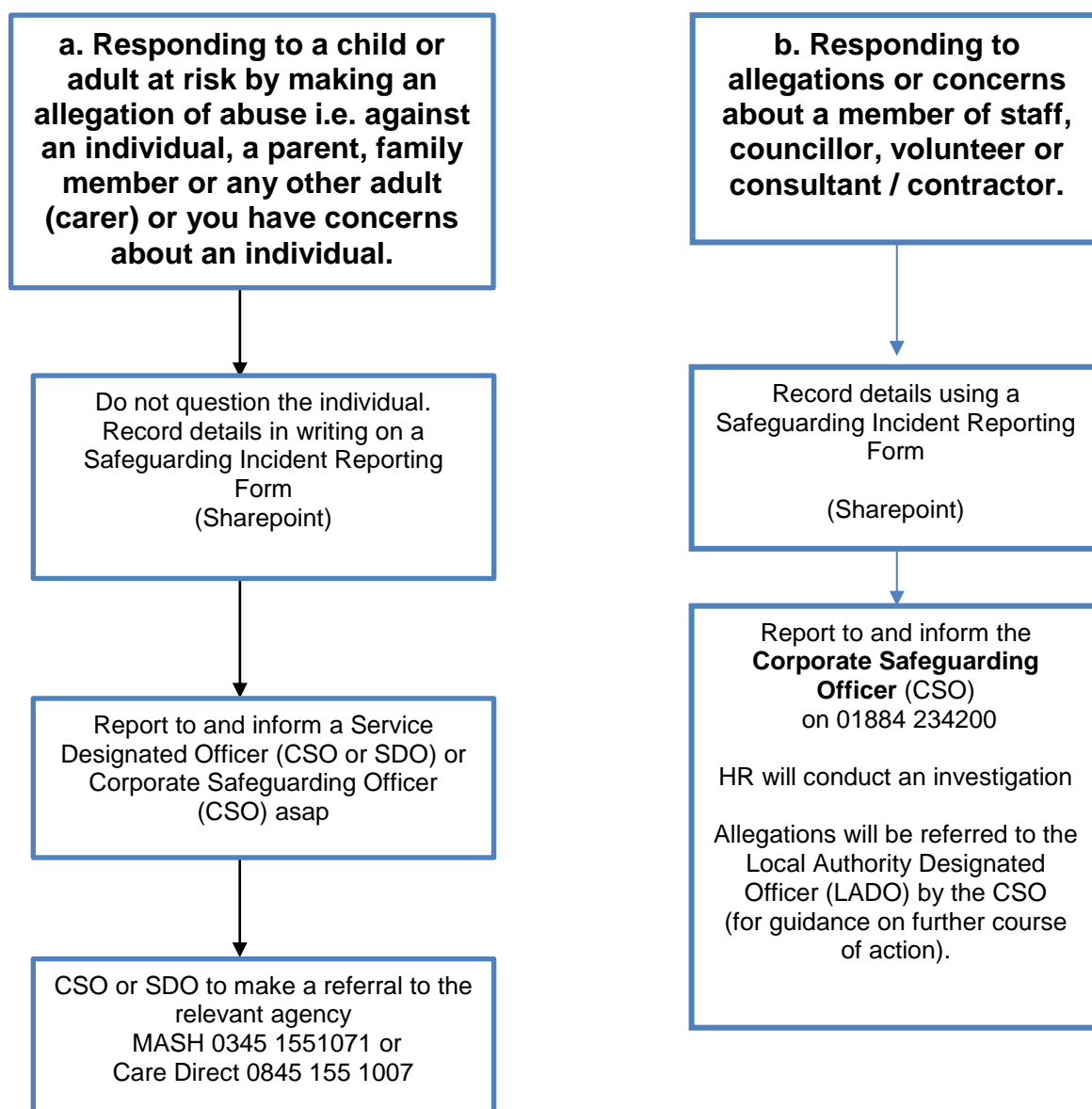
If you are a member of the public and have a concern about MDDC services you can contact the corporate officer. However, if you have a concern about someone not in relation to MDDC services please contact the relevant organisation directly listed below.

6.0 Basic Response Procedure

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

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

Basic response procedure/actions



REMEMBER

Call 999 if it's an emergency or the person is in danger

6.1 Specific Response Procedures

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

Responding to a child or adults at risk making an allegation of abuse

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

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

REMEMBER

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

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

1. Take the allegation or concern seriously.
2. Consider any allegation or concern to be potentially dangerous to the child or adults at risk.
3. Record in writing on a Safeguarding Incident Reporting Form (see sharepoint) all the details that you are aware of as soon as possible.
4. Report to and inform the Corporate Safeguarding Officer. The criteria are where a member of staff (including volunteers):
 - behaves in a way that has harmed a child, or may have harmed a child;
 - possibly commits a criminal offence against or related to a child; or
 - behaves towards a child or children in a way that indicates he or she would pose a risk of harm to children

The role of the Designated Officer is not to investigate, but to ensure that correct procedures are being followed and that, where necessary, Children's Services and the Police are involved.

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

REMEMBER

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

6.2 Support to those who raise a concern or allegation

The council has a duty of care to the person raising the concern or allegation depending on the outcome or complexity of the allegation. To support the Service Designated Officer we have a number of work place coaches and details are available on [sharepoint](#) for you to self-refer and we have an employee assistance service for counselling which is a self-referral service using freephone number 0800 3687325 and arranging an appointment to chat to someone.

6.3 Whistleblowing

The disclosure by a person, usually an employee in a government agency or private enterprise, to the public or to those in authority, of mismanagement, corruption, illegality, or some other wrongdoing. (Legal Dictionary definition)

You are a “whistleblower” if you’re a worker and you report certain types of wrongdoing. This will usually be something you’ve seen at work - though not always.

The wrongdoing you disclose must be “in the public interest”. This means it must affect others e.g. the general public. The Public Interest Disclosure Act 1998 specifies “Qualifying Disclosures” as follows:

- a criminal offence, e.g. fraud
- someone’s health and safety is in danger
- risk or actual damage to the environment
- a miscarriage of justice
- the company is breaking the law, e.g. doesn’t have the right insurance
- you believe someone is covering up wrongdoing

As a whistleblower you’re protected by law - you shouldn’t be treated unfairly or lose your job because you “blow the whistle”. For further information please refer to MDDC [Whistleblowing Policy](#)

7.0 Confidentiality

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

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

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

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

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

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

8.0 Photography and Child Abuse Imagery

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

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

- Check credentials of any photographers and organisations used.
- Ensure identification is worn at all times, if they do not have their own – provide it.
- Do not allow unsupervised access to children or young people or one to one photographic sessions.
- Do not allow photographic sessions outside of the activities or services, or at a child or young persons home.
- Parents must be informed that photographs of their child or young person may be taken during Council services, activities or events, and parental consent forms need to be signed agreeing to this. This must include information about how and where these photographs will be used (see SharePoint).
- It is recommended that the names of children or young people should not be used in photographs or video footage, unless with the express permission of the child or young person's parent.

9.0 Good Practice for Mid Devon District Council

9.1 The Care of the Organisation

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

An enhanced disclosure from the Disclosure and Barring Service will be required for the posts / officers who are working or supporting directly with children and adults at risk.

9.2 Use of Contractors

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

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

Where there is potential for contact with children and adults at risk it is the responsibility of the manager who is using the services of the contractor to check that the correct Disclosure & Barring certificate has been satisfactorily completed.

9.3 Facilities

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

9.4 Guidance for staff can be found on SharePoint covering:

- Good practice for employees
- Recruitment
- When making a referral
- Recognising the signs of abuse
- Thresholds
- Types of abuse and indicators
- Safeguarding incident form
- Photo consent
- Example activities consent form
- Body maps
- Useful contact numbers
- Safeguarding websites with partner agencies

Types of Abuse and Indicators

Appendix A

Physical Abuse may involve assault, hitting, slapping, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm, including by fabricating the symptoms of, or deliberately causing, ill health, misuse of medication, restraint or inappropriate physical sanctions.

Types of physical abuse:

- Rough handling
- Physical punishments
- Inappropriate or unlawful use of restraint
- Making someone purposefully uncomfortable (e.g. opening a window and removing blankets)
- Involuntary isolation or confinement
- Forcible feeding or withholding food
- Unauthorised restraint, restricting movement (e.g. tying someone to a chair)

Possible indicators of physical abuse:

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

Sexual Abuse is any sexual activity with a child or sexual assault or sexual acts with an adult to which the adult has not consented or was pressured into consenting. Sexual abuse is not solely perpetrated by adult males; women can also commit acts of sexual abuse as can children

Types of sexual abuse

- Rape, attempted rape or sexual assault
- Inappropriate touch anywhere
- Non- consensual masturbation of either or both persons
- Non- consensual sexual penetration or attempted penetration of the vagina, anus or mouth
- Any sexual activity that the person lacks the capacity to consent to

- Inappropriate looking, sexual teasing or innuendo or sexual harassment
- Sexual photography or forced use of pornography or witnessing of sexual acts
- Indecent exposure

Possible indicators of sexual abuse

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

Psychological abuse may involve age or developmentally inappropriate expectations being imposed, causing the victim frequently to feel frightened. Some level of emotional abuse is involved in all types of maltreatment though it may occur alone.

Types of psychological or emotional abuse:

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

Possible indicators of psychological or emotional abuse

- An air of silence when a particular person is present
- Withdrawal or change in the psychological state of the person
- Insomnia
- Low self-esteem
- Uncooperative and aggressive behaviour
- A change of appetite, weight loss/gain
- Signs of distress: tearfulness, anger
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment

Discriminatory Abuse

Types of discriminatory abuse:

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

Possible indicators of discriminatory abuse

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

Institutional Abuse

Types of organisational or institutional abuse:

- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes

- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care
- Abusive and disrespectful attitudes towards people using the service
- Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Failure to manage residents with abusive behaviour
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication
- Failure to provide care with dentures, spectacles or hearing aids
- Not taking account of individuals' cultural, religious or ethnic needs
- Failure to respond to abuse appropriately
- Interference with personal correspondence or communication
- Failure to respond to complaints

Possible indicators of organisational or institutional abuse:

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

Neglect and acts of omission

Neglect is deliberately withholding or unintentional failure to provide appropriate and adequate care and support which is necessary for the adult to carry out daily living activities. It is likely to result in the serious impairment of their health or development.

Types of neglect and acts of omission:

- Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care
- Providing care in a way that the person dislikes

- Failure to administer medication as prescribed
- Refusal of access to visitors
- Not taking account of individuals' cultural, religious or ethnic needs
- Not taking account of educational, social and recreational needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions
- Preventing access to glasses, hearing aids, dentures, etc.
- Failure to ensure privacy and dignity

Possible indicators of neglect and acts of omission:

- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Pressure sores or ulcers
- Malnutrition or unexplained weight loss
- Untreated injuries and medical problems
- Inconsistent or reluctant contact with medical and social care organisations
- Accumulation of untaken medication
- Uncharacteristic failure to engage in social interaction
- Inappropriate or inadequate clothing

Self-neglect this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour

Types of self-neglect:

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

Indicators of self-neglect:

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration
- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding

- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or care services
- Inability or unwillingness to take medication or treat illness or injury

Financial and Material abuse

Types of financial or material abuse:

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

Possible indicators of financial or material abuse:

- Missing personal possessions
- Unexplained lack of money or inability to maintain lifestyle
- Unexplained withdrawal of funds from accounts
- Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity
- Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so
- The person allocated to manage financial affairs is evasive or uncooperative
- The family or others show unusual interest in the assets of the person

- Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA
- Recent changes in deeds or title to property
- Rent arrears and eviction notices
- A lack of clear financial accounts held by a care home or service
- Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person
- Disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house
- Unnecessary property repairs

Domestic Violence Types of domestic violence or abuse

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

- psychological
- physical
- sexual
- financial
- emotional

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

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

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

Possible indicators of domestic violence or abuse

- Low self-esteem
- Feeling that the abuse is their fault when it is not
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention

- Damage to home or property
- Isolation – not seeing friends and family
- Limited access to money

Modern Slavery encompasses slavery, human trafficking, and forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Types of modern slavery:

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

Possible indicators of modern slavery:

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

Radicalisation is defined as the process by which people come to support terrorism and extremism and, in some cases, to then participate in terrorist groups

Possible changes in behaviour may give cause for concern from those closest to them

- General changes of mood, patterns of behaviour, secrecy;
- Changes of friends and mode of dress;
- Use of inappropriate language;
- Possession of violent extremist literature;
- The expression of extremist views;
- Advocating violent actions and means;
- Association with known extremists;
- Seeking to recruit others to an extremist ideology.

Protecting vulnerable people from, being drawn into terrorism. Channel forms a key part of the Prevent strategy. The process is a multi-agency approach to identify and provide support to individuals who are at risk of being drawn into terrorism.

Female Genital Mutilation (FGM) - FGM is a criminal offence – it is child abuse and a form of violence against women and girls and therefore should be treated as such.

FGM is a procedure where the female genital organs are injured or changed and there is no medical reason for this. Whilst FGM may be an isolated incident of abuse within a family, it can be associated with other behaviours that discriminate against, limit or harm women and girls. These may include other forms of honour-based violence (e.g. forced marriage) and domestic abuse.

Recommended Legislation and Guidance

Legislation

- The Care Act 2014 in particular Sections 42 to 46 related to safeguarding, further information can be found at: <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>
- The Children Act 2004, specifically Section 11 which places a duty on key people and public bodies, including district councils, to make arrangements to ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2004/31/contents>
- [The Safeguarding Vulnerable Groups Act 2006](#) - This Safeguarding Vulnerable Groups Act (SVGA) 2006 was passed to help avoid harm, or risk of harm, by preventing people who are deemed unsuitable to work with children and vulnerable adults from gaining access to them through their work.
- The Independent Safeguarding Authority was established as a result of this Act. On 1 December 2012 the Criminal Records Bureau and Independent Safeguarding Authority merged to become the [Disclosure and Barring Service](#) (DBS). Organisations with responsibility for providing services or personnel to vulnerable groups have a legal obligation to refer relevant information to the service.
- The Counter Terrorism Act 2015 section 26 which places a duty on certain bodies, in the exercise of their functions, to have due regard to the need to prevent people from becoming terrorists or supporting terrorism. The Prevent Agenda is one of four strands which makes up the Government's counter-terrorism strategy. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2015/6/contents>
- The Modern Slavery Act 2015. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2015/30/contents/enacted>
- The Anti-Social Behaviour, Crime and Policing Act 2014 in particular Part 10 relating to forced marriage. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2014/12/contents/enacted>
- The Serious Crime Act 2015 particularly Part 5 relating to female genital mutilation, child cruelty and domestic abuse. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2015/9/contents/enacted>

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

- Human Rights Act 1998
www.hmsso.gov.uk/acts/acts1998/19980042.htm

- The Data Protection Act 1984 and 1998
www.legislation.hmsso.gov.uk/acts/acts1998/19980029.htm

- [Multi-agency statutory guidance on female genital mutilation](#)

Female genital mutilation (FGM) is a collective term for procedures, which include the removal of part or all of the external female genitalia for cultural or other non-therapeutic reasons.

- [Protection of Children Act 1978](#) –

It is an offence to take, permit to be taken, make, possess, show, distribute or advertise indecent images of children in the United Kingdom. A child for these purposes is a anyone under the age of 18.

Guidance

- Working Together to Safeguard Children (Department of Health)
<http://www.doh.gov.uk>
- Multi-Agency Child Protection Procedures (LSCB)
www.devon.gov.uk/socserve/childprotect
- Every Child Matters (Department for Education and Skills)
www.dfes.gov.uk/everychildmatters
- First Check – NSPCC
www.nspcc.org.uk
- No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect adults at risk from abuse" (March 2000).
www.gov.uk/government/publications/no-secrets-guidance-on-protecting-vulnerable-adults-in-care
- For information about different substances and their impact have a look at the [FRANK](#) website
- The Drug and Alcohol Service for under 18's - Have a look at the [Y-Smart](#) website
- [Adolescents and Risk: Helping Young People Make Better Choices](#)
- For local information see the [Devon Young Carers](#) website
- Take a look at the [Carers Trust](#) website
- [Stop Abuse For Everyone](#) - For Everyone. We want a world where everyone is safe, equal and respected and see an end to domestic violence and abuse.

