

Public Document Pack

Mid Devon District Council

Scrutiny Committee

Monday, 4 December 2017 at 2.15 pm
Exe Room, Phoenix House, Tiverton

Next ordinary meeting
Monday, 15 January 2018 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 A R Berry
Cllr Mrs F J Colthorpe
Cllr Mrs C P Daw
Cllr Mrs G Doe
Cllr T G Hughes
Cllr Mrs B M Hull
Cllr F W Letch
Cllr Mrs J Roach
Cllr T W Snow
Cllr N A Way

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 - 10)

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 **MEMBER FORUM**

An opportunity for non-Cabinet Members to raise issues.

5 **DECISIONS OF THE CABINET**

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

6 **CHAIRMAN'S ANNOUNCEMENTS**

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

7 **ASSETS** *(Pages 11 - 16)*

To note procedures currently in place for the disposal of community assets to the market place, including a review of what has taken place in the past.

8 **CABINET MEMBER FOR COMMUNITY WELL BEING** *(Pages 17 - 24)*

The Cabinet Member for Community Well Being will update the Committee regarding areas covered by this remit.

9 **CONSULTATION WORKING GROUP** *(Pages 25 - 34)*

To receive a report from the Consultation Working Group.

10 **PERFORMANCE AND RISK** *(Pages 35 - 68)*

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.

11 **FORWARD PLAN** *(Pages 69 - 82)*

Members are asked to consider any items within the Forward Plan that they may wish to bring forward for discussion at the next meeting.

12 **THE IMPACT OF HOUSING DEVELOPMENT ON THE NHS**

At the request of the Committee to discuss the impact of development in

Mid Devon on the Royal Devon and Exeter Hospital at Wonford, in particular winter pressures.

13 ITEMS FOR FUTURE MEETINGS

The Committee to discuss items for future meetings and the role of the Scrutiny Officer.

14 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.

Universal Credit
Draft Budget

Stephen Walford
Chief Executive
Friday, 24 November 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 6 November 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, T G Hughes,
Mrs B M Hull, F W Letch, Mrs J Roach,
T W Snow and N A Way

Also Present

Councillor(s)

P H D Hare-Scott

Also Present

Officer(s):

Stephen Walford (Chief Executive), Kathryn Tebbey (Group Manager for Legal Services and Monitoring Officer), Jenny Clifford (Head of Planning, Economy and Regeneration), John Bodley-Scott (Economic Development Team Leader), Sally Gabriel (Member Services Manager) and Julia Stuckey (Member Services Officer)

73 APOLOGIES AND SUBSTITUTE MEMBERS

There were no apologies given.

74 PUBLIC QUESTION TIME

There were no questions from the members of the public present.

75 MEMBER FORUM

Cllr Roach highlighted a letter that had been in the Tiverton Gazette in the previous week regarding the purchase of property in Tiverton. She informed the Committee that the financial monitoring that went to Cabinet the day after Council included rental income for the properties and an increase to the maintenance budget for them. Cllr Roach queried why this was in the financial monitoring prior to the decision being made. The Chief Executive explained that the income was not shown in the financial monitoring reports, but in the draft budget for 18/19 which was based on best estimates at that point in time – and which would be subject to change as the numerous assumptions and estimates were finalised prior to adoption by council in February. The Group Manager for Legal Services confirmed that the purchase of the property had not yet been completed.

Cllr T W Snow raised a matter of a local resident that had received a reminder regarding the garden waste collection scheme in the month prior to the payment being due, which was followed up by a reminder. He asked why this was necessary.

Cllr T W Snow raised a matter regarding amendments to Minutes and the Group Manager for Legal Services informed him that she had found a solution which allowed an addendum to be displayed.

76 MINUTES OF THE PREVIOUS MEETING

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

77 DECISIONS OF THE CABINET

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

78 CHAIRMAN'S ANNOUNCEMENTS

The Chairman drew attention to a planning appeal that Willand Parish Council had referred to at the last meeting of the Committee. He informed Members that the authority had won the appeal.

The AD Working Group had been on a visit to an AD plant in Exeter and one in Mid Devon, which had been extremely useful.

Members were reminded that an informal workshop had been scheduled for 20th November at 2.00pm in the Phoenix Chamber.

Following discussion with Mel Stride MP at a meeting of the Committee earlier in the year an appointment had now been made for a delegation to meet with the Housing Minister Mr Sharma on 13th November to discuss the 5 year land supply. The Chairman, Chief Executive, Head of Planning, Economy and Regeneration and the Cabinet Member for Planning and Economic Regeneration would be attending.

79 TIVERTON TOWN CENTRE 00:16:48

At its meeting on 11 September 2017, the Scrutiny Committee noted the number of policies and action plans which appeared to have been on-going for a number of years. In particular, in relation to Tiverton Town Centre, the Scrutiny Committee passed the following resolution:

To recommend to the Cabinet that it acts upon the action plans to improve the Tiverton Town Centre and Pannier Market that were approved in 2011.

At its meeting on 28 September the Cabinet **RESOLVED** that a briefing paper be produced for a future meeting of the Scrutiny Committee highlighting the work that was taking place with regard to Tiverton Town Centre. The Committee had before it and **NOTED** this briefing paper *.

The Economic Development Team Leader outlined the contents of the report, explaining that it contained a summary of actions that had happened since 2011 which would result in the development of a masterplan and a supplementary planning document.

Discussion took place regarding:

- The amount of money that had been spent on consultants in the development of the masterplan;
- Dates that the masterplan would be presented to the Cabinet;
- Consultation that would take place;
- Stakeholders and consultation with them;
- Signage within the town and from the A361 and restrictions that were in place regarding this.

Cllr Roach asked the Committee to note that the first series of street food markets had been organised by the PORTAS Fund and not by the Council.

It was **RESOLVED** that the Scrutiny Committee would review the Masterplan.

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

Note: - Briefing paper * previously circulated and attached to Minutes.

80 **GYPSY AND TRAVELLER PITCH PROVISION 00:29:20**

The Committee had before it a report * from the Head of Planning, Economy and Regeneration in response to its request for an update on the position of the Council regarding gypsy and traveller pitch provision.

The officer explained that the authority was required to have a 5 year supply of deliverable sites, as well as developing fair and effective strategies to meet longer term needs. The Council also had a public sector equalities duty (PSED) under the Equalities Act 2010. She explained that the Government had published the Planning Policy for Traveller sites (PPTS) in August 2015. It sat alongside the National Planning Policy Framework and provided specific advice on planning for traveller sites, and replaced earlier advice dated 2012. The PPTS defined gypsies and travellers as: *'Persons of nomadic habit of life whatever their race or origin, including such persons who on grounds only of their own or their family's or dependants' educational or health needs or old age have ceased to travel temporarily, but excluding members of an organised group of travelling show people or circus people travelling together as such.'*

The officer outlined statistical information within the report.

Discussion took place regarding:

- The level of private pitch provision within the district;
- Provision for travelling show persons;
- The nearest public site provision could be found at Haldon Hill and Bridgewater;

- A desire within the Local Plan to obtain a public site, which would need to be managed;
- The annual gypsy count that took place to measure the number of pitches nationally;
- Local residents often let officers know if there were breaches of conditions on sites.

It was **AGREED** that the Chairman would send a letter to the Cabinet Member for Planning, Economy and Regeneration stressing the need to provide a public site within the District.

Note: - Report previously circulated and attached to Minutes.

81 **CABINET MEMBER FOR FINANCE 00:51:31**

The Committee had before it and **NOTED** a briefing paper * from the Cabinet Member for Finance updating it regarding areas covered by his remit.

The Cabinet Member outlined the contents of the report informing the Committee that he considered the Finance service to be extremely well managed and that it had maintained its status as one of the first in the country to close its statutory accounts, as well as being in the top quartile for collection of Council Tax, Business Rates and housing rent. The Cabinet Member explained that there was a £180k variance with the General Fund which was in part due to some unexpected expenditure and a challenging leisure services budget. He also informed the Committee that he had some concerns regarding the implementation of Universal Credit and the impact that this may have on housing rent collection.

Moving forward the budget for 2018-19 was currently £617k short and this was a challenge. Group Managers had been tasked to find savings but 'the fat' had been removed in previous years and this now meant a number of other options were being taken forward to look at increasing the council's income, making property purchases and moving forward with the stand alone property company.

