

Public Document Pack

Mid Devon District Council

Scrutiny Committee

Monday, 22 May 2017 at 2.15 pm
Exe Room, Phoenix House, Tiverton

Next ordinary meeting
Monday, 19 June 2017 at 2.15 pm

Those attending are advised that this meeting will be recorded

Membership

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

A G E N D A

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

1 ELECTION OF VICE CHAIRMAN

To elect a Vice Chairman for the municipal year 2017/18.

2 APOLOGIES AND SUBSTITUTE MEMBERS

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

3 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.

4 **MINUTES OF THE PREVIOUS MEETING** *(Pages 5 - 16)*

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

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

5 **DECISIONS OF THE CABINET**

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

6 **MEMBER FORUM**

An opportunity for non-Cabinet Members to raise issues.

7 **CHAIRMAN'S ANNOUNCEMENTS**

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

8 **LOCAL POLICE INSPECTOR**

At the request of the Committee the Sector Inspector for Mid Devon, Inspector Steve Bradford, from the Devon and Cornwall Police, will be in attendance to answer questions.

9 **PARISH LIAISON WORKING GROUP** *(Pages 17 - 32)*

To receive a report of the Parish Liaison Working Group.

10 **MEMBER DEVELOPMENT SIX MONTHLY UPDATE** *(Pages 33 - 58)*

To receive a report from the Member Services Manager regarding Member Development.

11 **COMMUNICATIONS WORKING GROUP**

To receive a verbal update from the Communications Working Group following their recent consultation exercise in Tiverton.

12 **PERFORMANCE AND RISK** *(Pages 59 - 84)*

To provide Members with an update on performance against the Corporate Plan and local service targets for 2016-17 as well as providing an update on the key business risks.

The Audit Team Leader is unable to attend the meeting so asks that any questions regarding this report be forwarded to the clerk in advance of the meeting in order that answers can be provided.

13 IDENTIFICATION OF ITEMS FOR THE NEXT MEETING

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

Performance and Risk
Community Safety Partnership Annual Report
Leaders Annual Report

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

Stephen Walford
Chief Executive
Friday, 12 May 2017

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

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

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

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

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

Tel: 01884 234209

E-Mail: jstuckey@middevon.gov.uk

Public Wi-Fi is available in all meeting rooms.

MID DEVON DISTRICT COUNCIL

MINUTES of a **MEETING** of the **SCRUTINY COMMITTEE** held on 10 April 2017 at 2.15 pm

Present

Councillors

F J Rosamond (Chairman)
Mrs H Bainbridge, Mrs A R Berry,
Mrs C P Daw, Mrs G Doe, S G Flaws,
Mrs B M Hull, T G Hughes, Mrs J Roach,
J L Smith and N A Way

Apologies

Councillor(s)

T W Snow

Also Present

Councillor(s)

R L Stanley and Mrs M E Squires

Also Present

Officer(s):

Jill May (Director of Corporate Affairs and Business Transformation), Lucy Hodgson (Area Planning Officer), Michael Parker (Housing Options Manager), Jeremy Pritchard (Team Leader Environmental Health) and Julia Stuckey (Member Services Officer)

134 **MINUTES SILENCE**

Today being the funeral for PC Keith Palmer, who had been killed in London during the recent terrorist attack, the Committee held a minutes silence to give thought to the officer, the other victims of the attack and their families.

135 **APOLOGIES AND SUBSTITUTE MEMBERS**

Apologies were received from Cllr T W Snow.

136 **PUBLIC QUESTION TIME**

Mr George Faulkner, referring to item 8 on the agenda, said that he had asked Mr Walford, Chief Executive, in January if he knew what was in the pit that was producing distressing symptoms. He replied repeatedly that I would just have to wait for Environmental Health to investigate and report their findings. What are their findings? Environmental Health thought they had better check to make sure it was not our burning appliances, wood burners, which were causing toxic fumes, phenols, creosotes and other organic chemicals. So they recommended that we sweep our chimneys. Anaerobic digesters are effectively burning appliances that change energy from crops such as maize or grass into methane. This process also makes bi-products such as phenols, creosotes and other organic chemicals. The methane is burnt through an engine to produce electricity for subsidy payments for Greener for Life. At some stage the reactor is emptied, the digestate is tankered to Crosssparks pit which contains slurry and other vegetable matter. The living bugs in the digestate and slurry now have fresh food to work on producing more methane, carbon dioxide,

hydrogen sulphide into the open air without even a chimney to raise it into the higher atmosphere. When the wind blows to us we suffer the consequences of open air anaerobic digestion, the toxic fumes, phenol, creosotes and other organic chemicals. Would you like to live in the middle of a chimney or would you describe it as a nuisance? Has Environmental Health achieved anything?

Mrs Suzanne Faulkner, referring to item 8 on the agenda, said that as well as Environmental Health asking us to check our chimney, they are now spending time and money on testing our well water which we have told them we have not used since 4 February. They are also testing Mr Hills borehole which at the moment is only used for his animals. Why? What tests have Environmental Health done on the pit itself? Bioaerosols are suspensions of airborne particles that contain living organisms, bacteria, viruses and fungi. Mr Pritchard and Mr Newcombe and Mr Smith are fully aware of the fact that they can travel in the air. Mr Smith (PHE) says that they cannot get out of the pit because it is too wet. He is ignoring the dry unbroken crust on the top of the pit that was used to prove that there were no movements in or out of the pit. Wyke Research (now Rothemstead) write of bioaerosols travelling 10km and remaining viable at the end of their journey. On 23 February the farm was engulfed in the toxic fumes from the big stir of the pit. We all felt ill. The wind was westerly. On Saturday 25 February we went to get in the car to have a night away from the continuing fumes which had been entering the house for many nights. My husband opened his door first, I followed opening my side. I was hit by fumes; the car had been parked by the house from the day of the big stir (23) until Saturday 25th. The weather was warm. Maybe the spores developed and then on opening the car they escaped into my face and lungs. We travelled to Barnstaple to stay at the Premier Inn. At midnight I was retching copious phlegm, feeling very ill and unable to breathe, as in previous attacks. I ended up spending the night in Barnstaple A and E. Last week I spoke to the Government Mycology Reference Laboratory and Diagnostic Service (PHE) in Bristol. I explained the situation here in Templeton and they said it was possible that it was fungal. They were surprised that there was a residential house only 80m from the pit and said it was advisable that Environmental Health tested the pit. I therefore ask the same question as I have asked many times before, will Environmental Health test the pit for bacteria, viruses and fungi to eliminate the possibility?

Mrs Judith Bikerstaff, referring to item 8 on the agenda said that she was joint owner of Palm Springs, the nearest property at under 100m to the open below ground slurry pit at Crossparks. The nuisance of noise and odour that we have experienced from this slurry pit over the years is well known to your Environmental Health department. However, since the importing of digestate from one of the Greener for Life Group anaerobic digesters at Great Hele South Molton for storage in the pit, we have suffered the aggravated nuisance of harmful emissions, which has given my partner an extreme adverse reaction as well as to a lesser degree myself and visitors to our property. We have supplied continuous daily logs/diary entries and numerous medical reports and updates to your officers and relevant agencies. My partner and I cannot understand why the Council's officers will not accept that the use of Crossparks pit is effectively being operated as an unlicensed transfer operation by Mr Reed of Greener for Life Group. Nor do we understand why Environmental Health will not recognise the nuisance at the very least to our enjoyment of our home and property, yet exactly the same intended use by the same operator was identified as a potential unacceptable nuisance and as harmful to the local environment and residents of Pennymoor, by the Planning Committee when they placed Enforcement

Notice/16/00269/NUDRU Pulsards Farm. We ask when is this disgraceful invasion of our home going to end?

Miss Sarah Coffin, referring to item 8 on the agenda, said it has become apparent after a visit to the affected Templeton residents by your Director of Operations Andrew Pritchard on 29 March 2017 that despite both the history of this slurry pit and the increased degree of nuisance emanating from it, now it is being used to store digestate, Environmental Health cannot proceed with a case as they fear the operator will repute the cause is the pit and they will require beyond reasonable doubt evidence to take action. We ask what does this exactly mean and how should it be resolved? Do Councillors expect our tiny parish of 100 residents and a precept of £4k to take legal action ourselves and against whom, so that a legal precedent can be established? Isn't this like asking a morris dancer to take on a martial arts expert?

It seems that intimidation prevails and the threat of potential litigation by legally savvy developers and ever decreasing timelines is preventing any meaningful scrutiny into adequate sustainable supply of suitable land for digestate/waste/manure disposal at crucial planning stage. This lack of scrutiny is directly relevant to the problem before you today and we ask you to consider the statement by Mr Reed in the Western Morning News 2/2/17 that the Greener for Life Group is planning further AD's in the area. In view of this present problem how will the Council deal with yet further potential nuisance from the same problem of disposal of digestate and chicken litter from industrial farms in what is a prime livestock and tourist area? Has MDDC any plans to do as some other Councils in the country have and make a specific statement in their Planning Policy so that all industrial sized agricultural associated consents granted are fully aware that they are obliged to follow best practice guidelines and take all non-pollution precautions to ensure the protection of the local communities and environment.

Cllr Mrs Doe explained that she was in receipt of correspondence from the Chairman of Willand Parish Council regarding agenda item 11. Cllr Doe outlined the contents of the correspondence which she explained would be forwarded in full to be added to the consultation.

The Chairman stated that answers to questions raised would be provided at the agenda item.

137 MINUTES OF THE PREVIOUS MEETING

Subject to adding the name Katie French to Minute 129 and changing the word 'every' to 'many' at Minute 31, page 7, paragraph commencing 'Cllr N A Way informed' the Minutes of the last meeting were approved as a true record and signed by the Chairman.

138 MEMBER FORUM

There were no issues raised under this item.

139 DECISIONS OF THE CABINET

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

had been involved in discussion at the Cabinet meeting regarding the Special Purpose Vehicle (Property) as he did not consider that Members knew enough about the project. He informed the Committee that a Member Briefing had been put in place for 18th April so that all Members could be updated.

140 **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman informed the Committee that he had received a letter from Mel Stride MP in which he had thanked Members for inviting him to attend a very useful meeting, covering lots of issues and that he was happy to assist in the ways that had been discussed. The MP thanked Members for their input.

141 **MEETING MANAGEMENT**

The Chairman indicated that he intended to take item 8 on the agenda before item 7.

142 **UPDATE BRIEFING ON CLEAVE FARM AND CROSSPARKS, TEMPLETON**

The Committee had before it and **NOTED** a report * providing an update on Cleave Farm and Crossparks, Templeton.

The Environmental Health Team Leader outlined the contents of the report, reminding Members that the report referred to allegations centred on the Crossparks slurry pit and anaerobic digester. The officer informed Members that testing of private water supplies at Palm Springs and Mount Pleasant would be taking place during the following week to rule out chemicals in the water supply. He explained that there was a possibility that leachate could leak into the supply. The mains water would also be tested to check that chemicals were not getting into the pipe work. This would be at a cost of £1200 to the Council. Air monitoring was being considered and would take place indoors and outdoors focusing on a worst case scenario location, the testing would be independent and equipment and feedback would be provided.

The officer informed the Committee that a meeting had been put in place for 25th April at which officers would meet with representatives from Devon County Council (DCC) and Public Health England (PHE) to discuss findings.

Discussion took place regarding:

- The difficulty in proving nuisance and the requirement for residents to keep diaries;
- The timescales for testing which would commence with water testing in the current week and air quality after Easter;
- The fact that some people might be more susceptible genetically to chemicals in the environment and the need to identify the levels and chemical concerned;
- The need to take air samples over an extended period of time to allow for weather conditions and wind direction;

- Samples from the pit would be discussed at the meeting being held on 25th April;
- A request that Cllrs R L Stanley and B A Moore be invited to attend the meeting;
- The possibility that calls from concerned residents regarding nuisance were not being recorded out of hours.
- The need to work within legislation.

It was **AGREED** that a further report be prepared for the Committee when test results were known.

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

143 **POLICE AND CRIME COMMISSIONER**

The Chairman welcomed the Police and Crime Commissioner (PCC), Alison Hernandez, to the meeting.

Members had submitted a number of questions in advance;

Where has the money that we the public contributed and were told would result in policemen being on the beat in Cullompton been allocated to?

The PPC informed Members that she was investing £24m in policing which would fund an extra 100 officers and 50 investigators for a period of 4 years. However she could not specify where they would be sent as that was an operational decision that would be made by the Chief Constable. The PCC went on to say that although it seemed a lot £24m was not enough and it would also be necessary to change the way in which the force operated. She had requested a Connectivity Plan, in which there would need to be a change to the workforce mix and a change of priorities. The Plan would be ready later in the year.

Discussion took place regarding the removal of the Police Community Support Officer (PCSO) role and the PCC explained that this would be a phased operation and that there would be no redundancies, just natural turnover. She explained that PCSO's could not be deployed to emergencies and although they were a visible presence they could not protect the public in an emergency. A range of new roles, across the emergency services, were being explored.

