

Public Document Pack

Mid Devon District Council

Scrutiny Committee

Monday, 17 July 2017 at 2.15 pm
Exe Room, Phoenix House, Tiverton

Next ordinary meeting
Monday, 14 August 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

A G E N D A

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

1 APOLOGIES AND SUBSTITUTE MEMBERS

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

2 PUBLIC QUESTION TIME

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

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

3 MINUTES OF THE PREVIOUS MEETING (Pages 5 - 14)

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.

4 DECISIONS OF THE CABINET

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

5 MEMBER FORUM

An opportunity for non-Cabinet Members to raise issues.

6 CHAIRMAN'S ANNOUNCEMENTS

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

7 PROPOSED CLOSURE OF CUSTOMER SERVICE SURGERIES IN CULLOMPTON AND CREDITON

At the request of Members the Committee to discuss the proposed closure of Customer Services Surgeries that currently take place at Crediton and Cullompton on a twice monthly basis.

8 ANAEROBIC DIGESTION

Anaerobic Digestion investigation - determining terms of reference to help develop a policy framework for the Council.

9 PERFORMANCE AND RISK *(Pages 15 - 40)*

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

10 WHISTLEBLOWING 6 MONTHLY UPDATE

The Audit Team Leader informs the Committee that there have been no cases reported since the last update.

11 IDENTIFICATION OF ITEMS FOR THE NEXT MEETING

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

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

Peer Review
Cabinet Member for Environment
Ageing Well
Performance and Risk

Stephen Walford
Chief Executive
Friday, 7 July 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.

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MID DEVON DISTRICT COUNCIL

MINUTES of a **MEETING** of the **SCRUTINY COMMITTEE** held on 19 June 2017 at 2.15 pm

Present

Councillors

F J Rosamond (Chairman)
Mrs H Bainbridge, Mrs A R Berry,
Mrs G Doe, R J Dolley, R Evans,
T G Hughes, Mrs B M Hull, J L Smith and
T W Snow

Apologies

Councillors

Mrs C P Daw, Mrs J Roach and N A Way

Also Present

Councillors

C J Eginton and Mrs M E Squires

Also Present

Officers

Andrew Jarrett (Director of Finance, Assets and Resources), Andrew Pritchard (Director of Operations), Kathryn Tebbey (Legal Services Manager and Monitoring Officer), Simon Newcombe (Public Health and Professional Services Manager), Catherine Yandle (Internal Audit Team Leader), Julia Ryder (Community Safety & Emergency Planning Officer) and Sarah Lees (Member Services Officer)

15 **APOLOGIES AND SUBSTITUTE MEMBERS**

Apologies were received from Councillor Mrs C P Daw, who was substituted by Cllr R Evans, Councillor Mrs J Roach who was substituted by Councillor R J Dolley and Councillor N A way.

16 **PUBLIC QUESTION TIME**

Sarah Coffin, Chairman of Templeton Parish Council, referred to item 7 on the agenda, (update regarding Crossparks). She stated that as a Parish Council we share our Parishioners frustration and anger. We have continuously expressed our support of the truly self contained on farm Anaerobic Digesters (AD) but have argued with sound and informed objections against cluster AD's, all of which have been continually dismissed and ignored by your Planning Officers and the majority of the Planning Committee.

Now that farm manures (to include digestate) are the responsibility of Local Planning Authority and not Devon County (See Bedford Borough Council) and are only subject to voluntary 'Best Practice' regulations; what measures has this Council taken in Planning and Enforcement to fulfil its obligations under the Environment Act and Human Rights Act?

It is a fact that a 1MW power AD requires approximately 1600 acres of land to dispose safely of the digestate produced, so exactly how much of the digestate being imported to Crossparks from any of the 8 Greener for Life AD's (all 1 MW) can be disposed of in accordance to all waste/fertiliser 'Best practice' as well as in accordance with sustainable and environmental criteria?

Given that this Council has been made aware of other problems of odour occurring from the spreading of digestate and the fact that all EA permits refer to a standard requirement of 250 metre exclusion zone from nearby dwellings, or require a bespoke permit, residents cannot understand why you refuse to act.

WRAP guidance also states under 'Best Practice' that the liquid digestate should not be spread with a splash plate close to nearby dwellings with the preferred option being by slurry injector tanker, this prevents air pollution and pathogens/spores being spread in the atmosphere for up to 10 kilometres.

How can the Council fulfil its duties under the Environment Act 1990 and its obligations under the Human Rights Act if it does not ensure that the operator has done everything possible to mitigate any statutory nuisance that our residents have reported since January 2017?

We request that:

1. Full Environmental Impact Assessment to assess the cumulative import / export activities be undertaken (see Pulsards comments reference).
2. A full (not desktop) 'Outdoor Impact Assessment' be done by a professional consultancy firm to see if it is possible with material changes and reasonable enforceable conditions to make the site acceptable (i.e. pit covered).
3. Stop Crossparks pit being used as part of a Transfer Operation (see DEFRA Standard Rules Consultation No. 14 Landscaping and Digestate Storage) – instruct operator to seek retrospective Planning and a Transfer Operators Licence. The present activities constitute a 'Change of Use in operation to the detriment of local infrastructure and neighbours'.
4. All EA standard permits require 250 metre minimum distance from non-connected residences/public buildings for AD digestate storage otherwise a bespoke permit has to be sought with the Applicant able to prove he can fulfil sufficient mitigating conditions which are enforceable.
5. All digestate spreading within 250 metres of any residence should be notifiable to the Local Planning Authority and method (splash plate or digester) approved. (See Lea Moor Plymouth).

