

Public Document Pack

Mid Devon District Council

Community Policy Development Group

Tuesday, 30 January 2018 at 2.15 pm
Exe Room, Phoenix House, Tiverton

Next ordinary meeting
Tuesday, 27 March 2018 at 2.15 pm

Those attending are advised that this meeting will be recorded

Membership

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

A G E N D A

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

- 1 **Apologies and Substitute Members**
To receive any apologies for absence and notices of appointment of substitute Members (if any).
- 2 **Public Question Time**
To receive any questions relating to items on the Agenda from members of the public and replies thereto.
Note: A maximum of 30 minutes is allowed for this item.
- 3 **Minutes of the Previous Meeting** (*Pages 5 - 32*)
Members to consider whether to approve the minutes of the last meeting as a correct record (attached).
- 4 **Chairmans Announcements**
To receive any announcements that the Chairman may wish to make.
- 5 **Corporate Anti Social Behaviour Policy** (*Pages 33 - 48*)
To provide an updated Anti-Social Behaviour (ASB) Policy for consideration.

- 6 **Leisure Marketing Plan 00:24:00** (*Pages 49 - 60*)
To review current concessionary pricing within the leisure service.
- 7 **Budget 01:00:00** (*Pages 61 - 68*)
To review the revised draft budget changes identified and discuss any further changes required in order for the Council to move towards a balanced budget for 2018/19.
- 8 **Financial Monitoring 01:17:00**
To receive a verbal update from the Director of Finance, Assets and Resources.
- 9 **Trim Trails - 6 monthly update 01:19:00**
To receive a verbal update from the Public Health officer.
- 10 **Community Cohesion 01:27:00** (*Pages 69 - 78*)
The Group to discuss communities and what can be done to bring them together, share good practice and prevent rural isolation. The Scrutiny Consultation working group report to be considered.
- 11 **Performance and Risk** (*Pages 79 - 90*)
To provide Members with an update on performance against the corporate plan and local service targets for 2017-18 as well as providing an update on the key business risks.

Note – any questions relating to this report should be submitted to the clerk in advance of the meeting date.

- 12 **Identification of Items for the Next Meeting**
Note: This item is limited to 10 minutes. There should be no discussion on the items raised.

Regeneration of old railways lines for walking and cycling and the promotion of walking leaflets
Corporate Health and Safety Policy
Community Safety Partnership
Community Engagement Strategy
RIPA

Stephen Walford
Chief Executive
Monday, 22 January 2018

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

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

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

Tel: 01884 234209

E-Mail: jstuckey@middevon.gov.uk

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Public Document Pack Agenda Item 3

MID DEVON DISTRICT COUNCIL

MINUTES of a **MEETING** of the **COMMUNITY POLICY DEVELOPMENT GROUP**
held on 28 November 2017 at 2.15 pm

Present

Councillors

B A Moore (Chairman)
Mrs A R Berry, Mrs C P Daw, Mrs G Doe,
R J Dolley, F W Letch and Mrs E J Slade

Apologies

Councillor(s)

Mrs E M Andrews and Mrs H Bainbridge

Also Present

Councillor(s)

C J Eginton and Mrs M E Squires

Also Present

Officer(s):

Andrew Pritchard (Director of Operations), Lee Chester (Leisure Manager), Simon Newcombe (Group Manager for Public Health and Regulatory Services), Rob Fish (Principal Accountant), Kevin Swift (Public Health Officer) and Julia Stuckey (Member Services Officer)

33 **APOLOGIES AND SUBSTITUTE MEMBERS**

Apologies were received from Cllrs Mrs E M Andrews and Mrs H Bainbridge.

34 **PUBLIC QUESTION TIME**

The Chairman read out a question that had been received in advance of the meeting from Mr P Talbot, Chairman of Stoodleigh Parish Council referring to item 9 on the agenda.

The question refers to a comment submitted on behalf of Stoodleigh Parish Council in respect of the current lack of consultation with Parish Councils in respect of Prior Notification 'applications' (see Page 4 of your officer's report).

This issue arose in 2016 as a result of what was regarded by many Stoodleigh parishioners as a wholly inappropriate proposal to convert a large modern barn into a dwelling and a number of industrial/business units.

As a result of those concerns Councillors Stanley and Chesterton pursued the matter by way of Council Motion 530. That Motion was supported by your Cabinet at its meeting on 1 December 2016 and approved by Council on 14 December 2016 and appropriate representations were made to the Minister.

In light of:

- the support of the Cabinet and Council for Parish consultation on prior notifications;
and

- the response of the Minister in the Department for Communities and Local Government that it is open to local authorities to consult more widely on applications for prior approval if they so wish

Do you consider the response set out in the report that 'as there was no clear direction from the DCLG this has not been progressed' to be adequate?

Whilst recognising the very tight timescale placed on the Local Planning Authority, would it not be appropriate for such consultation to be incorporated within the Parish Charter?

The Chairman informed the Group that this question would be answered at the agenda item and that Mr Talbot would receive a response in writing.

Mr Ben Holdman, Tiverton Town Councillor for Castle Ward, referring to item 9 on the agenda asked if something could be added to the Town and Parish Charter with regard to the transfer of assets. Mr Holdman stated that it looked like a lot of properties were being pushed onto town and parish councils and that this should be done to mutually benefit each other and the local community. He asked if there was a way that consultation could be undertaken with the public to find out what they wanted to happen to assets to keep them in the public domain, such as toilets.

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

35 **MINUTES OF THE PREVIOUS MEETING**

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

36 **CHAIRMANS ANNOUNCEMENTS**

The Chairman had no announcements to make.

37 **DIRECTOR OF PUBLIC HEALTH 00:08:00**

The Chairman welcomed Tina Henry, Consultant in Public Health to the meeting. Mrs Henry explained that she was representing Dr Virginia Pearson, Chief Officer for Communities, Public Health, Environment & Prosperity/Director of Public Health at Devon County Council (DCC).

The officer explained that the purpose of the Directorate was to bring public health together with health and well-being. Public Health had been moved to local authority responsibility in 2013 and worked closely with Mid Devon, having previously been the responsibility of the NHS. It was considered that the greatest impact could be made by local authorities. It had three core responsibilities; health improvement, health protection and health assurance. The Directorate produced an annual report on the state of the health of the population. Areas that had to be provided were substance misuse, lifestyle services, a commissioning responsibility and some mental health issues. Due to reduced budgets priority was given to the 'have to's but there were also areas where influence could be used to deliver health and well-being.

Ms Henry had been sent some questions in advance of the meeting. With regard to the NHS and Leisure Services the officer explained that DCC commissioned a 'Lifestyle' service which looked at lifestyles and aimed to change behaviours such as smoking, sensible drinking, being more active and being a healthy weight. This was an online signposting service which would point people to local events, leisure centre promotion and diet groups for example. There was also a GP referral service which Mid Devon Leisure Services took part in.

DCC also had an officer dealing with food and nutrition, in particular with the Sugar Smart campaign. They had taken part in lobbying regarding money from the sugar tax that had been earmarked for National Health Services and the money had now been put towards schools to promote future good health.

The officer also provided information regarding the promotion of walking and cycling, explaining that they had promoted a number of national campaigns such as Active 10 and the Big March, encouraging the public to use the environment. They had worked with local walking groups and promoted Naturally Healthy Month. Areas such as the implementation of cycling routes were expensive but DCC could bid for funding and had been successful in changes to the road network at Blundell's Road, Tiverton and at Tiverton Parkway. Infrastructure could be influenced within new developments and the team were working closely with planners regarding the Garden Village at Cullompton, to maximise health benefits.

School transport, which was procured by the County Council was an area of potential improvement and getting the balance right with providers and routes was an area of future work.

Discussion took place regarding:

- Mental health and the link with diet;
- Early help for mental health services being provided in schools, KOOTH;
- The need to promote initiatives with effective communication.

The Chairman thanked the officer for attending.

38 **AIR QUALITY 00:35:00**

The Group had before it a report * from the Group Manager for Public Health & Regulatory Services, providing a final version of the Statutory Air Quality Action Plan for the District 2017-21, for consideration.

The officer explained that the report had been before the Group at an earlier meeting and that comments received had been noted and incorporated into the plan before them. The officer reminded Members that the plan was a living document and could be changed annually. DEFRA required an annual update on the plan which gave an opportunity to update, to add new measures and to add value to the plan.

The Public Health Officer highlighted areas within the report that had been amended following previous meetings, including road infrastructure and the need for improvements, the difficulties of living in rural areas without a car, local roads and

cycling safety, the train station and access issues, ECO Stars and school transport, electric vehicles, bus passes, potential cycle routes, school travel plans and a requirement for greater enforcement measures.

Discussion took place regarding:

- Tiverton Parkway and links to tourism;
- Electric bikes were now available for hire in Crediton;
- Crediton Town Council were funding a feasibility study to look at High Street issues;
- Engagement with Town Councils;
- Air Quality issues and new infrastructure plans for Cullompton;
- School transport and the need for new vehicles and intelligent routing.

It was **RECOMMENDED** that Cabinet approve the proposed Air Quality Action Plan as attached in Annexe 2 with the addition of wording to emphasise the need for major infrastructure in Cullompton.

(Proposed by the Chairman)

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

39 **DRAFT BUDGET 00:59:00**

The Group had before it and **NOTED** a report *from the Director of Finance, Assets & Resources asking them to consider options available in order for the Council to set a balanced budget for 2018/19 and agree a future strategy for further budget reductions for 2019/20 onwards.

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

(Proposed by the Chairman)

The Chairman informed Members that feedback from the Working Group would be via email due to the tight time scales in place.

Discussion took place regarding future management of Leisure Services and it was **AGREED** that this would be discussed at the Working Group.

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

40 **FINANCIAL MONITORING 01:13:00**

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

The Chairman had raised questions in advance of the meeting as below:

Section 3.2

There had been a notable overspend in leisure facilities. What were the reasons and what controls were being applied to bring it back to budget?

In relation to action to mitigate an overall predicted General Fund overspend of £181k, actions were as followed:

- Vacancy approvals were approved by Leadership Team on a case by case basis.
- Ongoing surplus asset disposal and reinvesting in income generating properties i.e. Coggan's Well & 36 & 38 Fore Street
- SPV set up to generate income
- Applying for 100% Business rate pilot
- Increasing investment to £5m with CCLA from 01/02/17
- More proactive marketing of the Garden Waste scheme - now up to 9,500 customers.

Appendix A & B

Recreation and Sport 480% over budget. The reasons were given within the report but with such a significant overspend what was going to be done to ameliorate the situation and also learn lessons for the 2018/19 budget?

In relation to Recreation and Sport forecast overspend of £224k:

- A number of cost pressures were inescapable including an increase in utilities and recent NNDR rating increase amount to £41k
- The income budget for 17/18 was set in November 2016 with 'full cost recovery' in mind; in hindsight this was too challenging. The budget for 18/19 had been set to include any recurring pressures so the 18/19 base budget should be more realistic.

Appendix G

Exe Valley Leisure Centre extension overspend of £49k. What were the reasons and what were plans to recover? When planning this project was there any provision for contingency, and if not why not, given that this was a prudent precaution on all projects?

Exe Valley Leisure Centre capital project:

- During the build of the extension additional planned maintenance work originally scheduled for 19/20 was rolled forward to be undertaken at the same time to maximise efficiency, this was recommended and agreed at cabinet on 26/10/17.

- As with all major capital projects this project did have a contingency in the contract that was felt appropriate at the time it was let (in this case £60k).

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

41 **TOWN AND PARISH CHARTER 01:15:00**

The Group had before it a report * from the Member Services Manager presenting the findings of a review into the Charter between Mid Devon District Council and the Town and Parish Councils in Mid Devon.

The officer outlined the contents of the report, highlighting consultation that had taken place with the Town and Parish Councils and amendments that had been made.

With reference to a question asked at Public Question time by Mr P Talbot, Chairman of Stoodleigh Parish Council, the officer explained that the question referred to a Motion regarding permitted development at Full Council on 14th December 2016. The outcome of the Motion was that a letter had been sent to the Secretary of State in January 2017 and a response was received on 6th February 2017. This response had been circulated to all Members. Legislation talked in detail about permitted development and in particular regulations regarding site display on or near the land to be developed and serving a notice to adjoining land owners. Legislation did not state that it was a requirement to consult with Town and Parish Councils but it was up to the Local Authority to consult further if they so wished.