Discussion took place regarding a perceived lack of patrol cars on the motorway. The PCC explained that road policing had been cut but now that more armed response officers were being appointed there would be more availability for this work as they undertook road duties when not armed. She also explained that a lot of resource was required for dealing with online crime such as harassment, safeguarding and supporting the vulnerable.

I would like to know how large the cyber-crime team is for the area and is there any facility to brief small rural businesses about cyber security. Realistically if

someone falls prey to cyber-crime/attack is there any likelihood of the protagonists being caught?

The PCC explained that there was now a Digital Capabilities Unit which was part of the Serious and Organised Crime Branch. She considered this to be a weak area nationally and that catching offenders was challenging, particularly as many of them were abroad. She was keen to put resource into prevention; to stop people getting caught-out, and this help could be accessed through groups such as the Federation of Small Business and Chambers of Commerce. There was a lot of free training available to help people to help themselves.

Do we have robust plans in place for natural or human induced disasters and specifically terrorist attack -accepting that details are likely to be confidential? Do we have local armed response teams?

The PCC responded that the Police and Crime Plan focused on safe communities and that the biggest threat was flooding. There had been a couple of terrorist linked incidents in the South West and she considered that the best cure for Devon and Cornwall would be prevention. Numbers of armed response units had increased with extra funding from Government and these were being deployed as part of a 3-County function with Dorset. Connectivity was important and the police needed to connect with the public and be visible. Armed response would be spread across the counties.

Is Brexit likely to affect information sharing between European countries or in any other way compromise our security?

The PCC stated that she did not expect any reduction in the sharing of information within Europe following Brexit.

What is the priority for rural policing?

The PCC explained that consultation had taken place over the summer and the public were asked their priorities. She explained that there had been 1500 responses on Facebook, mainly from the over 65's, and those responses indicated that people did not feel connected or know what was going on. This had been fed into the plan. She had maintained funding to the Community Safety Partnerships and was pushing for extra funding for Districts.

Discussion took place regarding the 111 service. The PCC informed Members that response times for answering telephone calls had now improved and that callers shouldn't have to wait for more than 5 minutes. However many calls were from people calling back to find out what had happened regarding something they had reported and the PCC considered that the feedback process needed to be better. Sometimes this included a failure to feed back when something had been dealt with which gave a bad impression, so realistic deadlines needed to be put in place.

Discussion took place regarding the amount of paperwork that officers had to complete following an incident and whether an inappropriate amount of time was being spent on this. The PCC informed Members that mobile working had been introduced, which though there were some coverage problems, had helped, however this needed further development. She was also supporting a Victim Care Unit which,

whatever the crime, victims could ring and get support. A number of agencies could be commissioned to provide support.

Regarding domestic abuse the PCC stated that it was illegal and a serious issue. The Community Safety Partnership were involved with areas such as teaching people about healthy relationships by helping them to recognise what a healthy relationship looked like.

Have you given any consideration in respect of the efficacy of police stations? In Tiverton, one is reduced to picking up the outside phone and to find that one is talking to Plymouth, I believe, even though there are several police cars parked outside.

Discussion took place regarding Tiverton Police Station, which although being manned, was not open to the public. The public had to use a telephone outside of the building and speak to staff in Plymouth. The PCC suggested that if Members had better ideas for how things could be done they let her know. She gave an example of Newquay Police Station which now had a front desk manned by volunteers. She asked for ideas to help make policing more accessible. She agreed to look at the external telephone at Tiverton to see if it could be made more private, without making it isolated.

The PCC also highlighted 'safer places' which was a scheme whereby shops had a sticker on the door to let the public know that if they felt at risk or in danger this was a safe place to go. This scheme was currently in place for people with special needs but could be extended.

What is your opinion of the Government Crime Recording Standards Guidelines?

The PCC agreed that crime recording had not been done well for a number of years. This was because only master crimes were recorded and not other associated crimes, for example a burglary could be reported but not the assault which was associated to the burglary. Currently 83% of crimes were being reported well but 17% were not. The Chief Constable had set up a Gold Group following a HMIC report in which Devon and Cornwall performed worst of the 7 constabularies inspected. She said that there was a need to focus and to train officers to record properly. The PCC informed the Committee that better crime recording would result in a higher crime rate.

The PCC informed Members that Devon and Cornwall had the highest public confidence rating in England and Wales but in some service areas could be better. Her role was to help the Chief Constable to provide better services. A new Deputy from Dorset, as part of the alliance, had been put in place to manage Operations as a temporary trial as well as a Deputy in charge of business change. The PCC was confident that when the HMIC returned the force would get a better rating.

The Chairman thanked Mrs Hernandez for attending the meeting and for her thorough answers to the questions raised.

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

144 HOMELESSNESS (1:48)

As requested the Committee had before it a report * from the Head of Housing and Property Services providing an update on homelessness within Mid Devon.

The Housing Options Manager outlined the contents of the report, explaining that Homelessness across the country was predicted to increase over the next few years with rising private rental house prices and lack of social housing. The Authority was starting to see an increase in the total numbers approaching the Housing Options team for housing advice. Applicants presenting to the Council recently appeared to have more complex needs, with the involvement of mental health services, drug and alcohol services; and there had appeared to be an increase in the numbers of private and social landlords issuing Notice To Quit due to the complex needs of tenants. The officer reported that this was common across the Devon and Cornwall network.

So far this year (2016/17) the service had had 347 approaches for housing advice compared to 299 this time last year. The Housing Options team had taken a more proactive role in dealing with applicants approaching the service. The team engaged with applicants and landlords at an early stage to prevent the person from becoming homeless and attempted to retract any notices served by landlords.

There were currently 8 households in temporary accommodation within Mid Devon and over the last few years there had been an increase in the number of households going into temporary accommodation due to the threat of becoming homeless. The officer explained that this could be attributed mainly to households leaving it to the last minute to approach the service for help.

The Housing Options team already worked in partnership with some other social landlords who worked in the District. Whereever possible, individual officers engaged in joint visits with landlords to help with preventative work at the stage when possession proceedings were being considered.

Mid Devon had joined up with East Devon District Council, Exeter City Council and Teignbridge District Council and together applied for a bid from DCLG for the Homelessness Prevention Trailblazers Application. Through this network, Mid Devon was working on an action plan to help deal with the impact of homelessness across the district. The four districts had been awarded a grant of £359,000 to help prevent homelessness over the next 3 years (2016/17-2018/19).

Churches Housing Action Team (CHAT) and Citizens Advice had been awarded a small amount of funding. Community based services could help people try to remain in their home, help them to maintain a tenancy, work with landlords in the area, help with tenancy rescue schemes and provide rough sleeper provision. There were currently 4 known rough sleepers in Mid Devon but major cities were seeing an increase.

The officer informed Members that the Homelessness Reduction Bill 2016-2017 was seeking to introduce a new duty on local authorities to prevent homelessness for all eligible applicants threatened with homelessness and a new duty to relieve homelessness for all eligible homeless applicants. These duties involved helping all eligible people, whether they were single or a family. When a person was homeless or threatened with homelessness, the Council was currently obliged to deal with them

if it was likely that they would become homeless within 28 days. Under the new legislation, the number of days would increase to 56.

The officer considered that these changes could have an impact on the authority but it was not yet known what the financial impact would be.

The officer reminded Members that dealing with homelessness was a statutory duty, driven by legislation.

Discussion took place regarding:

- Concerns that people from Mid Devon were amongst the homeless in Exeter;
- The possibility of looking at new ways of working to see if there were areas that could be done better;
- Grants to outside organisations;
- Temporary accommodation often being a long way from the local area which created instability for children when they needed to move school;
- The potential number of teenagers 'sofa surfing'.

It was **RESOLVED** that a Working Group be put in place to look in depth at what was being done regarding homelessness and what improvements could be made to ensure best use of resources. Membership of the Group to be Cllrs Mrs H Bainbridge, Mrs A R Berry, Mrs J Roach and N A Way.

(Proposed by Cllr Mrs J Roach and seconded by Cllr N A Way)

Note: - Report previously circulated and attached to Minutes.

145 **CABINET MEMBER FOR WORKING ENVIRONMENT AND SUPPORT SERVICES**

The Committee had before it a report * from the Cabinet Member for Support Services and the Working Environment providing an update on areas covered by this remit.

Discussion took place regarding:

- Levels of skin cancer being high due to the numbers of outside workers;
- Sugar Smart and the levels of sugar in ready meals;
- Air quality and the unsuccessful bid for Air Quality Grants;
- Freedom of Information requests and the benefits of them being available to view on the internet;
- The difficulties in recruiting to certain posts due to pay levels;
- The benefits of the Community Safety Partnership;

- Mental Health first aid training;
- Vacant posts in Enforcement;
- Organisational review and the uncertainty this caused.

Notes: i) Report * previously circulated and attached to Minutes.
 ii) Cllr Mrs J Roach declared a personal interest as she had submitted a Subject Access Information Request.

146 **LOCAL ENFORCEMENT PLAN**

The Committee had before it a report * from the Head of Planning and Regeneration providing Members with information regarding the Local Enforcement Plan which was currently out for public consultation.

The Area Planning Officer reminded the Committee that they had asked the Chief Executive to investigate the efficacy and effectiveness of the Planning Service, with particular reference to the way enforcement was carried out and how Members engaged with the work of the council in this service area. As a result, it was recommended that the Head of Planning and Regeneration bring forward the Local Enforcement Plan for Cabinet to consider as a matter of priority to set the framework for enforcement activity in Mid Devon.

The Area Planning Officer explained that the document had been to the Planning Policy Advisory Group and to Cabinet and was now out to consultation, which ended on 2 May 2017. The consultation had been advertised in the local newspaper, on the website, via Town and Parish Councils and to the Agents and Architects Forum. There had been four responses to date. Once the consultation was complete the comments would be fed into the final report.

Discussion took place regarding;

- Staffing levels within the service following a restructure;
- There was no national requirement to record the performance of planning enforcement but the authority had chosen to do so for a number of years;
- Problems regarding retention of staff.

Members were asked to submit any comments they had regarding the Plan through the consultation process.

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

147 **COMMUNICATIONS WORKING GROUP ANNUAL REVIEW**

The Committee had before it and **NOTED** a briefing paper * from the Head of Customer Services providing an update on recommendations from the Communications Working Group.

At a meeting of the Committee in April 2016 discussion had taken place regarding the fact that the Chief Executive had shown some concerns regarding communication and it had been resolved that this matter be left with him to move forward. It had also been agreed that an agenda item be added for 12 months' time in order that Members could assess progress from a Members perspective.

The Director of Corporate Affairs and Business Transformation outlined the contents of the report informing Members that the Chief Executive had recently given an instruction to all officers that the maximum amount of time a Member should expect to wait for a response to a query must be no more than 48 hours.

Discussion took place regarding estate visits and whether Members should take part in them during Purdah.

Note: - Report previously circulated and attached to Minutes.

148 **CHAIRMAN'S DRAFT ANNUAL REPORT**

The Group had before it and **NOTED** a draft report * by the Chairman on the work of the Committee since May 2016. This report would be submitted to Council on 26 April 2017.

Note: - Report previously circulated and attached to Minutes.

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

Member Development six monthly update
Local Police Inspector
Performance and Risk

(The meeting ended at 5.00 pm)

CHAIRMAN

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SCRUTINY COMMITTEE 10 APRIL 2017

Parish Liaison Working Group

Introduction – why we undertook this review

Cllr Rosamond raised an agenda item at a Scrutiny meeting on 19th August 2016 following a report from a Parish Council that they had not received important information which Parishes in East Devon had received. Other Members reported that they considered more information should be passed to Town and Parish Councils and in particular there had been a lack of information regarding Planning Enforcement.

The Committee agreed that information and contact with Town and Parish Councils had reduced over a period of time and it was **RESOLVED** that a working group be put in place to scope the extent of the issue.

Working Group

The Working Group consisted of Cllr F J Rosamond, Cllr Mrs G Doe and Cllr A R Berry. The Working Group was assisted by Sally Gabriel, Member Services Manager and Julia Stuckey, Parish Liaison Officer.

The first meeting of the Group took place on 23 November 2016 where it was agreed that Cllr Mrs G Doe would take the Chair.

The Member Services Manager provided some background, explaining that the officer that had undertaken Parish Liaison in the past had been moved to different projects a number of months previously and that her work regarding Towns and Parishes had not been covered. Coincidentally, at the time that the Scrutiny Committee had raised issues this work had been transferred to the Member Services Team and Julia Stuckey had taken over the role of Parish Liaison Officer.

In advance of the meeting the Parish Liaison Officer had provided a report which outlined the current situation and proposed improvements. The report identified a number of areas for improvement. (Attached Appendix 1)

Overall aims and objectives were agreed as follows:

- That communication become a two way thing;
- Communication should be at an appropriate level;
- That Member Services Officers better support Members in order that they can support their Town and Parish Councils
- That District Councillors became aware of the expectations on them to attend Town and Parish Meetings and to cascade information;
- That a precise´ of minutes of meetings be produced;

- That proposals within the report from the Parish Liaison Officer be implemented – such as a regular newsletter.

Following the first meeting of the Group it was agreed that a period of time be allowed for the Parish Liaison Officer to implement the recommendations within the report.