Useful contact numbers:

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

- 0845 155 1007
- Monday – Friday 8am – 8pm
Saturday 9am – 1pm
- Referrals should be emailed to csc.caredirect@devon.gov.uk

An **Emergency Duty Team** which offers an emergency crisis service matters which cannot wait until the local office opens (both children and adults at risk), they operate from **Monday – Friday** 5pm – 9am (4pm – 9am on Fridays) and also at weekends and Bank Holidays **0845 6000388**

ChildLine

- 0800 1111
- www.childline.org.uk

Confidential telephone line advice for children who are being abused or are at risk – there are a number of ways to contact ChildLine and more information is available on their website.

Devon and Cornwall Constabulary (Police)

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

Domestic Abuse

- | | |
|---|----------------------|
| • If you are concerned about an adult (aged 16+) who is affected by domestic abuse, | |
| • Contact Devon Domestic Abuse Services on: | 0345 155 1074 |
| • The National Domestic Violence Helpline on: | 0808 2000 247 |
| • National Women's Aid on: | 0808 2000 247 |
| • Men's Advice Line on: | 0808 801 0327 |
| • Samaritans on: | 08457 909090 |
| • ChildLine on: | 0800 1111 |
| • NSPCC on: | 0808 800 5000 |
| • Shelterline on: | 0808 800 4444 |

Wherever possible these numbers should be provided to the victim to seek advice. If

you are working with someone disclosing that they are a perpetrator of abuse they can also seek advice using the same numbers and should be encouraged to do so.

LADO – Local authority Designated Officer

- 01392 384964
- Referrals should be emailed to the Child Protection Officer who will refer to LADO
- www.devon.gov.uk/index/childrenfamilies/childprotection/lado.html

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

- To make a referral – 0345 1551071
- Monday to Thursday 9am – 5pm
- Friday 9am – 4pm
- Referrals should be emailed to mashsecure@devon.gcsx.gov.uk

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

NSPCC –

- **0808 800 5000**
- www.nspcc.org.uk

The NSPCC's telephone helpline provides advice and support for children who have been abused and for adults or other children who are concerned that a child has been abused.

Vulnerability to radicalisation

Channel is a partnership approach involving a multi-agency panel deciding on the most appropriate action to support individuals vulnerable to radicalisation (it is similar to MAPPA and MASH).

Email prevent@devonandcornwall.pnn.police.uk

Declaration

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

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

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

.....
Declaration:

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

Signed: Date:

Name:
(Please print)

Position in Organisation:.....

This will be kept in your personnel file

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Corporate Monitoring Form

Service: Corporate

Officer: Nicola Cuskeran

Period: January 2017 to 30 June 2017

SERVICE AREA	REFERRED		MASH	CARE DIRECT	POLICE	ANOTHER SERVICE WITHIN MDDC	LADO
	YES	NO					
Leisure	1	4	1	0	0	0	0
Housing Options	0	0	0	0	0	0	0
Customer Services	0	0	0	0	0	0	0
Public Health	5	0	2	3	0	0	0
Housing	7	0	4	1	2	0	0

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CABINET
31 AUGUST 2017:

UPDATE TO THE CORPORATE PLAN FOR 2017-18

Cabinet Member Clive Eginton, Leader of the Council
Responsible Officer Stephen Walford, Chief Executive

Reason for Report: In order to further the Corporate Plan 2016-20 aims and ensure that operational projects remain current.

RECOMMENDATION TO COUNCIL:

1. To note and approve the amendments to the operational section of the published corporate plan for 17/18.
2. To provide delegated authority to the Chief Executive, in consultation with the Leader, to amend the operational elements of the published plan to ensure an up-to-date version can be (re)published as often as required.

Relationship to Corporate Plan: Corporate Plan priorities and targets are effectively maintained.

Financial Implications: None identified – budgets are set by full council each year; this report does not seek to change these.

Legal Implications: None identified

Risk Assessment: Maintaining an up-to-date (and publicly available) corporate plan aids transparency about council activity and deployment of effort/resources. The council should always seek to be as transparent as possible.

Equality Impact Assessment: No equality issues identified for this report.

1.0 Introduction

- 1.1 The current Corporate Plan covers the period April 2016 until March 2020; it was recommended to Council for approval by Cabinet at its meeting on 11 February 2016. Full Council then adopted the plan at the meeting on 24 February 2016.

2.0 Projects

- 2.1 The current published corporate plan includes, under each priority, operational projects the majority of which were time-limited to the end of the 2016-17 year. As these were approved by Full Council amendments similarly must go to Full Council.

- 2.2 Attached at Appendix A is a table of projects and strategic risks aligned to the achievement of the adopted corporate plan objectives for which approval is sought as amendments to the Corporate Plan projects.
- 2.3 It is important to update projects as appropriate in order to deliver the Corporate Plan 2016-20 aims and ensure that operational projects remain current. Therefore delegated authority to make further amendments as required is additionally sought.
- 2.4 No delegated authority is sought over the policy and objectives as set out within the Corporate Plan – it is a constitutional requirement for full council to approve policy changes. However, it is important to ensure that the published plan is current with respect to operational aspects, the projects that are ongoing, and the relevant performance metrics being tracked (and at the moment this can't be done without every revision going to full council).

3.0 Conclusion and Recommendations

- 3.1 That Cabinet recommends to Full Council to note and approve the amendments to the operational section of the published corporate plan for 17/18 attached at Appendix A.
- 3.2 That Cabinet recommends to Full Council to provide delegated authority to the Chief Executive, in consultation with the Leader, to amend the operational elements of the published plan to ensure an up to date version can be (re)published as often as required.

Contact for more Information: Catherine Yandle, Audit Team Leader ext 4975 (cyandle@middevon.gov.uk)

Circulation of the Report: Leadership Team and Cabinet Member

PRIORITY 1: ECONOMY

<i>Our priority activities for 17/18</i>	<i>Lead Portfolio</i>	<i>Service Area</i>	<i>Responsible Officer</i>
Develop an Economic Strategy for Mid Devon	Planning and Economic Regeneration	Growth, Economy & Delivery	Adrian Welsh, Group Manager – Growth, Economy & Delivery
Support the Local Plan examination	Planning and Economic Regeneration	Forward Planning	Jenny Clifford, Head of Planning, Economy & Regeneration
Adopt the Local Plan and Community Infrastructure Levy	Planning and Economic Regeneration	Forward Planning	Jenny Clifford, Head of Planning, Economy & Regeneration
Secure the delivery of the enabling A361 access junction to unlock Tiverton EUE	Planning and Economic Regeneration	Growth, Economy & Delivery	Jenny Clifford, Head of Planning, Economy & Regeneration
Consult on and adopt the Tiverton Town Centre Masterplan	Planning and Economic Regeneration	Growth, Economy & Delivery	Jenny Clifford, Head of Planning, Economy & Regeneration
Resubmit the Heritage Lottery Fund bid for the townscape heritage scheme for Cullompton	Planning and Economic Regeneration	Growth, Economy & Delivery	Adrian Welsh, Group Manager – Growth, Economy & Delivery
Reduce the number of empty shops across the three market towns	Planning and Economic Regeneration	Growth, Economy & Delivery	Adrian Welsh, Group Manager – Growth, Economy & Delivery
Increase the number of (rateable) businesses in the District.	Planning and Economic Regeneration	Growth, Economy & Delivery	Adrian Welsh, Group Manager – Growth, Economy & Delivery
Scope and develop a project to provide business incubator space	Planning and Economic Regeneration	Growth, Economy & Delivery	Adrian Welsh, Group Manager – Growth, Economy & Delivery

Strategic Risks to the Economy Priority

- Brexit and related impacts on trade, finance and economy
- Connectivity - failing to provide/secure the physical and digital networks needed for strategic growth
- Failing to plan for, and react to, the shrinking need for physical retail provisioning and the commensurate impact on our places
- Planning legislation driving unwanted outcomes eg. Potential housing need targets linked to affordability (price suppression)

PRIORITY 2: HOMES

<i>Our priority activities for 17/18</i>	<i>Lead Portfolio</i>	<i>Service Area</i>	<i>Responsible Officer</i>
Agree a 10 year strategic Council Housing Supply	Housing and Property	Housing	Andrew Pritchard, Director of Operations
Bid submission for capacity funding for Culm Garden Village	Planning and Economic Regeneration	Growth, Economy & Delivery	Adrian Welsh, Group Manager – Growth, Economy & Delivery
Cosy Devon Initiative (ECO scheme) Local Energy Advice Program (LEAP)	Community Well Being	Public Health	XX, Group Manager for Public Health & Regulation
Commence masterplanning for Culm Garden Village	Planning and Economic Regeneration	Planning	Jenny Clifford, Head of Planning, Economy & Regeneration
Infrastructure business case for Junction 28 to unlock housing delivery	Planning and Economic Regeneration	Growth, Economy & Delivery	Adrian Welsh, Group Manager – Growth, Economy & Delivery
Bring Empty Homes back into use to maximise utilisation of housing stock	Housing and Property	Private Sector Housing	XX, Group Manager for Public Health & Regulation

Strategic Risks to the Homes Priority

- Brexit and related impacts on national economy and housing market
- National legislation around 'Right to Buy' or rental values impacting case for investment against our improvement programme and/or our ability to replace stock
- Garden Village failing to secure Ministerial support
- Universal Credit and impact on arrears
- Any national intervention taking decision-making away from local councils (e.g. commercialising 'processing' of apps)

PRIORITY 3: COMMUNITY

<i>Our priority activities for 17/18</i>	<i>Lead Portfolio</i>	<i>Service Area</i>	<i>Responsible Officer</i>
Complete the Exe Valley extension	Community Well Being	Leisure	XX, Group Manager for Corporate Property & Commercial
Develop a framework approach to play and open space within Mid Devon – 10yr mgmt. plan and design principles	Environment	Property	Andrew Pritchard, Director of Operations Andrew Jarrett, Director of Finance Assets & Resources
Actively support the South West Youth Games	Community Well Being	Leisure	Andrew Pritchard, Director of Operations
Monitor the food rating system and assist businesses in achieving the highest standards – scores on the doors targets	Community Well Being	Environmental Health	XX, Group Manager for Public Health & Regulation
Continue to work on digital inclusion and digital transformation projects to help people access our services digitally	Community Well Being	Customer First and IT	XX, Group Manager for Business Transformation
Deliver a divestment framework policy	Housing and Property	Property	XX, Group Manager for Corporate Property & Commercial
Crediton & Cullompton Air Quality Action Plans renewal	Community Well Being	Environmental Health	XX, Group Manager for Public Health & Regulation
Refurbish Amory Park play area	Housing and Property	Property	XX, Group Manager for Corporate Property & Commercial

Strategic Risks to the Community Priority

- Brexit – national decisions made on digital infrastructure and any changes to state aid principles
- Leisure is a discretionary service, therefore budget context will place increased focus on its ability to adequately commercialise its product offering

PRIORITY 4: ENVIRONMENT

<i>Our priority activities for 17/18</i>	<i>Lead Portfolio</i>	<i>Service Area</i>	<i>Responsible Officer</i>
Resubmit Heritage Lottery Fund bid for Cullompton heritage townscape	Planning and Economic Regeneration	Growth, Economy & Delivery	Adrian Welsh, Group Manager – Growth, Economy & Delivery
Work with Cullompton Neighbourhood plan group towards country park	Planning and Economic Regeneration	Planning	Jenny Clifford, Head of Planning, Economy & Regeneration
Generate 10,000 customers on chargeable garden waste service	Environment	Waste & Recycling	XX, Group Manager for Open Space & Waste Services
Implement the recommendations from the Street Cleansing Service Review	Environment	Waste & Recycling	XX, Group Manager for Open Space & Waste Services
Open the waste transfer facility at Carlu Close	Environment	Waste & Recycling	XX, Group Manager for Open Space & Waste Services
Expand areas covered by the Trade Recycling Service (% covered by MDDC)	Environment	Waste & Recycling	XX, Group Manager for Open Space & Waste Services
Develop a framework approach to play and open space within Mid Devon – 10yr mgmt. plan and design principles	Environment	Property	Andrew Pritchard, Director of Operations Andrew Jarrett, Director of Finance Assets & Resources
Launch Energy Switching Scheme on MDDC website	Community Well Being	Public Health	XX, Group Manager for Public Health & Regulation
Reduce residual household waste to 420kg per unit	Environment	Waste & Recycling	XX, Group Manager for Open Space & Waste Services

Strategic Risks to the Environment Priority

- Substantial changes to waste disposal costs (impacting on MDDC via partnership arrangements with DCC)
- Public appetite for waste reduction
- Public attitudes to acceptability of littering in public space

PRIORITY 5: CORPORATE

<i>Our priority activities for 17/18</i>	<i>Lead Portfolio</i>	<i>Service Area</i>	<i>Responsible Officer</i>
Enable Premier Inn Development through to construction (incl amends to MDDC car park)	Housing and Property	Property	Andrew Jarrett, Director of Finance, Assets & Resources
Adoption of the Local Plan following examination	Planning and Economic Regeneration	Planning	Jenny Clifford, Head of Planning, Economy & Regeneration
Preparation for GDPR	Working Environment and Support Services	ICT & Customer First	Jill May, Director of Corporate Affairs & Business Transformation
Business Transformation Restructure and Business case	Working Environment and Support Services	Leadership Team	Jill May, Director of Corporate Affairs & Business Transformation
Reduce levels of sickness absence	Working Environment and Support Services	Leadership Team	Jill May, Director of Corporate Affairs & Business Transformation
Deliver a commercial return on assets	Housing and Property	Property	XX, Group Manager for Corporate Property & Commercial
Continue to update and improve corporate performance management to drive achievement of strategic objectives	Working Environment and Support Services	Performance	XX, Group Manager for Performance & Governance

Strategic Risks to the Corporate Priority

- Delays to Local Plan being adopted
- Further changes to legislation surrounding the holding of data and information
- Pay restraint and national impacts on resource cost

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CABINET
31ST AUGUST 2017

REPORT OF THE HEAD OF PLANNING, ECONOMY AND REGENERATION

BID SUBMISSIONS TO HOUSING INFRASTRUCTURE FUND

Cabinet Member	Cllr Richard Chesterton
Responsible Officer	Mrs Jenny Clifford, Head of Planning, Economy and Regeneration

Reason for Report: To inform members of the current funding opportunities under the Housing Infrastructure Fund, seek approval to pursue a bid for infrastructure projects in the district and to agree prioritisation of the projects to be submitted.

RECOMMENDATION: That Cabinet agree to:

- 1. Grant delegated authority to the Head of Planning, Economy and Regeneration to submit a bid to the Housing Infrastructure (Marginal Viability) Fund to seek finance for the projects identified within this report; and**
- 2. Prioritise the bid relating to improvements to Junction 28 of the M5 Motorway.**

Relationship to Corporate Plan: If successful this funding bid will enable development identified in the local plan to come forward and make a valuable contribution to delivering the priorities of the Corporate Plan 2016 to 2020; Economy, Homes, Community and Environment.

Financial Implications: If successful this funding would play a pivotal role in bringing forward the corporate aspirations to facilitate growth within the district which in turn will help boost the economy. No additional contributions from the district council are envisaged over and above those already reflected in existing budgets.

Legal Implications: None other than the pursuance of section 106 developer contributions legal agreements which is a standard requirement and will be sought irrespective of whether this funding is forthcoming. If successful, the Council will need to sign a funding agreement with DCLG which should be considered by the Legal Service Manager prior to signing.

Risk Assessment: The risks to the authority is negligible of pursuing this funding; however the consequences to the authority of not securing an adequate funding package is serious as it could compromise the authority's ability to deliver much needed housing and achieve five year land supply.