Discussion took place regarding:

- Inflation was built into the budget;
- Interest rates could go up;
- Universal Credits and issues regarding this;
- Investments in the Churches Charities and Local Authorities Investment Management (CCLA) which showed a good return;
- The cost of redundancy and restructuring;
- A 1% pay increase would add £100k to the wages bill;

- The Medium Term Financial Plan set out 4 years for direction of travel;
- An asset plan which was district wide;
- Staffing levels had fallen from 412 to under 400 in the last year;
- The process for Members to feed into the budget at Policy Development Groups and Member Briefings.

The Chairman thanked the Cabinet Member for his report.

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

82 **STRATEGIC THINKING UPDATE 01:24:40**

The Committee had before it and **NOTED** a report * from the Chief Executive regarding 'strategic thinking' training that had taken place. Earlier in the year, following assessment and interviews, the council secured the Charter for Member Development for a further three years (to April 2020). As part of ongoing member development activity, 11 members had recently participated in a development session focused on 'strategic thinking'. The report provided an update on that activity and highlighted emerging concepts for consideration.

The Chief Executive outlined the contents of the report, explaining that he had attended the training and that it had come forward as a result of the Peer Review.

The Chairman requested that the report be distributed to all Members.

It was **AGREED** that the Committee would discuss the report further at the informal workshop that was taking place on 20 November to agree a way forward.

Discussion took place regarding the benefit of all Members meeting informally regarding budget setting to allow ideas to be put forward.

It was **RECOMMENDED** to Council that in order to facilitate strategic development of the budget, 'away days' be reinstated.

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

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

83 **FORWARD PLAN**

The Committee had before it and **NOTED** the Cabinet Forward Plan *.

Clarification was sought regarding dates for the Community Engagement Strategy and the delegation of the Insurance Tender.

Note: - Forward Plan * previously circulated and attached to Minutes.

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

Cabinet Member for Community Well being
Disposal of Assets
Performance and Risk
Forward Plan
CCG – increase in population and pressures on hospitals

(The meeting ended at 4.04 pm)

CHAIRMAN

Scrutiny Committee 4 December 2017

Disposal of Assets

Cabinet Member	Cllr R Stanley / Cllr Peter Hare Scott
Responsible Officer	Andrew Jarrett Director of Finance, Assets & Resources

Reason for Report: To note procedures currently in place for the disposal of community assets to the market place, including a review of what has taken place in the past.

RECOMMENDATION: To note procedures currently in place for asset disposal.

Relationship to Corporate Plan: Property assets are linked to the delivery, vision and priorities of the Council. The way that the Council manages its land and property assets has a direct impact on the quality of services delivered, as well as maximising the value derived from our property holdings for the on-going contribution in balancing the Councils budgets. It is, therefore, important that efficient and effective use is made of our asset portfolio to support corporate and service objectives.

Financial Implications: Disposal of the freehold interest in land and buildings that are surplus to Council requirements will realise capital receipts.

Legal Implications: A local authority is in the position of trustee in relation to land or property that it owns on behalf of the community, and under s.123 of the Local Government Act 1972 ("the 1972 Act") it has a statutory duty to dispose of the land or property for the best price that can reasonably be obtained. The Government issued a General Disposal Consent in 2003 which removed the obligation on local authorities to seek the express consent of the Secretary of State for disposals at an undervalue where the local authority can show that certain criteria apply and the undervalue (difference between market price and disposal price) is less than £2,000,000.

It is the responsibility of the Council to satisfy itself that the land is held under powers which permit it to be disposed of under the terms of the 1972 Act and, if not, to take action to appropriate it to enable such disposal (for example, under section 122 of the 1972 Act). There are, by way of further example, specific powers in the Town and Country Planning Act 1990 ("the 1990 Act") to appropriate land held for planning purposes to another purpose and to dispose of such land.

It is also the responsibility of the Council to undertake any further procedures which may be necessary to enable it to dispose of any particular area of land. For example, sections 123(2A) and 127(3) of the 1972 Act and section 233(4) of the 1990 Act require a local authority wishing to dispose of open space under those powers to advertise its intentions in a local newspaper for two consecutive weeks and to consider objections. Authorities should carry out these procedures before making any final decisions about disposal as the public response to the notices may be material to any such decision.

When disposing of land at less than best consideration the Council is in effect providing a subsidy to the owner, developer and/or the occupier of the land and property, depending on the nature of the development. Where this occurs, the Council must also ensure that the nature and amount of subsidy complies with the State aid rules, particularly if there is no element of competition in the sale process. Failure to comply with the rules means that the aid is unlawful, and may result in the benefit being recovered with interest from the recipient (i.e. from the purchaser)

Risk Assessment: Risk assessments will be carried out on individual asset disposal to mitigate associated risks.

Equality Impact assessment: If applicable an Equality Impact Assessment will be carried out on individual asset disposal to aid the decision making process.

1.0 Introduction

1.1 At a Scrutiny Committee meeting dated 9th October 2017, it was requested that officers bring back a report outlining the Councils policies/ procedures with regard to asset disposal. The procedures for asset disposal are detailed within Annex A of the Asset Management and Capital Strategy Plan 2016-2020 (AMP). This same procedure is followed if the asset is Commercial, Community or Corporate. The AMP was revised with clear intent in October 2016 with the following key objectives:

- To invest our capital in existing and new assets with the intent to reduce revenue running costs over the life of a building, or to generate an income stream from rentals.
- To provide the right assets in the right place at the right time from which to deliver our services.
- To maximise the estate's value for money.
- To capitalise on the potential for a new investment based approach to commercial property opportunities, which will deliver low risk, sustainable revenue income for the Council in the medium to long term.
- To enable the objectives of the business plan for Property Services to be met.

1.3 The AMP details how the Council manages our estate and describes how we shall treat all properties as a Council asset and how they will be managed strategically by our Property Services Team. The AMP places our property assets at the centre of Council decision-making, acknowledging their importance and financial value.

1.4 The Corporate Plan objectives can directly impact on the property from which we operate and therefore the investment decisions the Council make. Where the action affects a particular service in relation to disposal or acquisition of a property asset or interest, each relevant Member will be consulted, as well as our Leadership team.

2.0 Capital Strategy Asset Group (CSAG)

2.1 The Council has set up a cross-directorate working group (CSAG) to promote the effective management of the Council's land and buildings and to oversee the preparation and implementation of the AMP. The group comprises of senior officer's representative(s) and a number of Cabinet Members. The Group is chaired by the Group Manager for Corporate Property and Commercial Assets who acts as an internal project manager in respect of the preparation and monitoring of the Asset Management Plan, with the support of the Development Services Officer who ensures that the agenda and supporting documentation are prepared and accurate. The Group meets on a quarterly basis. The minutes of each meeting are kept confidential due to commercially sensitive content. Service departments in areas affected by Asset Management Reviews are consulted on these reviews and any resultant actions are reported back to the CSAG.

2.2 The Council considers it appropriate that both strategic and operational asset management be undertaken by the CSAG. To ensure continued inter-department consultation and a corporate approach to all proposals affecting the Council's land and buildings, the following procedure has been adopted.

2.3 The CSAG Forum has the following Terms of Reference:

- To support the preparation and review of a Corporate Asset Management Plan that details existing asset management arrangements and action to improve corporate asset use on an annual basis.
- To promote service asset management planning and a wide understanding of corporate ownership of assets; seeking wherever possible to promote and develop cross service use of assets.
- To support the adoption of performance measures and benchmarking to describe and evaluate how the Council's asset base contributes to the achievement of corporate and service objectives and improvement priorities.
- To ensure that the Council makes investment and disposal decisions informed by thorough option appraisal and evaluation.
- To assess stakeholder satisfaction and recommend changes in asset use as a result of stakeholder consultation.

To co-ordinate cross service aspects of corporate property assets, providing liaison between Service users and to enhance corporate service delivery.

- To support the development and monitoring of the capital programme and the Council's medium-term financial plan.

3.0 Asset Disposal

3.1 It is important that efficient and effective use is made of our asset portfolio to support corporate and service objectives, therefore our corporate assets are regularly reviewed at the CSAG meeting, where the group agree on one of four options regarding the future of a corporate asset:

- Continued maintenance – where the property is considered to be doing the right thing in the right place. All that will be required is a planned maintenance schedule;
- Improve usage – there may be an opportunity for better usage or co-location. This may require some capital expenditure, along with a planned maintenance schedule;
- Building enhancement – where an asset requires significant capital expenditure.
- Consideration of an appropriate method of asset disposal.

3.2 The outcomes will include an understanding of the property objective and will arrive at a decision to either retain or dispose of an asset. Where an asset deemed surplus for disposal is valued in excess of £10,000 and following consultation with Ward Members, a recommendation will be made to Cabinet (a) documenting the reason for disposal, (b) stipulating any conditions that will apply and/or endure after disposal and (c) suggesting an appropriate method of disposal. Ward Members will be consulted on those assets identified as surplus for disposal and with a value of under £10,000, before the Director of Finance, Assets & Resources authorises the disposal of the asset and determines the appropriate method and timing of the sale.