Mr Hill spoke in relation to the same item and stated that he lived at Palm Springs and was the resident being affected most as he was in closest proximity to the site in question. He was currently being seen by a consultant and since January had been suffering from an ulcerated mouth and a split tongue. He further stated that we were still awaiting the results from the tests, why? Recently 37 arctic loads had been unloaded into the pit at 30 tonnes a time. How could this not be a transfer operation? He only lived 8 metres from this pit and if no action was taken he would take the matter to the European Court.

Mr George Faulkner, again referring to the Crossparks item, stated that he had asked Mr Walford in January 'what was in the pit causing our distressing symptoms?' He

replied that I would just have to wait for the officers to investigate and report back. For the sake of the Mid Devon populace I asked him not to allow the spreading of the pit contents, foreseeing malevolent consequences. In the meantime my wife has been to A&E several times. So bad was the situation, so tardy the official response, so much ridicule we received, we had to investigate for ourselves.

Even now Mid Devon cannot tell us what was, is, or will be, in the pit. Oh, they put test tubes up to test the air around the pit but then it was empty and inactive. Immediately after the test tubes came down, the operator resumed refilling in a seemingly contemptuous manner.

We have had enough, our agents are seeking assurance from the officers that nothing untoward is emanating from the pit to allay any fears prospective purchasers may have. Oh, and by the way, the water tests, about which I am sceptical, have revealed that the ground water under the pit is severely contaminated. Unless you buy into Mr Winters, of Mid Devon Environmental Health's theory that Mr Hill, Palm Springs, has ducks that splodge and pollute through 47m subsoil.

Mrs Suzanne Faulkner, also referred to the Crossparks item. She stated that it had now been over 5 months that they had been suffering from the fumes at Crossparks. Our bees died when the fumes came over the farm in March. Since then I have not seen a single honey bee. In fact, where had all the insects gone? Last year, our conservation meadow was teeming and so noisy with a variety of life. Today, it was quiet!

Where were all the flies? Every year we spray our cows and goats with herbs to keep the flies at bay. This year we have not needed to spray them once. Where had all the birds gone? We rarely hear them sing. It used to be so noisy. Have they sore throats from the fumes or are they just fleeing with no food to eat and poisoned air to breathe. Plants live by the pit. They cannot escape, they are discoloured, deformed and dying.

The Chairman indicated that the questions would be addressed when the item was reached on the agenda.

17 MINUTES OF THE PREVIOUS MEETING (00:14:00)

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

In approving the minutes, the following comments were made in relation to the 'Local Chief Inspector' item discussed at the previous meeting:

- The significant reduction in Police personnel numbers causing issues locally in that some Police Stations were now not open to the public.
- Resources had been diverted away from some crimes towards others meaning that rural crime was not as much of a priority.
- The precept paid to the County Council was in the region of £5m and there was a view that Mid Devon residents were not getting value for money.
- Recent events in London and Manchester had proven that a potential crisis could occur at any moment and at any location and there were sincere concerns that Police officers would not be able to cope locally.

- The Devon and Cornwall region was a huge area to cover and whilst there were approximately 3000 Police offices employed, where were they? The view was expressed that the situation was at breaking point.

The Monitoring Officer informed the Committee that this item was only to approve the accuracy of the minutes and that any detailed discussion should take place under the 'Member Forum' item or the 'Community Safety Partnership' item, later on in the agenda.

18 **DECISIONS OF THE CABINET (00:25:50)**

The Committee **NOTED** that none of the decisions made by the Cabinet on 15 June 2017 had been called in.

19 **MEMBER FORUM (00:26:00)**

There were no issues raised under this item.

20 **CHAIRMAN'S ANNOUNCEMENTS (00:27:00)**

The Chairman had the following announcements to make:

- i. Given the recent events in London and Manchester, he sought reassurance from officers that the Council had a plan in place to deal with a major emergency and the possibility of rehearsing this plan. Reassurance was provided by the Director of Operations in that the Council did have a plan which was currently being revised. Once the revision was complete the plan would be tested. Members would then be briefed and given the opportunity to rehearse the media component. It was further confirmed that all Town and Parish councils would be consulted to ensure that there was a consistent message across the district.
- ii. He reminded the Committee that a Scrutiny training day had been scheduled for 18 July between 10am and 4pm.
- iii. The Consultation Working Group would be holding consultation events with members of the public on 1 July in Crediton and on 15 July in Cullompton.

21 **UPDATE REGARDING CROSSPARKS (00:33:20)**

The Committee had before it, and **NOTED**, a report * from the Public Health and Professional Services Manager providing an update on Crossparks, Templeton.