1.0 Background

- 1.1 In July 2017 the Government launched its £2.3 billion Housing Infrastructure Fund to finance infrastructure to unlock housing delivery. This funding will be awarded on a highly competitive basis. The Government has made this fund available to:
- Deliver new physical infrastructure to support new and existing communities;
 - Make more land available for housing in high demand areas, resulting in new additional homes that otherwise would not have been built;

- Support ambitious local authorities who want to step up their plans for growth and make a meaningful difference to overall housing supply; and
- Enable local authorities to recycle the funding for other infrastructure schemes, achieving more and delivering new homes in the future.

1.2 The government fund consists of two separate funding streams which the Department for Communities and Local Government (DCLG) describe as follows:

“• **Marginal Viability Funding:** This will be used to provide the final, or missing, piece of infrastructure funding in order to get existing sites unblocked quickly or new sites allocated. We expect the infrastructure to be built soon after schemes have been awarded funding, and for the homes to follow at pace.

• **Forward Funding:** This funding will be used for a small number of strategic and high-impact infrastructure schemes. We may put in the first amount of funding, which then gives the market confidence to provide further investment and make more land available for development and future homes.”

1.3 The **Marginal Viability Fund** (MVF) is eligible for District Councils and Unitary Councils whilst the **Forward Funding** is only eligible to the uppermost tier of local authorities, which in our case is Devon County Council. MVF bids are capped at £10 million, whilst the Forward Funding is capped at £250 million. We understand that Devon County Council (DCC) is currently preparing an expression of interest submission under the forward funding stream with regard to unlocking development south west of Exeter, although following advice from both the Homes and Communities Agency (HCA) and Highways England (HE) we are hopeful that an appropriate expression of interest is also submitted by DCC for the larger-scale scheme at Cullompton, which includes the southern-facing slips as part of an effective new motorway junction. Any such expression of interest could include the resources to work up the scheme as well as put down a marker over the scope and scale of the proposed scheme.

1.4 This report relates to the MVF bid which the District Council is eligible to bid for. The Government has made it clear that “bidders will need to demonstrate that **the schemes cannot happen without the financial support of this Fund** but would still offer a net benefit to society”. Bids will also need to demonstrate that there is evidence of a demonstrable market failure and that developers, or others, are not able to pay for the infrastructure themselves.

1.5 DCLG specifies that local authorities need to make it clear in their bids that:

- the local authority must have an adopted up-to-date plan (either a development plan or spatial development strategy) or a plan that has been submitted for examination; or
- bidders need to demonstrate that the funding will unlock the release of otherwise undeliverable land, which will speed up getting the plan in place.”

1.6 DCLG is also asking local authorities pursuing HIF funding to demonstrate that their infrastructure proposals have support locally with evidence of a strong local commitment to delivery, including between different tiers of local government and with delivery partners and providers; the involvement of local communities and MPs; and engagement with Local Enterprise Partnerships.

1.7 The Fund is available up to 31 March 2021 and DCLG will prioritise announcements for strong schemes that can start spending straight away. Bids will be assessed by use of the following three criteria:

- Value for money

Schemes funded will need to provide a greater total net benefit than cost. Bids will need to provide a Benefit Cost Ratio (BCR) which quantifies the benefits from homes being built, and compares these to the costs to Government. In calculating the BCR, DCLG will take into account the total amount of funding being provided by central Government. This is to ensure that there is no double counting. This does not include any funding put in by local government or by Local Enterprise Partnerships.

- Strategic approach to delivering housing growth

DCLG wish to fund schemes that take a strategic approach, with strong local leadership and joint working to achieve higher levels of housing growth in the local area, in line with price signals, and supported by clear evidence.

- The scheme and homes can be delivered

Bids are required to set out their delivery plans for both the infrastructure and the subsequent housing. This needs to include:

- a clear plan to deliver the infrastructure;
- a clear link between the provision of the infrastructure and the delivery of the homes; and
- reference to all the key delivery partners which are working together effectively.

Bids will need to set out key milestones, project plan, and any levers or contractual arrangements with key delivery partners or those operating in the local housing market. Bids will also need to be supported by the Highways Authority. Consideration will also be given to factors such as the progress made to date, the status of planning permissions, the strength of active commitment from key partners and delivery bodies, the project management and governance approach and the understanding of key delivery risks and their mitigations.

1.8 Marginal Viability bids need to be submitted by 28 September 2017. Bids will be assessed and funding awards announced from late 2017 or early 2018.

1.9 The two schemes below both relate to highways Infrastructure schemes which can unlock development sites identified within both our adopted Local Plan and the emerging local plan review.

2.0 Junction 28 of the M5 Motorway, Cullompton

2.1 Devon County Council has raised concerns regarding the capacity of junction 28 and its ability to accommodate additional traffic movements arising from planned developments. Whilst a longer term solution is planned comprising of a new motorway junction and town centre relief road which will enable the Garden Village proposal to be developed this will not be delivered soon enough to facilitate more immediate development proposals to come forward.

2.2 The first phase of the North West Cullompton allocation accounts for approximately 600 dwellings, planning for which has now been submitted. Whilst this first phase will include online improvements to cater for the trips generated from this stage of the development the remaining elements of that allocation will need a more comprehensive solution as previously identified in the Allocations and Infrastructure Development Plan Document (January 2011). Other local plan allocations within

Cullompton could also come forward sooner if more capacity was released at the junction at this early stage in the local plan review period. Crucially improvements to Junction 28 could allow the early construction of a first release of approximately 500 dwellings east of Cullompton which will form part of the Garden Village. This in turn could help fund the more comprehensive scheme required to deliver the rest of the Garden Village proposal to come forward.

- 2.3 The proposed improvements will increase the junction's capacity through the creation of an additional lane over the bridge over the M5 to provide two lanes in each direction, the construction of a new footbridges and full signalisation of the motorway junction (please see Appendix 1). The County Council's current estimated cost of these improvements is £10 - 15 million. Developer contributions will be sought towards these works however this will still result in a shortfall which could be sought under the HIF programme. These scheme costs are currently indicative and Devon County Council is currently refining these figures as referred to below.

Junction 28 of the M5 Motorway, Cullompton							
Site type: Urban Extension/Garden Village/Other Local Plan allocations & employment land.				Housing market strength: Medium			
Infrastructure needed	Capacity Improvements at motorway junction.	Number of homes	1,450	Funding requested	£10 - £15 million	Total scheme cost	£15 million

- 2.4 In discussion with both HE and DCC, it has been agreed that we should both bid for exactly the scheme as is necessary to unlock the growth, i.e this £10 - £15m scheme (knowing the marginal viability scheme is capped at £10m). Highways England will provide a letter of support, confirming their support for this specific scheme to unlock growth.

3.0 Northern element of A361 junction east of Tiverton

- 3.1 Members will be aware that a funding package has been secured to deliver the southern left-in left-off elements of the A361 junction east of Tiverton to facilitate deliver of the Eastern Urban Extension. However in order to enable Area B to come forward the phase 2 northern elements are also required. Phase 2 covers the bridge across the A361, the north side slips and associated landscaping (please see Appendix 2). Members will also recall that planning permission has been granted for the full junction, contracts let by Devon County Council for the first phase with works due to commence in early September 2017. HIF funding would deliver the northern phase of the junction which could potentially be constructed as a continual build (a new construction tendering process would be required).
- 3.2 Provision of the phase 2 scheme will enable the Area B development to come forward and also provide further future capacity.

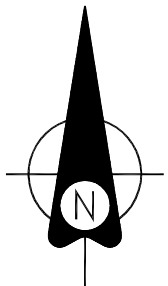
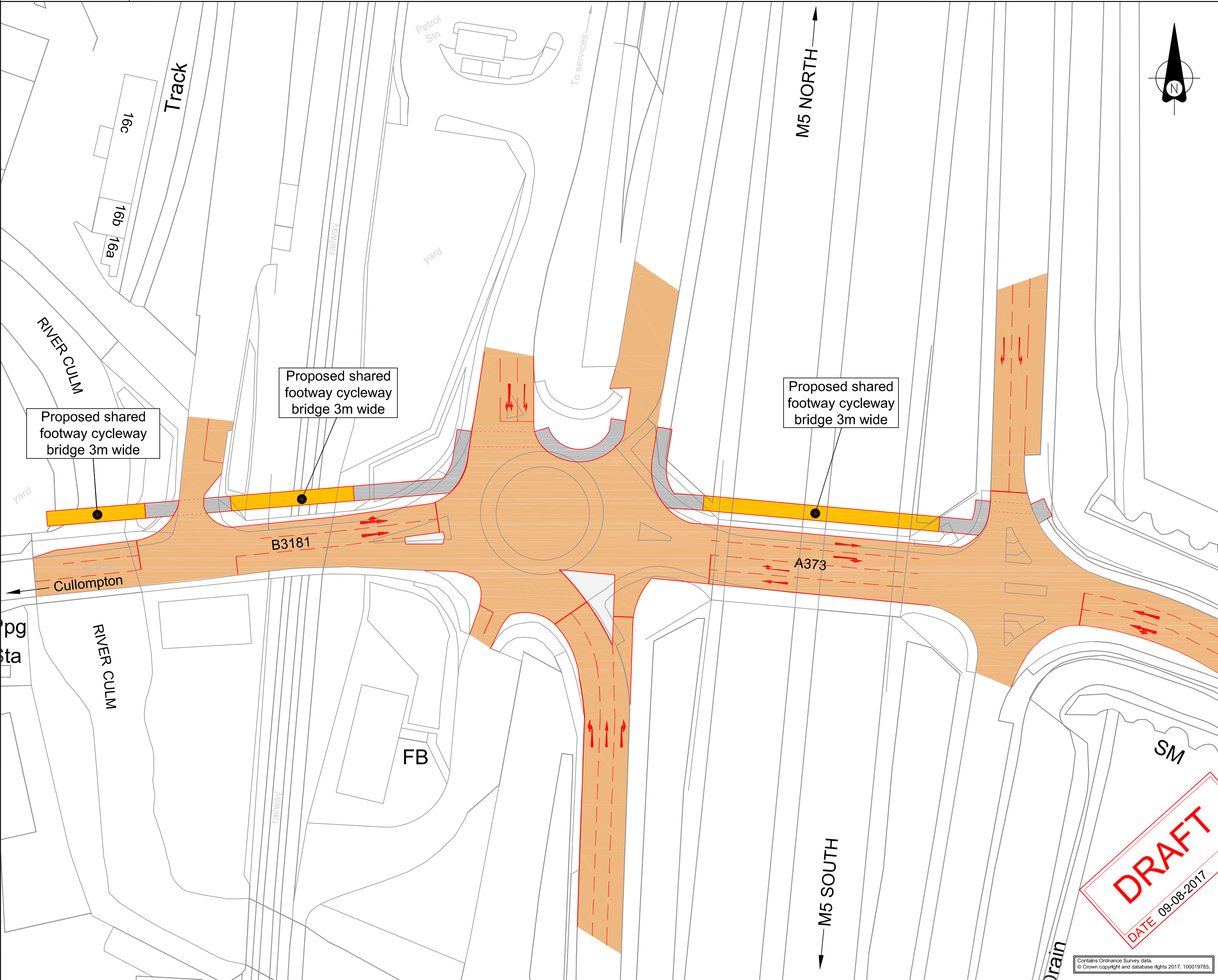
Northern element of A361 junction east of Tiverton							
Site type: Local Plan Urban Extension/potential longer term development options.				Housing market strength: Medium			
Infrastructure needed	Northern element of A361 junction	Number of homes	500-700	Funding requested	£7.1 million	Total scheme cost	£15.6 million

4.0 Prioritisation

- 4.1 A full and detailed value for money assessment is required as part of the bidding process. Value for money is crucial as it is likely that the fund will be significantly oversubscribed. Accordingly bidders under the marginal viability fund are asked to prioritise when submitting more than one scheme. At the time of writing this work is still being progressed with Devon County Council. Costings are also being refined, particularly with regard to the Junction 28 scheme which is currently estimated at £10 - £15 million. It may be possible for this figure to be refined as additional work on the scheme is being completed. For information, the previous scheme was estimated at £9 million (2011 costs) albeit without the full signalisation element and a slightly different junction configuration.
- 4.2 Whilst it is too early to provide more information with regard to a detailed value for money case it is clear that the Junction 28 scheme could deliver considerably more housing and economic growth opportunities within the plan period than phase 2 of the A361 junction. It is therefore recommended that the Junction 28 scheme be prioritised within the bid submission.




Contact for any more information	Adrian Welsh, Group Manager Growth Economy and Delivery 01884 234344 awelsh@middevon.gov.uk
Background Papers	Cabinet November and December 2014; Council January 2015; Council 27 th April 2016; Cabinet 15 th September 2016; Council 22 nd September 2016; Cabinet 21 st November 2016 Council 1 st December 2016
File Reference	
Circulation of the Report	Councillor Richard Chesterton, Cabinet Member for Planning & Regeneration Management Team

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KEY

-  Proposed shared pedestrian/cycleway bridge
-  Proposed shared pedestrian/cycleway path
-  Proposed carriageway

Rev	Date	Drawn	Revisions	Chk
	28.07.17	IMG		



Engineering Design Group

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JOB

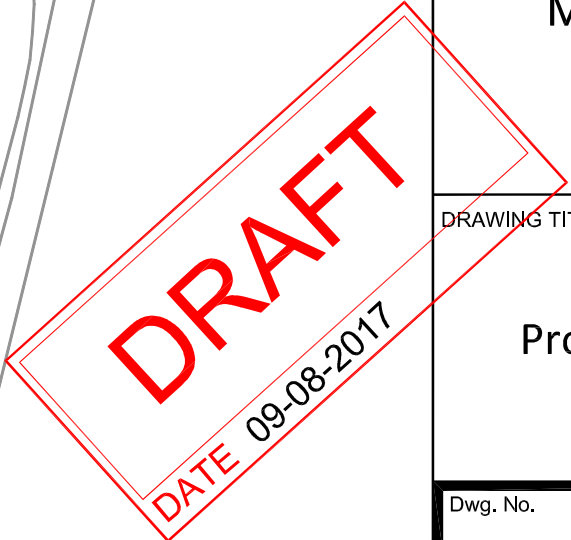
M5 Junction 28
Cullompton
Devon

DRAWING TITLE

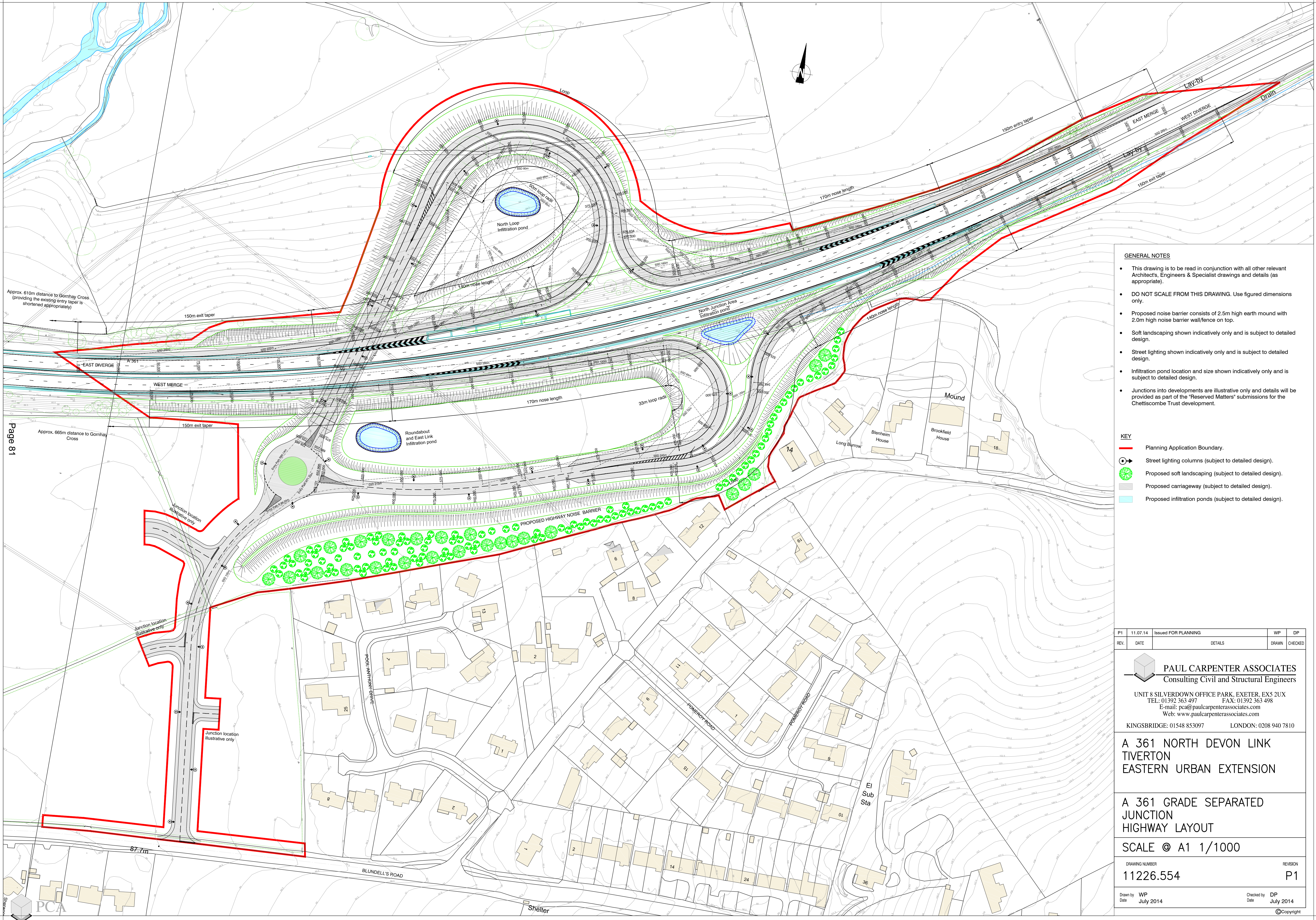
Proposed Signals

Dwg. No.	Revision
scale(s)	size
1:500 @ A2	A2

Contains Ordnance Survey data.
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Page 81