The Group met again on 14th March and the Parish Liaison Officer updated the Group on progress to date:

Parish Matters

A Town and Parish Newsletter had been published three times since the last meeting. (Example at Appendix 2)

The newsletter was issued to all clerks and to MDDC Members.

Two Members had emailed to say that they thought it was good and one Clerk had emailed to say it was useful. One clerk had submitted an item for 'What's Happening in the Parishes' and one Clerk had asked that an advert be included re her freelance work.

Members commented that the new newsletter contained more 'adult' content and that the links to press releases and Council meetings were useful.

WIS

Some items that had been in WIS had been shared with Town and Parish Councillors.

Website

The officer informed Members that pages on the website were now much more up to date. A series of emails were sent to clerks to ascertain their current membership and the Communications Team had assisted with updating the website to reflect this.

Currently there was a lot of 'double handling of data' – Clerks informed the Parish Liaison Officer who updated the main record, Communications then updated the webpage, the contact list had to be updated and various teams needed to be informed in order that their own systems (such as planning) held correct data. It was hoped that IT might be able to streamline some of those processes in future years.

Member Briefings

None had been held since the last meeting that would be of particular interest to Town and Parishes but this was something that could be progressed when appropriate.

Training

Training had been provided on Social Media and the use of iPads. Both of these training sessions were opened up to Town and Parish Councillors and Clerks and a

good number of places were taken up. Feedback from them was that this was gratefully received (although obviously location and timings could always be a barrier).

Town and Parish Clerks Annual Meeting

The Parish Meeting was well attended and well received. Following the meeting feedback was requested, including from those Town and Parishes that did not attend.

The Leader of Devon County Council attended and stated that it was the biggest gathering he had spoken to on his tour of the District. As it turned out the agenda was too long as the Leader spoke for an hour rather than 20 minutes he had requested but when giving feedback those that attended were generally happy with the content of the meeting.

Those that did not attend said in the main that the meeting either coincided with their own Parish Meeting (which will always be the case for some) and that December was a busy month with school events etc. so not a particularly good time of year to hold it. It was agreed that it would be held in November in future years. There was also very dense fog on the night.

Following discussion it was **AGREED** that:

- Parish Councils be asked to share 'good news' with other towns and parishes via the newsletter;
- Silverton Parish Council be asked to share information regarding their Neighbourhood Plan with others via the newsletter;
- Uffculme Parish Council be asked to share good news regarding their 'café in the square';
- A Parish Clerk be invited to write a 'profile of a clerk';
- A couple of Members had been identified as not attending or cascading information to their Parish Councils and the Member Services Manager would speak to them regarding this;
- An item be placed in WIS to remind all Members of the importance of liaising with towns and parishes;
- A report be put together for the Scrutiny Committee to update them.

The Group asked that the Parish Liaison Officer carry out the above tasks and agreed there was no need to set a date for a future meeting as they were happy that improvements were in hand.

Contact for more Information: Julia Stuckey, Member Services Officer
jstuckey@middevon.gov.uk

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Parish Liaison

Parish Matters

This newsletter used to be sent monthly but following reports from clerks that it was not being read, and officers/Members awareness that it was not being read by the lack of knowledge in the Parish/Towns, its distribution was discontinued. When Councillors or clerks were questioned as to why it was not read comments included areas such as too much information being sent, the clerk not forwarding information and information overload. In the interim period information has been forwarded to Parish/Town Clerks on an as-required basis but this is subject to things being missed and provides no audit trail of what information has been issued.

If Parish Matters was resurrected as a monthly newsletter and I would suggest that it be sent by electronic means only as per the distribution below.

Distribution

Previously Parish Matters has been sent to clerks. I would propose that it be sent to all clerks, all Chairman and any Town or Parish Councillors that we hold email addresses for. There is no cost to email distribution and the more Councillors it is sent to the more opportunity there is for it to be read. Parish Matters must also be sent to MDDC Members in order that they know what information is being distributed.

WIS

WIS is issued weekly to all Mid Devon Members. This newsletter does not contain confidential information (which would be issued by other means) and Members could be encouraged to share appropriate content at Parish Council meetings.

Website

The Town and Parish Council pages on the website are updated by officers in the Communications team who upload information as provided to them by the Parish Liaison Officer. Information currently provided on the website includes contact details for all local councils. Registers of Interest forms are held on these pages and should be up to date at all times. There can be a link from this page to the Town/Parishes own web pages.

Member Briefings

There are a number of Member Briefings that take place in the evening at Phoenix House (and could be viewed remotely at Crediton) that may be of interest to local Town and Parish Councillors. These briefings can be poorly attended by our own Members. Could these briefings (when the topic is appropriate) be opened up to local councillors on a first come first served basis? – but obviously only when the content is of a general nature.

Member Training

When Member Training has been organised in the past there have been occasions when not all of the available places have been taken up. Could we, when appropriate, offer these places on a first come first served basis to Town and Parish Councillors?

Taking into consideration the drive every four years to encourage more people to stand for District elections closer liaison may encourage Town and Parish Councillors to consider that.

Information Up and down

Parish and Town Councils should be given the opportunity to pass information up the chain and equally Devon County Councillors should be given the opportunity to pass information from County that is relevant to both District and Town/Parish councils. This could be accomplished by a column in WIS and/or Parish Matters.

Updates re Membership

In the past there have been difficulties in getting Towns/Parishes to update this authority when they have changes to their Membership. A monthly (for example) automatic email could be sent to clerks and chairman to remind them of their responsibility to do this.

Town and Parish Clerks Annual Training

Anecdotally those that have less need to attend do and those in greater need don't! This training could be opened up to Chairman and Vice Chairman so that they are aware of what is going on and of what their clerk should/shouldn't be doing.

Planning Training

This is offered every year but Members have reported that their Parish/Town Councillors find it difficult to get to the venue at the time the training is held. I would propose consultation to find out when best suits them.

Parish Liaison in Other Areas

I have undertaken an internet search to try to establish the level of parish liaison that is undertaken by other authorities. I came across only one council that still employs an officer to undertake this role, which was Hereford. The officer there is employed as a Parish Liaison and Rural Services Officer. It should be noted that this is a County Council.

Having surveyed our neighbouring authorities I have found that locally services provided to Town and Parish Councils have reduced in recent years. Taunton Deane had a Parish Liaison Officer until 2 years ago (which they thought was a unique post

in the South West) but this post was lost in the first round of budget cuts. Taunton Deane now deal with requests when they are able, within the Democratic Services team, but often signpost onto the Somerset Association of Local Councils who they consider are better equipped to help. They provide code of conduct training following elections, but attendance is patchy. They did comment that the removal of the post did not appear to have increased the number of complaints received about Town and parish Councils.

Both West Devon and South Hams manage parish liaison within Democratic Services.

South Hams used to organise meetings in various locations throughout the district on a twice yearly basis but they found that they were poorly attended so in the last few years they have held one meeting annual that all Towns and Parishes were invited to. They also run a planning training event once a year.

West Devon have meetings twice a year in three locations and they have active participation from their Towns and Parishes.

At both South Hams and West Devon Members are encouraged to keep in touch with Parishes within their Wards and monthly 'key messages' are circulated for Members to share with their local Parish Councils.

East Devon have no dedicated officer but their Democratic Services team deal with updating a register of clerks and any queries received, such as the code conduct. Joint Parish and Town Council meetings with the District Council are held at least annually to discuss relevant issues.

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Town and Parish Newsletter from Mid Devon District Council

March 2017



Introduction from the Chairman of the Scrutiny Committee



Welcome to the April edition of the Newsletter. I hope you are enjoying the new format which replaces Parish Matters. This initiative stemmed from a complaint that Town and Parishes were being excluded from information – in this particular case about Broadband – that had been made available in other Districts but not in Mid Devon.

This sparked a review undertaken by the Scrutiny Committee into communication between MDDC and its Town and Parish Councils in the hope of promoting a more mature relationship. The new format of the

Town and Parish Newsletter – Mid Devon District Council – Contact Julia Stuckey
Jstuckey@middevon.gov.uk

newsletter is therefore more comprehensive and active in setting out where more in-depth information can be tracked. Admittedly this involves interrogating website addresses which may potentially seem as overload but the choice is there for the interested reader.

The above process is illustrative of the role of Scrutiny in Local Government. One of the guiding principles of Scrutiny is to reflect the voice of the public (as well as holding the Cabinet to account). A Task and Finish Group is exploring how the public view Mid Devon.

Members of the Scrutiny Committee may also call on external agencies to account for their responsibility to the Mid Devon Community and we have been able to challenge our local MP's and the Clinical Commissioning Group (New Devon) and this month the Police and Crime Commissioner is due to appear. A number of parishes have raised issues seeking information or action which we endeavour to address, recognising of course the constant problem of limited resources.

Because of the importance of Scrutiny the Select Committee for Communities and Local Government has launched a national enquiry into the effectiveness of Scrutiny. That consultation has finished but your thoughts on Scrutiny at MDDC would, of course, be welcome.

Keeping up to Date

Press Releases Issued

<https://www.middevonnewscentre.info/>

Dates for Mid Devon District Council Meetings

<https://democracy.middevon.gov.uk/mgCalendarMonthView.aspx?GL=1&bcr=1>

Devon County Council Meetings

<http://democracy.devon.gov.uk/mgCalendarMonthView.aspx>

Items of interest from last month's District Council meetings

Audit

<https://democracy.middevon.gov.uk/ieListMeetings.aspx?CId=130&Year=0>

Cabinet

<https://democracy.middevon.gov.uk/ieListDocuments.aspx?CId=133&MId=630&Ver=4>

Community Engagement Action Plan

Treasury Management Statement and Annual Investment Strategy

Communication Strategy Action Plan

Roofing Contract Award

Exe Valley Leisure Centre Tender for Works

Design Competition for the Rear of the Town Hall

Economy Policy Development Group

<https://democracy.middevon.gov.uk/ieListMeetings.aspx?CId=234&Year=0>

Tiverton Pannier Market

Tiverton Market Schedule of Tolls

The Economic Profile of the District

An update on Car parking

Environment Policy Development Group

<https://democracy.middevon.gov.uk/ieListMeetings.aspx?CId=135&Year=0>

Update on the Waste and Recycling Service

Street Cleansing Review

Street Scene Enforcement Policy

Homes Policy Development Group

<https://democracy.middevon.gov.uk/ieListMeetings.aspx?CId=138&Year=0>

Rechargeable Service

Vulnerability Policy

Telecare Policy

Private Sector Housing Fees and Charges

Houses in Multiple Occupation

Homelessness Reduction Bill

Licensing and Regulatory Committees

<https://democracy.middevon.gov.uk/ieListMeetings.aspx?CId=139&Year=0>

Pre Application Advice and Charging for Licensing Application

Enforcement Update

Immigration Act Update

Hackney Carriage and Private Hire Fees

Animal Licensing Update

Scrutiny

<https://democracy.middevon.gov.uk/ieListDocuments.aspx?CId=131&MId=658&Ver=4>

Update from Environmental Health

Cabinet Member for Planning and Economic Regeneration

Culm Garden Village

Planning Productivity report

Tiverton Town Centre Masterplan

Car Parking Update

An Update from our County Councillors

There will be no update from our County Councillors for the next couple of issues due to County Council elections.

New Director of Operations starts at Mid Devon

Andrew Pritchard has recently joined the Authority as its new Director of Operations, heading up all operational activity, including some of the Council's most significant services such as waste, leisure and housing. Andrew's background is in environmental health and he has a wealth of experience with Local and Central Government, the NHS and the MOD.

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Jstuckey@middevon.gov.uk



Andrew said, 'I am really excited about joining the team at Mid Devon District Council in this new and diverse role. Over time I hope to be able to implement some significant changes within the services I will be responsible for, whilst maintaining the excellent service provision I know the Council currently provides'.

Chief Executive, Stephen Walford, said, 'I am very pleased to welcome Andrew to the team. He was a standout candidate from a very strong field and I am confident Mid Devon will benefit from the significant talent, capability and enthusiasm that he is bringing to the Authority'.

E-Mail Subscription Service

Clerks and Councillors may be interested to know that this authority has partnered with GovDelivery to connect customers to important information about the services it provides.

GovDelivery is an e-mail subscription management service that provides access to information by proactively delivering content through a variety of channels. Visitors to the Council's website will now notice an option to subscribe to receive information and updates from the services that matter to them; such as news about planning issues or notifications for areas where waste collections have been missed.

Using the GovDelivery communications platform, the Council will be able to greatly extend its communication reach, foster engagement and encourage residents, businesses and visitors to engage more actively with Council services.

GovDelivery has been successfully delivering channel shift, fast-tracking avoidable contact savings and generating revenue to UK Local Authorities since 2004.

A unique benefit will be access to the network of existing clients; meaning subscribers can also choose to receive news and information from associated public organisations such as the Met Office, Highways Agency, HMRC, DVLA, HSE, and GOV.UK. Networking this way enables a cross-over of subscribers to maximise public reach.