Permitted Development, which was introduced in April 2015, allowed a change of use from an agricultural building to alternative uses such as shops, financial and professional services, restaurants or cafes for example. The right was subject to criteria and consideration by the Local Planning Authority on whether prior approval was required, in relation to certain impacts, only applied where the cumulative floor space of buildings exceeded 150 square metres and could only be considered on the transport and highways impact of the development, noise impact of the development, contamination risks on the site and flooding risk. Below this floor space there was no requirement to consider these issues.

The officer further explained that the authority only had 56 days-notice following application to respond or development could begin. This did not allow much time for consultation but site notices would be displayed and Town and Parish Councils could comment at this stage. This information had been conveyed to Mr Talbot at the time.

It was **RECOMMENDED** that the Charter be approved for a further three years subject to the amendments highlighted in Appendix 1.

(Proposed by the Chairman)

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

42 **SIX MONTHLY UPDATE - PUBLIC HEALTH 01:20:00**

The Group had before it and **NOTED** a report * from the Group Manager for Public Health & Regulatory Services providing a further update on progress of the Public Health Plan.

The officer reminded Members that the Public Health Plan 2017-19 identified four key priorities for the Mid Devon area based upon data provided by Public Health (Devon). These priorities were:

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

The Public Health Officer identified some highlights within the report such as GP referrals to the Leisure Service which had totalled 82 to date, work that was being undertaken to audit the sugar content of food and drink sold at leisure centres, an unsuccessful bid to the Warm Homes Fund to which a phase 2 application would be made and the new switching service for energy suppliers which would live from 1 December 2017.

Note: Report previously circulated and attached to Minutes.

43 **SIX MONTHLY UPDATE - LEISURE 01:28:00**

The Group received a six monthly update from the Leisure Manager.

Note: - Presentation attached to the Minutes.

Presentation

44 **PERFORMANCE AND RISK 01:59:00**

The Group had before it and **NOTED** a report * from the Director of Corporate Affairs & Business Transformation, providing Members with an update on performance against the corporate plan and local service targets for 2017-18 as well as providing an update on the key business risks.

Note: Report * previously circulated and attached to Minutes.

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

Community Engagement Strategy
Trim Trails 6 monthly update
Grant Funded Agencies
Corporate Anti Social Behaviour Policy
Community Cohesion (Consultation Working Group)

(The meeting ended at 4.30 pm)

CHAIRMAN

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Leisure Services

6 Monthly Update – Community PDG

Purpose Of Briefing

An update of Leisure services & Zest Memberships:

- Exe Valley Leisure Centre Developments
- Marketing
- Zest Memberships

Exe Valley Leisure Centre Developments

- Fitness Development:
 - Completed class studio
 - Car Parking & Electrical charging
 - Strategic Partner – Matrix fitness
 - Changing facilities
 - SWIMTAG
 - The next 4 weeks

Completed Class Studio

<http://www.devonlive.com/news/devon-news/new-dance-studio-unveiled-part-817052>

<http://middevonleisure.com/les-mills/>

Car Parking & Electrical Charging



Strategic Partner – Matrix Fitness

- 5+5 year strategic partnership
- Roll out of design and provision at Lords Meadow and Culm Valley
- 77 stations at Exe Valley
 - Interactive connection
 - Activity tracking
 - Virtual active
- Capacity in excess of 100

SWIMTAG

- <http://middevonleisure.com/swimtag/>

Changing Facilities



Marketing

- Review of summer campaigns
- Preview of winter campaigns

• Social media

– Instagram 

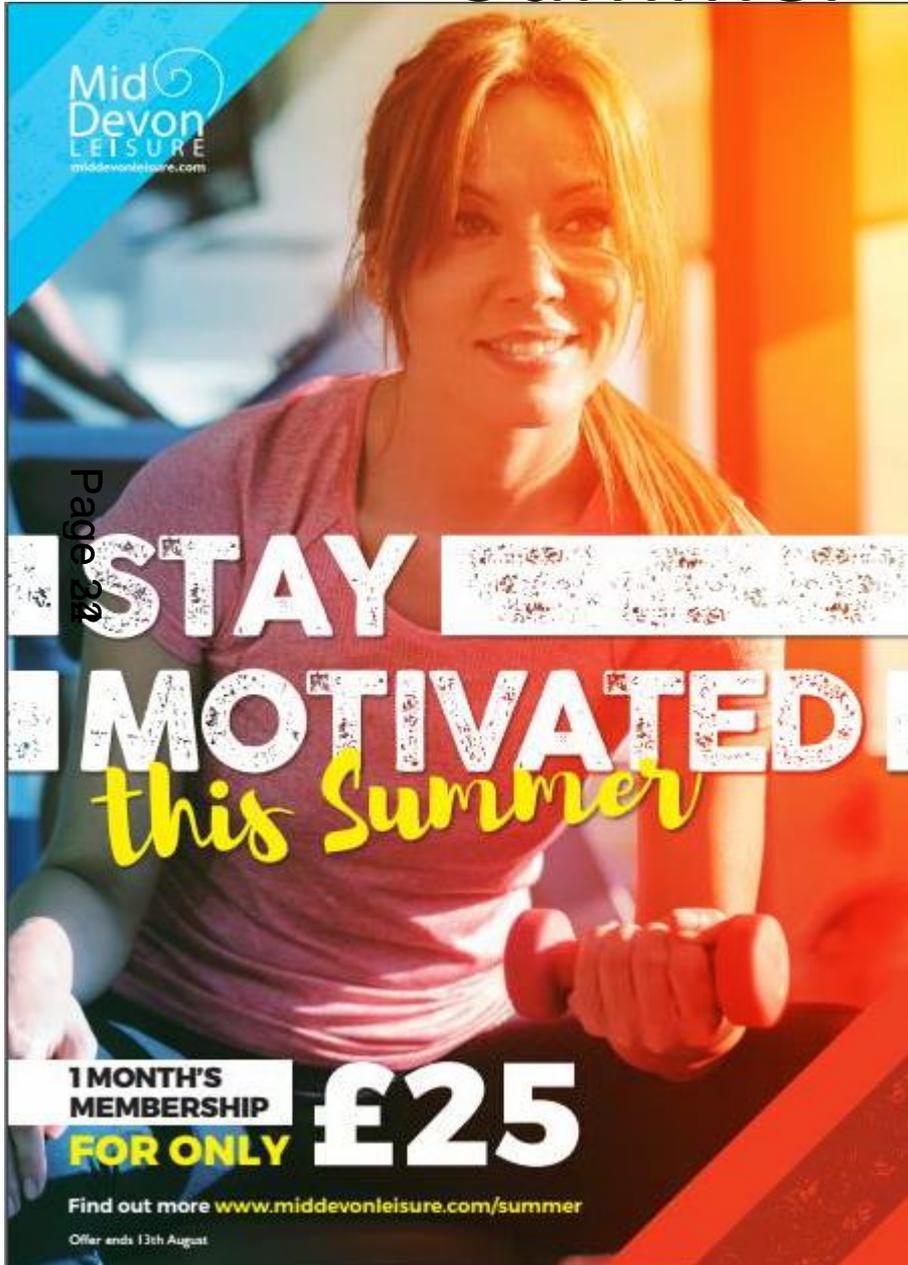
– Twitter 

– Facebook 

– Website 

– Video Content **Coming in 2018 **  YouTube 

Summer Campaigns



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STAY MOTIVATED
this Summer

1 MONTH'S MEMBERSHIP FOR ONLY £25

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Offer ends 13th August



CALLING ALL STUDENTS!

3 MONTH'S MEMBERSHIP for £60

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Winter Campaigns – Culm Valley

BEAT THE JANUARY RUSH

Join now for
£9.99!



pay nothing until 2018!*

Offer available to new and existing members



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BEAT THE JANUARY RUSH

Gym, Fitness classes, Sports,
Spinning, Sauna and more!



**Open 7 days a week
across 3 centres**

Find out more
www.middevonleisure.com/rush

*T&Cs apply | Lifestyle Plus Loyalty membership
Memberships are non-transferrable

**Brand new £1million
development coming to
Exe Valley this January**

Culm Valley Sports Centre
Meadow Lane, Culmpton EX15 1LL | Call: 01884 234320
Exe Valley Leisure Centre, Solham Road, Tiverton EX16 6SG | Call: 01884 234900
Lords Meadow Leisure Centre, Commercial Road, Crediton EX17 1ER | Call: 01884 234970

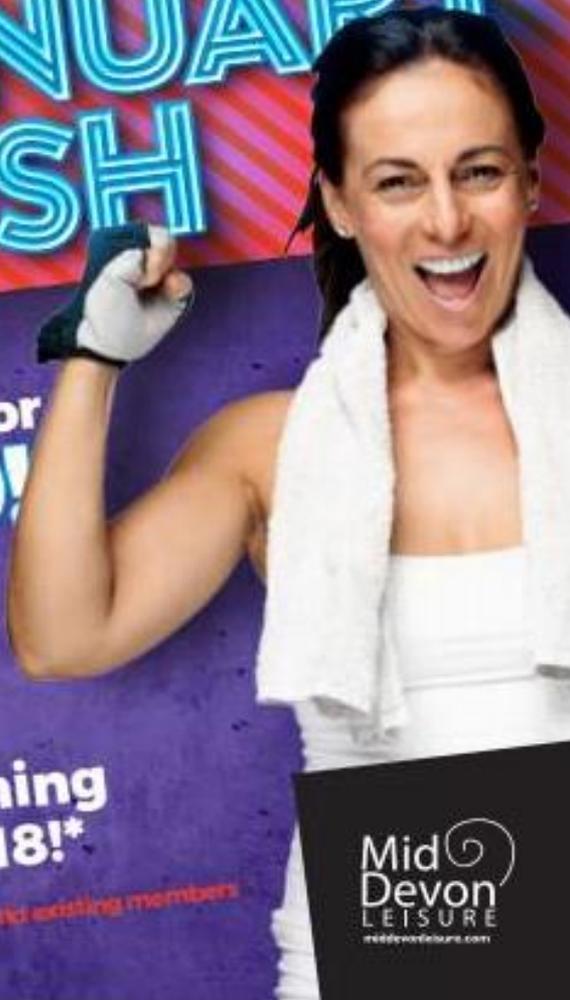
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Winter Campaigns – Lords Meadow

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BEAT THE JANUARY RUSH



Join now for **£9.99!**

+

pay nothing until 2018!*

Offer available to new and existing members

Mid Devon LEISURE
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BEAT THE JANUARY RUSH

Gym, Fitness classes, Swimming, Sports, Spinning, Sauna and more!



Open 7 days a week across 3 centres

Find out more
www.middevonleisure.com/rush

T&Cs apply | Lifestyle Plus Loyalty membership
Memberships are non-transferable

Brand new £1million development coming to Exe Valley this January

Lords Meadow Leisure Centre
Commercial Road, Crediton EX17 1ER | Call: 01884 234970

Calm Valley Sports Centre, Meadow Lane, Culfordon EX15 1LL | Call: 01884 234320

Exe Valley Leisure Centre, Soliham Road, Tiverton EX16 6SG | Call: 01804 234900

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Winter Campaigns – Exe Valley

BRAND NEW DEVELOPMENT

Coming to Exe Valley
in January



Extended gym with all new Matrix equipment
Brand new studio
Les Mills virtual and live classes
Upgraded changing facilities

**Join now for £9.99 and
pay nothing until 2018!***
Offer available to new and existing members

Mid
Devon
LEISURE
middevonleisure.com

Brand new £1million development coming to Exe Valley Leisure Centre this January

A 300m² extension to the existing fitness studio
Enhanced and expanded class studio environment with virtual
and live Les Mills classes, with a capacity of 35+ per class.

Upgraded changing facilities

Matrix Fitness partner providing 75 items of equipment including:

- ClimbMills
- EXIGO functional rig
- S Drive Performance Trainers

Check out our new fitness partner uk.matrixfitness.com

**Open 7 days a week
across 3 centres**

Find out more
www.middevonleisure.com/rush

*T&Cs apply | Lifestyle Plus Loyalty membership
Memberships are non-transferrable

**Join now for £9.99
and pay nothing
until 2018!***

**Offer available to new
and existing members**

Exe Valley Leisure Centre,
Bolham Road, Thiverton EX16 6SG | Call: 01884 234900

Lords Meadow Leisure Centre, Commercial Road, Crediton EX17 1ER | Call: 01884 234970

Culm Valley Sports Centre, Meadow Lane, Culmpton EX15 1LL | Call: 01884 234320

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Exe Valley – New Build

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Zest Memberships

- Adults & Juniors
- Cash & Direct debit
- Annual & Monthly
- Full, discounted & concessionary rates

Zest Memberships Adults



Zest Memberships - Juniors



Zest Memberships – The Measure

- Total numbers
- Leaver & Joiners
- Attrition v Retention
- Length of stay
- Income
- Age groups

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COMMUNITY PDG 30 JANUARY 2018

ANTI-SOCIAL BEHAVIOUR POLICY

Cabinet Member(s): Colin Slade
Responsible Officer: Simon Newcombe, Group Manager Public Health & Regulatory Services

Reason for Report: To provide an updated Anti-Social Behaviour (ASB) Policy for consideration.