3.3 The receipts generated by the disposal of assets are treated as a Corporate resource to fund the capital programme as it is important to ensure we continue to invest and maintain our Corporate and Commercial estate.

4.0 Previous examples of approved asset disposals

4.1 The former public conveniences in Silverton was disposed of to 'Silverton Room 4 U' for an agreed price following receipt of a valuation with a repayment plan put in place over a four year period following an initial payment and the asset disposal was agreed at Cabinet on 30th July 2015.

4.2 Lords Meadow Depot - asset was surplus to requirements, a valuation was arranged and the asset disposal was agreed at Cabinet on 28th September 2017.

4.3 Station Yard Tiverton - asset was surplus to requirements, a valuation was arranged and the asset disposal was agreed at Cabinet on 30th March 2017.

4.4 Tiverton Town Hall – Agreed to dispose of the asset to Tiverton Town Council for an agreed price following receipt of a valuation with a repayment plan put

in place over a six year period following an initial payment and the asset disposal was agreed at Cabinet on 5th January 2017.

- 4.5 All of the above disposals were brought and discussed / endorsed by CSAG prior to any marketing and subsequent offers being accepted. Where Part 2 procedures permit, the Group Manager for Corporate Property and Commercial Assets will ensure Ward Members are kept informed of plans to dispose of Councils assets.

Contact for more information: Andrew Busby, Group Manager for Corporate Property & Commercial Assets (01884 234948 [/abusby@middevon.gov.uk](mailto:abusby@middevon.gov.uk))

Circulation of the Report: Cllrs Ray Stanley, Clive Eginton, Peter Hare-Scott, Leadership Team

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Cabinet Member report to Scrutiny on 4 December 2017 **Cllr Colin Slade, Community Well-being**

Equalities

Training for Members and officers has been provided. A template for equality impact assessments (EqIAs) is being developed and all Committee reports are reviewed to ensure EqIAs are included. There will be continual promotion of awareness of equality issues across the Council.

GDPR

Work on the GDPR project takes place regularly where progress is reviewed and reminders/queries sent to officers, as required. There are regular GDPR project Board meetings with ICT and Legal, and other services on an occasional basis such as Procurement and HR, where such issues as contracts, tender documents and data sharing agreements are discussed. Progress is slow and steady as we have no set resources or budget for this project, however despite this we have over a 90% response rate from services on the information asset audits and over 70% for the data flow mapping exercise so far. We appear to be in quite a good state of preparedness when we compare ourselves at networking and training events but remain very aware that there is a lot of work still to do in writing service specific Privacy Notices etc. GDPR is a standing item on meeting agendas and more briefings will be arranged for Members and officers.

FOI

There has been no Information Management Officer since July but Customer First has been holding the fort admirably. The response rate to FOI requests on time is below target but we have only had two complaints to the Information Commissioner's Office (ICO) which have been judged as eligible for consideration, for both of these we are waiting to hear from the ICO. The vacancy has been advertised and will be filled as soon as we can find a suitable candidate. When the new member of staff starts it will be a good opportunity to review our processes and paperwork.

ICT current situation

ICT are providing all services within current Revenue Budget 2017-18

Development Team

- Successfully implemented automated stored card renewals for garden waste permits – approx. 500 fully automated renewals in October
- Working with Street Scene and District Officers to review and update systems – go live planned for Jan 18
- Implementation of new parking and permits system – go live Jun & Nov 17 respectively
- Idox work – Mobile apps for Building Control, Commercial Premises and Service Requests delivered to the business - Nov 17

- Working on Direct Debits for Trade Waste

Infrastructure Team

- Printer replacement (MFD's) for Phoenix House and Waste Services, retired two corporate printers and not replaced.
- Secure Officer Wi-Fi upgraded within Phoenix House, previous system no longer supported and slow; the new system is being rolled out to all remote sites in support of agile working
- Upgrade to Customer First Contact Centre to commence Q1 2018, once complete it will offer the capability to introduce more cost effective exchange lines
- New contract in place for supplier of network connections to all MDDC remote sites
- Monitoring systems to reduce security breaches

Gazetteer Management Team

- Continue to maintain gold standard, we have received a Gold Standard exemplar award from GeoPlace to acknowledge our achievements every year since 2010.
- The team (of 2) continue to provide support for:
 - Uniform Spatial system administration and user training
 - ArcGIS system administration and user training
 - Technical support to the Street Naming and Numbering function
 - Working with Housing to introduce GIS into their service area

Digital Transformation

Ongoing debate in this area has resulted in the decision to evolve and change services as necessary rather than the “big bang” approach. ICT and new technologies are one of the most expensive areas of the council and the new Group Managers Team will be working closely, looking to rationalise how we do things, how we save money and what needs to be changed. Inevitably this will help to formulate the digital transformation that will occur and will have the benefit of being joined up across the organisation.

Channel shift

These are the Customer First stats on SPAR as at September:

- Visitor numbers to Phoenix House now under 3,000/month from over 4,000/month in 2014/15
- Digital payments 37,000 first 6 months this year compared to 19,000 first 6 months 2014/15
- Many services now have on line applications (or assisted for customers unable to self-serve) such as Housing Benefits, Council tax, purchase of garden waste permits
- New on line forms are in development for:

- Waste and street scene and will be implemented with the website upgrade; these will include the ability for customers to submit photos and use google maps to identify locations
- Multi payments (to improve on line payment facility)

Community Engagement and Consultation

A large part of the changes to services via digital transformation will come from a better understanding of what our customers want through community engagement. At the Peer Review at the beginning of this year it was highlighted that without community engagement Mid Devon had a gap in the corporate understanding of the resident's requirements and needs. A new post has been put in place to undertake this work and they will take up post early in January 2018. Whilst we consult many areas of the community on specific issues like planning we do not ask our residents about the services they receive and the levels of satisfaction or otherwise with those services. A resident's survey is being conducted in November 2017 which will start to provide information from which to benchmark our current position and to enable planning for the future.

Public Health and Regulatory Services

Licensing

- Budget – the licensing income was £130K for 2016/17 (up £16K) with cost-recovery reaching 78% (an increase of 5%). Income and net cost-recovery are expected to increase further for 2017/18.
- Under current statutes we remain unable to recover the costs for all licences/registrations and other fees are set nationally and which have not been increased for a number of years in line with costs.
- Revised annual figures for all locally set fees and charges were updated, advertised and formally adopted in April 2017.
- Fees for beauty and animal establishments are currently under further review and an updated schedule is due before Regulatory Committee for approval early in 2018.
- In policy terms, the team have reviewed new safeguarding provisions and training for taxi-drivers. Safeguarding training is being piloted with existing drivers on a voluntary basis during November 2017 with around 40% of drivers signed up to date. It is proposed to review the overarching taxi licensing policy in early 2018 with an option to make such training mandatory going forward.
- The team secured a successful prosecution for illegal dog breeding (running a dog breeding establishment without the required licence). This followed a 5-month investigation into Brantley Bulldogs operating from Poughill.

- The discretionary chargeable pre-application service was approved by Licensing and Regulatory Committee and Cabinet in 2017. This has undergone a 'soft' trial launch in recent months with the first paying customers coming forward in October and November. This will be reviewed in Q4 2017/18 ahead of a potential full launch in early 2018/19.
- Under central guidance, the team has moved to a more proactive enforcement approach and now has a risk-based inspection programme in place for licensed premises. 2017/18 will see the first full year out-turn of this programme whilst continuing to work to existing performance targets for processing licence applications (more below).
- Other performance targets have been met/exceeded with 100% of licenses issued on time in 2016/17 and currently 99% for 2017/18 to date (target 97%). Temporary Event Notices (TENs) issued on time are 99% and 100% respectively for the previous and current financial/reporting year performance to date (target of 99%).
- The new corporate performance target for taxi-inspections was reported for the first time at the end of 2016/17. The outturn was 135 completed against a target of 120 (12% above target).
- The workload of the team is increasing, in part due to the required move to risk-based inspections but also due to rising numbers license applications themselves. TENs and new/varied premises applications up slightly in comparison with 2016. Numbers of animal boarding establishments are also increasing and a record number of licensing/regulatory sub-committee hearings were held during 2016/17, in part, reflecting this increased activity.
- Increased demand is being met through a permanent change in establishment, with a part-time support officer becoming fully qualified as a Licensing Officer and moving to full-time hours following approved business case. This will be 90% cost recovered through revised fees, further offset by not recruiting into the part-time support post and other increased income.