- GENERAL NOTES**
- This drawing is to be read in conjunction with all other relevant Architect's, Engineers & Specialist drawings and details (as appropriate).
 - **DO NOT SCALE FROM THIS DRAWING.** Use figured dimensions only.
 - Proposed noise barrier consists of 2.5m high earth mound with 2.0m high noise barrier wall/fence on top.
 - Soft landscaping shown indicatively only and is subject to detailed design.
 - Street lighting shown indicatively only and is subject to detailed design.
 - Infiltration pond location and size shown indicatively only and is subject to detailed design.
 - Junctions into developments are illustrative only and details will be provided as part of the "Reserved Matters" submissions for the Chettiscombe Trust development.

- KEY**
- Planning Application Boundary.
 - Street lighting columns (subject to detailed design).
 - Proposed soft landscaping (subject to detailed design).
 - Proposed carriageway (subject to detailed design).
 - Proposed infiltration ponds (subject to detailed design).

P1	11.07.14	Issued FOR PLANNING	WP	DP
REV.	DATE	DETAILS	DRAWN	CHECKED
<div>PAUL CARPENTER ASSOCIATES Consulting Civil and Structural Engineers</div> <div>UNIT 8 SILVERDOWN OFFICE PARK, EXETER, EX5 2UX TEL: 01392 363 497 FAX: 01392 363 498 E-mail: pca@paulcarpenterassociates.com Web: www.paulcarpenterassociates.com KINGSBRIDGE: 01548 853097 LONDON: 0208 940 7810</div>				

**A 361 NORTH DEVON LINK
TIVERTON
EASTERN URBAN EXTENSION**

**A 361 GRADE SEPARATED
JUNCTION
HIGHWAY LAYOUT**

SCALE @ A1 1/1000

DRAWING NUMBER	REVISION
11226.554	P1
Drawn by Date	Checked by Date
WP July 2014	DP July 2014

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CABINET 31 AUGUST 2017

PROJECT MANAGER CONTRACT AWARD FOR CULM GARDEN VILLAGE, CULLOMPTON.

Cabinet Member: Cllr Richard Chesterton
Responsible Officer: Mrs Jenny Clifford, Head of Planning, Economy & Regeneration.

Reason for Report: To advise Members on the results for the procurement of a project manager for the Culm Garden Village project.

RECOMMENDATION: That the initial one year contract is awarded to Supplier 3 with an agreed annual cost of £60,000. The contract has been awarded to the contractor with the highest combined quality/price score with 70% of the total score based on quality and 30% price.

Relationship to Corporate Plan: The Culm Garden Village project contributes to the corporate priorities of facilitating housing and economic growth. The promotion of significant growth east of Cullompton forms part of aim 2 of the priority referring to homes.

Financial Implications: The award of this contract is being made for an initial period of 1 year as is to be funded from capacity money awarded to the project by the Government. As a long term project, it is expected that the Council will wish to retain a project management resource beyond this contract period and due to the potential for renewal, an open tender process through OJEU was undertaken. However, the future extension of a project management resource is dependent upon the success of attracting further capacity funding to support Garden Villages from the Government.

Legal Implications: The contract will be let subject to the council standard terms and conditions for supply of services. The suppliers referred to below are not identified – such information is confidential and not necessary to reach a decision. Any discussion which identifies a supplier must be treated as exempt information and must therefore be pre-empted by passing a resolution in accordance with Section 100A(4) of and Schedule 12A to the Local Government Act 1972, namely that such discussion would result in the disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the said Act, being information relating to the financial or business affairs of any particular person (including the authority holding that information).

Risk Assessment: The tender process has assessed against a series of quality criteria as well as price in order to ensure that the successful supplier not only represents value for money, but is also sufficiently experienced and suited to undertake the role.

1.0 INTRODUCTION.

1.1 In March 2016 the Department for Communities and Local Government (DCLG) published a prospectus titled 'Locally-led Garden villages, Towns and

Cities' which aimed to deliver accelerated housing supply through the support of high quality locally-led schemes that will realise a new generation of garden villages, towns and cities. Mid Devon District Council submitted an expression of interest for a 'Culm' garden village for up to 5,000 dwellings on land to the east of Cullompton.

- 1.2 The submission Local Plan Review identifies land to the east of Cullompton as a suitable location for strategic growth and includes a draft policy for the allocation of mixed use development including 1,750 dwellings with at least a further 800 post 2033. In addition a neighbourhood planning exercise for Cullompton is well underway and is expected to set out aspirations for community infrastructure /facilities on further land to the east of Cullompton.
- 1.3 The prospectus represented an opportunity to apply for Government support to help deliver the Council's and local community's aspirations for land to the east of Cullompton, which is considered to bolster resources for the project, reduce risk and could result in infrastructure investment through the Government's capital road and rail programmes and Housing Infrastructure Fund. Improved road and infrastructure at junction 28 of the M5 has already been identified as being required and the Local Plan, both adopted and proposed aspire to see the reopening of a Cullompton railway station. The garden village therefore represents an opportunity to raise the profile of the proposals and gain Government assistance in its delivery.
- 1.4 The Government confirmed via a ministerial announcement on 2 January 2017 the success of Mid Devon's expression of interest for a garden village. It is one of 14 announced nationally. The expression of interest was supported by Cullompton Town Council, Cullompton Neighbourhood Plan Steering Group and the Heart of the South West Local Enterprise Partnership.
- 1.5 Since the announcement of garden village status, work has started to identify and scope out priority work streams and tasks, critical path and milestones for project progress. To continue the momentum of this work and successfully deliver the project, it important to ensure that sufficient resources are in place. Key to this is the appointment of a dedicated project management post, supported by planning officer resource. This project team is to be funded through Government capacity support. The Council has been successful in attracting a first round garden village capacity award of £214,000 and will bid for further rounds as opportunities arise. Due to capacity constraints and the need to ensure the right experience, knowledge and skill set for this complex and nationally significant project, it is proposed to secure the management requirement externally via consultancy support.
- 1.6 Interim management has already progressed the project in several key respects including establishing governance arrangements, producing a project plan with priority tasks and milestones, assessing possible approaches to masterplanning and understanding the special attributes of both a garden village and of this project in particular. The first meeting of the garden village delivery board was held recently. The award of the contract will allow the momentum of this work to continue.

1.7 The initial term of this contract is one year to align with the external funding already secured. To give secured consistency for the onward project, up to 9 optional one year extensions have been allowed for, but are not committed to at this stage. Due to the potential length and therefore high value of this procurement, the appropriate procedure was an open tender process through OJEU. This means that anyone who expressed an interest in the contract would be invited to tender.

1.8 To ensure quality of contractors, a number of minimum requirements were set out within the invitation to tender. Any contractor failing to meet these would be disqualified.

2.0 THE PROCUREMENT PROCESS.

2.1 Expressions of interest were invited via a notice in the OJEU published on 6th July 2017.

2.2 Evaluation criteria set out in the OJEU notice were as follows:

Quality	70%
Understanding the project and context	15%
Understanding of the role	15%
Local government experience / knowledge	15%
Capacity, availability and delivery	15%
Risk Management	10%
Price	30%

2.3 Responses were required by midday on 3rd August 2017.

2.4 There were a total of 54 expressions of interest, of which 7 resulted in tender submissions received within the required timescale. 11 opted out and 36 did not respond.

2.5 Evaluations were carried out between 7th and 16th August 2017 by representatives from the Planning, Economy and Regeneration service, the Cabinet Member and Procurement.

2.6 The outcome of the evaluation is shown below:

SUPPLIER	PRICE ¹	SCORE		TOTAL
		PRICE	QUALITY	
Supplier 1	£85,654	23.12	42.93	66.05
Supplier 2	£115,381.25	17.16	35.47	52.63
Supplier 3	£66,000	30.00	57.87	87.87
Supplier 4	£83,448	23.73	40.13	63.86

¹ Price is based on a total annual cost (based on 18.75 hours per week) and includes suppliers indicative expenses cost. Because this cannot be quantified precisely at this time it may not reflect the final contract value.

Supplier 5	£81,000	24.44	38.73	63.18
Supplier 6	£98,010	20.20	49.00	69.20
Supplier 7	£103,500	19.13	37.33	56.46

3.0 CONCLUSION.

- 3.1 The outcome of the tender process shows **Supplier 3** as the winning bidder.
- 3.2 Approval is required from Cabinet for this contract to be formally awarded.
- 3.3 Following the decision, there will be a compulsory 10 day standstill period after which the contract will be awarded.
- 3.4 It is envisaged that the contract will start week commencing 18th September 2017.

Contact for more Information:	Jenny Clifford, Head of Planning Economy & Regeneration. 01884 0234346 jclifford@middevon.gov.uk
Background papers:	Cabinet reports 9 th June 2016, 6 th July 2017 DCLG prospectus locally led garden villages, towns and cities https://www.gov.uk/government/publications/locally-led-garden-villages-towns-and-cities Culm Garden Village expression of interest https://www.middevon.gov.uk/media/342814/culm-garden-village-mid-devon-eoi-submission_low-res2.pdf
File reference	None
Circulation of the Report:	Councillor Richard Chesterton, Cabinet Member for Planning and Regeneration

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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CABINET
31 August 2017

AGENDA ITEM

FINANCIAL UPDATE FOR THE FOUR MONTHS TO 31 JULY 2017

Cabinet Member Cllr Peter Hare-Scott
Responsible Officer Andrew Jarrett – Director of Finance, Assets & Resources

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

RECOMMENDATION(S): 1. The Cabinet note the financial monitoring information for the income and expenditure for the four months to 31st July 2017.

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

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

Legal Implications: None.

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

Equality Impact Assessment: It is considered that the impact of this report on equality related issues will be nil.

1.0 Introduction

- 1.1 The purpose of this report is to highlight to Cabinet our current financial status and the likely reserve balances at 31 March 2018. It embraces both revenue, in respect of the General Fund and the Housing Revenue Account (HRA), and capital and aims to focus attention on those areas which are unlikely to achieve budget. It is particularly important for next year's budget setting and, looking further ahead, with the medium term financial plan.
- 1.2 Favourable variances generating either increased income or cost savings are expressed as credits (negative numbers), whilst unfavourable overspends or incomes below budget are debits (positive numbers). This report only includes budget variances of circa £10k as the purpose of the report is to concentrate on material issues that may require further investigation/action. Budget variances are expressed net of budgeted transfers to or from earmarked reserves, which were previously approved by Cabinet. A more detailed analysis will be provided with the final outturn report for the year.

2.0 Executive Summary of 2017/18

- 2.1 The table below shows the opening position of key operational balances of the Council, the forecast in year movements and final predicted position at 31 March 2018:

Usable Reserves	31/03/2017	Forecast in year movement	31/03/2018
	£k	£k	£k
Revenue			
General Fund (see paragraph 3.2)	(2,241)	73	(2,168)
Housing Revenue Account (see paragraph 4.2)	(2,000)	0	(2,000)
Capital			
Major Repairs Reserve	0	0	0
Capital Receipts Reserve	(2,438)	(1,640)	(4,078)
Capital Contingency Reserve	(471)	165	(306)

3.0 The General Fund Reserve

- 3.1 This is the major revenue reserve of the Council. It is increased or decreased by the surplus or deficit generated on the General Fund in the year. This reserve held a balance of £2,241k as at 31/03/17.
- 3.2 The forecast General fund deficit for the current year is £73k (a reduction of £57k since the annual variance of £130k was reported for June) as shown at Appendix A. The most significant movements this month comprise:

Recycling Income	(£10k)
Additional amounts released from Earmarked Reserves to cover related expenditure	(£39k)

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

4.0 Housing Revenue Account (HRA)

- 4.1 This is a ring-fenced account in respect of the Council's social housing function. Major variances and proposed corrective action are highlighted at Appendix F.
- 4.2 Appendix E shows that the reserve opening balance is £2m. It is anticipated that the forecast variance of £217k surplus will increase the

budgeted transfer to the Housing Maintenance Fund and so the HRA reserve balance should remain at £2m.

4.3 Overall, the HRA is forecast to underspend by £217k in 2017/18, the most significant items of which comprise the following:

- £162k of savings across Repairs & Maintenance, made up of the following
 - £120k surplus generated by the Direct Labour Operation (DLO) carrying out more adaptation work than planned
 - £42k of various staffing savings including apprentice vacancies
- £44k underspend across Housing and Tenancy Services, made up of a number of small underspends (less than £5k each) that make up this total amount

4.4 There are budgeted revenue contributions to capital purchases as follows for 2017/18.

Description	Budget £'000	Forecast Outturn £'000	Variance £'000
1 x Tipper Vehicle	32	24	(8)

4.5 The following works are expected to be funded from the Housing Maintenance Fund during 2017/18.

Description	Budget £'000	Forecast Outturn £'000	Variance £'000
Birchen Lane re-development	147	147	0
Palmerston Park	1,205	573	(632)
Queensway development	209	61	(148)
Burlescombe development	214	0	(214)
Stoodleigh development	223	0	(223)
Land Acquisition for Affordable Housing	1,851	251	(1,600)
	3,849	1,032	(2,817)

In addition, £25k is planned to be spent on sewage treatment works and funded by an earmarked reserve.

5.0 Major Repairs Reserve

5.1 The Major Repairs Reserve had a nil balance at 31 March 2017. After this year's capital expenditure and funding of the Major Repairs Reserve the closing balance is forecast to be £0k.