The Director of Operations stated that a specialist laboratory had been commissioned Environmental Health to undertake air quality monitoring including sampling and the results of those tests were expected towards the end of the week. These results would be shared with Public Health England and once an agreement had been received from residents whose property had been tested then the results would be shared more widely with other local residents in the vicinity of the pit. He confirmed that a broad range of potential environmental contaminants were being investigated.

Discussion took place regarding:

- The issue of water under the pit and whether or not this was contaminated. The Public Health and Professional Services Manager stated that a level of natural microbial contaminants had been found but chemical contaminant results had come back clear. Nothing had been discovered that Environmental Health would not expect to in any untreated private water supply and that the service has a large quantity of benchmark data from hundreds of supplies across Mid Devon to compare these results with.
- The timing of the air quality monitoring – local residents had expressed the view that testing had occurred after the pit had been emptied, however, it was confirmed that, pits went through a cycle and that monitoring had commenced when the pit was nearly full. Subsequently an amount had been removed following in-situ mixing. The pit had been refilled again after testing was completed. A range of what was possible had been captured. Monitoring and sampling had also been undertaken continuously over a period of two weeks and the farmer had received no prior warning that the testing was to take place. Complaints from residents had continued to be received throughout the monitoring period
- Whether NFU or DEFRA Codes of Good Agricultural Practice had been reviewed. The Public Health and Professional Service Manager confirmed that that was the case.
- Some individuals were more sensitive to organophosphates than others.
- The possibility of a telephone number that residents could call in an emergency. It was confirmed that the Council had undertaken inspections both in and out of normal business hours and it had responded, notwithstanding resources limits, as quickly as it could when called.

RESOLVED that a letter be sent to the Government's Environment, Food and Rural Affairs Select Committee (EFRA) asking them:

- a) Whether or not they were aware of any perceived health issues for residents living near such pits?
- b) Were there any implications to the health of local residents when digestate was being moved?
- c) Was the Government content for digestate to enter the food chain?

(Proposed by Cllr R Evans and seconded by Cllr Mrs A R Berry)

Note: * Report previously circulated; copy attached to the signed minutes.

22 **LEADERS ANNUAL UPDATE (01:03:15)**

The Committee had before it, and **NOTED**, a report * presenting an annual review against the Corporate Plan for 2016/17. The Leader outlined the contents of the report with discussion taking place under each of the following headings:

Environment PDG

Figures in relation to waste and recycling were in the top quartile nationally and the recycling team were to be congratulated.

Homes PDG

- The report stated that 33 empty homes had been brought back into use, it was confirmed that this figure had risen to 44 in 2017/18 which was very encouraging. The help of the public in identifying empty properties had played a significant part in addition to the proactive approach by the Private Sector Housing team.
- The Council was required to house people according to their assessment of need within the Devon Home Choice bandings.

Economy PDG

- Regarding the regeneration of Tiverton town centre the Leader stated that initially the Cabinet had not been content with the proposed design. Since then there had been further discussions with the design consultants with a view to agreeing a proposal that could then go out for public consultation. The timeframe for this would be a couple of months.
- A suggestion was made that Tiverton be compared with other towns with similar demographics to assess whether charging for car parking had an effect upon footfall within towns. It was stated however that this would be difficult since no two towns were the same.
- Disappointment at the underuse of the Tiverton coach park. Acquiring these spaces had taken a lot of effort and their regular use would have been a boost to the local economy. The Leader explained that there was a view that perhaps this was not quite the right location in terms of access. Alternative locations could be considered as part of the Tiverton Town Masterplan.
- Better promotion and use of the tourist attractions within the district such as the River Exe which flowed through Tiverton for activities such as canoeing. The Canal Barge Company would be approached to ascertain what they knew about what had worked and not worked previously.
- The funding implications of short and long term aspirations.

Community PDG

- Projects illustrating how resourceful local communities could be in undertaking, resourcing and completing projects themselves, for example, the children's play area in Hemyock.
- The improvement in communications between the District Council and the Towns and Parishes now that a Town and Parish Liaison officer had been appointed.
- Thanks and congratulations were to be passed on to the Elections team following the successful management of two recent elections and the introduction of IT at the count showing what was being counted or verified on each table.

Note: * Report previously circulated; copy attached to the signed minutes.

23 REVENUE AND CAPITAL OUTTURN 2016/17 (01:25:26)

The Committee had before it, and **NOTED**, a report * from the Director of Finance, Assets & Resources presenting the revenue and capital outturn figures for the financial year 2016/17.

The officer outlined the contents of the report bringing the Committee's attention to the following:

- The General Fund had performed very well resulting in an overall underspend of £30k for the year. The Council had also managed to increase some of its Ear Marked Reserves.
- The Housing Revenue Account had also performed very well resulting in an increased contribution to the Housing Maintenance Fund.
- Council Tax, Housing Benefit and Housing Rent collections had continued to perform well meaning that the Council was in the upper quartile nationally.
- The External Auditors, Grant Thornton had just concluded their audit on the accounts for 2016/17 and so far there had been only good news. A special meeting of the Audit Committee would take place on 17 July to sign off the Accounts meaning that the Council would be one of the first authorities in the country to do so.