RECOMMENDATION: That the PDG recommend that Cabinet approve the updated ASB Policy as attached in Annexe 1.

Relationship to Corporate Plan: None

Financial Implications: None

Legal Implications: The Anti-Social Behaviour, Crime and Policing Act 2014 provides agencies including Local Authorities with enforcement powers in addressing anti-social behaviour. The Act replaced Anti-Social Behaviour Orders (known as ASBOs) which was the primary civil order in the UK since 1998, with Criminal Behaviour Orders.

The focus of the Act is to streamline the tools and powers available to frontline agencies in dealing with anti-social behaviour. Previously there had been 19 different powers, but these were reduced to a base of 6. They are:

- Civil Injunction
- Criminal Behaviour Order
- Dispersal powers
- Community Protection Notices
- Public Space Protection Order
- Closure of Premises

The purpose of the ASB policy is to provide an overarching basis to link all local services that deal with ASB, therefore to improve co-ordination and encourage a consistent approach to dealing with issues that arise, either informally or formally through the enforcement powers available.

The Council also has a specific responsibility to address ASB as part of wider strategies for reducing crime and disorder under the provisions of the Crime & Disorder Act 1998.

Risk Assessment: A co-ordinated approach to ASB is required to ensure resident satisfaction. If the Council does not commit resources to ASB issues the policy will not be effective and the Council could fail its responsibilities under the Crime & Disorder Act 1998. Limited out of hours service activity could prevent satisfaction of the Councils approach to ASB.

Equality Impact Assessment: An Equality Impact Assessment has been completed and is attached in Annex 2. No equality issues have been identified within the policy.

1.0 Introduction

1.1 This ASB Policy is due a review and updating as per the three year time frame.

1.2 The document has been shared with the following partner agencies, organisations and internal services for comment and officers have taken into account the comments made in this final version. A summary of the consultation responses and changes made to the previous version of the policy is included in the following section.

- Town and Parish Councils (via Local Advisory Groups)
- Devon and Cornwall Police
- Devon County Council Public Health
- Cabinet Member for Community Well-being
- Leadership Team
- Environmental Health, Licensing and Private Sector Housing Teams (Public Health and Regulatory Services)
- Community Safety Partnership Steering Group
- Local Advisory Groups
- Devon ASB Officers Group
- Neighbourhood Housing Team (Housing Services)

2.0 Consultation responses & resulting changes

2.1 Summary

Organisation/Individual	Outline of comments	Action taken
Public Health, Devon County Council (Gill Unstead, Commissioning Manager Substance Misuse)	<i>"Straightforward and clear"</i>	None
Devon & Cornwall Police (Inspector Steve Bradford)	<i>"Looks a good policy".</i> Comments on formatting of document	Amended formatting
Tiverton Town Council (Carole Oliphant, Assistant Town Clerk)	<i>"I do have some suggestions for improvements to the Policy which you can do with as you feel fit. This comes from my previous life as a Process Architect and Governance Manager for EDF Energy at Hinkley Point and is not in any way any criticism of your policy"</i>	Noted. It was felt that without a re-structure of the whole document most of the points outlined were included within the policy document. This was further developed with comments received from Tanya Wenham – see below.

	<i>writing skills</i> Carole then outlined a suggestion for the layout and format of the policy.	
MDDC Governance – (Catherine Yandle, Group Manager for Governance, Performance and Data Security)	Comments relating to formatting and language	Amended formatting
MDDC Public Health/Environmental Health (Jeremy Pritchard, Lead Officer – EH)	<i>“ASB Policy reads well to me”</i> . Noted that the contained information sat in the middle of other ASB Policy documents produced in other authorities which could be brief or very detailed.	None
MDDC Public Health/Licensing (Tom Keating, Lead Officer – Licensing)	Regarding Information Sharing- <i>“Based on the Licensing Act, we do not need permission from the resident to share this information because it must be shared with the applicant. However, if they have legitimate concern for their welfare, they can request that we redact personal information.”</i>	Noted and amended
MDDC Public Health/Private Sector Housing (Tanya Wenham, Lead Officer- PSH)	Tanya restructured the document and provided this in a ‘tracked’ document format. The contents were in the main the same, but re-arranged into a policy format that Tanya had used before.	Following discussion with Tanya and Simon Newcombe it was agreed to adopt the revised format
MDDC/Housing Services (Claire Fry, Group Manager Housing Services)	<i>“I note that it does not conflict with the approach of the Housing Service. We are altering our offer to tenants on the basis that we are no longer able to manage minor issues; instead, we encourage them to take part in mediation”</i> .	Noted. Mediation will be recommended at point 5, under Self Help or Assessment.

3.0 Recommendation

- 3.1 That the PDG consider the updated policy and recommend it for approval by Cabinet.

Contact for more Information: Yvette Welsh (ASB Lead and Community Safety Support Officer) 01884 234996 ywelsh@middevon.gov.uk or Julia Ryder (Community Safety & Emergency Planning Officer) 01884 234966 jryder@middevon.gov.uk

Circulation of the Report:

Cabinet Member with responsibility for Community Well-being (Cllr Colin Slade)
Members of the Community Policy Development Group
Group Manager for Governance, Performance and Data Security (Equality Impact Assessment)
Legal Services
Audit
Leadership Team

List of Background Papers: MDDC ASB Policy 2014 (previous policy)

Annex 1 – Anti-Social Behaviour Policy December 2017

Annex 2 – Equality Impact Assessment

Equality Impact Assessment Form and Action Table			
What are you completing the Impact Assessment on (which policy, service, MTFP reference etc)?		Anti-Social Behaviour Policy	
Version	3	Date	November 2017
Section 1 – Description of what is being impact assessed			
If the policy provides an even and reasonable response to those that report Anti-Social Behaviour (ASB) to Mid Devon District Council and/or the Community Safety Partnership (CSP). If any subsequent action taken by the Council or CSP in relation to the ASB is even and proportionate in regard to the individuals responsible for the cause of the ASB.			
Section 2A – People or communities that are targeted or could be affected (taking particular note of the Protected Characteristic listed in action table)			
Those reporting ASB who could be vulnerable by age, disability and mental health.			
Those responsible for causing ASB. This includes young people, sometimes children, and those experiencing mental health issues.			
Section 2B – People who are delivering the policy or service			
Staff responsible for responding to ASB complaints from the community.			
Section 3 – Evidence and data used for the assessment (Attach documents where appropriate)			
Evidence indicates that the majority of ASB is caused by young people within the community. This behaviour is most often due to the lack of boundaries put in place by parents/carers and family members. Often the family is dysfunctional and adults in the home are experiencing issues with domestic abuse, alcohol, drugs, mental health, or a combination of all.			
However when adults are involved in the cause of ASB there is much evidence to show that use of alcohol, drugs or mental health issues play a part in the behaviour.			

Section 4 – Conclusions drawn about the equalities impact (positive or negative) of the proposed change or new service/policy (Please use **prompt sheet** in the guidance for help with what to consider):

The impact of the updated ASB Policy is minimal as there are good multi-agency information sharing practices in place with key partner agencies. The process encourages all agencies to consider the vulnerability of victims, the wider community and perpetrators and their families when considering and implementing solutions and sanctions. A small amendment has been made to the policy to include a statement around considering thoughts and actions regarding equalities during the process.

If you have identified any negative impacts you will need to consider how these can be mitigated to either reduce or remove them. In the table below let us know what mitigation you will take. (Please add rows where needed)

Identified issue drawn from your conclusions	Actions needed – can you mitigate the impacts? If you can how will you mitigate the impacts?	Who is responsible for the actions? When will the action be completed?	How will it be monitored? What is the expected outcome from the action?
Age			
Different approaches and mechanisms are required for engaging with and representing, people of different ages, in particular children and young people.	Additional information included in the ASB Policy regarding reasons behind behaviour and vulnerabilities of perpetrators.	ASB Lead Officer oversees multiagency responses, liaising with youth agencies, health and social care.	Regular 1-1 with manager and reports to ASB Officers Group and CSP Steering Group
Disability			
Different approaches and mechanisms may be required for engaging with and representing, people with a range of disabilities depending on their individual needs.	Additional information included in the ASB Policy regarding reasons behind behaviour and vulnerabilities of perpetrators.	ASB Lead Officer oversees multiagency responses, liaising with youth agencies, health and social care.	Regular 1-1 with manager and reports to ASB Officers Group and CSP Steering Group
Gender Reassignment			
It is very important that the specification does not discriminate against those who are or have undergone gender reassignment who currently use the service or may wish to use it in the future.	N/A	N/A	N/A

Marriage and Civil Partnership			
No issues identified	N/A	N/A	N/A
Pregnancy and Maternity			
It is very important that the specification does not discriminate against those who are pregnant, who use the service or who wish to use it in the future.	N/A	N/A	N/A
Race (including ethnicity or national origin, colour, nationality and Gypsies and Travellers)			
It is very important that the specification reflects the particular needs of people from all backgrounds who currently use the service or may wish to use it in the future.	Additional information included in the ASB Policy regarding reasons behind behaviour and vulnerabilities of perpetrators.	ASB Lead Officer oversees multiagency responses, liaising with youth agencies, health and social care.	Regular 1-1 with manager and reports to ASB Officers Group and CSP Steering Group
Religion and Belief			
It is very important that the specification reflects the particular needs of people irrelevant of their religion and beliefs who currently use the service or may wish to use it in the future.	N/A	N/A	N/A
Sex			
It is very important that the specification reflects the particular needs of people irrelevant of their sex who currently use the service or may wish to use it in the future.	N/A	N/A	N/A

Sexual Orientation			
It is very important that the specification reflects the particular needs of people irrelevant of their sexual orientation who currently use the service or may wish to use it in the future.	N/A	N/A	N/A
Other (including caring responsibilities, rurality, low income, Military Status etc)			
Rurality It is important that the service is able to engage with and represent individuals who live in rural areas and / or have limited access to public transport.	N/A	N/A	N/A

Section 6 - How will the assessment, consultation and outcomes be published and communicated? E.g. reflected in final strategy, published. What steps are in place to review the Impact Assessment

Impact assessment to be reviewed alongside review of ASB policy – see below.

Completed by:	Julia Ryder
Date	30 November 2017
Signed off by:	Simon Newcombe
Date:	08 December 2017
Compliance sign off date:	
Review date:	Next review date of ASB Policy (January 2021)

*Title: **Anti-Social Behaviour Policy***

The purpose of this policy is to set out aims and objectives to ensure that anti-social behaviour is dealt with proactively. It provides guidance to Mid Devon District Council and its councillors, employees and volunteers.

*Owner: **Andrew Pritchard, Director of Operations***

*Date: **December 2017***

*Version Number: **2 (draft)***

*Status: **The Anti-Social Behaviour Policy is to be adopted January 2018.***

*Review Frequency: **Every three years***

*Next review date: **January 2021***

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

Town and Parish Councils (via Local Advisory Groups)
 Devon and Cornwall Police
 Community Policy Development Group
 Cabinet Member for Community Well-being
 Leadership Team
 Environmental Health, Licensing and Private Sector Housing Teams, Public Health and Regulatory Services
 Community Safety Partnership Steering Group
 Local Advisory Groups
 Devon ASB Officers Group
 Neighbourhood Housing Team, Housing Services

Document History

This document obtained the following approvals.

Title	Date	Version Approved
Anti-Social Behaviour Policy		VX

Mid Devon District Council

Anti-Social Behaviour Policy

DRAFT

December 2017

Mid Devon District Council – Anti-Social Behaviour Policy

1. Vision and Statement

'To help protect the safety and security of local communities in Mid Devon making it a desirable place to live'

The Council is committed to helping local communities to deal with anti-social behaviour (ASB) proactively. ASB can damage communities and neighbourhoods if it is not dealt with efficiently and effectively.

2. Introduction

This is an overarching policy which links all local services that deal with ASB to improve co-ordination and encourage a consistent approach to dealing with issues that arise. The policy also provides details on all the services in the Council that have a remit to respond to reports of ASB.