6.0 Capital Programme

- 6.1 Capital projects by their very nature often overlap financial years. In some cases it is known from the outset that the construction of buildings may fall into 3 separate accounting years. The status of this year's capital programme is shown at Appendix G.
- 6.2 Committed and Actual expenditure is currently £7,052k against a budgeted Capital Programme of £22,620k. (Note this includes £9,184k of slippage rolled forward from 16/17). As projects often overlap financial years officers have given their best estimate of what is 'deliverable' in 17/18; this amounts to £10,530k (note this forecast will have been refined further since last month's monitoring and been reduced by a further £435k, this is mainly related to ICT projects £220k and Private Sector Housing Grant projects £183k). Committed and Actual expenditure will therefore be monitored against this & currently shows an uncommitted amount of £3,478k (£10,530k - £7,052k).
- 6.3 The reduction in the approved Capital Programme to the 'deliverable' programme includes £5,114k in relation to the development project at the rear of the Town Hall which will now be delivered by the Special Purpose Vehicle Company (SPV).
- 6.4 At this early stage in the year there is a forecast underspend for 2017/18 of £32k, which relates to a vehicle no longer required this year; replacement will be factored into the Medium Term Financial Plan. Also at this stage there is no slippage predicted for 2017/18.

7.0 Capital Contingency Reserve

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

	£k
Capital Earmarked Reserve at 1 April 2017	(471)
Funding required to support 2017/18 Capital Programme	165
Forecast Balance at 31 March 2018	(306)

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

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

	£k
Unapplied Useable Capital Receipts at 1 April 2017	(2,438)

Net Receipts to date (includes 12 "Right to Buy" Council House sales & sale of land at Station Yard & MSCP)	(2,194)
Current Balance	(4,632)
Forecast further capital receipts in year	(750)
Forecast capital receipts to be applied in year	1,304
Forecast Unapplied Capital Receipts c/fwd. 31 March 2018	(4,078)

- 8.2** Please note the majority of these balances on the Capital Contingency Reserve and the Capital Receipts Reserve are required to balance the Medium Term Financial Strategy.

9.0 Treasury Management

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

Interest Receivable:

	Budget £k	Forecast outturn £k	Forecast variance £k
Investment Income Received	(259)	(259)	0
Interest from HRA funding	(54)	(54)	0
Total Interest Receivable	(313)	(313)	0

10.0 Conclusion

- 10.1** Members are asked to note the revenue and capital forecasts for the financial year. Managers are working hard to offset overspends, many unavoidable or unforeseen, with budget savings to deliver an outturn close to the budget.
- 10.2** The work undertaken to produce this monitoring information to 31st July 2017 will be used to inform the 18/19 Budget setting process and Medium Term Financial Plan that will be reported to the Cabinet meeting in October.

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Circulation of the Report:

Cllr Peter Hare-Scott, Management Team

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**GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE
PERIOD FROM 01 APRIL TO 31 JULY 2017**

Com	General Fund Summary	Note	2017/18 Annual Budget £	Full Year Forecast (0 = On budget) £	Variance %
	Cllr C J Eginton				
CM	Corporate Management	A	1,587,680	0	0.0%
LD	Legal & Democratic Services: Member/Election Services	B	576,570	0	0.0%
PR	Land charges	Q	(32,830)	0	0.0%
	Cllr K Busch				
CP	Car Parks	C	(592,390)	8,000	1.4%
ES	Cemeteries & Bereavement Services	D	(34,850)	(5,000)	14.3%
ES	Open Spaces	F	85,410	0	0.0%
GM	Grounds Maintenance	E	541,150	0	0.0%
WS	Waste Services	H	1,598,920	(10,000)	-0.6%
	Cllr C R Slade				
CD	Community Development	I	82,700	2,300	2.8%
ES	Environmental Services incl. Licensing	D	599,780	0	0.0%
IT	IT Services	Q	859,450	23,000	2.7%
RS	Recreation And Sport	J	46,640	156,000	334.5%
	Cllr P H D Hare-Scott				
FP	Finance And Performance	K	592,620	0	0.0%
RB	Revenues And Benefits	L	256,180	32,900	12.8%
	Cllr R L Stanley				
ES	ES: Private Sector Housing Grants	D	163,900	0	0.0%
HG	General Fund Housing	M	251,340	5,000	2.0%
PS	Property Services	G	218,850	0	0.0%
	Cllr R J Chesterton				
CD	Community Development: Markets	I	34,420	12,000	-34.9%
PR	Planning And Regeneration	N	1,223,710	(44,930)	-3.7%
	Cllr M Squires				
CS	Customer Services	O	794,300	0	0.0%
ES	Environment Services - Public Health	D	94,860	0	0.0%
HR	Human Resources	P	416,110	0	0.0%
LD	Legal & Democratic Services: Legal Services	B	255,200	(4,000)	-1.6%
	All General Fund Services		9,619,720	175,270	1.8%
	Net recharge to HRA		(1,245,730)	0	
IE260	Interest Payable		143,680	0	
IE290	Interest Receivable on Investments		(254,000)	0	
IE290	Interest from Funding provided for HRA		(54,000)	(677)	
IE435	New Homes Bonus Grant		(1,721,980)	0	
	Sundry Grants			0	
IE800	Statutory Adjustments (Capital charges)		398,370	0	
TREMR	Net Transfer to/(from) Earmarked Reserves	APP B	1,645,010	(101,548)	
	TOTAL BUDGETED EXPENDITURE		8,531,070	73,045	0.9%
30/IE440	Formula Grant (RSG & NNDR)		(2,762,760)	0	
IE431	Rural Services Delivery Grant		(374,510)	0	
IE432	Transitional Grant		(31,510)	0	
IE410	Council Tax		(5,356,390)	0	
IE439	CTS Funding Parishes		46,960	0	
IE420	Collection Fund Surplus		(52,860)	0	
	TOTAL BUDGETED FUNDING		(8,531,070)	0	0%
	Forecast in year (Surplus) / Deficit		0	73,045	
EQ700	General Fund Reserve 01/04/17			(2,241,085)	
	Forecast General Fund Balance 31/03/18			(2,168,040)	

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GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 31 JULY 2017

Note	Description of Major Movements	Full Year Forecast Variance (Net of Trf to EMR)	PDG
A	Corporate Management		Cabinet
	No significant variance to report	0	
		0	
B	Legal & Democratic Services		
	Minor variances in Electoral Registration	0	Cabinet
	Minor variances in Legal Services	(4,000)	Cabinet
		(4,000)	
C	Car Parks		
	P&D income down against budget for 1st qtr due to P&D machine replacement £6k, income slightly down against budget in July £2k.	8,000	Economy
		8,000	
D	Environmental Services combined		
	Cemetery income above profile for the 1st Qtr, will review month by month.	(5,000)	Environment
		(5,000)	
E	Grounds Maintenance		
	No significant variance to report		Environment
		0	
F	Open Spaces		
	No significant variance to report		Environment
		0	
G	Property Services		
	No significant variance to report		Homes
		0	
H	Waste Services		
	Trade waste - income is down due to losing a couple of big customers	40,000	Environment
	Trade waste - less in landfill disposal charges	(40,000)	Environment
	Recycling income - material prices better than budgeted	(10,000)	Environment
		(10,000)	
I	Community Development		
	Market Income - Market Manager actively seeking new traders, however footfall in Tiverton is down	12,000	Economy
	Grant spend (covered by Seed Fund ear marked reserve)	2,300	Cabinet
		14,300	
J	Recreation And Sport		
	All sites Income: revised growth based upon 16/17 Outturn	138,000	Community
	All sites Rates: charges exceeded annual budget	9,000	Community
	All sites: Water charges higher than anticipated	9,000	Community
		156,000	
K	Finance And Performance		
	No significant variance to report		Cabinet
		0	
L	Revenues And Benefits		
	Housing Benefit Subsidy	(10,000)	Community
	Benefits Local Welfare Assistance Scheme (covered by EMR)	42,900	Community
		32,900	

GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 31 JULY 2017

Note	Description of Major Movements				Full Year Forecast Variance (Net of Trf to EMR)	PDG
M	General Fund Housing					
	Minor variances				5,000	Homes
					5,000	
N	Planning And Regeneration					
	Building Control Partnership Income-Mgr forecast 16/17 Outturn				27,000	Community
	Enforcement: Staff vacancy				(16,000)	Community
	Development Mgt: Staff vacancies				(33,000)	Community
	Tiverton EUE: Ongoing expenditure (fully funded from EMR)				11,500	Community
	Garden Village: Ongoing expenditure (fully funded from EMR)				19,000	Community
	Business Development - Temporary Grants and Funding Officer post (not required from EMR)				(21,730)	Community
	Business Development - Town Centre Manager post filled for part of year (not required from EMR)				(31,700)	Community
					(44,930)	
O	Customer Services					
	No significant variance to report					Cabinet
					0	
P	Human Resources					
						Cabinet
					0	
Q	I.T. Services					
	The current contract for data lines procured through DCC is expiring, new infrastructure is required				14,000	Cabinet
	Salary overspend due to JE regrade - this forecast may change as the service is currently going through a restructure				9,000	Cabinet
					23,000	
	FORECAST (SURPLUS)/DEFICIT AS AT 31/03/18				175,270	

Cabinet		21,300
Community		143,970
Homes		5,000
Environment		(15,000)
Economy		20,000
		175,270

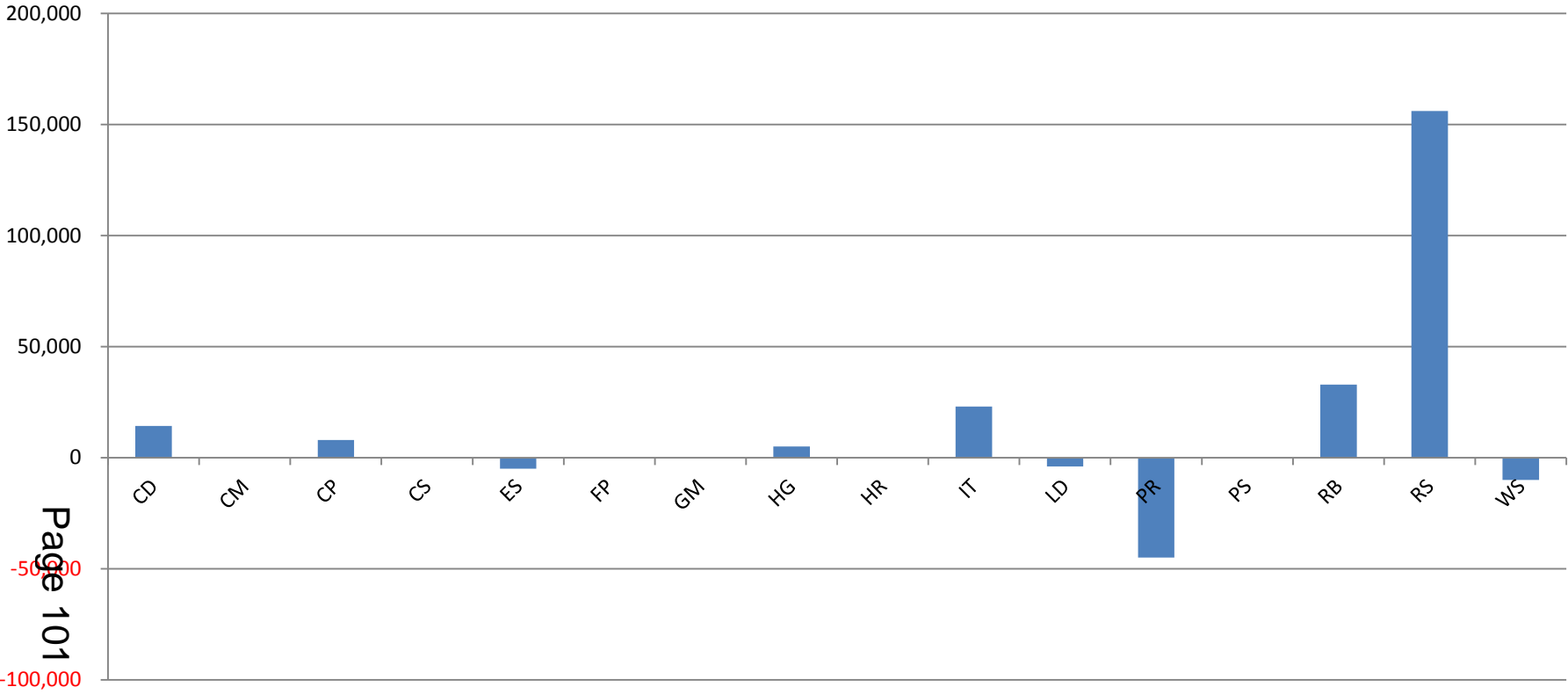
**GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01
APRIL TO 31 JULY 2017**

Committee	Net Transfers to / from Earmarked Reserves	(Net Trf to EMR)
CM	Corporate Management	
LD	Legal & Democratic Services: Member/Election Services	
	LD201 Election costs - District	20,000
	LD300 Democratic Rep & Management	5,000
	LD600 Legal Services	(16,180)
CP	Car Parks	
ES	Environmental Services combined	
	ES100 Cemeteries	25,000
	ES450 Parks and Open Spaces	25,000
	ES450 Parks and Open Spaces	1,200
	ES580 Pool Car Running costs	4,320
	ES660 Control of Pollution	4,000
	ES730 Environmental Enforcement	2,950
	ES361 Public Health	(7,278)
GM	Grounds Maintenance	
	GM960 Grounds Maintenance	38,050
	GM960 Grounds Maintenance	14,360
OS	Open Spaces	
	EQ643 W70 Developers Contribution	(6,650)
	EQ640 W52 Popham Close Comm Fund	(1,950)
	EQ641 W67 Moorhayes Com Dev Fund	(1,630)
	EQ642 W69 Fayrecroft Willand Ex West	(4,620)
	EQ638 Dev Cont Linear park	(4,170)
	EQ644 Dev Cont Winswood Crediton	(3,080)
PS	Property Services	
	PS350 Public Conveniences	1,120
	PS980 Property Services Staff Unit	7,400
	Market Walk/Fore Street Surplus	
WS	Waste Services	
	WS650 Street Cleaning - Vehicle Sinking Fund	56,470
	WS650 Street Cleaning - Litter Buster Team	(44,600)
	WS700 Refuse Collection - Litter Buster Team	(9,900)
	WS700 Refuse Collection - Vehicle Sinking Fund	217,510
	WS710 Trade Waste - Vehicle Sinking Fund	21,720
	WS725 Kerbside Recycling - Vehicle Sinking Fund	158,810
	WS725 Kerbside Recycling - Equipment Sinking Fund	20,000
	WS770 Unit 3 Carlu Close - Maintenance Sinking Fund	2,700
CD	Community Development	
	CD200 Community Development - GWC grant	(45,000)
	CD200 Grant spend from Seed Fund - EMR released	(2,300)

**GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01
APRIL TO 31 JULY 2017**

Committee	Net Transfers to / from Earmarked Reserves	(Net Trf to EMR)
RS	Recreation And Sport	
FP	Finance And Performance	
RB	Revenues And Benefits	
	RB600 Revenues Misc Income Team Salaries	(20,000)
	RB340 Benefits Local Welfare Assistance Scheme	(42,900)
HG	General Fund Housing	
PR	Planning and Regeneration	
	PR200 Development Control	(294,000)
	PR400 Business Development - Grants & Funding Officer	0
	PR400 Business Development - Town Centre Manager	(9,000)
	PR400 Business Development	(100,000)
	PR800 Planning Policy	(30,000)
	PR220 Tiverton EUE	(53,200)
	PR225 Garden Village Project	(19,000)
CS	Customer Services	
	CS500 Messenger Services	1,440
	CS900 Central Photocopying	5,000
	CS902 Central Postage	2,500
	CS910 Customer Services Admin	250
	CS932 Customer First	5,000
	CS938 Digital Strategy Staffing	(23,180)
HR	Human Resources	
IT	IT Services	
	IT800 Phoenix House Printer Sinking Fund	9,700
IE	New Homes Bonus monies earmarked for capital and economic regeneration projects	1,721,980
		(89,380)
	Net Transfer to / (from) Earmarked Reserves	1,543,462
	Budgeted Net Transfer to Reserves	1,645,010
	Forecast Variance	(101,548)

2017/18 General Fund Projected Outturn Variance £



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Key

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

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

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GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 31 JULY 2017