Discussion took place regarding:

- Figures in relation to the Tiverton Pannier Market were still showing a profit. Vacant posts were being advertised both locally and nationally in order to attract the best candidates.
- Areas of concern for the future included a change in the way New Homes Bonus would be calculated and the 100% localisation of Business rates.
- The difficulty in reading Appendix 5 on an iPad. The Director of Finance, Assets and Resources stated that he would consult with Member Services on the best way to get around this problem.
- A new contractor had commenced work on the Palmerston Park site and it was anticipated work would finish in the middle of 2018.

The Committee wished to pass on their thanks to the Finance team for producing such a comprehensive and understandable report.

Note: * Report previously circulated; copy attached to the signed minutes.

24 COMMUNITY SAFETY PARTNERSHIP ANNUAL REPORT (01:40:25)

The Committee had before it, and **NOTED**, a report * from the Public Health and Professional Services Manager providing it with an oversight of the Community Safety Partnership including an overview of the working relationships of partner agencies and delivery of activities against the community safety priorities.

The contents of the report were outlined with the officer explaining that the report provided an oversight of the work of the Community Safety Partnership. Particular attention was drawn to section 8 of the report which provided detail in relation to the emerging issues and changes in relation to policing numbers and priorities. They had needed to change their focus from 'traditional crimes' within the community, such as

car crime, criminal damage and theft, including shoplifting to focus on crimes which caused the most harm or where there were vulnerabilities and a greater overall impact on society, such as domestic abuse, child sexual exploitation, modern day slavery and safeguarding.

It was further explained that the changes in priorities had been based upon an analysis of the data coming in for reported crime and the changes had been very much evidenced based.

Discussion took place with regard to:

- Theft of property from local farms within the district and a perceived lack of a focus of this.
- The difficulties involved in recording crime correctly on a national basis especially crimes conducted in the social media area.
- The role of the CSP in terms of partnership working across a number of agencies.
- The success of the CSP despite very little resource.
- Elected Members of the Council were well placed to voice the concerns of local people as they were to some extent the custodians of their safety. The view was expressed that it was their duty to raise these concerns with the Chief Constable and the Police and Crime Commissioner.
- There had been and continued to be cases of modern day slavery within the locality as well as drug crime and people trafficking.
- Questions were asked in relation to the role of parents with social media and the deployment of Police officers to tackle such crime when they could be refocussing their attention on assaults and burglaries for example.

It was **AGREED** that regular updates on the work of the Local Advisory Groups (LAG's) would be circulated to Members via the Weekly Information Sheet (WIS) as well as a reminder about who the District Councillor representatives were for each of the three areas and the dates of future meetings.

It was further **AGREED** that the Chief Inspector, Sarah Johns, be invited to attend a future meeting to discuss the concerns raised during the meeting.

Note: * Report previously circulated; copy attached to the signed minutes.

25 IDENTIFICATION OF ITEMS FOR THE NEXT MEETING

In addition to the items already listed in the work programme the following was requested to be on the agenda for a future meeting:

- The impact of Anaerobic Digester plants within Mid Devon on the health of local residents
- A discussion with the Chief Inspector regarding the concerns of the Committee.

(The meeting ended at 4.30 pm)

CHAIRMAN

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SCRUTINY COMMITTEE
17 JULY 2017:

AGENDA ITEM:

PERFORMANCE AND RISK FOR 2017-18

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 2017-18 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 2017-18 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 Regarding the Corporate Plan Aim: **Increase recycling and reduce the amount of waste:** The Council made great inroads into this last year with both the **Residual household waste per household (measured in Kilograms)** and **% of household waste reused, recycled and composted** being above target all year (and better than the mean for English authorities). The challenge this year is to keep the momentum going; the transfer station at Carlu close is due for completion next month and this will further reduce what we as a council send to landfill.
- 2.2 The **Number of Households on Chargeable Garden Waste**; sales/renewals steadily increased since December 2016 throughout the spring. Although this is showing as below target we are only 27 subscribers short of our target of 9,000 as at the end of May.
- 2.3 Regarding the Corporate Plan Aim: **Reduce our carbon footprint:** We have been reporting on this annual performance indicator: **to improve energy efficiency and continue to reduce consumption by 0.5% post degree day adjustment** for seven years. The Council made all the big gains it could in this area in previous years with the installation of solar PVs, Air handling units etc. and while the council continues to look at ways to reduce our operational footprint as well as carbon emissions it will not be possible to continue at this level going forward.
- 2.4 We have discussed using the number of units sold to the National Grid as an indicator of the Council's fuel efficiency going forward, if this is something the PDG would like to see?
- 2.5 Regarding the Corporate Plan Aim: **Protect the natural environment:** the Council launched **Litter Busters** in May to combat the impact of littering and fly-tipping which cause harm to the environment and wildlife.