Environmental Health (EH)

- Budget – on budget and income for private water supply testing and risk assessment work has increased significantly. Increased performance (income) targets agreed for private water supply work 2018/19 onwards.
- Successfully implemented new charges for food export certificates and revised charges for private water supplies, other food safety work and exhumations during 2017.
- New fees for request re-inspections under the Food Hygiene Rating Scheme (Scores on doors) are currently under review with adoption planned for 2018/19.

- Food hygiene 'Scores on Doors' continues to be effective with over 500 premises in the scheme with 97% rated 4 or 5 (of 5) – 'good' or 'very good' which is exceptional and up from 95% in the previous year.
- High-risk food safety premises inspections met its 100% target for 2016/17 and is on track for 2017/18.
- The team formally responded to nearly 400 planning applications and a similar number of licensing applications during 2017 - providing professional opinion on matters ranging from air and land quality constraints, drainage, nuisances, water quality and health and safety
- Significant resources were committed to investigating long-standing community nuisance complaints in the Templeton area arising from the activities at a specific premise, however performance on response targets for service requests has been maintained at 95% and the EH investigation is now complete. Assurance air quality monitoring continues around the premises.
- Some high profile enforcement cases dealt with effectively during the year including an on-going major illegal/unsafe meat prosecution in the Crown Court due for resolution/sentencing completed February 2017 and determination of a Proceeds of Crime Act (POCA) application. Over £40K of proceeds were secured under the application with £14K coming directly to Mid Devon under Home Office rules.
- New service level agreement and joint-intelligence sharing agreement made with Devon & Somerset Trading Standards improving multi-agency working on activities of mutual interest is now in place. This agreement also covers aspects of the work of licensing and private sector housing.
- Also working closely with the Health & Safety Executive, police and immigration agencies on activities linked to vulnerable migrant workers and modern slavery e.g. nail bars, restaurant premises and car washes. This included committing service-wide resources to the multi-agency Operation Autumn involving Police, Immigration and Gangmasters & Labour Abuse agencies in October 2017. This was highly visible and successful with one under 18 female identified as having been trafficked and working under slavery conditions (now in the care of DCC social services pending completion of police investigations). A number of health & safety, licensing, food safety and housing matters were identified for follow-up inspection.
- On-going digital transformation in place investing in business process improvements and updated software and increased performance monitoring across the functions. This includes new mobile tablet/app technology for food inspectors.
- The EH team has recently taken on new areas of work by supporting Bereavement in taking a professional lead in exhumations and assistance burials.

Public Health Plan and Strategy, Community Safety and Private Sector Housing (PSH)

The wider work of the unit in respect of Community Safety, ASB, the Public Health Plan/Strategy and addressing health inequalities comes under the remit of Cllr Margaret Squires. A separate update will be provided through that portfolio.

PSH team reports through Cllr Ray Stanley and the housing portfolio.

Play areas

The following play areas have been leased to Town and Parish Council(s) for 25 years for a peppercorn amount due upon demand.

Willand - Worcester Crescent ,Mallow Court ,Gables Lea, also MDDC are in discussion with WPC regarding the South View play area. **Play area inspections carried out and charged to WPC.*

Cullompton - Tufty Park (Shortlands Road), Headweir Road has been leased to Crediton Town Council, both sites were in managed decline so the Town Council agreed to lease both sites and to provide new equipment.

Crediton - Greenway, Fulda Crescent, Spinningpath Gardens have been leased to the Town Council, the three play area sites were originally on the managed decline list.

Yeoford - MDDC surrendered the lease. The Parish Council took the lease on directly with the land owner, the Parish Council have also installed new play equipment and will be controlled directly by the Parish.

Chertion Bishop - Meeting has taken place as the Parish Council are looking to take the play area on, with a view to improve the play area provision.

Copplestone Fernworthy Park - Lease about to be completed, Parish Clerk is about to sign the lease, (requirement to advertise has taking place).

Uffculme - Path fields transferred to Parish Council that has now been fitted out with new equipment.

Tiverton - Annual contribution payment of £18k paid to MDDC from Tiverton Town Council towards the up keep on the play areas in Tiverton, this is to prevent any closures.

Silverton/ Kentisbeare - Property Services are now charging for play area inspections on play areas that are not within MDDC ownership.

Quantity of play areas

92 – Play Areas

1 bmx track

3 skate parks

Total – 96

- MDDC has not closed any play areas to date, we have been proactivity working with Town and Parish Councils to avoid this from happening and are undertaking the yearly refurbishment assessments this month this will give a programme of works to how to allocate maintenance spend for the 2018-19 and 2019-20 budgets.
- We have had no insurance claims against us.
- Wilcombe Play area has been refurbished in Tiverton.

Leisure

- Exe Valley Leisure Centre facilities nearing completion:
 - Car park works have been finished and is now open, with the 2 electrical charging points fully active
 - The 'Class Studio' has been completed with the launch of the Les Mills Virtual classes <http://middevonleisure.com/les-mills/>
 - The new build is water tight and is currently having the first fix for M&E (mechanical & electrical) facilities. The knock-through into the existing fitness studio has been achieved
 - Fitness changing areas are currently being upgraded to reflect the investment made in the fitness facilities
- A membership campaign will take place during December, with a wellness campaign in January/February
- Darren Beer has been seconded to grounds maintenance for a period of 6 months

Colin Slade
22 November 2017

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SCRUTINY COMMITTEE

4 DECEMBER 2017

Report of the Scrutiny Consultation Working Group

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

RECOMMENDATION:

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

Project Outline

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

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

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

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

The consultation was carried out on the following dates:

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

Cullompton – 15th July, 10am to 12 noon

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

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

Outcome

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

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

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

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

Tiverton

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

What was good:–

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

- Good Council officers (9% of good comments)

The good comments accounted for 26% of all comments.

What was not so good:-

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

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

Total comments 124

Cullompton

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

What was good:-

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

The good comments amounted to 25% of all comments

What was not so good:-

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

- Public order (5% of not so good comments)

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

Crediton

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

What was good:-

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

The good accounted for 37% of all comments.

What was not so good:-

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

The not so good amounted to 63% of all comments.
The total comments were 51.

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

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

Observations

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

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

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

Unfortunately, but not surprisingly, the perception of the council being not so good against being good was very strong with 72% of all questioned being critical. Many of the issues that were raised were out of the remit of the District Council. This indicates there is still a lack of understanding as to which council or other authority is responsible for what. It amounts to the perception 'It's the councils fault'.

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

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

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

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

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

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

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

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

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

Consideration does also have to be taken into various factors that may influence a person's views such as a recent good/bad contact with the council, the state of the local and national economy and other national influences which cause comment and a feeling of contentment or unrest.

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

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

Appendix 'A' Tiverton Comments

What was 'good'?

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

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

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

What was 'not so good?'

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

Council services and council - Cove village hall wall collapsing, houses empty for years, being passed from pillar to post – wants to be able to speak to someone who knows what to do, planning dept. useless, Bridewell Court no storage facilities for waste so it blows everywhere industrial bins needed, housing officer didn't respond to request for help/repairs etc., benefits and housing don't communicate (papers left in office but not everyone knows that I have given them in, housing officers not dealing with anti-social behaviour, appointments made and not kept, poor communication, door painted but rotten frame not replaced after 9 months, wrong shrubs causing danger to pedestrians, having to pay for waste collection because company has arranged (private area), building shake reported but no action, housing repairs not telling when they are coming if not in just leave a note, planning practice very poor, urgent evictions of people facing bereavement changes, council tax, you

should listen to the people of Tiverton, bloody useless, don't consult with public enough, money spent on parking meters and gorilla wasted, don't do what they say, better communication, don't blow own trumpet enough, need to celebrate success i.e. electric nights, too many staff in polling station at Moorhayes

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

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

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

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

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

Appendix 'B' Cullompton Comments

What was 'good'?

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

What was 'not so good'?

Traffic related, parking etc. – parking on High St causing congestion, people parking on the zig zags of zebra crossing holds up traffic and danger to public bad road and death trap, traffic on main street, parking free, traffic, infrastructure and keeping up with development on the whole Cullompton pretty good, cycle path Olympic Way £225 fees should get reduction in tax, too much development and not enough

infrastructure, traffic, traffic takes as long to get from motorway to Langlands Rd as it does going from Bridgewater to Cully, traffic bad, traffic congestion long delays delivery lorries, pavements trip hazard, traffic, traffic, too many coffee shops, buses needed more, traffic, traffic problems deter people coming, traffic, parking is a problem, pavements towards Willand, cycle route, no parking on High St, loading bay time, traffic parking on High St causing congestion especially Sunday mornings and peak times, traffic.