Everyone who lives, works or visits the Mid Devon area is responsible for ensuring their conduct is respectful of our communities and our neighbourhoods. Behaviour that has the potential to blight our landscape or that of our environment or our communities should not be tolerated and the Council, with its partner organisations will promote good behaviour throughout the district.

3. Service Standards and Actions

Where incidents of ASB are reported to the Council we will endeavour to meet the following service standards:

- Acknowledge receipt of a reported incident within five working days
- Identify the most appropriate service to assist with the incident
- Investigate the reported incident where possible, and help to resolve your complaints
- We will inform you of what action we can take and tell you if the investigations will take longer than expected.

4. Definition of Anti-Social Behaviour

The Anti-Social Behaviour, Crime and Policing Act 2014 defines anti-social behaviour as:

- a) conduct that has caused, or is likely to cause harassment, alarm or distress to any person;
- b) conduct capable of causing a nuisance or annoyance to a person in relation to that persons occupation of residential premises; or
- c) conduct capable of causing housing related nuisance or annoyance to any person.

There are many types of behaviour that could be considered as being anti-social, and different types of behaviour will have differing levels of impact depending on where and when it is conducted. Some examples are:

- Occurring in a public space - *drinking, graffiti*
- Affecting a community - *rowdy neighbours*
- Directed towards an individual - *harassment or verbal abuse*
- Affecting the environment - *fly tipping, litter*

The information in the table below provides details of those services within Mid Devon District Council that may respond to different incidents of ASB. This list is not exhaustive and there may be incidents not detailed below that may be covered by one of the service areas.

Service or team	Anti-Social Behaviour
Public Health and Regulatory Services (including Licensing, Environmental Health and Private Sector Housing)	Noise Light Pollution Animal Nuisance including pests Pollution Nuisance Odour Nuisance Noise & Other Nuisance from licensed premises After Hours Drinking Under-age sales General Conduct of licensed premises Disorder from licensed premises Gambling Properties in poor or derelict condition Unsanitary conditions
Council Housing <i>(in relation to our tenants and effecting our tenants)</i>	Noise Nuisance Drugs Alcohol/Solvent Abuse Condition of Garden Criminal (physical violence) – in consultation with police Children (noise & nuisance) Pets & Animals (fouling, noise etc.) Intimidation Verbal Abuse Youths/ASB Children (ball games) Criminal Damage Racial Abuse Violence/Assault Harassment Communal areas (unsanitary conditions)
Customer Services and District Officers	Abandoned Vehicles Fly-tipping Fly-posting Litter Graffiti Dog Fouling High Hedges Illegal Camping Inappropriate use of play areas Dangerous Dogs
Planning	Properties in poor or derelict condition Alterations without consent Unauthorised encampments (with Property Services)

5. Reporting Anti-Social Behaviour

With limited resources the Council and its partner agencies are unable to help everyone and therefore the Council will prioritise incidents based on set criteria.

Self-help: In the first instance the Council will expect individuals or communities to take steps to resolve the issues themselves. It may be possible to resolve this locally without the direct involvement or intervention of the Council or other agencies. Advice and support is available on the Mid Devon website. A more formal approach to addressing issues is not

always necessary or welcome by communities, however, we would not wish for individuals to put themselves at risk.

Assessment: If lower level intervention is not possible or practical then ASB can be reported by contacting Customer First at Mid Devon District Council on 01884 255255 or the Service concerned direct.

The Council will acknowledge receipt and identify whether or not it is something the Council can help with.

If the Council cannot help, the customer will be informed as soon as possible and be given advice on what steps they can take to deal with the issues raised.

Where the Council can help, the customer will be advised of the department dealing with the issue and the type of action that could be taken.

Referral: Where the incident should be dealt with by a different organisation the Council will refer the case on to the relevant contacts.

Anonymous complaints: Mid Devon District Council takes ASB seriously however anonymous complaints will not be given the same priority as those where individuals or communities have come forward. Further investigation by staff and partner agencies will be undertaken in a targeted approach as and when resources allow.

6. Partnership Working

Mid Devon District Council is a key agency of the Community Safety Partnership (CSP) where all Partners are committed to ensuring Mid Devon stays as one of the safest places to live and work in the United Kingdom. Partner agencies include the Police, Fire and Rescue, Local Authorities (including County, Town and Parish Councils), the voluntary sector and any organisation with a desire to reduce ASB. This will be achieved by a proactive, partnership approach to identifying causes of ASB and supporting diversionary activities to prevent such behaviour.

We will work with other Partner Agencies to tackle all ASB and have regular monthly meetings to address current issues. We link with Devon and Cornwall Police and other partners across the peninsula to ensure a consistent approach and adhere to an agreed ASB escalation process from low level warning letters to court action.

Addressing ASB issues can often take time, in order to gather all information and engage with local people to identify long-term solutions to stop similar issues recurring. The Council will work in partnership with other agencies to identify the most effective and efficient methods of addressing ASB cases, taking into account resources, funding available and other priorities within the District.

Underpinning this policy is the need to take a balanced approach to problems and to recognise that community wellbeing is also a key priority for the Council. It is essential that action taken is proportionate to the problem, to resources available and in line with the Council's enforcement policies. The community should be involved, when appropriate, in order to ensure that workable solutions are found.

It is recognised that those that commit ASB often have underlying issues such as substance misuse and/or mental health that is having a negative effect on the individual and their behaviour. Young people and children often become involved in ASB because of lack of behavioural and social boundaries put in place by parents or carers, indeed often the family members may be experiencing substance addiction, domestic abuse, and/or mental health

problems. Many adult perpetrators of ASB are recognised as vulnerable due to mental health and/or substance misuse. Likewise the victims of ASB can be vulnerable for many of the same issues including age (both young and elderly), disability or addictive behaviours. Each case will be assessed and professional agencies engaged where there are wider, underlying issues at the heart of the behaviour. A wide range of preventative measures, including positive intervention and support will be used to get to a successful resolution.

7. Data Protection and Information Sharing

The key to addressing ASB successfully is for agencies to share information they hold. Reports from residents and members of the community are vital in order to link reports made by either residents or other agencies. Information about general ASB can easily be shared between partner agencies but information relating to individuals must only be shared by following the Information Exchange Protocol. Mid Devon District Council works closely with other agencies and co-ordination is often via the Mid Devon Anti-Social Behaviour Coordinator, who is based within the Mid & East Devon Community Safety Partnership.

Many residents are fearful of reprisals if they report ASB. Mid Devon District Council will not divulge details of a resident making a report to anyone other than Partner Agencies, without the prior permission of the resident. In the most serious cases, resulting in a court hearing, the resident will be consulted about how their evidence and identity will be treated as the case progresses towards the courts and about appropriate support available to them.

ASB reported to Mid Devon District Council via representations in connection with the Licensing Act 2003, would require us to share this information as it must be shared with the applicant. However, if individuals have legitimate concern for their welfare, they can request that personal information is redacted. This may also apply to other legislation that the District Council works within.

8. Procedure & Policy Documents

Mid Devon District Council will continue to monitor and develop work to reduce ASB within the district and this will sit alongside the Community Safety priorities action plan to ensure the Council works with our partner agencies to keep ASB at low levels.

This ASB Policy will be regularly reviewed and updated on a three year cycle.

9. Formal Complaints Process

Where the individual or community reporting the incident is unhappy with the Councils response to their concerns they should follow the Councils formal complaints procedure.

COMMUNITY POLICY DEVELOPMENT GROUP

30TH JANUARY 2018

LEISURE PRICING 2018/19

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

Reason for Report: To review current concessionary pricing within the leisure service.

RECOMMENDATION: To be agreed by Community PDG following debate.

Relationship to Corporate Plan: Aim 3 – Promote physical activity, health and wellbeing. Ensure the financial sustainability of our leisure centres

Financial Implications: A review of policy to manage peak-time capacity across leisure is designed to ensure capacity to attract latent demand. Currently members paying a concessionary reduced rate can access the facilities at any time

Legal Implications: All decisions of the Council are subject to the Public Sector Equality Duty. The Council must consider how their policies or decision affect people who are protected under the Equality Act – age, disability, race, sex, religion or belief, sexual orientation, pregnancy and maternity, marriage and civil partnership and gender reassignment, In summary, this requires the Council to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity
- Foster good relations between those who are protected under the Equality Act and those who are not

Risk Assessment: The facilities at peak time have high participation rates and this impacts capacity. Currently members paying a concessionary rate can access the facilities at any time. The risk is that new full fee paying members may be disinclined to take a membership due to capacity limitations at peak-time.

Equality Impact Assessment: No equality impacts identified.

1.0 Introduction & Background Information

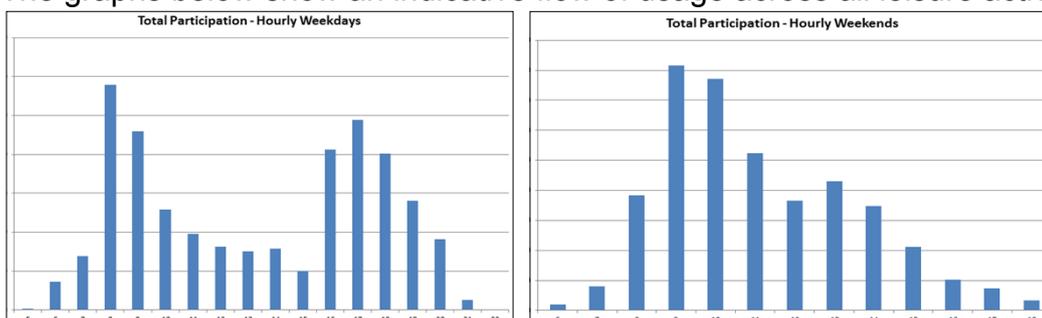
1.1 Concessionary discounts (as shown in **Annex A**) are currently available to the following customers,:

- Those in receipt of disability allowances
- Students in full time education
- Those in receipt of a means tested benefits as shown in **Annex B**

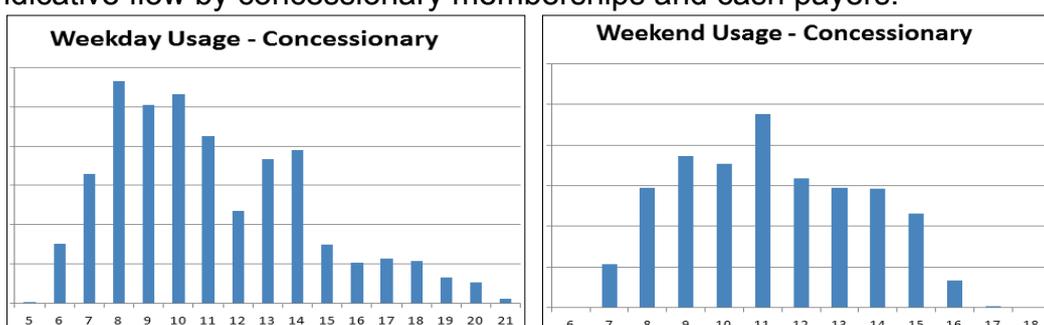
Times of access to facilities are not restricted or subject to an additional fee at peak times. Concessions are available for memberships paid monthly in cash or direct debit, and for registration cards that offer a discount for 'pay as you go' visits. Currently, 20% of direct debit income is from concessionary

memberships and activity where the user is in receipt of a concessionary discount. For 18% of registration card sales the user is in receipt of a concessionary discount.

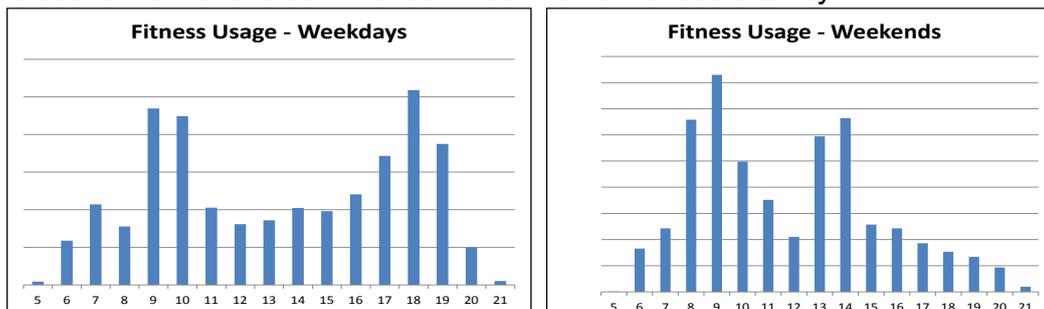
1.2 . The graphs below show an indicative flow of usage across all leisure activity:



Indicative flow by concessionary memberships and cash payers:



Indicative flow of the commercial Health and Fitness activity:



1.3 Local benchmarking. Below is a table that shows a comparison of other providers of multipurpose facilities;

- **Fusion**, a registered charity, have multiple sites nationally and more locally in West Devon, South Hams, Somerset and Mendip
- **Leisure East Devon**, a charitable trust, has 19 sites within the East Devon and South Somerset areas
- **Better**, a not-for-profit Charitable Social Enterprise, formally Tone Leisure, have multiple sites nationally, with sites locally in Taunton and North Somerset
- **Legacy**, a not for profit charitable organisation, have multiple sites nationally and more locally in Exeter, North Devon and South Devon
- **SNAPFitness** provide only Health and Fitness facilities and are a franchise organisation, has sites nationally and more locally in Taunton and Exeter.