Homes Portfolio - Appendix 2

- 2.6 Regarding the Corporate Plan Aim: **Build more council houses:** No new **Council Houses** were completed in 2016/17 nor so far in 2017/18 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.
- 2.7 Regarding the Corporate Plan Aim: **Facilitate the housing growth that Mid Devon needs, including affordable housing:** A further 11 **empty homes** have been brought back into use against an annual target of 25 for 2017/18.
- 2.8 Regarding the Corporate Plan Aim: **Planning and enhancing the built environment:** The Local Plan is now at the Examination stage with preliminary hearings scheduled for September at Phoenix House. For the

Tiverton Eastern Urban Extension Area B a Public consultation was held between 13 June and 11 July.

- 2.9 **Percentage of Properties with a Valid Gas Safety Certificate (LGSR):** MDDC has been extending the mains gas network via the modernisation contract. The Gas Administrator has carried out reconciliation of known and expected properties with gas supplies and has discovered 3 expired LGSRs because the addresses had not been added to the contract after a new supply was installed. The servicing of these properties was prioritised and LGSRs subsequently issued (7/06/2017).
- 2.10 5 other properties are at different stages of the legal process for access. Tenant inaction is still the main reason for properties going out of compliance.
- 2.11 The **Rent Collected as a Proportion of Rent Owed** was 95.18% in May against a target of 100% however, **Rent Arrears as a Proportion of Annual Rent Debit** in May 2017 were 1.06%, against a target of 1%, this is still in the top quartile when compared with HouseMark. Over the next couple of years as the effects of the introduction of Universal Credit are finally felt we cannot expect to continue achieving collection rates of 100%.

Economy Portfolio - Appendix 3

- 2.12 For **Empty shops**, which were counted at the start of Q1, in April 2017, the position has deteriorated from last year when all three PIs met or were better than target.
- 2.13 We have identified a new measure: **Return on commercial portfolio** with the target being to exceed 7.5% gross, this will be an annual figure. Last year's actual is entered as a point of comparison, this was 8.6% for 2016/17 but one large unit in Market Walk is empty at the moment so this year's return will be lower.
- 2.14 The target for the number of **Apprentice starts** is the government target of 2.3% of FTEs. We had 9 apprentices @ 31 March 2017 with 5 starters during 2016/17, we haven't had any new apprentices so far this year but they would tend to start at the beginning of the academic year.
- 2.15 There will be statistics to reflect the general state of MDDC's economy available from time to time.

Community Portfolio - Appendix 4

- 2.16 Regarding the Corporate Plan Aim: **Work with Town and Parish Councils:** The Parish Liaison Officer appointment has been very positively received with councillors feeding back that communication with Towns and Parishes has been improved and the Newsletter contains really useful information.
- 2.17 Regarding the Corporate Plan Aim: **Promote physical activity, health and wellbeing:** The results for leisure are mixed but we have had some success

with GP referrals across the district; the 18 surgeries signed up since January have referred 49 people between them to the 3 Leisure Centres.

- 2.18 **Compliance with food safety law** is on target which means that 90% of premises being rated 4 or above under the Food Hygiene Rating Scheme.

Corporate - Appendix 5

- 2.19 The **Performance Planning Guarantee** targets have been tightened by the government for 2017/18 which was expected but if the service does not meet these targets there would be a risk of being designated as underperforming, resulting in the application of special measures. There are 2 categories of target reflecting both speed and quality of determinations. All 5 targets were met by MDDC over the 2 years to 31 March 2017.
- 2.20 The PIs for **Customer First** are all on target or above with both visitors to Phoenix House and digital payments remaining steady but responses to FOI requests are below target.

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 2017-2018
 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> | 32.63 (1/12) | 374.20 | 420.00 | 32.80 | | | | | | | | | | | | 32.80 (1/12) | Stuart Noyce | (April - May) Figures received from DCC one month behind. (SN) |
| <u>% of Household Waste Reuse, Recycled and Composted</u> | 52.00% (1/12) | 53.29% | 53.0% | 52.2% | | | | | | | | | | | | 52.2% (1/12) | Stuart Noyce | (May) Figures supplied by DCC one month behind reporting cycle. (SN) |
| <u>Net annual cost of waste service per household</u> | | £56.37 | £50.35 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | | n/a | Stuart Noyce | |
| <u>Number of Households on Chargeable Garden Waste</u> | 0 (2/12) | 8,536 | 9,000 | 8,692 | 8,973 | | | | | | | | | | | 8,973 (2/12) | Stuart Noyce | (May) Almost achieved target for year. (SN) |
| <u>% of missed collections reported (refuse and organic waste)</u> | 0.03% (2/12) | 0.04% | 0.03% | 0.04% | 0.03% | | | | | | | | | | | 0.03% (2/12) | Stuart Noyce | (May) Back on target (SN) |
| <u>% of Missed Collections logged (recycling)</u> | 0.04% (2/12) | 0.03% | 0.03% | 0.03% | 0.03% | | | | | | | | | | | 0.03% (2/12) | Stuart Noyce | (May) still on target (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 Service / Manager | Officer Notes |
| <u>To improve energy efficiency and continue to reduce</u> | | -2.9% | 0.5% | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | | n/a | Andrew Busby | |