					Full Year	
	2017/18	2017/18	2017/18	2017/18	Forecast	Variance
	Annual Budget	Profiled Budget	Actual	Variance	Variation	
	£	£	£	£	£	%
Building Control Fees	(280,800)	(93,600)	(76,893)	16,707	27,000	-10%
Planning Fees	(885,000)	(295,000)	(325,573)	(30,573)	0	0%
Land Search Fees	(120,000)	(40,000)	(47,248)	(7,248)	0	0%
Car Parking Fees - See Below	(799,450)	(250,417)	(238,376)	12,041	9,000	-1%
Leisure Fees & Charges	(2,793,060)	(946,215)	(828,390)	117,825	138,000	-5%
Trade Waste Income	(677,500)	(364,424)	(336,394)	28,030	40,000	-6%
Garden Waste	(450,000)	(72,000)	(101,594)	(29,594)	0	0%
Licensing	(129,410)	(34,394)	(34,473)	(79)	0	0%
Market Income	(85,400)	(28,467)	(25,057)	3,410	12,000	-14%
	(6,220,620)	(2,124,517)	(2,013,998)	110,519	226,000	-3.6%
						Bud Income
Pay and Display					Spaces	pa per space
Beck Square,Tiverton	(83,780)	(28,530)	(28,548)	(18)	40	(2,095)
William Street,Tiverton	(31,780)	(10,250)	(8,972)	1,278	45	(706)
Westexe South,Tiverton	(47,800)	(16,910)	(18,026)	(1,116)	51	(937)
Wellbrook Street,Tiverton	(15,540)	(5,090)	(4,878)	212	27	(576)
Market Street,Crediton	(40,420)	(13,690)	(13,297)	393	39	(1,036)
High Street,Crediton	(75,330)	(25,310)	(24,842)	468	190	(396)
Station Road,Cullompton	(41,900)	(15,120)	(12,216)	2,904	112	(374)
Multistorey,Tiverton	(127,980)	(42,410)	(40,080)	2,330	631	(203)
Market Car Park,Tiverton	(220,120)	(71,180)	(68,115)	3,065	122	(1,804)
Phoenix House,Tiverton	(3,680)	(1,090)	(1,628)	(538)	15	(245)
P&D Shorts & Overs	0	0	378	378	0	0
	(688,330)	(229,580)	(220,225)	9,355	1,272	(8,373)
Day Permits	(31,000)	(2,627)	(788)	1,839		
Allocated Space Permits	(39,420)	(910)	(26)	884		
Overnight Permits	(1,000)	(333)	0	333		
Day & Night Permits	0	0	(1,575)	(1,575)		
Other Income	(39,700)	(16,967)	(15,762)	1,205		
	(799,450)	(250,417)	(238,376)	12,041		
Standard Charge Notices (Off Street)	(28,000)	(7,960)	(12,906)	(4,946)		

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	2017/18	2017/18	2017/18	2017/18
	Annual Budget	Profiled Budget	Actual	Variance
	£	£	£	£
Total Employee Costs				
General Fund				
Community Development	62,120	20,707	15,012	(5,695)
Corporate Management	1,299,200	433,067	441,112	8,045
Customer Services	711,710	237,237	224,307	(12,930)
Environmental Services	981,140	327,047	319,937	(7,110)
Finance And Performance	535,450	178,483	175,919	(2,564)
General Fund Housing	206,040	68,680	66,539	(2,141)
Grounds Maintenance	442,560	147,520	128,941	(18,579)
Human Resources	341,290	113,763	111,722	(2,041)
I.T. Services	488,880	162,960	168,590	5,630
Legal & Democratic Services	462,960	154,320	176,140	21,820
Planning And Regeneration	1,755,840	585,280	499,494	(85,786)
Property Services	423,430	141,143	124,242	(16,901)
Recreation And Sport	1,828,350	609,450	602,231	(7,219)
Revenues And Benefits	701,690	233,897	218,775	(15,122)
Waste Services	1,986,040	662,013	616,113	(45,900)
	12,226,700	4,075,567	3,889,074	(186,493)
Housing Revenue Account				
BHO09 Repairs And Maintenance	603,330	201,110	198,278	(2,832)
BHO10 Supervision & Management	1,369,080	456,360	450,616	(5,744)
BHO11 Special Services	37,180	12,393	12,863	470
	2,009,590	669,863	661,757	(8,106)
Total	14,236,290	4,745,430	4,550,831	(194,599)

	2017/18	2017/18	2017/18	2017/18
	Annual Budget	Profiled Budget	Actual	Variance
	£	£	£	£
Agency Staff				
General Fund				
Car Parks	0	0	0	0
Community Development	0	0	0	0
Corporate Management	0	0	0	0
Customer Services	0	0	0	0
Environmental Services	0	0	1,706	1,706
Finance And Performance	0	0	0	0
General Fund Housing	0	0	0	0
Grounds Maintenance	5,000	1,667	6,023	4,356
Human Resources	0	0	0	0
I.T. Services	0	0	0	0
Legal & Democratic Services	0	0	0	0
Planning And Regeneration	0	0	0	0
Property Services	0	0	3,391	3,391
Recreation And Sport	0	0	0	0
Revenues And Benefits	0	0	13,121	13,121
Waste Services	179,250	59,750	40,880	(18,870)
	184,250	61,417	65,121	3,704
Housing Revenue Account				
BHO09 Repairs And Maintenance	0	0	(1,128)	(1,128)
BHO10 Supervision & Management	0	0	0	0
BHO11 Special Services	0	0	0	0
	0	0	(1,128)	(1,128)
Total	184,250	61,417	63,993	2,576

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**HOUSING REVENUE ACCOUNT FINANCIAL MONITORING INFORMATION FOR
THE PERIOD FROM 01 APRIL TO 31 JULY 2017**

		2017/18 Annual Budget	Forecast	Variance
Housing Revenue Account (HRA)	Notes	£	£	%
Income				
SHO01 Dwelling Rents Income	A	(12,368,590)	40,000	-0.3%
SHO04 Non Dwelling Rents Income	B	(571,420)	(14,000)	2.5%
SHO06 Tenant Charges For Services	C	(350)	0	0.0%
SHO07 Leaseholders' Service Charges	D	(21,640)	0	0.0%
SHO08 Contributions Towards Expenditure	E	(36,470)	0	0.0%
SHO09 Alarm Income - Non Tenants	F	(209,520)	(5,000)	2.4%
SHO10 H.R.A. Investment Income	G	(40,000)	0	0.0%
SHO11 Miscellaneous Income	H	(19,000)	0	0.0%
Services				
SHO13A Repairs & Maintenance	I	3,098,380	(162,000)	0.0%
SHO17A Housing & Tenancy Services	J	1,315,290	(44,000)	-3.3%
SHO22 Alarms & L.D. Wardens expenditure	K	121,700	(20,000)	-16.4%
Accounting entries 'below the line'				
SHO29 Bad Debt Provision Movement	L	25,000	0	0.0%
SHO30 Share Of Corporate And Democratic	M	165,320	0	0.0%
SHO32 H.R.A. Interest Payable	N	1,214,500	0	0.0%
SHO34 H.R.A. Transfers between earmarked reserves	O	2,952,820	0	0.0%
SHO36 H.R.A. R.C.C.O.	P	32,000	0	0.0%
SHO37 Capital Receipts Reserve Adjustment	Q	(26,000)	0	0.0%
SHO38 Major Repairs Allowance	R	2,275,000	(12,000)	-0.5%
SHO45 Renewable Energy Transactions	S	(130,000)	0	0.0%
		(2,222,980)	(217,000)	-9.8%
Net recharge to HRA		1,245,730		
Capital Charges		977,250		
Net Housing Revenue Account Budget		0		

Housing Revenue Account	£k
Total HRA reserve as at 01/04/7	(2,000)
Forecast movement in the year	0
Forecast HRA reserve as at 31/03/18	(2,000)

Housing Maintenance Fund	£k
Opening balance	10,970
Reserve utilised for capital works (see appendix G)	(1,032)
Budgeted transfer to reserves	2,182
Forecast variance for the year (see above)	217
Forecast closing balance	12,337

Renewable Energy Fund	£k
Opening balance	455
Expenditure forecast for this year (see appendix G)	(98)
Net income forecast for this year	130
Forecast closing balance	487

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HOUSING REVENUE ACCOUNT FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 31 JULY 2017

Note	Description of Major Movements	Corrective Action	Forecast
			Variance £
A	Dwelling rent is 0.3% behind target	N/A	40,000
B	Garage voids are lower than budgeted	N/A	(14,000)
F	Minor variance	N/A	(5,000)
I	Significantly more time than expected will be spent on adaptations work, leading to a transfer of costs	N/A	(120,000)
	Underspends due to staffing vacancies	N/A	(42,000)
J	Several minor savings forecast across budget areas including train	N/A	(44,000)
K	Minor savings forecast	N/A	(20,000)
R	MRA is forecast to spend £2,263k	N/A	(12,000)
		TOTAL	(217,000)

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MID DEVON DISTRICT COUNCIL
MONITORING OF 2017/18 CAPITAL PROGRAMME

Appendix G

Code	Scheme	Budgeted Capital Programme 2017/18	Deliverable Capital Programme 2017/18	Actual Expenditure 2017/18	Committed Expenditure 2017/18	Total	Variance to Adj Capital Programme	Forecast (Underspend)/ Overspend	Forecast Slippage to 18/19	Notes
		£		£	£	£	£	£	£	
	General Fund Projects									
	Lords Meadow Leisure Centre									
CA624	Main car park resurfacing	50,000	50,000	0	0	0	(50,000)			
	Exe Valley Leisure Centre									
CA630	Exe Valley Leisure Centre - Replenish sand filters	25,000	25,000	0	0	0	(25,000)			
CA627	EVLC - Pressure set replacement Hot/Cold	50,000	50,000	0	0	0	(50,000)			
CA626	EVLC - Fitness extension	657,000	657,000	169,016	598,227	767,243	110,243			This variance includes contingency included in the contract & wet side improvement works amounting to £43k in 16/17
	Culm Valley Leisure Centre									
CA631	CVSC replace end of life AC for fitness Gym	30,000	30,000	0	0	0	(30,000)			
	Pannier Market									
CA509	Pannier Market - Improvement Project back log maintenance	60,000	60,000	43,842	0	43,842	(16,158)			
CA507	Tiverton Pannier Market Piggins	70,000	0	0	0	0	0			This Project will no longer be undertaken
CA508	Pannier Market Clock Tower	12,000	12,000	18,592	6,170	24,762	12,762			
	MSCP Improvements									
CA709	MSCP improvements (refer to Matrix condition report)	139,000	70,000	0	7,098	7,098	(62,902)			Spend on this project will be undertaken with consideration to proposed Premier Inn project
	MDDC Shops/industrial Units									
CA510	Energy Assessment works - new legislation - Indust Units/Shops/Mkt Walk	50,000	25,000	0	0	0	(25,000)			This Project is likely to straddle 17/18 & 18/19 Financial years
	Play Areas									
CA632	Play area refurbishment District wide - Amory Park Tiverton	50,000	0	0	0	0	0			This project is likely to be delivered in 18/19
CA628	Play area refurbishment - West Exe Recreation Ground Tiverton	50,000	0	0	2,300	2,300	2,300			This project is likely to be delivered in 18/19
	Other Projects									
CA460	Crediton Office - Structural improvement work	30,000	20,000	0	0	0	(20,000)			Updated forecast of these costs are now £20k
CA461	A361 junction to facilitate Eastern Urban Extension (funded by s106)	1,750,000	1,000,000	0	0	0	(1,000,000)			MDDC contribution to DCC to help fund this junction now agreed at £1m
CA455	St Lawrence Green Project	30,000	30,000	0	0	0	(30,000)			
CA570	Coggans Well building acquisition			268,176	0	268,176	268,176			This acquisition will be funded by Useable Capital Receipts
CA468	Replacement Car park Machines			60,922	4,932	65,854	65,854			This project will be funding by a combinations of EMR's (£20k) & the balance from Useable Capital Receipts
	General Fund Development Schemes									
CA462	Rear of Town Hall development site (6 Houses, 24 Apartments)	5,114,000	0	2,464	1,000	3,464	3,464			This project will now be delivered by the SPV & any associated costs novated to the new company
	ICT Projects									
CA433	Unified Comms/telephony	107,000	107,000	0	0	0	(107,000)			
CA456	Digital Transformation replacement of CRM	100,000	0	0	0	0	0			This Project will no longer be undertaken in 17/18 - future funds will be bid for in accordance with Leadership Team/ICT strategy
CA463	Secure Wifi replacement	50,000	50,000	0	0	0	(50,000)			
CA464	Parking System Replacement (enforcement)	40,000	40,000	370	0	370	(39,630)			
CA465	Replacement Queue System	30,000	0	0	0	0	0			This Project will no longer be undertaken in 17/18 - future funds will be bid for in accordance with Leadership Team/ICT strategy
CA466	Core System Refreshes - Revs/Bens	20,000	20,000	0	0	0	(20,000)			
CA467	Replacement Estates/Property Systems	50,000	0	0	0	0	0			This Project will no longer be undertaken in 17/18 - future funds will be bid for in accordance with Leadership Team/ICT strategy
CA421	Replacement of PC estate 330s	31,000	31,000	12,720	0	12,720	(18,280)			
CA423	Continued replacement of WAN/LAN	60,000	60,000	0	0	0	(60,000)			
CA425	Server farm expansion/upgrades	96,000	96,000	12,233	0	12,233	(83,767)			
CA437	Digital Transformation	61,000	61,000	0	0	0	(61,000)			
CA439	Mobile Working NDL MX	7,000	7,000	0	7,000	7,000	0			
CA444	SQL/Oracles refreshes	21,000	21,000	2,500	7,975	10,475	(10,525)			
	Replacement Vehicles									
CA714	Medium Sweeper (Street Cleansing)	70,000	70,000	0	0	0	(70,000)			
CA715	Van Tipper (Grounds Maintenance)	26,000	26,000	0	0	0	(26,000)			
CA716	Ransomes Mower (Grounds Maintenance)	35,000	35,000	0	0	0	(35,000)			
CA712	Iveco Tipper (or equivalent)	24,000	24,000	0	0	0	(24,000)			
CA814	Dennis Eagle Terberg RCV 22-26t (or equivalent)	160,000	160,000	0	169,229	169,229	9,229			Trade Waste vehicle
CA821	5 Refuse Vehicles with Food waste capability	900,000	900,000	0	830,667	830,667	(69,333)			Garden Waste (3 large & 3 small refuse vehicles)
CA822	7.5T Tipper	100,000	100,000	0	0	0	(100,000)			
CA825	3.5T Tipper	25,000	25,000	0	0	0	(25,000)			
CA827	3.5T Tipper	25,000	25,000	0	0	0	(25,000)			
		10,205,000	3,887,000	590,834	1,634,598	2,225,432	(1,661,568)	0	0	