<u>Provider</u>	<u>Concessionary Discount (%)</u>	<u>Concessionary Restriction (Time)</u>
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Mid Devon Leisure	38%	No restriction
Fusion	None	N/A
Leisure East Devon	25%	No Restriction
Better	40%	Restricted to 1000 to 1600 hrs
Legacy	*60%	Usage restricted to 0900 to 1200hrs and 1400 to-1600hrs Monday to Friday, after 1200 weekends
SNAP Fitness	None	N/A

*Only available to eligible residents in the Exeter area that purchase an 'Ex Card' from Exeter City Council, and provides a discount on cash payments only

2.0 Concessionary Discounts - Discussion

- 2.1 Does the Community Policy Development Group support the continuation of concessionary rates?
- 2.2 If concessionary rates, in whatever form, are supported and agreed, does the Community Policy Development Group support the re-introduction of time restrictions for concessionary users in order to protect capacity at peak periods?
- 2.3 The proposal would be to protect peak times; specifically 0800 to 1000hrs, and 1630 to 1930hrs throughout the week for full fee paying customers.. This proposal will not affect Teen Gym session, NHS referrals, the Swimming Lesson programme or other Public Health initiatives

Contact for more Information:

Lee Chester,
01884 234900
lchester@middevon.gov.uk

Circulation of the Report: Leadership team, Cabinet member, Leisure management team

List of Background Papers:

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Concessionary Discounting & Zest Memberships

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Lessons
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Senior sessions
Page 53

in advance.

Adult Prices

Health & Fitness	Price	Concession
Fitness Studio	£7.00	£5.00
Fitness Classes	£6.00	£4.90
Yoga (90 minutes)	£7.60	£5.00
Sauna	£4.10	£3.60
Aqua Aerobics	£6.00	£4.90
Racquet Sports		
Squash (per person)	£4.80	£3.40
Badminton (per person)	£4.00	£2.90
Table Tennis (per person)	£4.80	£3.40
Tennis (per court)	£7.30	£3.90
Swimming - for swimming lessons please see reception		
Public Swimming	£4.70	£2.60
Tri Lane - please see reception for details	£8.00	£8.00
Swimfit (only available at Lords Meadow)	£8.00	£8.00
Adult Stamina (only available at Exe Valley)	£6.00	£6.00

Junior Prices

Health & Fitness	Price	Concession
Fitness Studio (supervised sessions)	£4.60	£3.00
Fitness Classes (where applicable)	£4.80	£3.20
Racquet Sports		
Squash (per person)	£3.40	£2.80
Badminton (per person)	£2.90	£2.00
Table Tennis (per person)	£3.40	£2.80
Tennis (per court)	£2.90	£2.00
Swimming - for swimming lessons please see reception		
Public Swimming	£2.60	£1.50
Pool Fun Sessions	£3.10	£3.10

Memberships

Lifestyle Plus	Standard	Concession
Monthly Direct Debit*	£43.00	£27.00
Loyalty Direct Debit	£37.00	
Cash		
Annual	£370.00	£31.50
Lifestyle Aqua		
Monthly Direct Debit *	£34.60	
Loyalty Direct Debit	£28.40	
Annual	£284.00	
Junior Lifestyle Plus	Standard	Concession (10%)
Monthly Direct Debit *	£27.30	£24.60
Junior Lifestyle	Standard	Concession (10%)
Monthly Direct Debit *	£22.20	£20.00

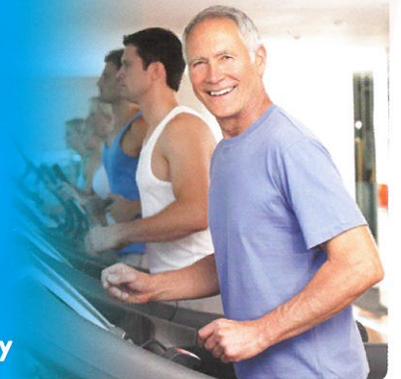
Pay & Play Registration

Pay & Play Concessionary Card (6 months validation)		£7.00
Annual Gym Registration	£26.50	£19.00

Family Discounts

15% - 3 family members
20% - 4 family members
25% - 5 or more family members
Please note that the maximum discount available for junior memberships in your family group is 10%.

* Only qualifying memberships apply



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For those eligible for discounted prices

For those eligible for our concession discounts	Proof of eligibility is required. What we will need to see (all letters must be current)
<input type="checkbox"/> I am a full time student, 16 +	Letter from Educational Establishment (on headed paper)
<input type="checkbox"/> Job Seekers Allowance	Notification letter from Social Security Agency
<input type="checkbox"/> Incapacity Benefit/ Invalid Carers Allowance/ Severe Disability Allowance/Carers Allowance/Disability Living Allowance Care Component/Attendance Allowance/PIP	Notification letter from Disability & Carers Service
<input type="checkbox"/> Income Support	Letter from the Department of Work & Pensions
<input type="checkbox"/> Housing Benefit	Notification letter from Mid Devon District Council
<input type="checkbox"/> Council Tax Reduction (excludes single person discount)	Notification letter from Mid Devon District Council
<input type="checkbox"/> Pension Credit	Letter from the Department of Work & Pensions
<input type="checkbox"/> Working Tax Credit including Health Charges Exemption Certificate (must have both)	Notification letter from HM Revenue and Customs & Exemption Card
<input type="checkbox"/> Income Based Job Seekers Allowance	Letter from the Department of Work & Pensions
<input type="checkbox"/> Employment Support Allowance	Letter from the Department of Work & Pensions

Validation – How often we need to see proof

We will need to see proof of eligibility every 6 Months – please note that your card will expire if you do not bring in proof of continuing eligibility.



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Equality Impact Assessment Form and Action Table 2015

(Expand the boxes as appropriate, please see guidance)

"I shall try to explain what "due regard" means and how the courts interpret it. The courts have made it clear that having due regard is **more than having a cursory glance** at a document before arriving at a preconceived conclusion. Due regard requires public authorities, in formulating a policy, to give equality considerations the weight which is **proportionate in the circumstances**, given the potential impact of the policy on equality. It is not a question of box-ticking; it requires the equality impact to be **considered rigorously and with an open mind.**"

Baroness Thornton, March 2010

What are you completing the Impact Assessment on (which policy, service, MTFP reference etc)?

Community POLICY DEVELOPMENT GROUP:
LEISURE PRICING 2018/19

Version

1

Date

22/01/18

Section 1 – Description of what is being impact assessed

1. Concessionary pricing
2. Concessionary time restrictions

Section 2A – People or communities that are targeted or could be affected (taking particular note of the Protected Characteristic listed in action table)

1. Concessionary pricing. The Community PDG have been asked to review concessionary pricing to Leisure customers who are :
 - In receipt of disability allowances
 - Students in full time education
 - In receipt of a means tested benefits
2. Concessionary time restrictions. The Community PDG have been asked to consider the re-introduction of time restrictions for concessionary users. Specifically 0800 to 1000hrs, and 1630 to 1930hrs throughout the week

Section 2B – People who are delivering the policy or service

N/A

Section 3 – Evidence and data used for the assessment (Attach documents where appropriate)

Section 4 – Conclusions drawn about the equalities impact (positive or negative) of the proposed change or new service/policy:

The proposal would be to protect peak times; specifically 0800 to 1000hrs, and 1630 to 1930hrs throughout the week for full fee paying customers. This proposal will not affect Teen Gym session, NHS referrals, the Swimming Lesson programme or other Public Health initiatives.

If you have identified any negative impacts you will need to consider how these can be mitigated to either reduce or remove them. In the table below let us know what mitigation you will take. (Please add rows where needed)

Identified issue drawn from your conclusions	Actions needed – can you mitigate the impacts? If you can how will you mitigate the impacts?	Who is responsible for the actions? When will the action be completed?	How will it be monitored? What is the expected outcome from the action?
Age			
Different approaches and mechanisms are required for engaging with and representing, people of different ages, in particular children and young people.	N/A	N/A	N/A
Disability			
Different approaches and mechanisms may be required for engaging with and representing, people with a range of disabilities depending on their individual needs.	N/A	N/A	N/A
Gender Reassignment			
It is very important that the specification does not discriminate against those who are or have undergone gender reassignment who currently use the service or may wish to use it in the future.	N/A	N/A	N/A
Marriage and Civil Partnership			
No issues identified	N/A	N/A	N/A

Pregnancy and Maternity			
It is very important that the specification does not discriminate against those who are pregnant, who use the service or who wish to use it in the future.	N/A	N/A	N/A
Race (including ethnicity or national origin, colour, nationality and Gypsies and Travellers)			
It is very important that the specification reflects the particular needs of people from all backgrounds who currently use the service or may wish to use it in the future.	N/A	N/A	N/A
Religion and Belief			
It is very important that the specification reflects the particular needs of people irrelevant of their religions and beliefs who currently use the service or may wish to use it in the future.	N/A	N/A	N/A
Sex			
It is very important that the specification reflects the particular needs of people irrelevant of their sex who currently use the service or may wish to use it in the future.	N/A	N/A	N/A
Sexual Orientation			
It is very important that the specification reflects the particular needs of people irrelevant of their sexual orientation who currently use the service or may wish to use it in the future.	N/A	N/A	N/A

Other (including caring responsibilities, rurality, low income, Military Status etc)			
Rurality It is important that the service is able to engage with and represent individuals who live in rural areas and / or have limited access to public transport.	N/A	N/A	N/A

Section 6 - How will the assessment, consultation and outcomes be published and communicated? E.g. reflected in final strategy, published. What steps are in place to review the Impact Assessment

Completed by:	Lee Chester
Date	22/01/18
Signed off by:	
Date	
Compliance sign off Date	
To be reviewed by: (officer name)	
Review date:	

Cabinet & Policy Development Groups 4 January 2018

Budget 2018/19 - Update

- Portfolio Holder** Cllr Peter Hare-Scott
Responsible Officer Director of Finance, Assets and Resources
- Reason for Report:** To review the revised draft budget changes identified and discuss any further changes required in order for the Council to move towards a balanced budget for 2018/19.
- RECOMMENDATION:** To consider and agree the updated General Fund budget proposals for 2018/19 included in Appendix 1 and the Capital Programme included in Appendix 2.
- Relationship to Corporate Plan:** To deliver our Corporate Plan's priorities within existing financial resources.
- Financial Implications:** Now the Council has received notification of its Formula Grant Settlement it is imperative that it matches current and ongoing expenditure plans to estimated sources of income/funding.
- Legal Implications:** It is a statutory requirement for the Local Authority to set a balanced budget.
- Risk Assessment:** Service managers and Finance staff have assessed volatility in income and large contractor budgets, taking account of current and estimated future demand patterns. This position has been revised based on an additional two months of financial monitoring information and the changes announced in the Formula Grant Settlement released on the 19/12/17. In addition prudent levels of reserves will also continue to be maintained.

1.0 Introduction

- 1.1 On the 19 December 2017 the Council received formal confirmation of its Formula Grant Settlement. Our provisional formula grant award for 2018/19 amounts to **£2.7m**. However this figure includes the successful bid from the Devon Pool for the 1 year Business Rate Pilot and will require some more detailed analysis by finance officers over the next few weeks.
- 1.2 From the initial reading of the Settlement it appears previously proposed RSDG cuts are not being made in 18/19, however it appears likely that this is being assimilated in NNDR figures that require further review.
- 1.3 As part of the settlement the Council has also been given the freedom to raise its council tax by an additional 0.4% (from the current Budget draft approved on 26/10/17 at Cabinet) this means that rather than a maximum 2% or £5

(whichever the greater) Band D increase in Council Tax we can now increase by a maximum 3% without going to referendum. This additional 0.4% equates to an additional £22k for the authority in Council Tax Revenues.