Other benefits will include:

- Reduction in communication costs through paperless delivery – saving on postage and employee costs
- Reduction in customer contact costs – by pro-actively alerting residents to changes in service, customers are able to self-serve using the lowest cost channels as opposed to making telephone calls, in-person visits or print/postal communications
- Achieving a greater reach to residents, visitors and businesses than previously
- Ensuring transparency and efficient dissemination of information to the public
- Customisation – allowing customers to choose to receive information by email, personalised RSS feeds, Facebook or Twitter

Customers can subscribe to a choice of topics and newsfeeds by visiting <https://www.middevon.gov.uk/> and entering their email address into the overlay pop-up or by clicking the ‘Stay Connected’ icon in the footer. Additional topics will be added in due course.

For more information and to watch an informative video about GovDelivery, see Vimeo – The GovDelivery Network or contact communications@middevon.gov.uk

South West Youth Games – Sunday 9 July, Simmons Park, Okehampton

Once again, Mid Devon District Council and Mid Devon Leisure are supporting the South West Youth Games (formerly the Devon Youth Games, but now including Cornwall). This prestigious sporting event for children between the ages of 8 and 18 is a fantastic opportunity for our local children to get involved. Mid Devon will be entering teams in a wide range of sports including Badminton, Girls’ football, Triathlon, Netball, High Fives, Street Sports (BMX, Scootering and Skateboarding), Tennis, Hockey,

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Gymnastics and Indoor Athletics. Trials are being held throughout April, May and June and full details can be found on the Games' central website at www.southwestyouthgames.co.uk

Or visit Mid Devon Leisure's dedicated page on the Youth Games at www.middevonleisure.com

Any publicity you can give will be gratefully appreciated.



Charter between Mid Devon District Council and the Town and Parish Councils in Mid Devon

Partnership working between town and parish councils and the district council will only be successfully achieved if both partners recognise, understand and respect the role that the other plays and work to promote those roles. The Charter was agreed

Town and Parish Newsletter – Mid Devon District Council – Contact Julia Stuckey
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following consultation between Mid Devon District Council and the local councils and set out a framework to enable this to happen.

The revised Charter has been sent to clerks with a closing date for comments of 5 May 2017, asking that you review and comment. Following this consultation the Charter will be reviewed by the Community PDG before going before Cabinet for approval.

Any comments from your Town or Parish Council will be gratefully received.

Sally Gabriel
Member Services Manager

News from the Parishes

We hope that you will provide information for this section in future months. Perhaps to promote an event that is happening in your Parish or to share good practice. If you have anything that you would like published here please forward it to jstuckey@middevon.gov.uk.

SCRUTINY COMMITTEE 22 MAY 2017

Member Development Monitoring Report

Cabinet Member Cllr Clive Eginton
Responsible Officer Sally Gabriel - Member Services Manager

Reason for Report: The action plan for the South West Charter for Member Development states that Member development opportunities should be monitored.

Recommendation: That the contents of report be noted.

Relationship to Corporate Plan: This relates to the corporate governance of the Council and therefore is supporting all priorities of the Corporate Plan.

Financial Implications: Specific training for Members is funded from the Members Training Budget.

Legal Implications: None.

Risk Assessment: Poor Member Development may result in lack of engagement by Members.

1.0 Introduction

1.1 The South West Charter for Member Development was originally awarded to the Council in November 2010 following a lengthy evidence gathering exercise which also included Members and senior officers attending interviews with the examining board. Reassessment to secure the Charter took place in 2014 and again in April of this year by the Chief Executive and Head of Learning at South West Councils, alongside a Councillor from Bristol City Council. We are pleased to be able to inform the meeting that the Charter has been secured for a further three years.

1.2 As a commitment to the Charter, this report will outline the work that continues to take place to address Members development requirements. It will report on the sessions that have taken place since the last report and provide a timetable for development available in the near future.

2.0 South West Charter for Member Development

2.1 The Member Development Group at its meeting in 26 September 2016 requested that work towards the reaccreditation of the Member Development Charter take place in line with the reassessment criteria set out in line with the Local Government Association "The Member Development Charter and Charter Plus – supporting continuing professional development for Councillors" document (available at Appendix 1).

The criteria requirements included:

- Commitment to Councillor Development

- Strategic approach to Councillor Development
- Learning and development being effective in building capacity
- Good Practice and continued improvement since the previous assessment.

2.2 All the required evidence was supplied to South West Councils at the beginning of March this year. The reassessment took place on Monday 4 April where the panel interviewed the Leader and Chief Executive, the Lead Member for Member Development, the Member Services Manager and 3 other Members from a range of backgrounds.

2.3 The assessment report received on 11 April 2017 is attached at Appendix 2.

2.4 The report also highlighted where further improvement could take place and these suggestions will be considered by the Member Development Group.

3.0 Following Reassessment

3.1 Following reaccreditation, Member Services alongside the Member Development Group, will continue to address Members' development issues through briefings on key issues, one to one Personal Development Plan interviews which help to identify a Member's specific training/development requirements and specialist presentations at Committee meetings.

4.0 Training Delivered

4.1 The information set out below covers details of the events that have taken place since the last report:

- Alzheimer's Society
- Refugees
- Personal Safety
- Leisure
- Mental Health Masterclass
- Review of Planning Cases Seminar at Sandy Park
- Budget
- Local Plan
- iPad Workshop
- Planning Productivity
- Information Security
- Special Purpose Vehicle for development

4.2 A wide range of learning opportunities have been delivered to provide additional skills and knowledge linked to specific committees. The records show that 33 out of 42 Members attended at least one recorded training session and that 119 places have been taken up on various learning events.

4.3 The Council continues to share development opportunities with other Devon authorities and last year we welcomed Members from East Devon who joined us for some training. The iPad workshop in February attracted several Parish Councillors which was very good news and highlighted areas where we can encourage closer working.

- 4.4 Evaluation of every development session remains important to both organisers and providers as this can only seek to improve future training events.

5.0 Personal Development Plans

- 5.1 All Members are encouraged to take part in personal development planning (PDP) in which they identify the type of development they would like to take part in. This was highlighted within the Charter Assessment feedback report as it was seen as a “real strength of the Council” with 71% of Members revisiting their PDP’s last year. The next round of PDP’s will take place in the summer.

6.0 Future Planning

- 6.1 The following briefings have been suggested and we are in the process of putting these in place:

- Equalities
- Garden Villages – Lord Matthew Taylor will attend on 24 May
- Organised Crime/Bribery Act – Procurement
- Apprenticeship Levy
- Well-Being Charter
- Workplace Coaching
- National Minimum Wage
- Standards/Code of Conduct
- Private Sector Housing
- IT Security
- Budget

The Scrutiny Committee may like to suggest further additions to the timetable.

We are also in the process of discussing some mid-term training for the Policy Development Groups and the Scrutiny Committee.

- 6.2 Holding sessions simultaneously via the link to Lords Meadow has proved successful and this is something that we are hoping to continue with (subject to staff availability).
- 6.3 Members of the Planning Committee require on-going training as there is a need for them to consider new legislation and guidance when determining planning applications. Recently specific training has also been requested by the Committee itself with regard to development and school places following discussions in relation to some recent applications
- 6.4 All Members use electronic communication to some degree and we now have 31 users of the iPad, this is something that again was highlighted by the assessment team. Member Services continue to support Members with regard to ICT training and iPad use.

Contact for more Information: Sally Gabriel 01884 234229
(sgabriel@middevon.gov.uk)

Background Papers: Training records, individual evaluation forms and Member Development Group minutes.

Circulation of the Report: Cllrs: C J Eginton, Management Team and the Member Development Group.

The Member Development Charter and Charter Plus

Page 37
Supporting continuing professional
development for councillors

Produced in conjunction with the following organisations



Foreword



The environment in which we work is ever changing and if we're to continue to meet our residents' expectations we've got to keep pace with it. That means recognising that the role of the councillor is different to what it was five, 10, even 20 years ago.

We're wardens of places, leaders who represent the interest of our residents, protectors who mitigate the impact of funding constraints, facilitators who help partners and communities work together and develop new possibilities for their local areas.

Our roles are being redefined and we need to make sure we have the skills and expertise to continue delivering for our communities.

The Member Development Charter and Charter Plus has provided councils with a robust framework and has encouraged member development across the sector. This year we've reviewed the charter to make sure we're capturing current and future challenges so that councillors are able to shape debate whilst continuing to fulfil their role as the community representatives.

I would strongly encourage local areas to adopt the Member Development Charter and Charter Plus as a guide and a benchmark as part of your improvement journey. Every profession has continuing professional development at the heart of their improvement and so should we. The Member Development Charter and Charter Plus supports this continuing professional development for councillors by being a contract between the council and its councillors that commits to invest in councillors' growth and development.

Lord Gary Porter
LGA Chairman

Guidelines

There are three essential criteria to achieving the charter:

1. There is a clear commitment to councillor development and support
2. The council has a strategic approach to councillor development
3. Learning and development is effective in building councillor capacity.

Within each of these there are a number elements and requirements to demonstrate that the criteria are being met. These do not dictate what should be in the strategy, the nature of the content or the delivery mechanisms that should be used. The emphasis is on ensuring that all councillors are appropriately developed and supported so that they can be effective in their roles.

The following lists are intended to indicate the sorts of evidence that can be used to show that the council's approach to member development meets the charter criteria. Note that:

- There is no need to show all the evidence listed.
- This does not preclude the use of other evidence that may not be listed. The emphasis is on a local approach to a national framework.
- Some are likely to be stronger indicators than others.
- Some pieces of evidence may be applicable to more than one element and criteria.

Member Development Charter and Charter Plus: examples of evidence

Criterion 1. There is a clear commitment to councillor development and support

| | Elements | Requirements for Charter | Requirements for Charter Plus | Examples of evidence |
|------|---|--|---|---|
| 1.1. | Political and managerial leadership is committed to the development of councillors | <ul style="list-style-type: none"> • Clear commitment from the top political and managerial leadership • Established cross party councillor development task group (CDTG) that meets regularly • There is a clear councillor development strategy which is embedded into practice and regularly reviewed • Named councillor(s) and officer(s) responsible for councillor development | <ul style="list-style-type: none"> • Clear commitment from top political and managerial leadership to share development opportunities across local government tiers (including with parish and town councils) • Of a strategic approach to forward planning of councillor development | <ul style="list-style-type: none"> • Signed commitment to achieving the charter • Councillors are included in any liP Award questioning process • Strategies are in place to support councillor development • Cross party councillor development task group showing active involvement of councillors in the learning and development process |

Criterion 1. There is a clear commitment to councillor development and support

| | Elements | Requirements for Charter | Requirements for Charter Plus | Examples of evidence |
|-----|--|--|--|---|
| 1.2 | The council actively encourages citizenship and publicises the role of councillors as community leaders as part of promoting local democracy so as to encourage under-represented groups to become a councillor | <ul style="list-style-type: none"> The council holds a range of activities and events to encourage people to become councillors | <ul style="list-style-type: none"> The council takes action to encourage people to become councillors, particularly from under-represented groups and evaluates the impact and success of the activities Council provides information on the electoral process The council builds links with local businesses and employers to promote the role of the councillor | <ul style="list-style-type: none"> Local democracy week action plan, programme of activities and review Youth council Supports the LGA “Be a Councillor” campaign Citizenship links with local schools, colleges and universities Presentations at community forum events, and targeting under-represented groups, to promote the role of councillors Prospective councillor events, materials, role descriptions – recruitment packs ‘Day in the life of a councillor’ feature in newsletters |

Criterion 1. There is a clear commitment to councillor development and support

| | Elements | Requirements for Charter | Requirements for Charter Plus | Examples of evidence |
|------------|--|--|---|--|
| 1.3 | The council is committed to ensuring equal access to learning and development for all councillors | <ul style="list-style-type: none"> Statistical analysis of cultural and personal circumstances Timing of councillor development takes account of cultural and personal circumstances All councillors have equal access to councillor development The development programme includes a range of delivery methods to meet the different learning styles of councillors Councillors are regularly updated on councillor development activities | <ul style="list-style-type: none"> Impact of analysis of access is monitored, reviewed and actioned | <ul style="list-style-type: none"> Statistical evidence of attendance A range of learning and development options to meet individual needs are provided and promoted A range of communication methods eg internet/ intranet/ social media is used to inform of development opportunities Councillors confirm that action is taken to respond and to accommodate diversity of need The councillor development plan evidences flexibility and consideration of the timing of development events |
| 1.4 | The council has a designated budget for councillor development which is adequate to meet priority development needs | <ul style="list-style-type: none"> Budget is explicit and clearly identified and monitored | <ul style="list-style-type: none"> The budget is properly reviewed, set and prioritised by the cross party councillor development task group | <ul style="list-style-type: none"> Budget reports Information that informs councillors of the existence of the budget Minutes of meetings that shows councillors' involvement in setting and monitoring the budget Councillors confirm that the budget is sufficient to meet priority current and future development needs |

Criterion 1. There is a clear commitment to councillor development and support

| | Elements | Requirements for Charter | Requirements for Charter Plus | Examples of evidence |
|-----|--|---|---|--|
| 1.5 | Designated officer/s of the council have responsibility for coordinating councillor development | <ul style="list-style-type: none"> Appropriate and adequate officer resources are in place to support councillor development | <ul style="list-style-type: none"> Councillor development and support staff have their own skills development programme Councillor development and support staff are involved in regional and national learning networks to support CPD | <ul style="list-style-type: none"> Officer/s job descriptions Named officer/s in councillors' handbook or other information source that is distributed to councillors and officers Councillors are able to name the officer who supports their learning and development Those responsible for planning learning and development activities for councillors are able to demonstrate their understanding of learning and development in a political context Cross party member development task group terms of reference and active involvement of councillors in the learning and development process demonstrated |