Code	Scheme	Budgeted Capital Programme 2017/18	Deliverable Capital Programme 2017/18	Actual Expenditure 2017/18	Committed Expenditure 2017/18	Total	Variance to Adj Capital Programme	Forecast (Underspend)/ Overspend	Forecast Slippage to 18/19	Notes
CG217 CG201	Private Sector Housing Grants									
	Empty homes and enforcement	104,000	30,000	0	0	0	(30,000)			Deliverable 17/18 budget now determined
	Disabled Facilities Grants–P/Sector	664,000	555,000	166,334	199,613	365,948	(189,052)			Deliverable 17/18 budget now determined
	Please note where possible commitments are raised on the Finance Ledger. Currently the total commitment for Private Sector Housing Grants held outside the ledger is £200k. This underspend includes underspent budget on Private Tenant DFG's amounting to 189k; these are effectively ring fenced, therefore leaving £30k uncommitted. (£219k - £189k) Commitments include all approved grants. The timing of when these are drawn down is dependent on the client (up to 1 year), therefore at year end although sums may be committed, some may be carried forward to 2018/19 as slippage.									
		768,000	585,000	166,334	199,613	365,948	(219,052)	0	0	
CA200	Affordable Housing Projects									
	Grants to Housing Associations to provide units (funded by commuted sums)	115,000	115,000	5,333	0	5,333	(109,667)			
		115,000	115,000	5,333	0	5,333	(109,667)	0	0	
	Total General Fund Projects	11,088,000	4,587,000	762,502	1,834,212	2,596,714	(1,990,286)	0	0	
	HRA Projects									MRA spend currently forecast on budget, this will be reviewed on a monthly basis
	CA100 Major repairs to Housing Stock	2,365,000	2,365,000	437,004	592,354	1,029,358	(1,335,642)			
	CA111 Renewable Energy Fund Spend	100,000	100,000	43,490	0	43,490	(56,510)			
	CG200 Disabled Facilities Grants - Council Houses	299,000	299,000	83,486	0	83,486	(215,514)			
	CA135 Land acquisition for Affordable Housing	2,100,000	500,000	0	0	0	(500,000)			A substantial amount of this project will slip into 18/19
	CA112 Birchen Lane	238,000	238,000	(9,792)	264,969	255,177	17,177			Forecast project completion 31/03/18
	CA119 Palmerston Park Tiverton - affordable dwellings (26 units)	2,694,000	2,062,000	299,828	2,689,666	2,989,494	927,494			Forecast project completion autumn 2018. Additional £261k to be funded by
	CA124 Queensway (Beech Road) Tiverton (3 units)	298,000	150,000	7,719	0	7,719	(142,281)			S106 Affordable Housing Contribs per Cabinet report 02/03/17
	CA120 Burlescombe (6 units)	776,000	100,000	625	3,435	4,060	(95,940)			This Project is likely to straddle 17/18 & 18/19 Financial years
	CA125 Waddeton Park - (70 units)	1,991,000	0	71	0	71	71			A substantial amount of this project will slip into 18/19
	CA126 Sewerage Treatment Works - Washfield	25,000	25,000	0	0	0	(25,000)			This project is likely to be delivered in 18/19
	CA127 Stoodleigh - Pending feasibility (4 units)	520,000	50,000	0	0	0	(50,000)			A substantial amount of this project will slip into 18/19
	HRA ICT Projects									
	CA132 Repairs - mobile replacement	30,000	30,000	11,340	10,013	21,354	(8,646)			
	CA133 Tenancy Mobile	40,000	0	0	0	0	0			This Project will no longer be undertaken in 17/18 - future funds will be bid for in accordance with Leadership Team/ICT strategy
	HRA Replacement Vehicles									
	CA134 Van Tipper 4.5T (Responsive Repairs)	32,000	0	0	0	0	0	(32,000)		Vehicle not required in 17/18
	CA122 Iveco Tipper 3.5t (or equivalent)	24,000	24,000	21,455	0	21,455	(2,545)			
	Total HRA Projects	11,532,000	5,943,000	895,226	3,560,437	4,455,664	(1,487,336)	(32,000)	0	
	CAPITAL PROGRAMME GRAND TOTAL	22,620,000	10,530,000	1,657,728	5,394,649	7,052,377	(3,477,623)	(32,000)	0	

CABINET 31 AUGUST 2017

Annual report on complaints, comments and compliments

Cabinet Member: Cllr Margaret Squires

Responsible Officer: Liz Reeves, Head of Customer Services and ICT

Reason for Report: Annual report on complaints, comments and compliments received as part of our 1.4 million contacts with customers in 2016/17.

RECOMMENDATION(S):

1. To note the record of complaints, comments and compliments
2. To note the recommendations on continued improvement on recording and responding to complaints.

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

Financial Implications: None

Legal Implications: None

Risk Assessment: Accurate recording and monitoring of complaints is good practice and ensures that we are open and accountable to all of our customers.

Equality Impact Assessment: Complaints are accepted by a variety of means which ensures that there is equality of opportunity for all customers. In addition, where appropriate, Customer First staff will assist staff to record information and there is a language line facility.

1.0 Introduction

- 1.1 The Council receives contact from customers in a variety of ways for all services. The table below gives details of these contacts and compares the position as at last year.

	2015/16	2016/17
Number of visitors to the office making payments or for enquiries	99,739	71,968
Telephone payments	Information not recorded	36,538
Calls answered in the call centre	487,248	139,630
Calls to direct lines (not including calls to mobiles)	Information not recorded	217,912

	2015/16	2016/17
Emails received	843,725	865,943
Digital payments	Information not recorded	32,848
On-line forms	29,053	33,562
Planning apps via portal	858	998

- 1.2 Additional contact is also received via social media (Facebook and Twitter) and more traditionally by post, giving overall contacts with the Council in excess of 1.4 million during the year.
- 1.3 This report provides a summary of the number of complaints, compliments and comments received for each service from 1/4/2016 to 31/3/2017 that were recorded on the corporate Customer Relationship Management (CRM) system. An official complaint is recorded when a customer has been unable to resolve their issue with the service concerned or where the issue is more serious than a normal service request that can be resolved by officers as part of their day to day activities.
- 1.4 All complaints, comments and compliments are recorded on the CRM in accordance with our corporate complaints policy. The name, address and contact details of the complainant, the nature of the complaint and the outcome of the complaint investigation are recorded. Statistics on the complaints, comments and compliments recorded in 2016-17 can be found at appendix 1.
- 1.5 This is not the totality of the expressions of dissatisfaction with service delivery, for example the Customer First team record many service requests and services also record customer contacts/service requests on their own ICT systems. These include routine enquiries, requests for service and service failures that can be resolved quickly to the customer's satisfaction, such as a missed waste collection that can be resolved by the team returning to the property within agreed times. Members are provided with performance statistics quarterly via Spar.net. A summary of calls logged on the CRM by Customers First for customers via the call centre is included at appendix 2.

2.0 Performance statistics

- 2.1 Complaints are recorded on the CRM and, based on the information recorded, we are able to abstract the number of complaints raised as a level 1 complaint. These are investigated by the service manager. We are also able to abstract the number raised as level 2 complaints which are investigated by a member Management/Leadership Team.
- 2.2 The percentage of complaints that, as a result of investigation are up-held, is also recorded.

- 2.3 As a measure of how promptly we deal with the complaint, we record the percentage acknowledged within 3 working days and the percentage resolved within our agreed timescales. These two performance statistics are reported monthly on Spar.net.
- 2.4 There has been an issue with reporting the number of complaints resolved within the target set for the year. The calculation on Spar.net shows the percentage resolved on time for the month and does not show this as an average for the year. In 2016-17, 92% of complaints were resolved within the agreed the timescale.
- 2.5 A review of the complaints monitoring system was carried out in 2015-16 and an action plan was put together to improve recording and monitoring of complaints. An update of the action plan is included at appendix 3.

3.0 What does feedback tell us?

- 3.1 As a result of investigations into complaints received, service managers have made changes to working practices; these changes are also recorded. This is an excellent way to improve our services and respond to customer comments.
- 3.2 Compliments are fed back to staff and acknowledged by line managers.

4.0 Referrals to the Ombudsman complaints service

- 4.1 There were 7 complaints to the Ombudsman during 2016-17.
- 4.2 A summary of complaints to the Local Government Ombudsman 2016-17 is provided at appendix 4.
- 4.3 The Local Government Ombudsman Annual Review letter for 2017 is provided at Appendix 5.

Contact for more Information: Liz Reeves (01884 234371 – lreeves@middevon.gov.uk)

Circulation of the Report: Cllr Margaret Squires, Group Manager for Legal Services/Monitoring Officer, Leadership Team.

Feedback 1.4.2016 to 2017	2015/16	2016/17
Complaints received	289	300
Invalid or withdrawn complaints		
Comments received	116	101
Compliments received	238	229
Total	527	630
Number of complaints at level 2	35	32
Number of complaints at level 2 upheld	4	8
Number of complaints at level 1 upheld	40	45
Number where a change was made to the service procedures as a result of the complaint	27	27

Service 2016-17	complaint	comment	compliment
Affordable housing	1		
Business rates	1		
Car parks	10	2	
Community alarms	1		1
Community development		1	
Council tax	15	4	
Council tax recovery	1		1
Council tax reduction scheme	1		
Customer services	17	9	15
Dogs strays or fouling	2		1
Elections	1		
Environmental services	2	1	2
Fly tipping	1	1	2
Garden waste	5	10	2
Grass cutting	8		
High hedges	1		
Homelessness			1
Housing benefits	11		8
Housing repairs	37	18	135
Housing tenancy (& other housing services)	34		15
Human resources	1		
Leisure	18	28	2
Licensing	1		
Markets	1		
Parks and flower beds	2		1
Planning	27		7
Play areas	3		
Private sector housing	1		
Property services	8	3	1
Public toilets	1	1	
Recycling	50	14	23
Refuse collection	37	7	12
Street cleansing	1	2	
Total	300	101	229

Customer First service request logged on the CRM via the phone 2016-17

Service	Volume
Abandoned vehicles	174
Benefits	1173
Building control	99
Building maintenance	4547
Bulky waste service requests (WEE and fridges)	994
Cadavers	46
Care services (service requests and reporting faults)	187
Car park faults	12
Clinical waste service requests	1496
Communications logs from media	108
<ul style="list-style-type: none"> Council tax Discounts General enquiries Moving home Refunds Recovery Business rates 	687 2471 2788 618 213 158
Corporate	1995
<ul style="list-style-type: none"> Dogs Dangerous dogs Dog fouling Lost found dogs 	42 131 179
Street scene -Graffiti, flooding, pests, fixed penalty notice, permits	953
Electoral services	1288
Environmental services	722
Fly tipping	390
HR & legal	214
ICT	227
Housing , tenancy, housing needs, other	1903
Leisure	41
Licensing	115
Parking fines	67
Payments (telephone)	36,538
Planning & forward planning	785
Property services	408
Street cleaning requests	81
Trade waste	513
Waste & recycling - missed collections <ul style="list-style-type: none"> Recycling & refuse total recorded (includes total valid missed waste and recycling collections) Waste & recycling general enquiries Garden waste renewals and replacements Garden waste sales (not including on line) Bin collection Collection day look up Waste container sales Assisted collections 	422 8013 1313 1589 655 789 125 304
Welfare assistance	220
Total	75,793

Switch board transactions and calls made direct to officer's extensions are not included in the table.
Missed waste collections are those reported to Customer First over the phone.
Visitor contacts and other various contacts are not recorded on the CRM.

Update on complaints review action plan

Recommendations	Update
1. Ensure services are logging complaints (in all cases)	Improved awareness of when to record complaints
2. Ensure services are acknowledging complaints within 3 working days	Improved percentage acknowledged from 61% to 85.5%
3. Ensure the customer is notified if the complaint cannot be resolved in 10 working days and extend the deadline	Customer Services team leader monitors complaints system monthly
4. Ensure reporting data is accurate	Monthly validation completed by Customer Services team leader
5. Ensure documentation relating to the complaint is stored securely and there is a clear audit trail	Documents can be attached to the complaint using the corporate Document Management System (DMS)
6. Ensure letters include standard template paragraphs in relation to time scales, appeals etc. letters	Templates on the complaints system include information on time scales, PIs and other information

Ombudsman complaints

Appendix 4

	Authority	Category	Decision date	Decision
1	Mid Devon District Council	Planning & Development	12.4.2016	not upheld
2	Mid Devon District Council	Planning & Development	6.6.2016	not upheld
3	Mid Devon District Council	Planning & Development	27.6.2016	not upheld
4	Mid Devon District Council	Planning & Development	7.12.2016	not upheld
5	Mid Devon District Council	Planning & Development	27.4.2016	closed after initial enquiries
6	Mid Devon District Council	Planning & Development	27.9.2016	closed after initial enquiries
7	Mid Devon District Council	Planning & Development	14.11.2016	referred back for local resolution

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20 July 2017

By email

Stephen Walford
Chief Executive
Mid Devon District Council

Dear Stephen Walford,

Annual Review letter 2017

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGO) about your authority for the year ended 31 March 2017. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

The reporting year saw the retirement of Dr Jane Martin after completing her seven year tenure as Local Government Ombudsman. I was delighted to be appointed to the role of Ombudsman in January and look forward to working with you and colleagues across the local government sector in my new role.

You may notice the inclusion of the '*Social Care Ombudsman*' in our name and logo. You will be aware that since 2010 we have operated with jurisdiction over all registered adult social care providers, able to investigate complaints about care funded and arranged privately. The change is in response to frequent feedback from care providers who tell us that our current name is a real barrier to recognition within the social care sector. We hope this change will help to give this part of our jurisdiction the profile it deserves.

Complaint statistics

Last year, we provided for the first time statistics on how the complaints we upheld against your authority were remedied. This year's letter, again, includes a breakdown of upheld complaints 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.

We have chosen not to include a 'compliance rate' this year; this indicated a council's compliance with our recommendations to remedy a fault. From April 2016, we established a new mechanism for ensuring the recommendations we make to councils are implemented, where they are agreed to. This has meant the recommendations we make are more specific, and will often include a time-frame for completion. We will then follow up with a council and seek evidence that recommendations have been implemented. As a result of this new process, we plan to report a more sophisticated suite of information about compliance and service improvement in the future.

This is likely to be just one of several changes we will make to our annual letters and the way we present our data to you in the future. We surveyed councils earlier in the year to find out, amongst other things, how they use the data in annual letters and what data is the most useful; thank you to those officers who responded. The feedback will inform new work to

provide you, your officers and elected members, and members of the public, with more meaningful data that allows for more effective scrutiny and easier comparison with other councils. We will keep in touch with you as this work progresses.

I want to emphasise that the statistics in this letter 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. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

The statutory duty to report Ombudsman findings and recommendations

As you will no doubt be aware, there is duty under section 5(2) of the Local Government and Housing Act 1989 for your Monitoring Officer to prepare a formal report to the council where it appears that the authority, or any part of it, has acted or is likely to act in such a manner as to constitute maladministration or service failure, and where the LGO has conducted an investigation in relation to the matter.

This requirement applies to all Ombudsman complaint decisions, not just those that result in a public report. It is therefore a significant statutory duty that is triggered in most authorities every year following findings of fault by my office. I have received several enquiries from authorities to ask how I expect this duty to be discharged. I thought it would therefore be useful for me to take this opportunity to comment on this responsibility.

I am conscious that authorities have adopted different approaches to respond proportionately to the issues raised in different Ombudsman investigations in a way that best reflects their own local circumstances. I am comfortable with, and supportive of, a flexible approach to how this duty is discharged. I do not seek to impose a proscriptive approach, as long as the Parliamentary intent is fulfilled in some meaningful way and the authority's performance in relation to Ombudsman investigations is properly communicated to elected members.

As a general guide I would suggest:

- Where my office has made findings of maladministration/fault in regard to routine mistakes and service failures, and the authority has agreed to remedy the complaint by implementing the recommendations made following an investigation, I feel that the duty is satisfactorily discharged if the Monitoring Officer makes a periodic report to the council summarising the findings on all upheld complaints over a specific period. In a small authority this may be adequately addressed through an annual report on complaints to members, for example.
- Where an investigation has wider implications for council policy or exposes a more significant finding of maladministration, perhaps because of the scale of the fault or injustice, or the number of people affected, I would expect the Monitoring Officer to consider whether the implications of that investigation should be individually reported to members.
- In the unlikely event that an authority is minded not to comply with my recommendations following a finding of maladministration, I would always expect the Monitoring Officer to report this to members under section five of the Act. This is an exceptional and unusual course of action for any authority to take and should be considered at the highest tier of the authority.

The duties set out above in relation to the Local Government and Housing Act 1989 are in addition to, not instead of, the pre-existing duties placed on all authorities in relation to Ombudsman reports under The Local Government Act 1974. Under those provisions, whenever my office issues a formal, public report to your authority you are obliged to lay that report before the council for consideration and respond within three months setting out the action that you have taken, or propose to take, in response to the report.

I know that most local authorities are familiar with these arrangements, but I happy to discuss this further with you or your Monitoring Officer if there is any doubt about how to discharge these duties in future.