2.0 2018/19 General Fund Budget - Revised Position

2.1 Since the first round Cabinet and PDG meetings the Finance team and service managers have been revisiting a range of budgets to deliver more savings or increase income levels. Please see summary table below:

Table 1 – Reconciliation of Major 2018/19 Budget Variances

Variances	Amount £k
18/19 Budget Shortfall (Cabinet Report 26/10/17)	617
Further Cost Pressures identified	570
Additional savings identified	(231)
18/19 Revised Budget Shortfall	956
2% Staff Pay award offer (1% previously built in)	116
Business Rate 100% Pilot bid accepted (1 year only)	(230)
Business Rate Growth (Solar & Benefit of Devon Pool)	(150)
Funding from sinking funds & reserves (ICT & Leisure)	(215)
Other additional savings identified	(174)
18/19 Revised Budget Shortfall	303
No reduction in Rural Services Delivery Grant	(86)
3% increase in C/Tax (2.6% previously built in)	(22)
Draft budget gap for 2018/19	195

3.0 The recent Funding Settlement

3.1 It would be fair to say that the settlement data received by the Council on the 19/12/17 is the most complicated set of figures received in recent years. The potential abolition of RSG (Revenue Support Grant), RSDG (Rural Services Delivery Grant) and significant revisions to Business Rate baseline funding levels, tariffs and levy rates which have been accompanied with detailed explanatory notes now makes finalising the funding element of the Council's budget far more challenging. Therefore the finance team is now undertaking further review of this data in conjunction with meetings with other Devon Authorities and the consultants who all worked on compiling the 100% Business Rate Pilot bid.

4.0 Conclusion

- 4.1 It is encouraging that the Council has managed to significantly close the budget gap of £617k discussed at earlier meetings, even after the potential pay award adding an additional £116k and new legislation relating to Homelessness Reduction adding circa £50k to the budget.
- 4.2 Moving forward Members and officers need to reflect on the Business Rate pilot only being a 12 month process and that we will potentially see the loss of a short term financial windfall when we return to the traditional grant settlement in 2019/20. Probably the biggest concern for the future is the new New Homes Bonus arrangements that have seen circa £0.7m removed from this funding source on an annual basis, coupled with the threat that further revisions may be made from 2019/20 onwards.
- 4.3 In order to conclude the statutory budget setting process, this updated draft budget position will go through Cabinet, another round of PDG's and Scrutiny, before being agreed at Full Council on the 21/02/18. During this period officers will continue to identify and examine further savings possibilities that can reduce the current budget gap.

Contact for more information:	Andrew Jarrett – Director of Finance, Assets and Resources
Background Papers:	Draft 2018/19 Budget Papers Grant Settlement Email
File Reference:	
Circulation of the Report:	Leadership Team, Members & Relevant Service Managers

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2018/19 General Fund Budget - Proposed changes since 1st draft

Cabinet report - 26/10/17 shortfall **617,460**

PDG	Cost Centre	A/c Code	Cost Centre Description	Description of Change	£
Cabinet	LD600	1702	Legal Services	Agency staff, Salaries, Travel, Staff Subs, Books and Subs	22,800
Cabinet	LD300	1101	Member Services	Grade 9 instead of grade 6 (Scrutiny Officer 0.5 FTE)	7,400
Cabinet	IE260	4496	Interest Payable	EUE loan no longer required	-25,000
Cabinet	IE410	7471	Demand on C/Fund	JC draft band D 28,297.74*197.15 =£5,578,900 = £10,180	-10,180
Cabinet	HR200	Various	Training Budgets	Increase in request for training budgets from Group Managers	6,850
Cabinet	HR400	4105	Learning & Development	Nextus Training module and licences	10,700
Cabinet	IT500	4105	IT Software Support & Maint	Reduction in the software Licence - Re above Nextus Training Module	-3,000
Cabinet	Various	Various	Support Services	Recharge staff time and office accommodation to 3 Rivers Development	-15,000
Cabinet	Various	Various	Customer Services	out of hours phone contract DCC to TD	1,300
Cabinet	FP200	4450	Internal Audit (DAP)	Payment to DAP incorrect by £1,100, needs to be £89,100	1,100
Cabinet	IE439	4501	CTS Funding Parishes	cut CTR to nil by 19/20	-23,000
Cabinet	CS200	1100	Customer Services	Communications Manager post budget reduced to 0.6 FTE	-18,000
Cabinet	IE	Various	ICT new sinking funds	New sinking funds for ICT equipment (to fund capital programme)	189,500
Cabinet	IT800	4401	ICT	Printing costs as per saving schedule from LR	-3,000
Cabinet	IT600	Various	ICT	Salary adjustment - employees in pension scheme	11,000
Environment	WS725	various	Recycling income	2nd review of recycling material income	-3,250
Environment	WS	various	Waste	Review sinking funds to ensure adequate replacement values.	17,710
Environment	WS700	7282	Garden Waste	Allow £1.00 increase on 140L. Approx 2000 permits - proposed at ENV PDG working group 1-12-17	-2,000
Environment	WS700	7203	Bulky Waste	Increase bulky waste charges by £1.00 - proposed at ENV PDG working group 1-12-17	-2,000
Environment	GM960	2402	Grounds Maintenance	Rent for Carlu Close	20,000
Environment	GM960	2501	Grounds Maintenance	Business Rates for Carlu	5,500
Environment	GM960	3502	Grounds Maintenance	Increase in Plant Planned Maintenance in 17-18 needs to be reflected in 18/19 budgets	6,000
Environment	ES450	7441	Parks & Open Spaces	Reduction in sponsorship income to reflect current levels in 17/18	2,000
Environment	WS700	Various	Waste	Salary adjustment G6 > G5	-4,000
Environment	Various	Various	Various	10k cost of tender for vehicles - only a one-off	10,000
Environment	Various	various	various	Impact on streamlining vehicle sinking funds to an even spread	12,620
Environment	Various	various	Fleet Management	Procurement exercise for transport maintenance	16,000
Economy	ES450	7601	Parks & Open Spaces	Amory Park contributions are no longer being received from Amory Park Trust	4,800
Economy	CP540	4615	Paying Car Parks	Increase budget in second round for PCN income	-5,000
Economy	CP540	7000	Paying Car Parks	Reduction in P&D income to reflect 17/18 forecast (1st round reduced by £20k)	4,000
Economy	CP520	1106	MSCP	Overtime budget needs to be set for A Johns CCTV patrolling of the MSCP	3,500
Economy	IE	Various	Paying Car Parks	Sinking fund for Car Park Machine replacement	3,000
Homes	PS810	Various	Phoenix House	extra £10k to create EH document store	10,000
Homes	HG320	4804	Homelessness	£75k additional costs across the cost centre due to new legislation - part offset by new burdens funding of £25k	50,000
Homes	IE	Various	Market Walk	increase sinking funds for Market Walk	20,000
Homes	PS992	7503	Market Walk	Assume 1 Vacant unit in the budgeted income of Market Walk	12,300
Homes	PS990	7503	Fore Street	30 fore street income - £30k	-30,000
Homes	IE	Various	Fore Street	Sinking fund for Fore Street	5,000
Homes	PS990	2120	Fore Street	Removal of budget to upgrade 36 & 38 Fore Street as this has now been factored into the Capital Programme	-16,000
Homes	Various	Various	Recharges	As at 23/11/17 internal recharges to HRA less than round 1	-4,000

PDG	Cost Centre	A/c Code	Cost Centre Description	Description of Change	£
Community	RB100	3402	Council Tax	C/Tax visiting Officer vehicle - sinking fund £1.2k pa	-3,700
Community	RB300	7604	Housing Benefit	CTR & HB Admin grant DWP - final numbers. Will be notified in January 18	
Community	RB100	7442	Council Tax	Single Occupancy Disc penalties income reduction	3,500
Community	IE930	7709	Forward Plan	PR810 - Additional cost of Cullompton master planning & district design work.	75,000
Community	PR600	1100	Forward Planning	Additional temp PO as above - depends on VAF being agreed (bottom line impact will be on PR810 as fully rechargeable to them)	35,000
Community	PR100	1100 / 7000	Building Control	Building Control - info from NDDC suggests may be better than budget V1 - see Sally's email 24/11/17	-10,000
Community	RS	Various	Leisure	Budget for electric charging points income	-4,600
Community	CS	Various	Customer Services	Synertec price increase for postage	2,000
Various	Various	Various	Insurance	Insurance tender outcome	-43,780
Various	Various	Various	Across various services	legionella, fire, asbestos surveys by Env Health, HRA recharge & Property Services? Need to identify PS budget for this	-5,000

Total net additional cost/ (savings) 338,070

Revised 18/19 budget position 955,530

Staff Pay award (2% offered; 1% previously built in)	115,600
Grounds Maintenance recharge increase to HRA - based on a detailed costing process being undertaken	-60,000
Business Rates Pilot	-230,000
Alarms - General Fund Housing looking at & offsetting the increased cost of the new Homelessness Reduction Act	-50,000
New Homes Bonus for ICT sinking fund requirement.	-189,500
Business Rate base increase - growth, solar, pool benefit	-150,000
Parking charges debit/credit card fee £18k less use of MS?? Or increase fees??	
Disabled Facility Grant admin	-18,550
Leisure sinking fund adjustment	-25,000
Use of new capacity funding for new Planning Officer work on Greater Exeter Strategic Partnership	-35,000
Salary increase impact on recharges - HRA	-10,000
New Home Bonus transfer??	
Total	<u>-652,450</u>

Revised 18/19 budget position 303,080

3% C/Tax increase	-21,749
No cut to Rural Services Delivery Grant	-86,430
Still no figures on HB Admin/Subsidy!!!!	
Total	<u>-108,179</u>

Revised 18/19 budget position 194,901

Provisional 2018-19 Budgeted Capital Programme

	1st Draft 18/19 Budget (Per 26/10/17 Cabinet)	2nd Draft 18/19 Budget (For 04/01/18 Cabinet)
	£k	£k
<u>Lords Meadow Leisure centre</u>		
Lords Meadow - Replace main pool filters	80	80
Lords Meadow - Tennis Courts surface and lining	25	25
<u>Exe Valley Leisure Centre</u>		
EVLC pool tiling and balance tank repairs	25	25
EVLC - Pool Cover	25	25
Total	155	155
<u>Phoenix House</u>		
Phoenix House - Electric water heater replacement	25	25
Phoenix House- Toilet refurbishment flooring and units	30	30
<u>MDDC Depot Sites</u>		
Old Road Depot - Actions following condition report	50	50
Grounds Maintenance relocation (subject to feasibility)	80	0
<u>Play Areas</u>		
Play area refurbishment District wide	50	50
<u>Other Projects</u>		
Land drainage flood defence schemes - St Marys Hemyock	25	25
Land drainage flood defence schemes - Ashleigh Park Bampton	87	87
Fore Street Flats refurbishment		60
<u>General Fund Development Schemes</u>		
* District Wide Redevelopment project - Asset acquisition	4,000	4,000
Total	4,347	4,327
* Note - unknown timing of Capital Expenditure, therefore Capital Financing excluded in Revenue Budget but will be factored into Business Case as potential schemes come forward.		
<u>Economic Development Schemes</u>		
** Tiverton Town Centre improvements	40	40
** Mills Electricity Project	100	100
** Broadband Project	100	60
Total	240	200
** All Economic Development schemes are subject to acceptable Business Case		
<u>ICT Projects</u>		
Desktop states replacement/refresh	50	50
CRM replacement	75	75
Data centre hardware refresh servers/storage	120	120
Replacement Grounds Maintenance system	100	100
Total	345	345

Affordable Housing Projects

Grants to housing associations to provide houses (covered by Commuted Sums) 116 116

Total 116 116

Private Sector Housing Grants

Empty homes and enforcement 106 106

Disabled Facilities Grants–P/Sector 500 552

Total 606 658

Replacement Vehicles

Grounds Maintenance

Van Tipper 52 52

Total 52 52

TOTAL GF PROJECTS 5,861 5,853

HRA Projects

Existing Housing Stock

Major repairs to Housing Stock 2,101 2,101

Renewable Energy Fund 100 100

Disabled Facilities Grants - Council Houses 300 300

Housing Development Schemes

Palmerston Park - Additional budget required 1,056 1,074

Birchen Lane - Additional budget required 143 446

Total 3,700 4,021

HRA ICT Projects

Housing mobile working and additional modules 130

Total 0 130

HRA Replacement Vehicles

Van Tipper 7T (Voids) 40 0

Total 40 0

TOTAL HRA PROJECTS 3,740 4,151

GRAND TOTAL GF + HRA 9,601 10,004

MDDC Funding Summary

	2018-19	2018-19
	£k	£k
EXISTING FUNDS		
Capital Grants Unapplied Reserve	636	688
Capital Receipts Reserve	1,125	1,125
Earmarked Reserves	574	1025
New Homes Bonus Funding	888	828
Miscellaneous Funding	2,338	2,338
Subtotal	5,561	6,004
NEW FUNDS		
Borrowing	4,000	4,000
Revenue Contributions	40	0
Subtotal	4,040	4,000
TOTAL FUNDING	9,601	10,004

SCRUTINY COMMITTEE

4 DECEMBER 2017

Report of the Scrutiny Consultation Working Group

Reason for Report: At its meeting on 13 February 2017 the Scrutiny Committee **RESOLVED** that a working group be put in place to consult with the public; the group to comprise of Cllr Mrs C Daw, Cllr Mrs J Roach and Cllr J L Smith.