Corporate Plan PI Report Environment**Priorities: Environment****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 Service / Manager | Officer Notes |
|---|--------------------------|---------------------|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------------|---------------------------------|---------------|
| <u>consumption by 0.5% post degree day adjustment</u> | | | | | | | | | | | | | | | | | | |

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 Service / Manager | Officer Notes |
|--|--------------------------|---------------------|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------------|---------------------------------|---------------|
| <u>Number of Fixed Penalty Notices (FPNs) Issued (Environment)</u> | 0 (2/12) | 10 | | 5 | 9 | | | | | | | | | | | 9 (2/12) | Jan Norman | |

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Corporate Plan PI Report Homes

Monthly report for 2017-2018
 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 / Manager | Officer Notes |
|-----------------------------|--------------------------|---------------------|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------------|---------------------------------|---------------|
| Build Council Houses | 0 (1/4) | 0 | 13 | 0 | 0 | 0 | 0 | | | | | | | | | 0 (4/12) | Andrew Busby | |

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 / Manager | Officer Notes |
|--|--------------------------|---------------------|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------------|---------------------------------|---------------|
| Number of affordable homes delivered (gross) | (1/4) | 49 | 80 | n/a | n/a | | n/a | n/a | | n/a | n/a | | n/a | n/a | | | Angela Haigh | |
| Deliver 15 homes per year by bringing Empty Houses into use | 1 (2/12) | 33 | 25 | 7 | 11 | | | | | | | | | | | 11 (2/12) | Tanya Wenham | |

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 | Of Manager |
|--|-----------------------|------------------|----------------------------------|---------|----------|---------|----------|---------|---------|---------|---------|---------|---------|---------|---------|-----------------|---------------------------------|---------------|
| Number of Successful Homelessness Prevention Cases | (1/4) | 295 | No Target - for information only | | | | n/a | | n/a | | n/a | n/a | | n/a | n/a | | Angela Haigh | |
| % Decent Council Homes | 100.00% (2/12) | 100.00% | 100.00% | | 99.93% | | 99.93% | | | | | | | | | 99.93% (2/12) | Mark Baglow | |
| % Properties With a Valid Gas Safety Certificate | 99.78% (2/12) | 99.86% | 100.00% | | 99.95% | | 99.64% | | | | | | | | | 99.64% (2/12) | Angela Haigh | |
| Rent Collected as a Proportion of Rent Owed | 96.76% (2/12) | 100.18% | 100.00% | | 93.76% | | 95.18% | | | | | | | | | 95.18% (2/12) | Angela Haigh | |
| Current Tenant Arrears as a Proportion of Annual Rent Debit | 1.00% (2/12) | 0.60% | 1.00% | | 0.93% | | 1.06% | | | | | | | | | 1.06% (2/12) | Angela Haigh | |
| Dwelling rent lost due to voids | 0.7% (2/12) | 0.5% | no target - for information only | | 0.4% | | 0.5% | | | | | | | | | 0.5% (2/12) | Angela Haigh | |
| Average Days to Re-Let Local Authority Housing | 19.4days (2/12) | 15.7days | 16.0days | | 14.0days | | 15.2days | | | | | | | | | 15.2days (2/12) | Angela Haigh | |

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Corporate Plan PI Report Economy

Monthly report for 2017-2018
 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> | (3/12) | 2,930 | 2,975 | | | | | | | | | | | | | | 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 Apprentice starts at MDDC</u> | 1 (3/12) | 5 | 10 | 0 | 0 | 0 | | | | | | | | | | 0 (3/12) | Jill May | |

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> | 41,396 (2/12) | 55,241 | | | 48,051 | 53,937 | | | | | | | | | | 53,937 (2/12) | Andrew Jarrett | |
| <u>The Number of Empty Shops (TIVERTON)</u> | 18 (1/4) | 16 | 18 | n/a | n/a | 19 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 19 (1/4) | John Bodley-Scott | (Quarter 1) 8.4% There has been a sharp rise in vacant units in the first quarter, all in the primary retail area, which has risen from 4.4% to 7.7% (JB) |
| <u>The Number of Empty Shops (CREDITON)</u> | (1/4) | 7 | 8 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | | John Bodley-Scott | |
| <u>The Number of Empty Shops (CULLOMPTON)</u> | 10 (1/4) | 8 | 8 | n/a | n/a | 11 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 11 (1/4) | John Bodley-Scott | (Quarter 1) 11 vacant units out of 86 units = 12.8% (JB) |

Aims: Other

| Corporate Plan PI Report Economy | | | | | | | | | | | | | | | | | | | |
|---|--------------------|---------------|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------------------------|------------------------------|---------------|--|
| Priorities: Economy | | | | | | | | | | | | | | | | | | | |
| 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 Service / Date | Head of Manager | Officer Notes | |
| <u>Funding awarded to support economic projects</u> | (1/4) | £56,842 (3/4) | | n/a | n/a | | n/a | n/a | | n/a | n/a | | n/a | n/a | | | John Bodley-Scott | | |
| <u>Return on Commercial Portfolio</u> | | 8.6% | 7.5% | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | | n/a | Andrew Busby, Andrew Jarrett | | |

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Corporate Plan PI Report Community