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

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

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

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

Appendix 'C' Crediton Comments

What was 'good'?

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

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

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

What was 'not so good'?

Parking and highways – parking, street parking needed, St Saviours parking too expensive parking affects footfall, free parking, market more days, parking needs sorting, bypass now, surgery in town hall to be better, traffic calming, market square pedestrianised, better walking routes to town centre, bypass needed, speedway is causing problem, top car park too expensive, Jockey Hill traffic and speed (4 accidents).

Council, refuse etc. – closing council offices (x4) CAB reduced hours, MDDC needs more joined up thinking, need office for MDDC in Crediton, refuse collection don't like paying for brown bins, bigger bins, hospital closure, OAP home, no transport to Tiverton to visit patient, no recycling facilities for plastic wrapping, recycling cards when you recycle you should get points, weeds and blocked drains, drain cleaning and street cleaning side streets, issues like blocked drains and weeds reported but nobody takes notice, waiting time on phone to customer services.

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

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SCRUTINY COMMITTEE 4 DECEMBER 2017:

PERFORMANCE AND RISK FOR 2017-18

Cabinet Member Cllr Clive Eginton
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 is broadly on track with **Residual household waste per household (measured in Kilograms)** until the end of August of just under 167kg against a profiled target of 175kg. We are still a little below target for **% of household waste reused, recycled and composted** and the % tends to be lower later in the year due to the reduction in garden waste tonnage. Last year August was the peak in performance for 2016/17 at 56.7%.
- 2.2 The 2-3% reduction in the recycling rate for quarters 1 and 2 was due to the loss of mechanical sweeping material being composted. The material could not be accepted from April 2017 until the new transfer station was operational due to DCC contractual changes.
- 2.3 The transfer station at Carlu Close has been completed and is now accepting food, garden and residual waste. The amount of residual waste accepted will gradually increase in tonnage until December 2018. All residual waste accepted at the site is then transported to the Exeter Energy from waste plant.
- 2.4 **Number of Households on Chargeable Garden Waste**; sales/renewals exceeded the target of 9,000 by the end of June. We would expect the increase in numbers to slow now the peak growing season has passed but we still had an extra 984 customers in September!
- 2.5 Regarding the Corporate Plan Aim: **Reduce our carbon footprint**: The new split garden and food waste vehicles have now been delivered and this means two HGVs have been replaced by smaller 7.5T vehicles reducing fuel usage and carbon emissions.
- 2.6 Regarding the Corporate Plan Aim: **Protect the natural environment**: The Air Quality Action Plan, for the District, 2017-21 was presented to the Community PDG on 26 September; after useful discussion, it was referred back for further information to be brought to the next meeting on 28 November.

Homes Portfolio - Appendix 2

- 2.7 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 work is progressing on Birchen Lane and Palmerston Park, both due for completion in 2018.
- 2.8 Regarding the Corporate Plan Aim: **Facilitate the housing growth that Mid Devon needs, including affordable housing**: 43 **empty homes** have been brought back into use in the first 6 months against an annual target of 25 for 2017/18 which is excellent.

- 2.9 Regarding the Corporate Plan Aim: **Planning and enhancing the built environment:** The Local Plan is of course key to this; having taken legal advice and reviewed the statements of participants who would take part in the hearings a deferment has been requested to allow an independent review of the major modifications stage sustainability appraisal. This has been commissioned but a delay in the order of 6 months is expected.
- 2.10 **Percentage of Properties with a Valid Gas Safety Certificate (LGSR):** the two expired properties are subject to possession proceedings by the tenancy service. MDDC are unable to cap the gas supply of occupied properties even where the LGSR has expired.
- 2.11 As predicted the impact of welfare reform is now being felt and arrears are increasing; the service will be looking at ways to mitigate this in the Service Business Plan for next year. As the effects of the introduction of Universal Credit bite we cannot expect to continue achieving collection rates of 100%.

Economy Portfolio - Appendix 3

- 2.12 Regarding the Corporate Plan Aim: **Attract new businesses to the District:** The Economic Development team has been dealing with a number of enquiries from businesses looking to locate and grow within Mid Devon. Working with our Planning team and other services across the local authority, we have been able to find solutions for most of these. Examples include: a fibre manufacturer occupying an initial employment site of over 60,000sq.ft. in Cullompton and a new 35,000 sq.ft. unit at Hitchcock's Business Park with other sites seeking planning approval in the near future.
- 2.13 Regarding the Corporate Plan Aim: **Focus on business retention and growth of existing businesses:** The target for the number of **Apprentice starts** is the government target calculated as 2.3% of FTEs. We had 9 apprentices @ 31 March 2017 and had 5 starters in September. The Council is holding an apprenticeship event at Phoenix House on 14 November to promote apprenticeships to existing staff as a way of upskilling and enhancing career progression while also utilising the apprenticeship levy the Council pays.
- 2.14 Regarding the Corporate Plan Aim: **Improve and regenerate our town centres with the aim of increasing footfall, dwell-time and spend in our town centres: Empty Shops** were discussed at the last meeting as they are input at the start of the quarter.
- 2.15 Regarding the Corporate Plan Aim: **Grow the tourism sector:** Tiverton Pannier Market will have its last Electric Nights event for this year on 2 December with its Santa Spectacular.
- 2.16 Other: The Local Plan; having taken legal advice and reviewed the statements of participants who would take part in the hearings a deferment has been requested to allow an independent review of the major modifications stage

sustainability appraisal. This has been commissioned but a delay in the order of 6 months is expected.

Community Portfolio - Appendix 4

- 2.17 Regarding the Corporate Plan Aim: **Work with local communities to encourage them to support themselves:** Private Sector Housing have organised a Landlord Networking event at Muddiford Court on 8 November there will be 24 stands, 4 occupied by MDDC services, with representatives from local property service businesses, letting agents etc. Nearly 100 delegates are expected as well as the stall holders; the emphasis will be on promoting the benefits of investing in their properties.
- 2.18 MDDC is also hosting the Involve Mid Devon AGM on 7 November; as over 20 organisations are attending, the opportunity has been taken to run a networking event before the AGM with Councillors and staff attending.
- 2.19 Regarding the Corporate Plan Aim: **Work with Town and Parish Councils:** MDDC hosted the Town and Parish Council AGM at Phoenix House on 5 October; over half the Councils were represented and it was very well received. Training on Standards from the Monitoring Officer was offered on 30 October.
- 2.20 Regarding the Corporate Plan Aim: **Promote physical activity, health and wellbeing:** The EVLC extension Phase 1 is complete with the Dance Studio official opening on 9 November.
- 2.21 The Leisure Service has taken a strategic partnership approach to the procurement of the equipment for the new EVLC extension, the design and supply contract was awarded to Matrix after a tender exercise which included presentations from the short listed companies.
- 2.22 **Other:** In the light of the Guardian Newspaper and ITN News investigation into food hygiene and labelling concerns at the 2 Sisters Food Group plant at West Bromwich, Neil Parish MP and Chair of the Environment, Food and Rural Affairs Select Committee asked what action MDDC Environmental Health would be taking to ensure the highest possible animal welfare and food standards are adhered to at the Willand plant.
- 2.23 MDDC Environmental Health have no direct regulatory role at the plant but were holding regular dialogue with the Food Standards Agency (FSA), who enforce food safety, and Trading Standards, who enforce composition and labelling, over operational matters. The FSA decided to extend its investigations to include the Willand site and on 6 October 2017 the Lead Officer for Environmental Health accompanied the FSA Audit Veterinary Leader for a 6-hour audit of the plant. The findings for this inspection were feed into a report for a meeting held between the FSA Chief Operating Officer and the 2 Sisters Directors.

- 2.24 On the 25 October the Environment, Food and Rural Affairs Select Committee held two sessions for its inquiry into the allegations of food safety breaches at 2 Sisters Food Group. The inquiry will look into the role and performance of the FSA, Sandwell Metropolitan Council and accreditation bodies and will also explore the potential ramifications of the allegations made against 2 Sisters for the poultry sector and the wider food chain. MDDC Environmental Health staff continue to work closely with the FSA and Trading Standards over this matter.

Corporate - Appendix 5

- 2.25 The **working days lost due to sickness** is a little below target.
- 2.26 The **Response to FOI requests** is still well below target. At present there is no dedicated member of staff, Customer First are maintaining the service, recruitment for a replacement member of staff is expected to take place this month. The PIs for Customer First are all on or above target.
- 2.27 The **Performance Planning Guarantee determined within 26 weeks** is slightly below target but the 4 speed and quality measures are all above the required target.
- 2.28 Two units at Market Walk have been let, subject to contract.