Criterion 2. The council has a strategic approach to councillor development

| | Elements | Requirements for Charter | Requirements for Charter Plus | Examples of evidence |
|------------|--|--|--|---|
| 2.1 | The council has a councillor development strategy in place | <ul style="list-style-type: none"> The strategy is developed and monitored by the cross party member development task group Strategy identifies priority development needs and makes stated and clear links with council's corporate/strategic objectives The strategy is regularly reviewed (at least once every three years) by the cross party member development task group The strategy includes an induction process that is evaluated after each election | <ul style="list-style-type: none"> The cross party member development task group leads the evaluation of the strategy and implements improvements | <ul style="list-style-type: none"> A strategy is in place Notes of member development meetings showing monitoring and evaluation of the strategy Member development task group demonstrates their involvement in formulating the strategy Overview and scrutiny review of the effectiveness of the strategy Those involved in formulating the strategy can demonstrate how it links to the corporate/strategic objectives and the rationale behind stated priorities |
| 2.2 | The council has a structured process for regularly assessing councillors' individual learning and development needs based on focused objectives | <ul style="list-style-type: none"> A process exists to identify individual development needs in the form of a Training Needs Analysis (TNA) or Personal Development Plans (PDPs) and is working effectively | <ul style="list-style-type: none"> All councillors are offered PDPs and more than half of councillors take them up Council has a process for individual councillor reviews to reflect on strengths and support progression | <ul style="list-style-type: none"> Councillor role descriptions Training needs analysis Personal development plans Use of the LGA Political Skills Framework |

Criterion 2. The council has a strategic approach to councillor development

| | Elements | Requirements for Charter | Requirements for Charter Plus | Examples of evidence |
|-----|---|--|--|---|
| 2.3 | The various councillor roles are clearly defined and outline how they contribute to the achievement of community, political and council objectives | <ul style="list-style-type: none"> Councillors demonstrate an understanding of the skills and knowledge required in their ward and council wide roles Councillor role descriptions exist and are maintained for all key roles including the ward councillor Councillors are clear about what the council is trying to achieve and the key role they play in this as councillors | <ul style="list-style-type: none"> Role descriptions are used for the recruitment and selection of candidates and to identify and prioritise development needs Role descriptions are used to support succession planning Evidence that councillors are clear about: <ul style="list-style-type: none"> the role of partner bodies the role of other stakeholders their own role on partner bodies their own role in relation to other stakeholder bodies | <ul style="list-style-type: none"> Systems are in place to identify individual development and support needs Learning styles and training needs analysis Personal Development Plans link to function and corporate objectives Councillors are able to describe how learning and development activities have helped them to carry out their role and contribute to the achievement of the council's objectives |

Criterion 2. The council has a strategic approach to councillor development

| | Elements | Requirements for Charter | Requirements for Charter Plus | Examples of evidence |
|------|--|---|--|--|
| 2.4. | The council has a structured process for assessing current and future leadership and executive team development needs | <ul style="list-style-type: none"> • Structured process to assess current and future leadership development needs • A development plan is in place that supports the top political and management teams in learning about each other and working effectively together • Leadership development is used to support future succession planning | <ul style="list-style-type: none"> • Leaders, cabinet members and chairs have identified and undertaken development appropriate to their responsible area • A programme to develop the next generation of leaders is in place as part of the council's approach to succession planning | <ul style="list-style-type: none"> • Process in place to identify leadership requirements • Leadership Development Plans • 360 Degree Leadership Audits • Political leadership development programmes eg LGA Leadership Academy • Events that support councillor/officer team building • Joint events with executive and senior management • Succession planning strategies • Community leadership development programmes • The political leadership can describe actions taken to develop political leadership capacity • The political and managerial leadership can give examples of how they work together as a team |

Criterion 2. The council has a strategic approach to councillor development

| | Elements | Requirements for Charter | Requirements for Charter Plus | Examples of evidence |
|-----|---|---|---|---|
| 2.5 | There is a corporate councillor learning and development plan in place | <ul style="list-style-type: none"> • Councillor learning and development plan links to council's corporate objectives and the development of councillors • The councillor learning and development plan includes individuals, committees and political leadership needs | <ul style="list-style-type: none"> • The councillor development plan clearly prioritises learning and development that supports the corporate objectives | <ul style="list-style-type: none"> • Corporate councillor learning and development plan • The cross party councillor development task group are able to explain how learning and development activities are prioritised |

Criterion 3. Learning and development is effective in building capacity

| | Elements | Requirements for Charter | Requirements for Charter Plus | Examples of evidence |
|-----|--|---|--|---|
| 3.1 | Investment in learning and development is regularly evaluated in terms of the cost benefit and impact | <ul style="list-style-type: none"> Evaluation strategy is in place to analyse the cost and benefits of councillor development Political and managerial leadership display a good understanding of both the costs and benefits of development activities Councillors can describe why they did certain activities, what they learnt and what difference it has made to them carrying out their various roles as councillors | <ul style="list-style-type: none"> Evaluation strategy is in place to analyse the impact of councillor development activities Some form of impact assessment at the corporate and community level exists and is used to evaluate the impact of development (eg feedback from partners is actively sought) Case studies of how learning and development has impacted on individual and corporate performance | <ul style="list-style-type: none"> Evaluation strategy is in place and is effective Analysis of costs and benefits to the council from councillor learning and development Case studies of how learning and development has impacted on individual and corporate performance Notes of meetings, focus groups, questionnaires or interviews involving councillors evaluating the impact of their development on overall performance Political and managerial leadership display a good understanding of both the costs and benefits of development activities Political and managerial leadership can provide examples and evidence of the impact and benefits of councillor development |

Criterion 3. Learning and development is effective in building capacity

| | Elements | Requirements for Charter | Requirements for Charter Plus | Examples of evidence |
|-----|--|---|---|--|
| 3.2 | Learning is shared with other councillors and where appropriate, with officers and stakeholders to encourage capacity building in the council and a learning organisation culture | <ul style="list-style-type: none"> Knowledge and learning is shared with councillors' peers, officers and others | <ul style="list-style-type: none"> There is an effective process in place for disseminating, sharing and exchanging knowledge and learning | <ul style="list-style-type: none"> Examples of reports, briefing sessions, and information exchange systems used to capture and disseminate learning programmes of joint learning exchanges Councillor formal/informal mentoring arrangements Hosting case study visits Developing councillor champions for topic areas Councillors can give examples of how they have supported and learned from the development of others |

Criterion 3. Learning and development is effective in building capacity

| | Elements | Requirements for Charter | Requirements for Charter Plus | Examples of evidence |
|------------|---|--|--|--|
| 3.3 | The council demonstrates a commitment to an effective councillor learning and development programme by implementing improvements to learning and development activities as they are identified | <ul style="list-style-type: none"> Continuous improvement in the approach to developing councillors is identified and implemented | <ul style="list-style-type: none"> There are links to an evaluation strategy Evaluation outcomes inform change and drive continuous improvement A quality assurance process is in place | <ul style="list-style-type: none"> Written reviews of learning and development activities with recommendations for change Notes of meetings, reports, personal statements providing examples of improvements to learning activities Changes to development programmes and a rationale for the changes made Councillors can describe what has been done to improve the development activities Quality assurance process is in place and is effective |



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We consider requests on an individual basis.

REF 11.31

Charter for Member Development Assessment Report



Charter Type Name of Authority

Address of Authority Postcode

Contact Name Email Address

Date of Assessment Visit Start Time Finish Time

Name of Assessor 1 Organisation Position

Name of Assessor 2 Organisation Position

Name of Assessor 3 Organisation Position

Date of Formal Commitment

The Assessors are satisfied the evidence is: ☒ Valid ☒ Authentic ☒ Current ☒ Sufficient

Has Charter status been awarded? ☒ Yes Valid until: ☐ No Re-assess by:

Signature (at least one of the visiting Assessors should sign) Date

Representatives met during the Assessment visit

| Name | Role |
|--------------------|-----------------|
| Cllr Clive Eginton | Leader |
| Stephen Walford | Chief Executive |
| Sally Gabriel | Principal MSO |
| Cllr Peter Heal | Chair of CDG |
| | |
| | |

| Name | Role |
|--------------------------|------------|
| Cllr Bob Evans | Councillor |
| Cllr Frank Letch | Councillor |
| Cllr Mrs Elizabeth Slade | Councillor |
| | |
| | |

Summary Comments

Areas of Good Practice (particularly where there is evidence of a sustainable approach, embedded activities and innovative practice)

The same Assessment Team visited as had undertaken the 2014 reassessment, the team were impressed by the progress they found in the three years since their last visit. It seemed clear that the importance of ongoing Member Development was well embedded within the organisation and there was a strong commitment to this by both Councillors and Officers. The relationship between Councillors and officers seemed to have strengthened, from a good base, and there was clear commitment to moving the organisation forward. The Leader described Mid Devon District Council as no longer them and us but “one team working together”. We also heard from Councillors that the new Chief Executive was more than happy to meet with Councillors and offer them support.

Once again we found a cross-party commitment to Member Development and no indications that budgetary pressures had reduced the ability to access development. A real strength of the Council is the take-up of Personal Development interviews by Councillors – with 30 members revisiting their PDPs last year (71%).

There was evidence of evaluation taking place and comments from Members being reflected in changed practice. One good example was the in-house session on Planning provided by officers which Councillors told us was excellent in helping them to work with their Parishes and being able to explain the importance of following the planning rules and having well founded decision making.

In the previous assessment report the team had been impressed by the Policy Development Groups and how they were being used to shape and develop policy ideas for the Cabinet and how this was helping with Councillor engagement and development of skills in the wider Council, we remain impressed by this approach.

A new initiative that we were also impressed by was the first attempt to deliver a development session via video conferencing so that one group of Councillors could be in Tiverton and the other in Crediton (or in future wherever is deemed appropriate). This approach had, as would be expected with technology, some teething problems but overall had worked well and we would encourage Mid Devon to persevere with this approach to delivering.

We also heard very positive examples of officers and Councillors developing informally together through the Ward Walks programme. This had helped develop links with officers but also provided the opportunity to discuss a range of issues affecting the Ward at an early stage. It was seen as a positive way of developing in a more informal way.

Since our last visit Mid Devon has started to grasp the social media “challenge”, in the run up to the assessment we had noticed how the Council was using Twitter more effectively to engage with its community and was encouraging democratic engagement through promoting voter registration. There are specific Councillor pages on Facebook and the web. We picked up that Twitter use was up by 243% and Facebook up by 184% last year (according to the Chief Executive’s twitter account).

We thought the Member Services team taking on responsibility for parish liaison could be a really positive step forward in helping to offer parishes access to appropriate development opportunities and potentially delivering a better relationship and better outcomes between the two tiers within the district. Joint training with parishes and others seems to have been pursued as a good way forward at a time of tight budgets, we also welcomed the recognition that sometimes training outside the Devon “patch” could be useful in networking and learning from others – whether it be events in London or elsewhere in the South West.

Overall we were impressed by Mid Devon’s strong commitment to ensuring their Councillors are well supported and are able to improve their skills. We felt the Council was very close to the Member Charter Plus Standard.

Specific Action Points (to be completed where Charter status has not been approved at the initial visit)

Not applicable

Development Advice

There are no major development areas but some areas that Mid Devon may want to consider for further improvement have been identified by the assessment team, including:

1. The Council recognises the need to revitalise the Member Buddying scheme which appears not to have been effective after the last election (the officer buddy scheme in comparison seems to have worked well)
2. The PDGs appear to be working well but the team felt there might be a need for some focussed development support to Councillors on refining their challenge and strategic thinking skills.
3. The assessment team found it difficult to find clarity about how the PDGs, Scrutiny Committees and other committees fitted together – there seems to be a lot of committees to support and there may be a good rationale for the existence of all these but the team did not hear this articulated.
4. In terms of preparation for achieving Charter +, the assessment team would advise Mid Devon to focus on areas such as:
 - How social media might be used to reach under-represented groups to become Councillors (1.2)
 - Using personal development discussions to identify development appropriate to leaders, cabinet members and chairs and succession planning to develop the next generation of leaders (2.4)
 - Methods for Councillor profiling and gathering statistical evidence (and benchmarking against national Councillor census) such as (1.3):
 - i. Average length of Councillor service
 - ii. Average number of committees or sub-committees participated in
 - iii. %age of members who are on other public bodies such as parish/town councils, another local authority, fire authority, police & crime panel, national park authority etc
 - iv. %age of Councillors engaging in one or more formal training opportunity
 - v. %age of Councillors by gender, ethnicity, long-term health or disability, with caring responsibilities
 - vi. %age retired/full-time employment/self-employed/part-time
 - vii. Average age and %age under 45 and over 70

Standards

| Commitment to Councillor development | | |
|--------------------------------------|--|-----|
| 1.1 | Political and managerial leadership is committed to the development of Councillors | Yes |
| 1.2 | The council actively encourages citizenship and publicises the role of councillors as community leaders as part of promoting local democracy so as to encourage underrepresented groups to become a councillor | Yes |
| 1.3 | The council is committed to ensuring equal access to learning and development for all councillors | Yes |
| 1.4 | The council has a designated budget for councillor development which is adequate to meet priority development needs | Yes |
| 1.5 | Designated officer/s of the council have responsibility for coordinating councillor development | Yes |

Comments

The team had no doubt about the clear commitment to ongoing development and support for Councillors and that there was evidence of a sufficient budget to enable access to learning and development by all. The assessment team were given strong messages about the Councillors leading the strategy *"At the end of the day it has to be member-led as we have to vote for the budget to pay for it"*.