Monthly report for 2017-2018
 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 | Officer Notes |
|---|--------------------|---------------|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------------|---------------------------|---|
| <u>GP Referrals</u> | n/a | n/a | | 18 | | | | | | | | | | | | 18 (1/12) | Corinne Parnall | (April) Since January across the 3 leisure centres (CP) |
| <u>Introduce Trimtrails across the District</u> | | 0 | 1 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | | n/a | Simon Newcombe | |

Aims: Other

Performance Indicators

| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Head of Service / Manager | Officer Notes |
|--|--------------------|---------------|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------------|---------------------------|---|
| <u>Number of social media communications MDDC send out</u> | 115 (2/12) | 191 | For information only | 87 | 129 | | | | | | | | | | | 129 (2/12) | Liz Reeves | (May) No. of Facebook Posts Published = 63 No. of Tweets Tweeted = 66 (MA) |
| <u>Number of web hits per month</u> | 9,261 (2/12) | 28,543 | For information only | 30,041 | 32,545 | | | | | | | | | | | 32,545 (2/12) | Liz Reeves | |
| <u>Compliance with food safety law</u> | 91% (3/12) | 89% | 90% | 90% | 90% | 90% | | | | | | | | | | 90% (3/12) | Jeremy Pritchard | |

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Corporate Plan PI Report Corporate

Monthly report for 2017-2018

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) | 0% (1/12) | 92% | 90% | 100% | | | | | | | | | | | | 100% (1/12) | Liz Reeves | |
| Number of Complaints | 25 (3/12) | 21 | For information only | 13 | 13 | 23 | | | | | | | | | | 23 (3/12) | Liz Reeves | (May) Figures from corporate complaint system & shows all services (RT) |
| Planning Applications: over 13 weeks old | (1/4) | 29 | 45 | n/a | n/a | | n/a | n/a | | n/a | n/a | | n/a | n/a | | | Jenny Clifford | |
| New Performance Planning Guarantee determine within 26 weeks | (1/4) | 98% | 100% | n/a | n/a | | n/a | n/a | | n/a | n/a | | n/a | n/a | | | Jenny Clifford | |
| Major applications determined within 13 weeks (over last 2 years) | (1/4) | 74% | 50% | n/a | n/a | | n/a | n/a | | n/a | n/a | | n/a | n/a | | | None | |
| Response to FOI Requests (within 20 working days) | 97% (3/12) | 94% | 100% | 79% | 80% | 79% | | | | | | | | | | 79% (3/12) | Liz Reeves | (June) 51 answered 12 over 21 days (RT) |
| Working Days Lost Due to Sickness Absence | (3/12) | 7.89days | 7days | | | | | | | | | | | | | | Jill May | |
| % total Council tax collected - monthly | (3/12) | 98.10% | 98.50% | | | | | | | | | | | | | | John Chumbley | |
| % total NNDR collected - monthly | (3/12) | 99.18% | 99.20% | | | | | | | | | | | | | | John Chumbley | |
| Number of visitors per month | 3,014 (3/12) | 2,761 | 3,000 | 2,351 | 2,673 | 2,784 | | | | | | | | | | 2,784 (3/12) | Liz Reeves | |
| Satisfaction with front- line services | 78.57% (2/12) | 81.58% | 80.00% | 0.00% | 0.00% | | | | | | | | | | | 0.00% (2/12) | Liz Reeves | (May) No stats this month as F2F kiosk unrepaira |
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Print Date: 03 July 2017 17

| 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 |
| | | | | | | | | | | | | | | | | | | (RT) |
| Increase Number of Digital payments | 11,894 (2/12) | 69,567 | 70,960 | 5,927 | 11,973 | | | | | | | | | | | 11,973 (2/12) | Liz Reeves | |

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Risk Report Appendix 6

Report for 2017-2018

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: Affordable and Council Housing Demand Housing supply does not meet local demand or reflect demographic shifts like increased demand for single occupancy

Effects (Impact/Severity): • Increased costs for paying for private accommodation to house homeless
• Increase in number of homeless people in Mid Devon

Causes (Likelihood): • Impact of economic downturn and reduced funding has reduced number of affordable housing units being built
• Under-occupation in existing stock
• Reduction in number of Right to Buys results in less HRA funding available for new builds

Service: Housing Services

| | | |
|---------------------------------------|--|--|
| Current Status: Medium (12) | Current Risk Severity: 4 - High | Current Risk Likelihood: 3 - Medium |
|---------------------------------------|--|--|

Head of Service: Nick Sanderson

Review Note: There is still a significant deficit between permissions granted and build-out rates

Risk: Car Parks Car Park Overcrowding

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

| | | |
|---------------------------------------|--|--|
| Current Status: Medium (12) | Current Risk Severity: 4 - High | Current Risk Likelihood: 3 - Medium |
|---------------------------------------|--|--|

Head of Service: Jill May

Review Note:

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:
Medium (12)

Current Risk Severity: 4 -
High

Current Risk Likelihood: 3 -
Medium

Head of Service: Andrew Busby

Review Note:

Risk: Decline in National Macro-economics A decline in national macro-economics could result in level of influence by local government being limited and having little or no impact on local economic activity

Effects (Impact/Severity): High - Inability to meet Council objectives, customer requirements or financial commitments

Causes (Likelihood): High - no control over macro-economics but Council objectives and action plan currently in process to increase local economic activity

Service: Community Development

Current Status:
Medium (12)

Current Risk Severity: 4 -
High

Current Risk Likelihood: 3 -
Medium

Head of Service: John Bodley-Scott

Review Note:

Risk: Evictions Tenants being evicted could become violent.