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 Group Manager for Performance, Governance and Data Security ext 4975

Circulation of the Report: Management Team and Cabinet Member

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Corporate Plan PI Report Community

Monthly report for 2017-2018

Arranged by Aims

Filtered by Aim: Priorities Community

Filtered by Flag: Exclude: Corporate Plan Aims 2016 to 2020

For MDDC - Services

Key to Performance Status:

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

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

Corporate Plan PI Report Community

Priorities: Community

Aims: Promote physical activity, health and wellbeing

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
<u>GP Referrals</u>	n/a	n/a		18				22								22 (5/12)	Corinne Parnall	(August) Out of a possible 28 (CY)
<u>Introduce Trimtrails across the District</u>		0	1	n/a	n/a	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	Group Manager	Officer Notes
<u>Number of social media communications MDDC send out</u>	95 (6/12)	191	For information only	87	129	101	152	152	111							111 (6/12)	Liz Reeves	(September No. of Facebook Posts Published = 57 No. of Tweets Tweeted = 54 (MA))
<u>Number of web hits per month</u>	26,856 (6/12)	28,543	***For information only***	30,041	32,545	28,620	28,208	27,028	26,949							26,949 (6/12)	Liz Reeves	
<u>Compliance with food safety law</u>	91% (6/12)	89%	90%	90%	90%	90%	89%	89%	89%							89% (6/12)	Simon Newcombe	

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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	Group Manager	Officer Notes
<u>Number of business rate accounts</u>	2,880 (6/12)	2,930	2,975	2,933	2,936	2,942	2,951	2,951	2,963							2,963 (6/12)	John Chumbley, Andrew Jarrett	

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	Group Manager	Officer Notes
<u>Number of Apprentice starts at MDDC</u>	1 (6/12)	5	10	0	0	0	0	0	5							5 (6/12)	Jane Cottrell, Nicola Cuskeran	

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	Group Manager	Officer Notes
<u>Increase in Car Parking Vends</u>	54,166 (6/12)	55,241		48,051	53,937	54,086	54,730	54,417	54,734							54,734 (6/12)	Andrew Jarrett	
<u>The Number of Empty Shops (TIVERTON)</u>	17 (2/4)	16	18	n/a	n/a	n/a	19	n/a	n/a	25	n/a	n/a	n/a	n/a		25 (2/4)	Adrian Welsh	(Quarter 2) 11% of all retail units (JB)
<u>The Number of Empty Shops (CREDITON)</u>	7 (2/4)	7	8	n/a	n/a		n/a	n/a	8	n/a	n/a		n/a	n/a		8 (2/4)	Adrian Welsh	(Quarter 2) 8 vacant units represents 6.8% of total number of retail units. (JB)
<u>The Number of Empty Shops (CULLOMPTON)</u>	10 (2/4)	8	8	n/a	n/a	11	n/a	n/a	9	n/a	n/a		n/a	n/a		9 (2/4)	Adrian Welsh	(Quarter 2) 9 vacant units representing 10.5% of the total retail units (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	Group Manager	Officer Notes
<u>Funding awarded to support economic projects</u>	£56,842 (2/4)	£61,842		n/a	n/a	£0	n/a	n/a	£0	n/a	n/a		n/a	n/a		£0 (2/4)	Adrian Welsh	

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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
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*
 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	Group Manager	Officer Notes
<u>Residual household waste per household (measured in Kilograms)</u>	148.81 (5/12)	374.20	420.00	32.80	63.57	98.59	130.52	166.92								166.92 (5/12)	Stuart Noyce	(April - Septem Figures supplied DCC on month behind reporting cycle. (L
<u>% of Household Waste Reuse, Recycled and Composted</u>	56.7% (5/12)	53.3%	53.0%	51.3%	52.6%	51.3%	51.8%	52.1%								52.1% (5/12)	Stuart Noyce	(Septem Figures supplied DCC on month behind reporting cycle. (L
<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>	8,533 (6/12)	8,536	9,000	8,692	8,973	9,107	9,343	9,449	9,537							9,537 (6/12)	Stuart Noyce	(Septem The num of custome has riser 984 sinc Septem 2016 (LI
<u>% of missed collections reported (refuse and organic waste)</u>	0.03% (6/12)	0.04%	0.03%	0.04%	0.03%	0.03%	0.03%	0.03%	0.03%							0.03% (6/12)	Stuart Noyce	(Septem Continus remain c target (L
<u>% of Missed Collections logged (recycling)</u>	0.03% (6/12)	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%							0.03% (6/12)	Stuart Noyce	(Septem Continus remain c target (L
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	Group Manager	Officer Notes
<u>Number of Fixed Penalty Notices (FPNs) Issued (Environment)</u>	5 (6/12)	10		5	9	10	13	16	21							21 (6/12)	Vicky Bowden	

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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	Group Manager	Officer Notes
Build Council Houses	0 (2/4)	0	13	0	0	0	0	0	0							0 (6/12)	Angela Haigh	

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	Group Manager	Officer Notes
Number of affordable homes delivered (gross)	19 (2/4)	31	80	n/a	n/a	26	n/a	n/a	33	n/a	n/a		n/a	n/a		33 (2/4)	Angela Haigh	
Deliver 15 homes per year by bringing Empty Houses into use	5 (6/12)	33	25	7	11	13	23	34	43							43 (6/12)	Simon Newcombe	

Aims: Other

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
Number of Successful Homelessness Prevention Cases	136 (2/4)	295	No Target - for information only	n/a	n/a		99	n/a	n/a	159	n/a	n/a	n/a	n/a		159 (2/4)	Angel Haigh	
% Decent Council Homes	99.97% (6/12)	100.00%	100.0%	99.9%	99.9%	100.0%	99.9%	100.0%	100.0%							100.0% (6/12)	Mark Baglo	
% Properties With a Valid Gas Safety Certificate	99.96% (6/12)	99.86%	100.0%	99.95%	99.64%	99.87%	99.82%	99.96%	99.91%							99.91% (6/12)	Angel Haigh	
Rent Collected as a Proportion of Rent Owed	99.56% (6/12)	100.18%	100.0%	93.76%	95.18%	96.25%	96.87%	99.14%	98.73%							98.73% (6/12)	Angel Haigh	
Current Tenant Arrears as a Proportion of Annual Rent Debit	1.02% (6/12)	0.60%	1.00%	0.93%	1.06%	1.16%	1.30%	1.26%	1.30%							1.30% (6/12)	Angel Haigh	
Dwelling rent lost due to voids	0.6% (6/12)	0.5%	no target - for information only	0.4%	0.5%	0.5%	0.5%	0.5%	0.5%							0.5% (6/12)	Angel Haigh	
Average Days to Re-Let Local Authority Housing	17.3days (6/12)	15.7days	16.0days	14.0days	13.9days	14.9days	14.1days	13.8days	14.3days							14.3days (6/12)	Angel Haigh	

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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

Type	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
18 0 49 % of complaints resolved w/in timescales (10 days - 12 weeks)	92% (6/12)	92%	90%	100%	96%	88%	91%	92%	93%							93% (6/12)	Liz Reeves	(September) More accurate figures due to date the report was run being later in the month (RT)
Number of Complaints	27 (6/12)	21	For information only	13	13	23	15	27	38							38 (6/12)	Liz Reeves	(May) Figures from corporate complaint system & shows all services (RT)
New Performance Planning	97% (2/4)	98%	100%	n/a	n/a	99%	n/a	n/a	99%	n/a	n/a		n/a	n/a		99% (2/4)	Jenny Clifford,	

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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	Group Manager	Officer Notes
<u>Guarantee determine within 26 weeks</u>																	Adrian Welsh	
<u>Major applications determined within 13 weeks (over last 2 years)</u>	66% (2/4)	74%	60%	n/a	n/a	47%	n/a	n/a	65%	n/a	n/a		n/a	n/a		65% (2/4)	Jenny Clifford, Adrian Welsh	
<u>Minor applications determined within 8 weeks (over last 2 years)</u>	(2/4)	76%	65%	n/a	n/a	79%	n/a	n/a	79%	n/a	n/a		n/a	n/a		79% (2/4)	Jenny Clifford, Adrian Welsh	
<u>Major applications overturned at appeal (over last 2 years)</u>	10% (2/4)	9%	10%	n/a	n/a	4%	n/a	n/a	4%	n/a	n/a		n/a	n/a		4% (2/4)	Jenny Clifford, Adrian Welsh	
<u>Minor applications overturned at appeal (over last 2 years)</u>	n/a	n/a	10%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a		n/a	n/a		0% (2/4)	Jenny Clifford, Adrian Welsh	
<u>Response to FOI Requests (within 20 working days)</u>	97% (6/12)	94%	100%	79%	85%	82%	80%	78%	78%							78% (6/12)	Catherine Yandle	(September) 53 answered 14 over 20 days (CY)
	3.41days (6/12)	7.89days	7.00days	0.61days	1.25days	1.88days	2.54days	3.12days	3.79days							3.79days (6/12)		