RECOMMENDATION:

- That the Scrutiny Committee take on board the fact that the overall exercise was welcomed, appreciated and valued by people in all three towns;
- That Members **NOTE** the comments within the report from each town at appendix a,b,c;
- That Members **NOTE** that main concerns reported to the Group were regarding parking, highways, footfall and empty shops and did not relate to those listed in the previous consultation (Cabinet Budget October 2017) which were recycling, parks and open spaces and Environmental Health.
- That Members **NOTE** that this was a non-scientific snapshot asking people how they viewed the Authority and what they liked and didn't like. This was a non-political exercise.
- That the Committee **NOTE** that Members involved were very impressed by the general upbeat atmosphere in Crediton when compared to the other two main towns and **RECOMMEND** that the Economic Development Team and Economy Policy Development Group explore further what might be causing this difference.
- That Members **NOTE** that Working Group Members found that in all three towns car parking costs were high on the agenda. Noticeably in Crediton, where there was considered to be more on offer, people did not object to the charges. It was **RECOMMENDED** that the Economy Policy Development Group consider making parking charges relevant to the offering in the area.

Project Outline

The Consultation Working Group was set up following discussion at a Scrutiny Committee meeting. The rationale was that Members identified a lack of consultation as a key issue for the public. Members considered that it was important to find out if the public were encountering problems and if they were what they were.

Members nominated to carry out the consultation were Cllr Mrs J Roach, Cllr Mrs C P Daw and Cllr J L Smith. Officer support would be given by Alan Ottey (Town and Market Manager).

The aim of the review was to identify what the council was doing well and what the council could do better.

The agreed methodology/approach would be to hold a public consultation in the street and engage with the public. This was to take place for 2 hours in Tiverton Town Centre, Cullompton Town Centre and Crediton Town Centre. The views of people who did not live in the area would not be recorded under this project as it was aimed at the thoughts of residents in the district.

The consultation was carried out on the following dates:

Tiverton – 9th May, 10am to 12 noon (General Market day)

Cullompton – 15th July, 10am to 12 noon

Crediton – 19th August, 10am to 12 noon (Farmers Market day)

Cllrs Mrs J Roach and Cllr C P Daw attended all 3 consultations. Cllr J L Smith attended Tiverton and then was unavailable for the latter two. Chief Executive, Stephen Walford visited the consultations at Tiverton and Cullompton.

Outcome

The results from the three towns were interesting and there certainly were different comments between the three places showing the diversity in peoples' perceptions, views and how they feel about their town.

It also appeared that people spoken to in Crediton seemed happier and more satisfied with what the town offered than people in Tiverton. Cullompton was also more positive than Tiverton. It would appear that there may be a need to explore the reasoning behind Tiverton residents being so disheartened.

There were areas that people commented on which were consistent across the three towns such as car parking, drains etc.

The main issues highlighted by the public in each town are covered below and a list of comments etc. listed in the appropriate appendix.

Tiverton

The consultation took place on Tuesday 9th May in Fore Street with the weather fine and dry.

What was good:-

- Liked the tarmac pavement as it was less dangerous (35% of good comments)
- Miscellaneous such as flowers, canal, trees or just like Tiverton (28% of good comments)
- Miscellaneous council good comments (15.5% of good comments)
- Events in the town and market (12.5%% of good comments)
- Good Council officers (9% of good comments)

The good comments accounted for 26% of all comments.

What was not so good:-

- Lack of shops, empty shops and types of shops (22% of not so good)
- Town environment, state of street furniture etc. (15% of not so good)
- Council services, housing, communications etc. (15% of not so good)
- Car parks, charges etc. (14% of not so good)
- Miscellaneous about town and its facilities (11% of not so good)
- The Council itself (10% of not so good)
- Market (10% of not so good)
- Toilets (3% of not so good)

The not so good comments amounted to 74% of all comments.
Total comments 124

Cullompton

The consultation took place on Saturday 15th July in the town centre (High Street) and the weather was fine and dry.

What was good:-

- Like the town location (52% of good comments)
- Town environment and council (24% of good comments)
- Looking forward to train station (14% of good comments)
- Miscellaneous – skate park, link road (10%) of good comments)

The good comments amounted to 25% of all comments

What was not so good:-

- Traffic related and car parking (34% of not so good comments)
- Low footfall and poor shops (19% of not so good comments)
- Council related issues (16% of not so good comments)
- Miscellaneous very varied (16% of not so good comments)
- Transport and infrastructure (10% of not so good comments)
- Public order (5% of not so good comments)

The not so good accounted for 75% of all comments
Total comments 83

Crediton

The consultation took place on Saturday 19th August in the Square where there was one of the 2 a month farmers markets taking place.

What was good:-

- Market, shops and atmosphere (42% of good comments)
- Miscellaneous such as good recycling, good councillors etc. (42% of good comments)
- Town very good (16% of good comments)

The good accounted for 37% of all comments.

What was not so good:-

- Miscellaneous such as planning, infrastructure, price of community events etc. (38% of all not so good comments)
- Parking and highways (25% of all not so good comments)
- Council (19% of all bad comments)
- Refuse, drains etc. (19% of all bad comments)

The not so good amounted to 63% of all comments.

The total comments were 51.

(A note of interest was actually the number of people who were visiting the area i.e. holidays etc. and thus the figure was low of comments as only people living in the area would be recorded.)

Overall 258 residents were interviewed for their comments of which 72 (28%) thought the council was good whilst 186 (72%) thought things were not so good about the area.

Observations

Firstly, it was commented on by local people on how good it was to see Councillors out and about and talking to them.

The whole idea about carrying on the consultation was to establish a general feeling of how people in the district felt about the Local Authority and the results have proved the importance of doing so.

It did however highlight the problem of having a three tier council system as the public, in general, did not appreciate which council had responsibility for what in their town.

Unfortunately, but not surprisingly, the perception of the council being not so good against being good was very strong with 72% of all questioned being critical. Many of

the issues that were raised were out of the remit of the District Council. This indicates there is still a lack of understanding as to which council or other authority is responsible for what. It amounts to the perception 'It's the councils fault'.

This makes it obvious there is still a clear lack of communication to all parts of the community and the community actually understanding the different responsibilities of an individual council in a three tier council area.

One of the common comments was that things were reported and not followed up. The members of the Consultation Group had been able to follow up on some issues and get things done that had been outstanding for a long time.

Each town had a different main complaint. Tiverton's main concerns were empty shops and the condition of the streets and the street furniture. Cullompton's main concerns were traffic and similar to Tiverton, lack of shops. With Crediton there was not any particular one issue but there was disappointed at the proposal to close the District Council office. During the time there it was apparent that in general there was a feeling of wellbeing and happiness and the vast majority of people spoken to had positive attitudes and seemed content. This also showed as there were a wide variety of issues and not one or two main issues highlighted.

It is not surprising that each town had different issues but there were the ones that occur in almost every town in the country and that are issues around car parking and charges.

The councillors made every effort to speak to people of a variety of ages so the whole age spectrum was covered although it tended to be the more mature person who spent time talking and raising the variety of issues.

The three towns are all different and have a different profile and demographics and this was apparent during the consultation. Although there are common issues for all three towns the answers may not be the same due to these factors. An understanding of the different areas is apparent to be able to resolve the issues.

This was, certainly, an interesting project and did attract responses in all three towns and that people, especially the older generation, were willing to comment and discuss. It was harder getting the younger generation but this could be due to fact they have known nothing so different whereas the older generation have seen a lot more changes.

The project was very useful, especially as it certainly highlighted the different opinions in each town and how they think about their particular town. As in many towns across the country, there can be a common issue but the answer to that problem may and will be different for each town due to the different demographics, attitudes and social standings of residents.

By carrying out surveys, attitudes can be determined, but if carried out annually they can also be a measure that can be evaluated as to progress made on a year on year basis.

Consideration does also have to be taken into various factors that may influence a person's views such as a recent good/bad contact with the council, the state of the

local and national economy and other national influences which cause contentment and a feeling of contentment or unrest.

The project did achieve its aims as it did identify a number of issues which probably can be resolved and it did obtain a residents opinion.

The members were of the opinion it would be interesting to see results of other consultation work held in the District in the last year and compare the type of consultation and the level of response.

Appendix 'A' Tiverton Comments

What was 'good'?

Pavements - Like tarmac, Like tarmac, good tarmac, good pavements, pavements good now, pavements much better now, likes tarmac pavements, tarmac on pavements much better, pavements in town better now, like tarmac,

Miscellaneous - new fish and chip shop good, happy with bin collections, everything ok, drop in centre and park, St Andrews St social housing, flower displays, love trees in Phoenix Lane – do not cut, canal ok, I like Tiverton but miss Coop,

Events and council - electric nights, electric nights good, food fest great, food fest, planning and execution of planting in particular, Emma in housing very helpful, Alan doing a great job, Adventure playground (needs funding) more cameras, good to see you are listening, this is a good idea speaking to us, good council.

What was 'not so good'?

Environment - Litter St Andrews St, broken glass Division Bridge picked up by lady), dog mess, potholes, knee high weeds in gutter especially West Exe, repair/replace uneven pavements, pot holes, Division Bridge plants growing on bricks under bridge, broken shards on Division Bridge, town run down over last 20yrs, pavements, multi coloured seats – stain them, dirty fly posters metal Phoenix Lane, seats need painting, state of town litter, clean and paint benches, trip hazards, play park Pathfields needs improvement,

Council services and council - Cove village hall wall collapsing, houses empty for years, being passed from pillar to post – wants to be able to speak to someone who knows what to do, planning dept. useless, Bridewell Court no storage facilities for waste so it blows everywhere industrial bins needed, housing officer didn't respond to request for help/repairs etc., benefits and housing don't communicate (papers left in office but not everyone knows that I have given them in, housing officers not dealing with anti-social behaviour, appointments made and not kept, poor communication, door painted but rotten frame not replaced after 9 months, wrong shrubs causing danger to pedestrians, having to pay for waste collection because company has arranged (private area), building shake reported but no action, housing repairs not telling when they are coming if not in just leave a note, planning practice very poor, urgent evictions of people facing bereavement changes, council tax, you should listen to the people of Tiverton, bloody useless, don't consult with public enough, money spent on parking meters and gorilla wasted, don't do what they say, better communication, don't blow own trumpet enough, need to celebrate success i.e. electric nights, too many staff in polling station at Moorhayes

Toilets - not enough toilets in Tiverton, no toilet for visitors should be one at bus station, public toilets,

Market - market knock it down and start again, more promotion of markets, farmers market, better signage to market, more help for market traders and signage, market needs improvement, better stalls, update market,

Car Parks – the parking charges are excessive, consistency with free half hour parking, parking too expensive causes people to boycott town £1 for half an hour too much, car parking putting reg. no. in and can't remember, car park cost and time of stay, kerb parking, cost of town centre parking, accessibility to shops, parking in St Andrews, free parking look at impact in Gold St, free parking- too expensive for short visit, cars coming through town centre at night, £1 to park in the evenings, not good for New Hall and night events, car park charges too high for workers, parking, car parking costs

Shops – children's shops, men's cloths shops, shops to be open on food fest, reduce business rates to get more shops, not enough food shops, too many takeaways, too many charity shops, workshops, children's and school cloths, music shop, empty shops and unkempt gardens, Iceland, nothing in town to encourage shopping, Iceland, rents on shops, good quality restaurants, shops shut, empty shops drop rates, better shops for older people, shops closing, decent men's shop needed, Iceland better shops, no more charity, less charity shops, need grocers shop in town, children's shop more food shops, nothing to visit Tiverton for

Miscellaneous – bring back the Borough Tiverton for Tiverton, too fast expansion of town has caused loss of heart of town, stop building, complaints about anti-social behaviour, more police in the town, garages are too expensive why? Increase social housing and stability, reduce affordable housing access, care of the elderly needs more attention, more council housing needed, zebra crossing in wrong place in Lowman Green, need crossing in Newport St, not enough for youth to do

Appendix 'B' Cullompton Comments

What was 'good'?