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: Claire Fry

Review Note:

Risk Report Appendix 6

Risk: Five Year Commercial Land supply Failure to identify a 5 year land supply will stunt economic growth

Effects (Impact/Severity):

Causes (Likelihood):

Service: Planning

Current Status: High (20)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 4 - High

Head of Service: Jenny Clifford

Review Note:

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: Green Spaces Green Spaces

Effects (Impact/Severity):

Causes (Likelihood):

Service: Grounds Maintenance

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Head of Service: None

Review Note:

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: Hoarding Some tenants are known hoarders but we have policies in place and we do regular inspections.

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: Claire Fry

Review Note:

Risk Report Appendix 6

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.

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: Michael Parker

Review Note: It is likely that the new Homelessness Reduction Act 2017 will place additional responsibilities on the Council.

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: Claire Fry

Review Note:

Risk Report Appendix 6

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: 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):

Causes (Likelihood):

Service: Property Services

Current Status: Medium (12)

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Head of Service: Andrew Busby

Review Note:

Risk Report Appendix 6

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:
Medium (10)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 2 -
Low

Head of Service: Zoë Lentell

Review Note:

Risk: Phoenix Lane Car Park Management of the facility while the Premier Inn is being built

Effects (Impact/Severity):

Causes (Likelihood):

Service: Property Services

Current Status: High
(15)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 3 -
Medium

Head of Service: Andrew Busby

Review Note: Enabling meeting with the contractor 24 July 2017

Risk: Plant Room Plant Room

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status:
Medium (12)

Current Risk Severity: 4 -
High

Current Risk Likelihood: 3 -
Medium

Head of Service: Jill May

Review Note:

Risk: Pool Inflatable Pool Activities

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status:
Medium (10)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 2 -
Low

Head of Service: Jill May

Review Note:

Risk Report Appendix 6

Risk: Power Take Off (PTO)shaft use Power Take Off (PTO)shaft use

Effects (Impact/Severity):

Causes (Likelihood):

Service: Grounds Maintenance

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

Head of Service: None

Review Note:

Risk: Reputational re Council Housing Stock Handling a disaster/mistake properly would prevent any reputation damage.

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: Claire Fry

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: Stress The physical and mental well-being of Officers could be affected by work environment and pressures caused by work demands and work relationships.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

Current Status:
Medium (12)
Current Risk Severity: 3 -
Medium
Current Risk Likelihood: 4 -
High

Head of Service: Claire Fry

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: Technological Lack of technological solutions available for service business needs will limit our ability to deliver targets.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Community Development

Current Status:
Medium (12)

Current Risk Severity: 3 -
Medium

Current Risk Likelihood: 4 -
High

Head of Service: Zoë Lentell

Review Note: The team requires specific IT support and solutions in order to deliver the objectives in the business plan. Specifically require support for technological equipment and platforms that enable us to engage with businesses and customers via the appropriate channels. Current IT policies are restricting this area. However, changes to personnel and priorities mean that this is now being looked into.

Risk Report Appendix 6

Risk: Tenants with Complex Needs As our housing stock shrinks, the proportion of such tenants will increase.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

Current Status:
Medium (12)

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Head of Service: Claire Fry

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: Mark Baglow

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.

Risk: Workplace Welfare The provision of adequate welfare arrangements is important both in terms of complying with the law and keeping the workforce happy. People tend to perform better and be happier at their work if they are working in a safe and healthy environment.

Workplace welfare includes the working environment (such as ventilation, noise, temperature, lighting, humidity, space, workstations and seating), welfare facilities (provision of drinking water, rest room and sanitary facilities including toilets, wash basins and showers), workplace safety and housekeeping (cleanliness and waste disposal).

Effects (Impact/Severity):

Causes (Likelihood):

Service: Legal Services

Current Status:
Medium (12)

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Head of Service: Jill May

Review Note: The risk is not well-related to Legal Services. The risk for Legal Services is from a constant high workload leading to burnout and stress. Some of this will be alleviated through improved systems, but this may prove insufficient mitigation.

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 | No Risks | 3 Risks | 2 Risks | 3 Risks |
| | 3 - Medium | No Risks | 4 Risks | 4 Risks | 10 Risks | 3 Risks |
| | 2 - Low | 3 Risks | 13 Risks | 22 Risks | 25 Risks | 17 Risks |
| | 1 - Very Low | 6 Risks | 9 Risks | 9 Risks | 9 Risks | 18 Risks |
| | | 1 - Very Low | 2 - Low | 3 - Medium | 4 - High | 5 - Very High |
| | | Risk Severity | | | | |

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