We saw the signed commitment to being reaccredited as a Charter authority. We also saw evidence of the cross party Councillor Development Group meeting regularly.

There was evidence of the council encouraging engagement and promoting democracy – on Twitter they have been active in promoting the campaign on voting in the forthcoming County Council elections. We also noted their support for "Be a Councillor" and no doubt they will be promoting this more vigorously closer to the next district elections.

As noted above we were impressed that the Council had responded to concerns from some Councillors about the difficulty of attending training and as a result have piloted a two-site delivery approach for Dementia training which had been very well received. Councillors stated this was *"very good and we need to do more of it"*. We would encourage further development of this and also continued thought to be given to how best to meet individual Councillor needs, particularly thinking about any new intake following the next election.

The officer team supporting Councillor development continues to be highly regarded by Members. There appears to have been a substantial improvement across the board in terms of the organisation working as *"one team"* as mentioned above and Councillors feeling able to raise issues and *"be listened to by officers – we can now have a good discussion"*. Councillors stated they have a *"close working relationship with officers"* and *"we are very much a team working together"*. The member support team comes in for particular praise by Councillors with comments including *"Member services are excellent"* *"nothing is ever too much trouble"* (interestingly a comment we heard last time round as well).

| Strategic approach to Councillor development | | |
|--|--|-----|
| 2.1 | The council has a councillor development strategy in place | Yes |
| 2.2 | The council has a structured process for regularly assessing councillors' individual learning and development needs based on focused objectives | Yes |
| 2.3 | The various councillor roles are clearly defined and outline how they contribute to the achievement of community, political and council objectives | Yes |
| 2.4 | The council has a structured process for assessing current and future leadership and executive team development needs | Yes |
| 2.5 | There is a corporate councillor learning and development plan in place | Yes |

Comments

We were presented with evidence of a strategy being in place for Councillor development. In particular we heard about the plans to review the previous induction process and make further improvements. We heard from a new Councillor about the positive experience of induction and we heard from another Councillor who was in their second term and had dipped into the most recent one and found it much improved. One Councillor commented *"I have every confidence that the organisation is moving forward to an even better induction process"*. As noted above we would recommend a revitalisation of the buddying programme in time for the next induction.

The take up of one-to-one development plan discussions is one of the really positive examples of the commitment to Councillor Development. One of the Councillors we interviewed reported her experience of the discussions as being really positive and covering any ground that seemed appropriate – as a result the Councillor had attended a couple of courses which had been really helpful. They had felt encouraged to develop and *"feel very supported"* to do their job. Some of the Councillors we interviewed had not undertaken the PDP refresher process – we didn't see this as a particular problem although there felt to be an element of *"I have done the job for a while so know what needs doing"* - care needs to be taken that all Councillors are encouraged to keep learning and developing new skills given the constant changing local government environment.

The team was also impressed by the fact that the role of Councillors is set out within the constitution, where it is made clear that Councillors not only had a role representing their Ward but also have to work to represent the interests of the whole community and wider council.

Whilst there was a clear corporate commitment to development we did have some remaining uncertainty about the strategic linkages between corporate priorities and member development and how strategically decisions would be made on councillor development spend if there were increased budget pressures.

| Learning and development is effective in building capacity | | |
|---|--|-----|
| 3.1 | Investment in learning and development is regularly evaluated in terms of the cost benefit and impact | Yes |
| 3.2 | Learning is shared with other councillors and where appropriate, with officers and stakeholders to encourage capacity building in the council and a learning organisation culture | Yes |
| 3.3 | The council demonstrates a commitment to an effective councillor learning and development programme by implementing improvements to learning and development activities as they are identified | Yes |

Comments

There was evidence of a continuing improvement in the way that development is evaluated. There was good evidence of Councillors being asked for their views after an event to assess potential improvements and also evidence of officers asking for ideas about how to increase engagement. We heard of an example with Planning training where this had helped a Councillor in terms of engaging and supporting a Parish Council discussion and, in his view, producing better outcomes as a result.

Some examples of training with a positive outcome on individuals were described such as: Public Speaking, Speech Writing, Personal Safety, Speedreading and 21st Century Councillor event.

The weekly information sheet for Members WIS continues to be seen as a really useful publication in terms of sharing information. We also heard from Councillors how they share information from events they attended outside Mid Devon. This was an area which can be further developed.

We heard about the member services team now supporting work with parishes and we agree that this could be an excellent opportunity to build shared capacity. There was also evidence of sharing learning with other partners and Councillors visiting other authorities to learn from innovations elsewhere.

SCRUTINY COMMITTEE 22 MAY 2017:

PERFORMANCE AND RISK FOR 2016-17

Cabinet Member Cllr Margaret Squires
Responsible Officer Director of Corporate Affairs & Business Transformation,
Jill May

Reason for Report: To provide Members with an update on performance against the corporate plan and local service targets for 2016-17 as well as providing an update on the key business risks.

RECOMMENDATION: That the Committee reviews the Performance Indicators and Risks that are outlined in this report and feeds back any areas of concern to 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 Appendices 1-5 provide Members with details of performance against the Corporate Plan and local service targets for the 2016-17 financial year.
- 1.2 When benchmarking information is available it is included.
- 1.3 Appendix 6 shows the higher impact risks from the Corporate Risk Register. This includes Operational and Health & Safety risks where the score meets the criteria for inclusion. See 3.0 below.
- 1.4 Appendix 7 shows the risk matrix for the Council.
- 1.5 All appendices are produced from the Corporate Service Performance And Risk Management system (SPAR).

2.0 Performance

Environment Portfolio - Appendix 1

- 2.1 The **Residual household waste per household (measured in Kilograms)** and **% of household waste reused, recycled and composted** are both above target and have been all year. March figures are not yet available from Devon County Council. The **Net annual cost of waste service per household** is also above target.
- 2.2 Most of the PIs are above target with only 2 showing below target: **% of missed collections reported (refuse and organic)**; which is only marginally above target. **Number of Households on Chargeable Garden Waste**; sales/renewals have steadily increased since December 2016 and it is hoped that this will continue through the spring. Although the target hasn't been achieved a saving of £500k has been achieved.
- 2.3 There is an annual performance indicator: **to improve energy efficiency and continue to reduce consumption by 0.5% post degree day adjustment** this is below target this year, the degree day allowance is less than the previous year and an indication that more people are using the facilities; an overall benefit to the Council.

Homes Portfolio - Appendix 2

- 2.4 Due to issues with the building contractor, there have been no new Council Houses built in 2016/17. However, a new contract has been agreed with a different supplier, and they have given completion dates on the outstanding projects in Birchen Lane and Palmerston Park, as 17/11/17 and 18/05/18 respectively.
- 2.5 The **Percentage of Properties with a Valid Gas Safety Certificate** has fallen below 100% as there are currently 3 properties where tenants are refusing access to the Council. However, all the cases have been referred to Legal services to obtain access.
- 2.6 The performance indicators for Rents show that the service has performed very well once again and the **Rent Collected as a Proportion of Rent Owed** was over 100% for the fourth consecutive month in March 2017.
- 2.7 **Rent Arrears as a Proportion of Annual Rent Debit** in March 2017 were 0.60%, against a target of 1% which is encouraging as it shows arrears have steadily reduced compared to the figures in January (0.95%) and February (0.94%).
- 2.8 Following a major exercise by the Private Sector Housing team of inspecting all those properties that had been empty for 2 years or more, a new revised **empty homes** plan was implemented from September 2016. This has proven to be extremely successful with 33 empty homes being brought back into use, against an annual target of 15 for 2016/17.

Economy Portfolio - Appendix 3

- 2.1 As this was the first year for the Economy PDG, we are continuing to consider what measures best reflect the Corporate Plan targets but existing metrics are included in Appendix 1.
- 2.2 For **empty shops**, which were counted at the start of quarter Q4, for all three towns the number went down to the same as at the same quarter last year, all three PIs also met or were better than target. However in April 2017 this position has deteriorated.
- 2.3 There will be statistics to reflect the general state of MDDC's economy available from time to time.

Community Portfolio - Appendix 4

- 2.9 **Compliance with food safety law** is just below the target for 90% of premises being rated 4 or above under the Food Hygiene Rating Scheme.
- 2.10 The results for leisure are mixed.

Corporate - Appendix 5

- 2.11 The **working days lost due to sickness** is lower than target.
- 2.12 The **Response to FOI requests** remains on target compared to being 'well below target' for 2015/16 which was due to a vacancy.
- 2.13 The **Performance Planning Guarantee determined within 26 weeks** was below target but **applications determined within 13 weeks** were well above the required target.
- 2.14 The PIs for Customer First are all on target or above with both visitors to Phoenix House and digital payments remaining steady.
- 2.15 The **Local Plan** was submitted to the Inspector on time.

3.0 Risk

- 3.1 The Corporate risk register is reviewed by Management Team (MT) and updated, risk reports to committees include risks with a total score of 10 or more. (Appendix 6)
- 3.2 Appendix 7 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 Committee reviews the performance indicators and any risks that are outlined in this report and feeds back any areas of concern to Cabinet.

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

Circulation of the Report: Management Team and Cabinet Member

Corporate Plan PI Report Environment

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

Key to Performance Status:

Performance Indicators:

No Data

Well below
target

Below target

On target

Above target

Well above
target

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

| Corporate Plan PI Report Environment | | | | | | | | | | | | | | | | | | |
|---|-----------------------|------------------|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------------|---------------------------------|---|
| Priorities: Environment | | | | | | | | | | | | | | | | | | |
| Aims: Increase recycling and reduce the amount of waste | | | | | | | | | | | | | | | | | | |
| Performance Indicators | | | | | | | | | | | | | | | | | | |
| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of Service / Manager | Officer Notes |
| <u>Residual household waste per household (measured in Kilograms)</u> | 329.42 (3/4) | 424.08 | 421.00 | 0.00 | 0.00 | 95.36 | 0.00 | 0.00 | 183.10 | 211.13 | 242.85 | 273.41 | 305.85 | 333.88 | | 333.88 (11/12) | Stuart Noyce | (April - March) March figure not yet available. (SK) |
| <u>% of Household Waste Reuse, Recycled and Composted</u> | 50.9% (3/4) | 50.6% | 52.0% | | | 55.9% | | | 56.2% | 55.8% | 55.3% | 53.7% | 53.6% | 52.7% | | 52.7% (11/12) | Stuart Noyce | (March) March figure not yet available. (SK) |
| <u>Net annual cost of waste service per household</u> | £60.88 | £60.88 | £58.17 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | £56.37 | £56.37 | Stuart Noyce | (2016 - 2017) Figure based on current outturn and maybe subject to change up until the accounts are finalised. (SK) |
| <u>Number of Households on Chargeable Garden Waste</u> | 7,021 | 7,021 | 10,000 | 0 | 0 | 8,431 | 0 | 0 | 8,533 | 8,615 | 8,298 | 8,280 | 8,327 | 8,409 | 8,536 | 8,536 | Stuart Noyce | (March) Some customers have waited until April to renew their permit. Same number of customers as previous year despite delays in renewal. 10,000 target was based on lower price. £500k saving has been achieved. (SN) |
| <u>% of missed collections reported (refuse and organic waste)</u> | 0.02% | 0.02% | 0.03% | | | 0.03% | | | 0.03% | 0.03% | 0.03% | 0.03% | 0.04% | 0.04% | 0.04% | 0.04% | Stuart Noyce | (March) still slightly above target by 0.01%. This is due to staff changes and route knowledge in service. (SN) |
| <u>% of Missed Collections logged (recycling)</u> | 0.12% | 0.12% | 0.03% | | | 0.04% | | | 0.04% | 0.03% | 0.03% | 0.03% | 0.03% | 0.03% | 0.03% | 0.03% | Stuart Noyce | (March) Much improved on previous year after |

| Corporate Plan PI Report Environment | | | | | | | | | | | | | | | | | | |
|---|-----------------------|------------------|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------------|---------------------------------|---------------------------------------|
| Priorities: Environment | | | | | | | | | | | | | | | | | | |
| Aims: Increase recycling and reduce the amount of waste | | | | | | | | | | | | | | | | | | |
| Performance Indicators | | | | | | | | | | | | | | | | | | |
| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of Service / Manager | Officer Notes |
| | | | | | | | | | | | | | | | | | | roll out of new scheme. (SN) |

| Aims: Reduce our carbon footprint | | | | | | | | | | | | | | | | | | |
|---|-----------------------|------------------|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------------|---|---|
| Performance Indicators | | | | | | | | | | | | | | | | | | |
| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of to Service / Date Manager | Officer Notes |
| <u>To improve energy efficiency and continue to reduce consumption by 0.5% post degree day adjustment</u> | 3.4% | 3.4% | 0.5% | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | -2.9% | -2.9% | Andrew Busby | (2016 - 2017) Degree day allowance is less than the previous year and an indication that more people are using the facilities (an overall benefit to the authority). (SK) |

| Aims: Protect the natural environment | | | | | | | | | | | | | | | | | | |
|--|-----------------------|------------------|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------------|---|---------------|
| Performance Indicators | | | | | | | | | | | | | | | | | | |
| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of to Service / Date Manager | Officer Notes |
| <u>Number of Fixed Penalty Notices (FPNs) Issued (Environment)</u> | 21 | 21 | n/a | 0 | 0 | 2 | 2 | 2 | 5 | 5 | 5 | 7 | 8 | 9 | 10 | 10 | Stuart Noyce | |