Like the towns location, environment and council – compact, clean and tidy, good selection cafes, independent shops good, friendly people, like parks, library and coffee shop, butchers, art shop, florist, card shop, love the town, I like the people especially older people, like the small town atmosphere, loves charity shops, likes the location handy for the motorway, likes the pubs, recycle, good parking, clean town, MDDC efficient and professional help, MDDC good on the whole, MDDC good. Miscellaneous – link road good, Christmas decorations and food fest good, Skate Park, need train station x 3.

What was 'not so good'?

Traffic related, parking etc. – parking on High St causing congestion, people parking on the zig zags of zebra crossing holds up traffic and danger to public bad road and death trap, traffic on main street, parking free, traffic, infrastructure and keeping up with development on the whole Cullompton pretty good, cycle path Olympic Way £225 fees should get reduction in tax, too much development and not enough infrastructure, traffic, traffic takes as long to get from motorway to Langlands Rd as it does going from Bridgewater to Cully, traffic bad, traffic congestion long delays delivery lorries, pavements trip hazard, traffic, traffic, too many coffee shops, buses needed more, traffic, traffic problems deter people coming , traffic, parking is a problem, pavements towards Willand, cycle route, no parking on High St, loading

bay time, traffic parking on High St causing congestion especially Sunday mornings and peak times, traffic.

Shops, footfall – more retail and national shops, low footfall, poor footfall, empty shops, shops need to open later, left behind in town to other towns needs shops, put displays in empty shops, shop fronts need improvement, closed shops, empty shops, poor shops, empty shops.

MDDC – St Andrews flats damage to fence, black bag collection weekly and not 2 weekly, more news about Cullompton in MDDC newsletter and Tiverton Rd made one way, cemetery bad, MDDC needs more engagement with local churches and other charities and NGO's to looking after the community, wants a swimming pool, wants a swimming pool, council tax high, leisure centre has changed to young person's gym, cost min age too dear, access for disabled poor at centre in gym, electronic communication emails not acknowledged told it will be followed up, customer service emails only an acknowledge, heavy rain pavements flooding drains inadequate and guttering not maintained, MDDC don't do anything.

Transport and infrastructure – MDDC disparity between Cullompton and other towns are we the poor neighbour, traffic most important expanding without infrastructure, relief road priority before any more developments, town council a shambles, needs infrastructure before housing, not enough buses on Saturday to Tiverton and back, bus timetable electronic doesn't work, all buses 3 hr, not enough buses taxis expensive.

Public order and miscellaneous – men drinking on street corners intimidating, drunks at weekend, town people stay away if closing time, land lords to look after tenants, not enough toilets, (people urinating in passage ways), bike racks needed, grass at back of Clarks Court why not use it for residents, Cullompton 3rd town ugly sister in district, better play area for under 2yrs, pigeon and pigeon droppings, grass back of Clarks Court could be used for residence, cemetery dreadful, paving stabs uneven, St George's Well parking, no opinion x 4.

Appendix 'C' Crediton Comments

What was 'good'?

Market and shops - farmers market, local shops, square friendly, market and town good, market good, town council good, recycle good, local shops, festival in park, very friendly and independent traders, friendly, farmers market, local shops, visitors in town because of local shops, farmers market and friendly people, local shops, market, MDDC are really good, community, market friendly.

Good town – town is very good, square good its centre point, parking good, good feel in town, good town grown to be a nice town.

Miscellaneous – good recycling, I like Crediton, everything ok, everything, good councillors always available, everything ok, talented community, good waste collection happy content MDDC and Age Concern helped me.

What was 'not so good'?

Parking and highways – parking, street parking needed, St Saviours parking too expensive parking affects footfall, free parking, market more days, parking needs sorting, bypass now, surgery in town hall to be better, traffic calming, market square

pedestrianised, better walking routes to town centre, bypass needed, speedway is causing problem, top cark too expensive, Jockey Hill traffic and speed (4accidents).
Council, refuse etc. – closing council offices (x4) CAB reduced hours, MDDC needs more joined up thinking, need office for MDDC in Crediton, refuse collection don't like paying for brown bins, bigger bins, hospital closure, OAP home, no transport to Tiverton to visit patient, no recycling facilities for plastic wrapping, recycling cards when you recycle you should get points, weeds and blocked drains, drain cleaning and street cleaning side streets, issues like blocked drains and weeds reported but nobody takes notice, waiting time on phone to customer services.

Miscellaneous – planning comments are not acknowledged, Pedlars Pool development on a flood plain, steps to memorial dodgy, infrastructure need looking at ref building, Costa not so good, empty shops, teenagers coffee area needed, shops/coffee places after 5, cemetery a disgrace, too many things going on at once, community hub parking access, price for community events, theatre for community, tory domination, stopped supporting home start, Wears foot Dr bad parking waste lorries have difficulty.

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**COMMUNITY PDG
30 JANUARY 2018:**

AGENDA ITEM:

PERFORMANCE AND RISK FOR 2017-18

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

Reason for Report: To provide Members with an update on performance against the corporate plan and local service targets for 2017-18 as well as providing an update on the key business risks.

RECOMMENDATION: That the PDG reviews the Performance Indicators and Risks that are outlined in this report and feeds back areas of concern to the Cabinet.

Relationship to Corporate Plan: Corporate Plan priorities and targets are effectively maintained through the use of appropriate performance indicators and regular monitoring.

Financial Implications: None identified

Legal Implications: None

Risk Assessment: If performance is not monitored we may fail to meet our corporate and local service plan targets or to take appropriate corrective action where necessary. If key business risks are not identified and monitored they cannot be mitigated effectively.

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

1.0 Introduction

- 1.1 Appendix 1 provides Members with details of performance against the Corporate Plan and local service targets for the 2017-18 financial year.
- 1.2 Appendix 2 shows the section of the Corporate Risk Register which relates to the Community Portfolio. See 3.0 below.
- 1.3 Appendix 3 shows the profile of all risks for the Community Portfolio for this quarter.
- 1.4 At the 1 August meeting of the Community PDG it was AGREED that in future the performance indicators for Leisure would be provided in Part II to allow Members to review performance without risk to the Leisure business. This information is included as Appendix 4
- 1.5 All appendices are produced from the corporate Service Performance And Risk Management system (SPAR).

2.0 Performance

- 2.1 Regarding the Corporate Plan Aim: **Promote physical activity, health and wellbeing:** The EVLC extension is complete with the official opening on 10 January.
- 2.2 Planning is underway for this year's South West Youth Games with a fundraising Skipathon taking place across Devon and Cornwall from 22-26 January.
- 2.3 **Other:** Cosy Devon is still live, however they are currently migrating the site over to DCC hosting. The LEAP project within the ECO funding is also still live and offers home energy visits and low-cost measures.
- 2.4 When benchmarking information is available it is included.

3.0 Risk

- 3.1 The Corporate risk register has been reviewed by Management Team (MT) and updated. Risk reports to committees include risks with a total score of 10 or more. (See Appendix 2)
- 3.2 Appendix 3 shows the risk matrix for MDDC for this quarter. If risks are not scored they are included in the matrix at their inherent score which will be higher than their current score would be.

4.0 Conclusion and Recommendation

- 4.1 That the PDG reviews the performance indicators and risks for 2017-18 that are outlined in this report and feedback any areas of concern to the Cabinet.

Contact for more Information: Catherine Yandle, Group Manager Performance, Governance and Data Security ext 4975

Circulation of the Report: Management Team and Cabinet Member

Corporate Plan PI Report Community

Monthly report for 2017-2018
 Arranged by Aims
 Filtered by Aim: Priorities Community
 Filtered by Flag: Exclude: Corporate Plan Aims 2016 to 2020
 For MDDC - Services

Key to Performance Status:

Performance Indicators:

No Data	Well below target	Below target	On target	Above target	Well above target
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* indicates that an entity is linked to the Aim by its parent Service

Corporate Plan PI Report Community

Priorities: Community

Aims: Promote physical activity, health and wellbeing

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
<u>GP Referrals</u>	n/a	n/a		18	18	18	22	22								22 (5/12)	Corinne Parnall	(August) Out of a possible 28 (CY)
<u>Introduce Trimtrails across the District</u>		0	1	n/a		n/a	Simon Newcombe											

Aims: Other

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Offic Note
<u>Number of social media communications MDDC send out</u>	342 (8/12)	191	For information only	87	129	101	152	152	111	175	201					201 (8/12)	None	(Nov No. c Face Post: Publi 87 No. c Twee 114 (
<u>Number of web hits per month</u>	26,296 (8/12)	28,543	***For information only***	30,041	32,545	28,620	28,208	27,028	26,949	27,804	26,099					26,099 (8/12)	None	
<u>Compliance with food safety law</u>	90% (8/12)	89%	90%	90%	90%	90%	89%	89%	89%	88%	87%					87% (8/12)	Simon Newcombe	

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Community PDG Risk Management Report - Appendix 2

Report for 2017-2018
 For Community - Cllr Colin Slade Portfolio
 Filtered by Flag:Include: * CRR 5+ / 15+
 For MDDC - Services

Not Including Risk Child Projects records or Mitigating Action records

Key to Performance Status:

Risks: No Data (0+) High (15+) Medium (6+) Low (1+)

Community PDG Risk Management Report - Appendix 2

Risk: Car Parks Car Park Overcrowding

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium
(12)

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Darren Beer

Review Note:

Risk: Legionella Legionella

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium
(10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Darren Beer

Review Note:

- Monthly bacteriological tests carried out by Environmental Health
- Property services organise – flushing of tanks & systems and bacteriological tests.
- Showerheads disinfected monthly and results recorded

Risk: Plant Room Plant Room

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium
(10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Darren Beer

Review Note:

- Only authorized personnel to enter storage areas
- Pool plant operator certification required by operators

Community PDG Risk Management Report - Appendix 2

- Backwash only when pool not in use
- Planned storage of combustible materials
- Staff carry two way radios.

Risk: Pool Inflatable Pool Activities

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

**Current Status: Medium
(10)**

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

**Current Risk Likelihood: 2 -
Low**

Service Manager: Darren Beer

Review Note:

Risk: School Swimming Sessions School Swimming Sessions

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

**Current Status: Medium
(10)**

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

**Current Risk Likelihood: 2 -
Low**

Service Manager: Darren Beer

Review Note:

Risk: Swimming Lessons Swimming Lessons

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

**Current Status: Medium
(10)**

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

**Current Risk Likelihood: 2 -
Low**

Service Manager: Darren Beer

Review Note:

Risk: Swimming Pool Swimming pool & spectator walkway

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

**Current Status: Medium
(10)**

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

**Current Risk Likelihood: 2 -
Low**

Service Manager: Darren Beer

Review Note:

Community PDG Risk Management Report - Appendix 2

Risk: Welfare Reform Act - Benefits Failure to implement and communicate the new benefits framework effectively could result in applications not being completed in time

Effects (Impact/Severity): If the changes from current benefits system to Universal Credit go ahead, the system will require greater staff resource

Causes (Likelihood): Will now happen

Service: Revenues - Benefits

Current Status: No Data

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Andrew Jarrett

Review Note:

Printed by: Catherine Yandle

SPAR.net

Print Date: 02 January 2018
14:56

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Risk Matrix Community Appendix 3

Report For Community - Cllr Colin Slade Portfolio Current settings

Risk Likelihood	5 - Very High	No Risks	No Risks	No Risks	No Risks	No Risks
	4 - High	No Risks	No Risks	No Risks	No Risks	No Risks
	3 - Medium	No Risks	1 Risk	1 Risk	2 Risks	No Risks
	2 - Low	No Risks	1 Risk	6 Risks	6 Risks	7 Risks
	1 - Very Low	No Risks	No Risks	No Risks	4 Risks	3 Risks
	1 - Very Low	2 - Low	3 - Medium	4 - High	5 - Very High	
	Risk Severity					

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

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