Manual for Councils

We greatly value our relationships with council Complaints Officers, our single contact points at each authority. To support them in their roles, we have published a Manual for Councils, setting out in detail what we do and how we investigate the complaints we receive. When we surveyed Complaints Officers, we were pleased to hear that 73% reported they have found the manual useful.

The manual is a practical resource and reference point for all council staff, not just those working directly with us, and I encourage you to share it widely within your organisation. The manual can be found on our website www.lgo.org.uk/link-officers

Complaint handling training

Our training programme is one of the ways we use the outcomes of complaints to promote wider service improvements and learning. We delivered an ambitious programme of 75 courses during the year, training over 800 council staff and more 400 care provider staff. Post-course surveys showed a 92% increase in delegates' confidence in dealing with complaints. To find out more visit www.lgo.org.uk/training

Yours sincerely

A handwritten signature in black ink, appearing to be 'M King', with a stylized flourish at the end.

Michael King
Local Government and Social Care Ombudsman for England
Chair, Commission for Local Administration in England

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	0	0	0	7	0	7

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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	0	1	2	4	0	0%	7

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.

Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
0	0

CABINET **31ST AUGUST 2017**

VINYL FLOORING RENEWAL 2017 - 2021

Cabinet Member: Cllr Ray Stanley
Responsible Officer: Andrew Pritchard, Director of Operations

Reason for Report: To advise Cabinet of the outcome of the recent tender of the Vinyl Flooring Renewal 2017 – 2021 to Council houses and confirm the award of the contract.

RECOMMENDATION: It is recommended that Cabinet award the Vinyl Flooring Contract to **Supplier A** with a forecast annual budget of £200,000. Two tender opportunities were advertised and on both occasions only one compliant tender submission was received.

Both tenders were run on the basis of 60% price and 40% Quality.

Contracted Works: The contract will deliver the renewal of vinyl sheet flooring to Council properties, supporting the Responsive Repairs Works, the Disabled Facilities Grant works and the Void process within Mid Devon during the financial years from 2017-2021

Phase 1	Start 2 Oct 2017	Completion 31 March 2018
Phase 2	Start 1 April 2018	Completion 31 March 2019
Phase 3	Start 1 April 2019	Completion 31 March 2020
Phase 4	Start 1 April 2020	Completion 31 March 2021

Relationship to Corporate Plan: To contribute towards meeting the Decent and Affordable Homes target by making best use of the existing stock.

Financial Implications: The budget for this contract is £200,000 per annum, with year one pro-rata. The funding will come from the individual budgets to which the works apply. The contract will be administered on a call off basis, and only those works required will be carried out as per the schedule of rate prices within the tender.

Legal Implications: We have a legal duty to maintain the stock and meet the Decent Homes Standard. The conditions of engagement are based on a JCT Minor Works Building Contract 2016, combined with the contractual requirements. This provides a robust framework for managing and controlling the performance of the contractor to meet our legal obligations.

Risk Assessment: The principal risk is overspending against the annual budget as this is a call off contract driven by need.. The performance of the contract will be monitored monthly and corrective action will be taken, as necessary, where performance falls below Key Performance Indicator Targets. These include: 1) Financial Performance, 2) Customer satisfaction, 3) Variations and extras, 4) Number of defects; 5) Managing Health and Safety

1 Introduction

- 1.1 The term of this contract is 4 years subject to funding; with the option to terminate the contract at the end of each year subject to performance.
- 1.2 Due to the nature and value of this procurement, the appropriate procedure was an open tender process. This means anyone who expressed an interest in the contract was invited to tender.
- 1.3 To ensure the quality of contractors, a number of minimum requirements were set out within the ITT. Any contractor failing to meet these was disqualified.

2 Procurement Process

- 2.1 Expressions of interest were invited through notices in the “Supplying the Southwest” Procurement Portal published on the 19th May 2017 and 23rd June 2017
- 2.2 Evaluation criteria set out in the ITT:

Quality	40%
Ability to meet timescales for delivery	Pass/Fail
Management Structure and Method Statement	15%
Subcontracting	10%
Life Expectancy and guarantees	10%
Trade Association Membership	5%
Price	60%

- 2.3 Tender 1 was open to submissions from the 19th May 2017 to the 19th June 2017.
A total of 17 expressions of interest; 3 submitted their tenders on time but 2 were disqualified for failing to meet the minimum requirements.

Tender 2 was open to submissions from 23rd June 2017 to the 28th July 2017.
There were a total of 11 expressions of interest; only 1 submitted their tender on time.
- 2.4 Evaluations were carried out as follows:-
Tender 1 was evaluated between 19th and 28th June 2017 by representatives from the Planned Maintenance and Procurement teams.
Tender 2 was evaluated between the 31st July and 2nd August by representatives from Planned Maintenance and Procurement teams.

2.5 The outcome of the evaluation is shown below

SUPPLIER	PRICE	SCORE		TOTAL
		PRICE	QUALITY	
Supplier A	£287,030.00	60	28	88

The works are responsive in nature, therefore the Price is made up of a schedule of rates, which is not a true indication of the amount that will be spent each year, but it will be used to determine individual costs per property.

3 Conclusion

The outcome of the tender process shows Supplier A as the successful bidder being the only compliant tenderer following two procurement opportunities.

3.1 Approval is required from Cabinet for contract award.

3.2 Mobilisation will take 4 weeks and the soonest the contract could commence, pending approval, would be 2nd October 2017.

Contact for more Information: Rebecca Addis, Procurement and Contracts Officer (01884) 234378 / raddis@middevon.gov.uk

Circulation of the Report: Management Team, Cllr Stanley, Cabinet

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MID DEVON DISTRICT COUNCIL – NOTIFICATION OF KEY DECISIONS

September 2017

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

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Land for Affordable Housing To acquire land (in consultation with the Cabinet Member for Housing) for the provision of affordable housing (under the scheme of delegation) at Waddeton Park, Post Hill, Tiverton	Director of Finance, Assets and Resources	Not before 31st Aug 2017	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242		Open
Compensation Policy A report presenting the biannually updated Compensation Policy designed to be invoked when service standards are not met.	Homes Policy Development Group Cabinet	12 Sep 2017 28 Sep 2017	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Severe Weather Emergency Protocol and Extended Winter Provision Protocol	Homes Policy Development Group Cabinet	12 Sep 2017 28 Sep 2017	Michael Parker, Housing Options Manager Tel: 01884 234906	Cabinet Member for Housing (Councillor Ray Stanley)	Open

Agenda Item 11.

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
As a member of the Devon and Cornwall Housing Options Partnership (DCHOP) the Housing service recognises that local areas should try to prevent rough sleeping at any time of the year. However, the winter period can present the greatest risks to the health of rough sleepers. Therefore a protocol needs to be agreed with the other LAs in the county.					
Gas Safety Policy To consider a report regarding the revised Gas Safety Policy.	Homes Policy Development Group Cabinet	12 Sep 2017 28 Sep 2017	Mark Baglow, Building Services Manager Tel: 01884 233011	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Corporate Debt Recovery Policy To receive a revised Corporate Debt Recovery Policy which is clear and transparent and ensures any recovery action is timely and proportionate.	Audit Committee Cabinet	19 Sep 2017 28 Sep 2017	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Air Quality To consider the formation of a new policy.	Community Policy Development Group Cabinet Council	26 Sep 2017 26 Oct 2017 13 Dec 2017	Simon Newcombe, Public Health and Professional Services Manager Tel: 01884 234615	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
Town and Parish Charter To undertake a four yearly review the Town and Parish Charter	Community Policy Development Group Cabinet	26 Sep 2017 26 Oct 2017	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open
Gypsies and Travellers Policy To receive a report regarding a policy for Gypsy and Travellers.	Community Policy Development Group Cabinet Council	26 Sep 2017 26 Oct 2017 13 Dec 2017	Simon Newcombe, Public Health and Professional Services Manager Tel: 01884 234615	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Community Engagement Strategy 2016-17	Community Policy Development		Liz Reeves, Head of Customer Services Tel: 01884 234371	Cabinet Member for Community Well Being	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Report updating Members on progress made with the Community Engagement Action Plan (2015-16) and to review the strategy and focus for 2016-17.	Group Cabinet	26 Sep 2017 26 Oct 2017		(Councillor Colin Slade)	
Local Enforcement Policy (post consultation) Report of the Head of Planning and Regeneration following the consultation process	Cabinet Council	28 Sep 2017 25 Oct 2017	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Lords Meadow Depot Sale of the Lords Meadow Depot	Cabinet	28 Sep 2017	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Housing (Councillor Ray Stanley)	Fully exempt
Heart of the South West - Joint Committee To receive a report to formally agree the joint committee.	Cabinet Council	28 Sep 2017 25 Oct 2017	Stephen Walford, Chief Executive Tel: 01884 234201	Leader of the Council (Councillor Clive Eginton)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Strategic Leisure Partner for Fitness Equipment To consider the outcome of the tender process	Cabinet	28 Sep 2017	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open
Tiverton Town Centre Masterplan Report of the Head of Planning and Regeneration outlining the draft masterplan for consultation following deferral from the meeting on 11 May to allow for further consideration to take place.	Cabinet	28 Sep 2017	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
ICT Strategy Report of the Head of Customer Services regarding a review of the ICT Strategy	Cabinet	28 Sep 2017	Liz Reeves, Head of Customer Services Tel: 01884 234371	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open
Discretionary Business Rates Relief Scheme To receive a report seeking agreement on the context of the scheme.	Cabinet	28 Sep 2017	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Insurance Tender To consider delegating authority to the Head of Finance, Assets and Resources in consultation with the Cabinet Member for Finance to decide the outcome of the insurance tender process due to time restrictions.	Cabinet	28 Sep 2017	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
Temporary Agency Staffing Contract To consider the outcome of the tender process	Cabinet	28 Sep 2017	Jane Cottrell, Group Human Resources Manager Tel: 01884 234919	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
Strategic Land Issues To receive a report of the Director of Finance, Assets and Resources advising on responses to the Town Centre Masterplanning.	Cabinet	26 Oct 2017	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Housing (Councillor Ray Stanley)	Fully exempt <i>Financial and business issues</i>
Half Yearly Investment Performance and Review	Cabinet	26 Oct 2017	Andrew Jarrett, Director of Finance,	Cabinet Member for Finance	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
of Treasury Management Strategy Report regarding treasury performance during the first 6 months of the 2017/18 financial year.			Assets and Resources Tel: 01884 234242	(Councillor Peter Hare-Scott)	
Corporate Debt Recovery Policy To consider a revised policy.	Cabinet	26 Oct 2017	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
Medium Term Financial Plan Report producing an updated Medium Term Financial Plan taking into account the Council's key strategies.	Cabinet	26 Oct 2017	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
Draft 18/19 General Fund and Capital Programme Report considering options available in order for the Council to set a balanced budget for 2018/19	Cabinet	26 Oct 2017	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Asbestos Surveying - Licensed and Unlicensed Removal 2017-2021 To consider the outcome of the tender process	Cabinet	26 Oct 2017	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open
10 Year Management Plan for Open Spaces The Open Spaces Manager will put forward provisional plans for a framework of development for open spaces, play areas and cemeteries in the District.	Environment Policy Development Group Cabinet	7 Nov 2017 23 Nov 2017	Joe Scully, Operations Manager Tel: 01884 234339	Cabinet Member for the Environment (Councillor Karl Busch)	Open
Cemetery Works To receive a report detailing proposed works for the cemeteries in Tiverton and Crediton regarding concrete bases as foundations for headstones.	Environment Policy Development Group Cabinet	7 Nov 2017 23 Nov 2017	Joe Scully, Operations Manager Tel: 01884 234339	Cabinet Member for the Environment (Councillor Karl Busch)	Open
Review of Bereavement Services To receive a report regarding	Environment Policy Development Group	7 Nov 2017	Joe Scully, Operations Manager Tel: 01884 234339	Cabinet Member for the Environment (Councillor Karl	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
a review of Bereavement Services, to include National Assisted Burials	Cabinet	23 Nov 2017		Busch)	
Market Rights Policy A report proposing the adoption of a new Market Policy.	Economy Policy Development Group Cabinet Council	9 Nov 2017 23 Nov 2017 13 Dec 2017	Alan Ottey, Tiverton Town Centre and Market Manager	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Amenity car parks A report presenting options for the use of Amenity Car Parks going forwards.	Economy Policy Development Group Cabinet	9 Nov 2017 23 Nov 2017	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Mid Devon Destination Management Plan & Action Plan (report with recommendation to the Cabinet)	Economy Policy Development Group Cabinet	9 Nov 2017 23 Nov 2017	John Bodley-Scott, Economic Development Team Leader	Cabinet Member for Planning and Economic Regeneration (Councillor Richard	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Report updating Members on the current impact tourism has on Mid Devon's local economy and how we can develop the sector over the next 5 years.				Chesterton)	
Tenancy Policy To consider a report regarding the revised Policy.	Homes Policy Development Group Cabinet	14 Nov 2017 23 Nov 2017	Claire Fry, Housing Services Manager Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Tenancy Strategy To consider a report regarding the revised strategy.	Homes Policy Development Group Cabinet	14 Nov 2017 23 Nov 2017	Claire Fry, Housing Services Manager Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Tax Base Calculation Report detailing the statutory calculations necessary to determine the Tax Base for the Council Tax	Cabinet Council	23 Nov 2017 13 Dec 2017	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
Council Tax Reduction Scheme	Cabinet Council	23 Nov 2017 13 Dec 2017	Andrew Jarrett, Director of Finance, Assets and	Cabinet Member for Finance (Councillor Peter	Open

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Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Report regarding a scheme for 2018			Resources Tel: 01884 234242	Hare-Scott)	
Greater Exeter Strategic Plan To consider a report of the Head of Planning, Economy and Regeneration regarding a draft strategic plan.	Cabinet Council	23 Nov 2017 13 Dec 2017	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Corporate Anti Social Behaviour Policy 4 yearly review	Community Policy Development Group Cabinet	28 Nov 2017 4 Jan 2018	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Community Safety Partnership Plan 2 yearly review	Community Policy Development Group Cabinet	28 Nov 2017 4 Jan 2018	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open
Town Centre Masterplan following public	Cabinet	4 Jan 2018	Jenny Clifford, Head of Planning,	Cabinet Member for Planning and	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
consultation To consider that masterplan.			Economy and Regeneration Tel: 01884 234346	Economic Regeneration (Councillor Richard Chesterton)	
Vehicle Maintenance Contract To consider the maintenance contract.	Environment Policy Development Group Cabinet	9 Jan 2018 1 Feb 2018	Stuart Noyce, Waste and Transport Manager	Cabinet Member for the Environment (Councillor Karl Busch)	Open
Bereavement Services Fees and Charges A review of fees and charges	Environment Policy Development Group Cabinet	9 Jan 2018 1 Feb 2018	Joe Scully, Operations Manager Tel: 01884 234339	Cabinet Member for the Environment (Councillor Karl Busch)	Open
Economic Strategy To consider a new policy.	Economy Policy Development Group Cabinet Council	11 Jan 2018 1 Feb 2018 21 Feb 2018	Adrian Welsh, Group Manager Growth, Economy and Delivery	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open

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Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Budget Report outlining options available in order for the Council to move towards a balanced budget for 2018/19	Cabinet Council	1 Feb 2018 21 Feb 2018	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
Capital Programme Report seeking Council approval for the 2018/19 Capital Programme	Cabinet Council	1 Feb 2018 21 Feb 2018	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
National Non - Domestic Rates Report providing an update on the income generation and financial implications of the number of business rates properties in Mid Devon and requesting that the NNDR1 be approved.	Cabinet	1 Feb 2018	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
Policy Framework Report outlining the Policy Framework for the year	Cabinet Council	1 Feb 2018 21 Feb 2018	Stephen Walford, Chief Executive Tel: 01884 234201	Leader of the Council (Councillor Clive Eginton)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Establishment Report outlining the overall structure of the Council	Cabinet Council	1 Feb 2018 21 Feb 2018	Jane Cottrell, Group Human Resources Manager Tel: 01884 234919	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open

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