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	Group Manager	Officer Notes
<u>Working Days Lost Due to Sickness Absence</u>																	Jane Cottrell, Nicola Cuskeran	(September) During the period 1 April - 30 September 2017 the total days absence due to sickness was 1855 out of which 1142 days were attributable to Long Term sickness (15+ days) which equates to an average of 2.8 days per employee. (JC)
<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, Stuart Noyce, Susie Stevens-Brown	
<u>% total Council tax</u>	56.94% (6/12)	98.10%	98.50%	11.34%	20.61%	29.74%	38.73%	51.60%	56.69%							56.69% (6/12)	John Chumbley,	(August) please note that this %

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	Group Manager	Officer Notes
<u>collected - monthly</u>																	Andrew Jarrett	includes the DD's posted for 1st Sept as the overnight % collection report failed so was unable to get a figure until the next day (DP)
<u>% total NDR collected - monthly</u>	61.48% (6/12)	99.18%	99.20%	12.20%	19.88%	33.72%	40.57%	50.41%	57.38%							57.38% (6/12)	John Chumbley, Andrew Jarrett	(August) Please note that this figure includes the posted DD's for 1st September as the overnight job failed (DP)
<u>Number of visitors per month</u>	2,890 (6/12)	2,761	3,000	2,351	2,673	2,784	2,787	2,724	2,703							2,703 (6/12)	Liz Reeves	(September) No surgeries at Cullompton or Crediton (RT)
<u>Satisfaction with front-line services</u>	80.56% (6/12)	81.58%	80.00%	0.00%	0.00%	97.59%	97.59%	97.59%	97.14%							97.14% (6/12)	Liz Reeves	(August) No stats this month (RT)
<u>Increase Number of Digital payments</u>	34,858 (6/12)	69,567	70,960	5,927	11,973	18,239	24,320	30,434	36,969							36,969 (6/12)	Liz Reeves	

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	Group Manager	Officer Notes

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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

Service Manager: Claire Fry

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

Risk: Asset Management • The Council may not be optimising its portfolio of assets

- Assets purchased without prior approval may not be supported by Council policies and systems
- Misuse of assets could have a financial impact to the Council
- Inadequate inventory records could invalidate insurance claims, disrupt the business continuity process and hide instances of theft
- Failure to maintain the Asset Management Strategy could result in an inefficient use of resources

Not making a commercial ROI

Effects (Impact/Severity): • Theft of stocks and stores

Causes (Likelihood): • Mismanagement of stocks and stores

Service: Property Services

Current Status: Medium (12)

Current Risk Severity: 3 - Medium

Current Risk Likelihood: 4 - High

Service Manager: Andrew Busby, Stuart Noyce, Susie Stevens-Brown

Review Note: Capital Asset Management Strategy 2016-2020 on the website

Risk Report Appendix 6

Risk: Car Parks Car Park Overcrowding

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium
(12)

Current Risk Severity: 4 -
High

Current Risk Likelihood: 3 -
Medium

Service Manager: Darren Beer

Review Note:

Risk: Contingency - Business Continuity The Council fails to have an effective Business Continuity Plan in place that is up-to-date and complements the Emergency Plan, Disaster Recovery Plan and Risk Management Plan leading to service failure and loss in reputation.

Effects (Impact/Severity):

- Staff are not enabled or adequately prepared to deal with incidents in the event that senior managers are unavailable
- Poor management of a major incident will affect the Council's reputation
- There is a risk to decision-making processes and maintaining quorate committees in the event of loss of Members.
- Software Failure, leading to potential inability to pay staff, creditors, benefits etc and inability to access key data affecting service delivery and customer experience
- Increase in workforce homeworking

Causes (Likelihood):

- Severe weather including snow, flooding and heatwaves can cause disruption to normal service operation
- Severe space weather can cause disruption to a range of technologies and infrastructure, including communications systems, electronic circuits and power grids. The next period of such solar activity is forecast to occur around May 2013.
- There are predictions of scheduled power cuts from 2015. Failure to plan for this and implement contingency procedures will affect service delivery.
- Fuel strikes
- Industrial action

Service: Governance

Current Status: Medium
(12)

Current Risk Severity: 3 -
Medium

Current Risk Likelihood: 4 -
High

Service Manager: Catherine Yandle

Review Note: Service Business continuity plans will be reviewed at GMF on 23 October 2017

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

Risk Report Appendix 6

Current Status: Medium
(12)

Current Risk Severity: 4 -
High

Current Risk Likelihood: 3 -
Medium

Service Manager: Andrew Busby, Stuart Noyce, Susie Stevens-Brown

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

Service Manager: John Bodley-Scott

Review Note:

Risk: Economic Development Service Failure to promote economic activity within the District will suppress the potential for new jobs and increased prosperity for residents

A continuing economic recession could jeopardise our ability to achieve corporate objective of 'A Thriving Economy'

Effects (Impact/Severity): - Inability to meet Council objectives

- A lack of inward investment

- Uncertain economic recovery, impact on employment and infrastructure development

Causes (Likelihood): - Decline in national macro-economics

Service: Community Development

Current Status: Medium
(12)

Current Risk Severity: 4 -
High

Current Risk Likelihood: 3 -
Medium

Service Manager: Adrian Welsh

Review Note: Economic Strategy currently being prepared which will focus the District Council's intervention in a more focused way and will also enable improved monitoring for this risk.

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

Service Manager: 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

Service Manager: 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 approved

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

Service Manager: 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 - arborist team

Effects (Impact/Severity):

Causes (Likelihood):

Service: Grounds Maintenance

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Joe Scully

Review Note: Because of the nature of the work which can be in areas of limited access to emergency services and of a high risk all team members should be First Aid at Work (FAW)

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

Service Manager: 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

Service Manager: 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

Service Manager: 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

Service Manager: 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 reposessions 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**

Service Manager: Claire Fry

Review Note:

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**

Service Manager: Claire Fry

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**

Service Manager: 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 Report Appendix 6

Risk: Legionella Legionella

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium
(10)

Current Risk Severity: 5 - Very
High

Current Risk Likelihood: 2 -
Low

Service Manager: Darren Beer

Review Note:

Risk: Local Plan Whether the Inspector will find the Plan unsound

Effects (Impact/Severity):

Causes (Likelihood):

Service: Planning

Current Status: Medium
(10)

Current Risk Severity: 5 - Very
High

Current Risk Likelihood: 2 -
Low

Service Manager: Jenny Clifford

Review Note: Steps taken to mitigate risks by commissioning additional work to strengthen evidence base.

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

Service Manager: Andrew Busby, Stuart Noyce, Susie Stevens-Brown

Review Note:

Risk: New Homes A low housing build rate would equal less affordable housing resulting in a reduction in potential New Homes Bonus

Effects (Impact/Severity): - Loss of Affordable Housing Income Section 106

- Failure to meet targets in Development Plan

- Potentially unallocated sites being developed as 5-year housing supply reduces

Causes (Likelihood):

Service: Planning

Current Status: Medium
(12)

Current Risk Severity: 4 -
High

Current Risk Likelihood: 3 -
Medium

Service Manager: Jenny Clifford

Review Note:

Risk Report Appendix 6

Risk: Overall Funding Availability Changes to Revenue Support Grant, Business Rates, New Homes Bonus and other funding streams in order to finance ongoing expenditure needs.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Financial Services

Current Status: High
(15)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Service Manager: Andrew Jarrett

Review Note: Mitigation – Local and national working groups and advice from experts – liaise with DCLG and then attempt to model/plan.