Corporate Plan PI Report Homes

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

Key to Performance Status:

Performance Indicators:

No Data

Well below
target

Below target

On target

Above target

Well above
target

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

Corporate Plan PI Report Homes

Priorities: Homes

Aims: Build more council houses

Performance Indicators

| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of Service / Date Manager | Officer Notes |
|-----------------------------|--------------------------|---------------------|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------|--------------------------------------|--|
| <u>Build Council Houses</u> | 14 | 14 | 30 | n/a | n/a | 0 | n/a | n/a | 0 | n/a | n/a | 0 | n/a | n/a | 0 | 0 | Nick Sanderson | (Quarter 4) New contractor, Enelco Building Contractors (EBC) will take site possession of Palmerston Park and Birchen Lane on 22/05/17. the completion date for 4 Houses in Birchen Lane is 17/11/17 and for 26 houses at Palmerton Park it is 18/05/18. (AB) |

Aims: Facilitate the housing growth that Mid Devon needs, including affordable housing

Performance Indicators

| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of Service / Date Manager | Officer Notes |
|--|--------------------------|---------------------|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------|--------------------------------------|---|
| <u>Number of affordable homes delivered (gross)</u> | 27 | 27 | 80 | n/a | n/a | 16 | n/a | n/a | 19 | n/a | n/a | 27 | n/a | n/a | 49 | 49 | Angela Haigh | (Quarter 1 - 4) The target was not met this year due to the stalling or delay on a number of residential developments. (AH) |
| <u>Deliver 15 homes per year by bringing Empty Houses into use</u> | 8 | 8 | 15 | 0 | 1 | 2 | 3 | 5 | 5 | 5 | 10 | 17 | 21 | 25 | 33 | 33 | Simon Newcombe | |

Aims: Other

Performance Indicators

| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of Service / Date Manager | Officer Notes |
|-------|--------------------------|---------------------|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------|--------------------------------------|---------------|
| | | | | | | | | | | | | | | | | | | |

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Print Date: 08 May 2017 12:06

Corporate Plan PI Report Homes

Priorities: Homes

Aims: Other

Performance Indicators

| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of Service / Manager | Officer Notes |
|---|--------------------|---------------|----------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------------|------------------------------|---|
| <u>Local Plan Review</u> | n/a | n/a | | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | Yes | Yes | Jenny Clifford | |
| <u>Number of Successful Homelessness Prevention Cases</u> | 295 | 295 | No Target - for information only | n/a | n/a | 70 | n/a | n/a | 136 | n/a | n/a | 224 | n/a | n/a | 295 | 295 | Angela Haigh | |
| <u>% Decent Council Homes</u> | 100.0% | 100.0% | 100.00% | 99.93% | 100.00% | 100.00% | 100.00% | 99.97% | 99.97% | 99.97% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | Angela Haigh, Nick Sanderson | |
| <u>% Properties With a Valid Gas Safety Certificate</u> | 99.9% | 99.9% | 100.00% | 99.86% | 99.78% | 99.91% | 99.87% | 99.82% | 99.96% | 99.68% | 99.95% | 99.95% | 99.95% | 99.95% | 99.86% | 99.86% | Angela Haigh | (March) As at 31 March 2017 there were three properties for which we did not have a valid gas certificate. All these cases were due to tenants not allowing us access and are currently with Legal Services who are trying to obtain access. (AH) |
| <u>Rent Collected as a Proportion of Rent Owed</u> | 99.7% | 99.7% | 100.00% | 95.52% | 96.76% | 97.31% | 97.77% | 99.76% | 99.56% | 99.66% | 99.67% | 100.52% | 100.05% | 100.08% | 100.18% | 100.18% | Angela Haigh | |
| <u>Rent Arrears as a</u> | 0.7% | 0.7% | 1.00% | 0.87% | 1.00% | 1.04% | 1.08% | 0.10% | 1.02% | 1.00% | 1.00% | 0.70% | 0.95% | 0.94% | 0.60% | 0.60% | Angela Haigh | |

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| Corporate Plan PI Report Homes | | | | | | | | | | | | | | | | | | |
|---|--------------------|---------------|----------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------------|---------------------------|---------------|
| Priorities: Homes | | | | | | | | | | | | | | | | | | |
| Aims: Other | | | | | | | | | | | | | | | | | | |
| Performance Indicators | | | | | | | | | | | | | | | | | | |
| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of Service / Manager | Officer Notes |
| <u>Proportion of Annual Rent Debit</u> | | | | | | | | | | | | | | | | | | |
| <u>Dwelling rent lost due to voids</u> | 0.75% | 0.75% | no target - for information only | 0.7% | 0.7% | 0.7% | 0.7% | 0.6% | 0.6% | 0.6% | 0.6% | 0.6% | 0.5% | 0.5% | 0.5% | 0.5% | Angela Haigh | |
| <u>Average Days to Re-Let Local Authority Housing</u> | 15.5days | 15.5days | 16.0days | 21.9days | 19.4days | 18.3days | 18.0days | 17.6days | 17.3days | 16.6days | 16.6days | 16.5days | 16.4days | 15.8days | 15.7days | 15.7days | Angela Haigh | |

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Corporate Plan PI Report Economy

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

Key to Performance Status:

Performance Indicators:

No Data

Well below
target

Below target

On target

Above target

Well above
target

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

Corporate Plan PI Report Economy

Priorities: Economy

Aims: Attract new businesses to the District

Performance Indicators

| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of Service / Manager | Officer Notes |
|---|--------------------------|---------------------|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------|---------------------------------|---------------|
| <u>Number of business rate accounts</u> | 2,872 | 2,872 | 2,850 | 2,860 | 2,863 | 2,868 | 2,864 | 2,870 | 2,880 | 2,880 | 2,889 | 2,899 | 2,906 | 2,923 | 2,930 | 2,930 | John Chumbley | |

Aims: Focus on business retention and growth of existing businesses

Performance Indicators

| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of Service / Manager | Officer Notes |
|---|--------------------------|---------------------|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------|---------------------------------|--|
| <u>Number of Apprentices starts at MDDC</u> | 13 | 13 | 9 | 0 | 0 | 1 | 1 | 1 | 1 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | Jill May | (June) Government target proposed is 2.3% of FTEs from 1 April 2017 (SK) |

Aims: Improve and regenerate our town centres

Performance Indicators

| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of Service / Manager | Officer Notes |
|---|--------------------------|---------------------|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------|---------------------------------|---|
| <u>Increase in Car Parking Vends</u> | n/a | n/a | | 0 | 0 | 129,488 | 0 | 0 | 159,929 | 53,786 | 52,876 | 55,112 | 48,951 | 48,066 | | 48,066 (11/12) | Andrew Jarrett | (March) Still waiting on these as closing the accounts takes priority (JN) |
| <u>Tiverton Town Centre Masterplan</u> | n/a | n/a | | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | No | No | Jenny Clifford | (2016 - 2017) The masterplan was delayed due to a corporate decision to expand its remit. Progress is now being made with consultants WYG. It is proposed that the masterplan SPD will be adopted by the end of the year. (CY) |
| <u>The Number of Empty Shops (TIVERTON)</u> | 16 | 16 | 18 | n/a | n/a | 18 | n/a | n/a | 17 | n/a | n/a | 18 | n/a | n/a | 16 | 16 | John Bodley- Scott | (Quarter 4) 16 out of 231 making a vacancy rate of 6.5% (JB) |
| <u>The Number of Empty Shops (CREDITON)</u> | 7 | 7 | 8 | n/a | n/a | 9 | n/a | n/a | 7 | n/a | n/a | 8 | n/a | n/a | 7 | 7 | John Bodley- Scott | (Quarter 4) 7 out of 117 units making a vacancy rate of 6.0% (Jan 2017) |

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Corporate Plan PI Report Economy**Priorities: Economy****Aims: Improve and regenerate our town centres****Performance Indicators**

| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of Service / Manager | Officer Notes |
|---|--------------------------|---------------------|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------------|---------------------------------|--|
| The Number of Empty Shops (CULLOMPTON) | 8 | 8 | 8 | n/a | n/a | 10 | n/a | n/a | 10 | n/a | n/a | 10 | n/a | n/a | 8 | 8 | John Bodley-Scott | (JB) (Quarter 4) 8 out of 84 units making a vacancy rate of 9.5% (Jan 2017) (JB) |

Aims: Other**Performance Indicators**

| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of Service / Manager | Officer Notes |
|---|--------------------------|---------------------|----------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------------|---------------------------------|---------------|
| Local Plan Review | n/a | n/a | | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | Yes | Yes | Jenny Clifford | |
| Funding awarded to support economic projects | n/a | n/a | No target - for information only | n/a | n/a | £53,092 | n/a | n/a | £56,842 | n/a | n/a | £56,842 | n/a | n/a | | £56,842 (3/4) | John Bodley-Scott | |

Corporate Plan PI Report Community

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

Key to Performance Status:

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

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

| Corporate Plan PI Report Community | | | | | | | | | | | | | | | | | |
|---|--------------------|---------------|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------------|----------------------------|
| Priorities: Community | | | | | | | | | | | | | | | | | |
| Aims: Promote physical activity, health and wellbeing | | | | | | | | | | | | | | | | | |
| Performance Indicators | | | | | | | | | | | | | | | | | |
| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of Service / Manager |
| Total number of users is at least 900,000 | 824,612 | 824,612 | 900,000 | 79,389 | 157,532 | 236,901 | 314,077 | 383,003 | 463,739 | 545,267 | 631,504 | 690,620 | 780,484 | 864,034 | 941,733 | 941,733 | Jill May |
| Operational Recovery Rate | 87.52% | 87.52% | 88% | 84% | 84% | 84% | 83% | 83% | 83% | 82% | 83% | 84% | 87% | 87% | 86% | 86% | Lee Chester, Karen Sparkes |
| Adult Zest Members | n/a | n/a | 3,800 | 3,612 | 3,546 | 3,607 | 3,460 | 3,459 | 3,418 | 3,350 | 3,269 | 3,248 | 3,260 | 3,294 | 3,289 | 3,289 | Lee Chester, Karen Sparkes |
| Junior Zest Members | n/a | n/a | 2,450 | 2,495 | 2,460 | 2,444 | 2,349 | 2,301 | 2,344 | 2,357 | 2,340 | 2,326 | 2,417 | 2,409 | 2,448 | 2,448 | Lee Chester, Karen Sparkes |
| Attrition Adult Members | n/a | n/a | 4.50% | 4.48% | 4.88% | 6.01% | 6.59% | 4.94% | 9.31% | 6.90% | 5.83% | 4.52% | 7.36% | 5.74% | 6.96% | 6.96% | Lee Chester, Karen Sparkes |
| Attrition Junior Members | n/a | n/a | 5.00% | 4.05% | 3.41% | 4.58% | 4.43% | 4.13% | 4.74% | 4.41% | 2.95% | 3.31% | 2.91% | 2.76% | 3.02% | 3.02% | Lee Chester, Karen Sparkes |
| Introduce Trimtrails across the District | n/a | n/a | 1 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 0 | 0 | Jill May, Simon Newcombe |

| Aims: Other | | | | | | | | | | | | | | | | | |
|--|--------------------|---------------|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------------|---------------------------|
| Performance Indicators | | | | | | | | | | | | | | | | | |
| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of Service / Manager |
| Number of social media communications MDDC send out | n/a | n/a | For information only | 117 | 115 | 67 | 86 | 87 | 95 | 190 | 342 | 293 | 269 | 192 | 191 | 191 | Liz Reeves |
| Number of web hits per month | 0 | 0 | For information only | 9,196 | 9,261 | 9,523 | 9,389 | 15,986 | 26,856 | 26,432 | 26,296 | 22,671 | 33,752 | 25,284 | 28,543 | 28,543 | Liz Reeves |
| Local Plan Review | n/a | n/a | | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | Yes | Yes | Jenny Clifford |
| Compliance with food safety law | n/a | n/a | 90% | 90% | 91% | 91% | 90% | 91% | 91% | 90% | 90% | 90% | 90% | 89% | 89% | 89% | Simon Newcombe |

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Corporate Plan PI Report Corporate

Monthly report for 2016-2017

Arranged by Aims

Filtered by Aim: Priorities Delivering a Well-Managed Council
For MDDC - Services

Key to Performance Status:

Performance Indicators:

No Data

Well below
target

Below target

On target

Above target

Well above
target

*

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

Corporate Plan PI Report Corporate

Priorities: Delivering a Well-Managed Council

Aims: Put customers first

Performance Indicators

| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of Service / Manager | Officer Notes |
|---|--------------------|---------------|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------------|---------------------------|---|
| % of complaints resolved w/in timescales (10 days - 12 weeks) | 95% | 95% | 90% | 0% | 0% | 94% | 94% | 94% | 92% | 93% | 93% | 93% | 93% | 93% | 92% | 92% | Liz Reeves | (January) one complaint with legal services manager - the rest resolved within timescale (RT) |
| Number of Complaints | 95 | 95 | For information only | 55 | 26 | 25 | 16 | 30 | 27 | 26 | 20 | 16 | 20 | 35 | 21 | 21 | Liz Reeves | (January) 22 complaints 1x test & 1x duplicate so only recording 20 (RT) |
| Planning Applications: over 13 weeks old | 40 | 40 | 45 | n/a | n/a | 37 | n/a | n/a | 39 | n/a | n/a | 33 | n/a | n/a | 29 | 29 | Jenny Clifford | |
| New Performance Planning Guarantee determine | 97% | 97% | 100% | n/a | n/a | 93% | n/a | n/a | 97% | n/a | n/a | 98% | n/a | n/a | 98% | 98% | Jenny Clifford | |

Corporate Plan PI Report Corporate

Priorities: Delivering a Well-Managed Council

Aims: Put customers first

Performance Indicators

| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of Service / Manager | Officer Notes |
|--|--------------------|---------------|----------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------------|---------------------------|---|
| <u>within 26 weeks</u> | | | | | | | | | | | | | | | | | | |
| <u>Major applications determined within 13 weeks (over last 2 years)</u> | n/a | n/a | 50% | n/a | n/a | 51% | n/a | n/a | 66% | n/a | n/a | 71% | n/a | n/a | 74% | 74% | None | |
| <u>Response to FOI Requests (within 20 working days)</u> | 84% | 84% | 90% | 95% | 98% | 97% | 97% | 96% | 97% | 96% | 95% | 94% | 94% | 94% | 94% | 94% | Liz Reeves | (March) (LR) |
| <u>Working Days Most Due to Sickness Absence</u> | 8.12days | 8.12days | 8.00days | 0.00days | 0.00days | 1.71days | 1.71days | 1.71days | 3.73days | 4.50days | 5.17days | 5.83days | 6.64days | 7.39days | 7.89days | 7.89days | Jill May | |
| <u>% total Council tax collected - monthly</u> | 98.12% | 98.12% | 98.50% | 11.33% | 20.55% | 29.70% | 38.70% | 47.82% | 56.94% | 66.81% | 76.20% | 85.05% | 94.05% | 97.23% | 98.10% | 98.10% | John Chumbley | |
| <u>% total NNDR collected - monthly</u> | 99.10% | 99.10% | 99.20% | 12.42% | 19.96% | 33.96% | 42.37% | 49.64% | 61.48% | 71.40% | 76.81% | 84.78% | 92.87% | 99.59% | 102.43% | 102.43% | John Chumbley | |
| <u>Number of visitors per month < 4,000</u> | 4,191 | 4,191 | 4,000 | 2,843 | 2,940 | 3,014 | 2,906 | 2,883 | 2,890 | 2,906 | 2,906 | 2,813 | 2,797 | 2,738 | 2,761 | 2,761 | Liz Reeves | |
| <u>Satisfaction with front-line services</u> | 80.75% | 80.75% | 80.00% | 82.35% | 78.57% | 75.68% | 81.25% | 81.67% | 80.56% | 81.40% | 82.00% | 82.86% | 82.46% | 80.15% | 81.58% | 81.58% | Liz Reeves | |
| <u>Number of Digital payments</u> | 43,087 | 43,087 | For information only | 5,628 | 11,894 | 17,622 | 23,513 | 29,062 | 34,858 | 42,473 | 49,804 | 54,711 | 60,034 | 64,525 | 69,567 | 69,567 | Liz Reeves | (September) Includes Internet, customer assisted & touch tone payments - internet |

| Corporate Plan PI Report Corporate | | | | | | | | | | | | | | | | | | |
|---|--------------------|---------------|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------------|---------------------------|--|
| Priorities: Delivering a Well-Managed Council | | | | | | | | | | | | | | | | | | |
| Aims: Put customers first | | | | | | | | | | | | | | | | | | |
| Performance Indicators | | | | | | | | | | | | | | | | | | |
| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of Service / Manager | Officer Notes |
| | | | | | | | | | | | | | | | | | | payments include figures from the online submission form (increasing figures by approx. 5k per month) (RT) |

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Risk Report Appendix 6

Report for 2016-2017

Filtered by Flag: Include: * CRR 5+ / 15+

For MDDC - Services

Filtered by Performance Status: Exclude Risk Status: Low

Not Including Risk Child Projects records or Mitigating Action records

Key to Performance Status:

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

Risk Report Appendix 6

Risk: Dangerous Equipment Risks associated with using powered equipment and machinery or that which has moving parts eg fans, woodworking machines, abrasive wheels. Also risks with using powered portable tools eg electric drill, off-hand grinders as well as manual tools eg knife, guillotine. There are risks that some equipment may produce electromagnetic interference with pace-makers.

Effects (Impact/Severity): High if no PPE worn or risk assessments not followed

Causes (Likelihood): medium if procedures followed.

Service: Property Services

Current Status: No Data **Current Risk Severity:** 4 - High **Current Risk Likelihood:** 3 - Medium

Head of Service: Nick Sanderson

Review Note: Due to the nature of our work, there is always the risk of having an accident with the tools we use. We intend to review the risk assessments we have and share knowledge with the housing team to improve and update our risk assessments.

Risk: Five year housing land Supply Risk: Housing land supply. Inability to demonstrate the required 5 year housing land supply (+20%) until Local Plan Review in place

Effects (Impact/Severity): Effects (Impact /severity):

- Receipt of speculative housing applications in unplanned locations with less community benefit and less infrastructure / coordination compared with allocated sites.
- Objections
- Pressure on major application appeal performance (Government indicator of quality of decision making). Risk of intervention: loss of fee and less local control over major application decision making.

Causes (Likelihood): - Lack of sufficient housing completions, housing market conditions.

Service: Planning

Current Status: High (15) **Current Risk Severity:** 3 - Medium **Current Risk Likelihood:** 5 - Very High

Head of Service: Jenny Clifford

Review Note: Found to not have sufficient housing supply at appeal. Mitigation principally via new Local Plan once adopted. Close monitoring of applications, decisions and associated appeal performance.

Risk Report Appendix 6

Risk: H&S RA - Recycling Depot Operatives Risk assessment for role - Highest Risk scored - Vehicle Movements inside Depot

Effects (Impact/Severity):

Causes (Likelihood):

Service: Street Scene Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Head of Service: Stuart Noyce

Review Note: No incidents or further mitigating actions added.

Risk: H&S RA - Refuse Driver/Loader Risk Assessment for Role - Highest risk from role RA. - Risk of RTA from severe weather conditions

Effects (Impact/Severity):

Causes (Likelihood):

Service: Street Scene Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Head of Service: Stuart Noyce

Review Note: Annual review - No incidents or further mitigating actions added.

Risk: H&S RA - Street Cleansing Operative Risk assessment for role - highest risk from role - Risk of RTA from severe weather conditions

Effects (Impact/Severity):

Causes (Likelihood):

Service: Street Scene Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Head of Service: Stuart Noyce

Review Note: Risk with control measures added

Risk: Homelessness Insufficient resources to support an increased homeless population could result in failure to meet statutory duty to provide advice and assistance to anyone who is homeless. It is likely that the new Homelessness Reduction Bill currently being read in Parliament will also have an impact on service demands in its current form.

Effects (Impact/Severity): - Dissatisfied customers and increase in complaints.

- This will involve an increase in officer time in dealing with Homelessness prevention and early intervention.

- Possible increase in temporary accommodation usage.

Causes (Likelihood): - Social and economic factors like the recession and mortgage repossessions increase the number of homeless.

- Lack of private sector housing.

Service: Housing Services

Current Status: High (16)

Current Risk Severity: 4 - High

Current Risk Likelihood: 4 - High

Head of Service: Nick Sanderson

Review Note: Housing Options team keep up to date with case law updates and comply with legislation changes as and when required.

Risk Report Appendix 6

Risk: Impact of Welfare Reform and other emerging National Housing Policy Changes to benefits available to tenants could impact upon their ability to pay.
Other initiatives could impact upon our ability to deliver our 30 year Business Plan.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

Current Status: High (15)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Head of Service: Nick Sanderson

Review Note:

Risk: Information Security Inadequate Information Security could lead to breaches of confidential information, damaged or corrupted data and ultimately Denial of Service. If the council fails to have an effective information strategy in place.

Risk of monetary penalties and fines, and legal action by affected parties

Effects (Impact/Severity):

Causes (Likelihood):

Service: I C T

Current Status: High (20)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 4 - High

Head of Service: Liz Reeves

Review Note: Increased awareness training for all staff and members, Information Security training calendar to ensure all year reminders.

Trialling systems to send phishing emails to staff as training tool.

Risk: Legionella Legionella

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Head of Service: Jill May

Review Note:

Risk Report Appendix 6

Risk: Lone Working Risks associated with working alone (eg on site visits, call-outs, evening, weekend and emergency work and working from home).

Effects (Impact/Severity): Medium (3) – Particularly relates to changing the backup tapes at the St Andrews Site. Potentially, an officer may suffer an injury or accident without support and may not be able to call for assistance.

Causes (Likelihood): Low (2) – Limited lone working is restricted to site visits of other council buildings. Officers working off site place information in the whiteboard as to their whereabouts.

Service: I C T

| | | |
|------------------------------------|---|---|
| Current Status: Medium (10) | Current Risk Severity: 5 - Very High | Current Risk Likelihood: 2 - Low |
|------------------------------------|---|---|

Head of Service: Liz Reeves

Review Note: Lone worker policy refers to checking on staff absent for overdue periods.

Risk: Pannier market general risk assessment General risk assessment for the market's day to day operation

Effects (Impact/Severity): Score of 5 as their appears to be a movement in the structure causing the glass doors to bow

Causes (Likelihood): Survey done, not weight bearing. Market manager is inspecting regularly.

Service: Pannier Market

| | | |
|----------------------------------|--|--|
| Current Status: High (16) | Current Risk Severity: 4 - High | Current Risk Likelihood: 4 - High |
|----------------------------------|--|--|

Head of Service: Zoë Lentell

Review Note: A door gave in on Fri 23 December 2016 but no injuries were sustained.

Risk: Pool Inflatable Pool Activities

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

| | | |
|------------------------------------|---|---|
| Current Status: Medium (10) | Current Risk Severity: 5 - Very High | Current Risk Likelihood: 2 - Low |
|------------------------------------|---|---|

Head of Service: Jill May

Review Note:

Risk: School Swimming Sessions School Swimming Sessions

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

| | | |
|------------------------------------|---|---|
| Current Status: Medium (10) | Current Risk Severity: 5 - Very High | Current Risk Likelihood: 2 - Low |
|------------------------------------|---|---|

Head of Service: Jill May

Review Note:

Risk Report Appendix 6

Risk: Swimming Lessons Swimming Lessons

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Head of Service: Jill May

Review Note:

Risk: Swimming Pool Swimming pool & spectator walkway

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Head of Service: Jill May

Review Note:

Risk: Widespread fire in block of flats Fire in our multiple occupancy properties, could result in widespread damage, injury or even death

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Head of Service: Nick Sanderson

Review Note: The Corporate H & S Officer has now carried out Fire Risk Assessments in the common rooms at Broad Lane and Westfield Road.

Housing Caretakers inspect communal areas on a 5 week cycle, which includes checking fire exit doors and signage.

Any issues are reported to the relevant Neighbourhood Officer.

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Risk Matrix

Report
For MDDC - Services
Current settings

| | | | | | | |
|------------------------|----------------------|----------------------|-----------------|-------------------|-----------------|----------------------|
| Risk Likelihood | 5 - Very High | No Risks | No Risks | 1 Risk | No Risks | No Risks |
| | 4 - High | No Risks | 1 Risk | No Risks | 2 Risks | 2 Risks |
| | 3 - Medium | No Risks | 4 Risks | 5 Risks | 5 Risks | 2 Risks |
| | 2 - Low | 1 Risk | 7 Risks | 16 Risks | 12 Risks | 9 Risks |
| | 1 - Very Low | 3 Risks | 2 Risks | 5 Risks | 5 Risks | 12 Risks |
| | | 1 - Very Low | 2 - Low | 3 - Medium | 4 - High | 5 - Very High |
| | | Risk Severity | | | | |

Printed by: Catherine Yandle

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Print Date: 11 May 2017 17:02

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