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

Service Manager: Zoë Lentell

Review Note:

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

Service Manager: Darren Beer

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

Service Manager: Darren Beer

Review Note:

Risk Report Appendix 6

Risk: Power Take Off (PTO)shaft use That the PTO shaft is not correctly guarded

Effects (Impact/Severity):

Causes (Likelihood):

Service: Grounds Maintenance

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Joe Scully

Review Note: Locking mechanism on the universal joint must be engaged successfully before engaging the PTO. Safe systems of work item

Risk: Premier Inn Construction site Increased difficulty in management of the car parking facility while the Premier Inn is being built

Effects (Impact/Severity):

Causes (Likelihood):

Service: Property Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Andrew Busby, Stuart Noyce, Susie Stevens-Brown

Review Note: Enabling meeting with the contractor 24 July 2017

Risk: Reputational damage cyber security impact of reputational damage through social media is a significant risk that warrants inclusion on the Authority's risk register.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Communications

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: 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

Service Manager: Claire Fry

Review Note:

Risk Report Appendix 6

Risk: School Swimming Sessions School Swimming Sessions

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Darren Beer

Review Note:

Risk: 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

Service Manager: Claire Fry

Review Note:

Risk: Swimming Lessons Swimming Lessons

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Darren Beer

Review Note:

Risk: Swimming Pool Swimming pool & spectator walkway

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Darren Beer

Review Note:

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

Service Manager: Claire Fry

Review Note:

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

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

Causes (Likelihood): Will now happen

Service: Revenues - Benefits

Current Status: No
Data

Current Risk Severity: 4 -
High

Current Risk Likelihood: 3 -
Medium

Service Manager: Andrew Jarrett

Review Note:

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

Service Manager: Kathryn Tebbey

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.

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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	No Risks	3 Risks	2 Risks	2 Risks
	3 - Medium	No Risks	3 Risks	12 Risks	12 Risks	3 Risks
	2 - Low	4 Risks	19 Risks	37 Risks	32 Risks	19 Risks
	1 - Very Low	7 Risks	10 Risks	13 Risks	17 Risks	22 Risks
		1 - Very Low	2 - Low	3 - Medium	4 - High	5 - Very High
		Risk Severity				

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MID DEVON DISTRICT COUNCIL – NOTIFICATION OF KEY DECISIONS

January 2018

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

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Land for Affordable Housing To acquire land (in consultation with the Cabinet Member for Housing) for the provision of affordable housing (under the scheme of delegation) at Waddeton Park, Post Hill, Tiverton	Director of Finance, Assets and Resources	Not before 1st Dec 2017	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242		Open
Town and Parish Charter To undertake a four yearly review the Town and Parish Charter	Community Policy Development Group Cabinet	28 Nov 2017 4 Jan 2018	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open
Air Quality To consider the formation of a new policy.	Community Policy Development Group Cabinet	28 Nov 2017 4 Jan 2018	Simon Newcombe, Group Manager for Public Health and Regulatory Services Tel: 01884 234615	Cabinet for the Working Environment and Support Services (Councillor Margaret	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
	Council	21 Feb 2018		Squires)	
Corporate Anti Social Behaviour Policy 4 yearly review	Cabinet Community Policy Development Group	4 Jan 2018 1 Feb 2018	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Council Tax Reduction Scheme Report regarding a scheme for 2018	Cabinet Council	4 Jan 2018 21 Feb 2018	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
Tiverton Eastern Urban Extension Area A - Masterplanning - Land South of West Manley Lane To consider options available in relation to the masterplanning of this area.	Cabinet	4 Jan 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Local Plan Review Update	Cabinet	4 Jan 2018	Jenny Clifford, Head of Planning,	Councillor Richard	Open

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Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
	Council	21 Feb 2018	Economy and Regeneration Tel: 01884 234346	Chesterton	
Greater Exeter Strategic Plan To consider a report of the Head of Planning, Economy and Regeneration regarding a draft strategic plan.	Cabinet Council	4 Jan 2018 21 Feb 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Supply of Kitchens To consider the outcome of the procurement exercise for the supply of kitchens to Council property.	Cabinet	4 Jan 2018	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Local Enforcement Policy (post consultation) Report of the Head of Planning and Regeneration following the consultation process	Cabinet Council	4 Jan 2018 21 Feb 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Insurance Tender	Cabinet	4 Jan 2018	Andrew Jarrett, Director of Finance,	Cabinet Member for Finance	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
To consider delegating authority to the Head of Finance, Assets and Resources in consultation with the Cabinet Member for Finance to decide the outcome of the insurance tender process due to time restrictions.			Assets and Resources Tel: 01884 234242	(Councillor Peter Hare-Scott)	
Fiverton Eastern Urban Extension Area B Masterplanning To consider the outcome of the tender process	Cabinet	4 Jan 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Part exempt
Tax Base Calculation Report detailing the statutory calculations necessary to determine the Tax Base for the Council Tax	Cabinet Council	4 Jan 2018 21 Feb 2018	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
Cleaning Contractors To approve the outcome of the procurement exercise.	Cabinet	4 Jan 2018	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet for the Working Environment and Support Services (Councillor	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
				Margaret Squires)	
Cullompton Town Centre Masterplan Report to consider the commissioning of a regeneration and investment masterplan for Cullompton.	Cabinet	4 Jan 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Vehicle Maintenance Contract To consider the maintenance contract.	Environment Policy Development Group Cabinet	9 Jan 2018 1 Feb 2018	Stuart Noyce, Group Manager for Street Scene and Open Spaces	Leader of the Council (Councillor Clive Eginton)	Open
Bereavement Services Fees and Charges A review of fees and charges	Environment Policy Development Group Cabinet	9 Jan 2018 1 Feb 2018	Andrew Pritchard, Director of Operations Tel: 01884 234950	Leader of the Council (Councillor Clive Eginton)	Open
LEP Productivity Strategy To consider the LEP Productivity Strategy	Economy Policy Development Group	11 Jan 2018	Adrian Welsh, Group Manager for Growth, Economy and Delivery	Cabinet Member for Planning and Economic Regeneration (Councillor	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
	Cabinet	1 Feb 2018		Richard Chesterton)	
Mid Devon Destination Management Plan & Action Plan Report updating Members on the current impact tourism has on Mid Devon's local economy and how we can develop the sector over the next 5 years.	Economy Policy Development Group Cabinet	11 Jan 2018 1 Feb 2018	John Bodley-Scott, Economic Development Team Leader	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Market Rights Policy A report proposing the adoption of a new Market Policy.	Economy Policy Development Group Cabinet Council	11 Jan 2018 1 Feb 2018 21 Feb 2018	Alan Ottey, Tiverton Town Centre and Market Manager	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Amenity car parks A report presenting options for the use of Amenity Car Parks going forwards.	Economy Policy Development Group Cabinet	11 Jan 2018 1 Feb 2018	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Housing (Councillor Ray Stanley)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Economic Strategy To consider a new policy.	Economy Policy Development Group Cabinet Council	11 Jan 2018 1 Feb 2018 21 Feb 2018	Adrian Welsh, Group Manager for Growth, Economy and Delivery	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Rechargeable Repairs To receive a report reviewing the Rechargeable Repairs Policy.	Homes Policy Development Group Cabinet	16 Jan 2018 1 Feb 2018	Mark Baglow, Group Manager for Building Services Tel: 01884 233011	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Community Housing Fund Grant Policy To receive a report from the Housing Services Manager regarding the new Community Housing Fund Policy.	Homes Policy Development Group Cabinet Council	16 Jan 2018 1 Feb 2018 21 Feb 2018	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
<p>Severe Weather Emergency Protocol and Extended Winter Provision Protocol</p> <p>As a member of the Devon and Cornwall Housing Options Partnership (DCHOP) the Housing service recognises that local areas should try to prevent rough sleeping at any time of the year. However, the winter period can present the greatest risks to the health of rough sleepers. Therefore a protocol needs to be agreed with the other LAs in the County.</p>	<p>Homes Policy Development Group</p> <p>Cabinet</p>	<p>16 Jan 2018</p> <p>1 Feb 2018</p>	<p>Michael Parker, Housing Options Manager Tel: 01884 234906</p>	<p>Cabinet Member for Housing (Councillor Ray Stanley)</p>	<p>Open</p>
<p>Tenancy Strategy</p> <p>To consider a report regarding the revised strategy.</p>	<p>Homes Policy Development Group</p> <p>Cabinet</p>	<p>16 Jan 2018</p> <p>1 Feb 2018</p>	<p>Claire Fry, Group Manager for Housing Tel: 01884 234920</p>	<p>Cabinet Member for Housing (Councillor Ray Stanley)</p>	<p>Open</p>
<p>Tenancy Policy</p> <p>To consider a report regarding the revised Policy.</p>	<p>Homes Policy Development Group</p>	<p>16 Jan 2018</p>	<p>Claire Fry, Group Manager for Housing Tel: 01884 234920</p>	<p>Cabinet Member for Housing (Councillor Ray Stanley)</p>	<p>Open</p>

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
	Cabinet	1 Feb 2018			
Gas Safety Policy To consider a report regarding the revised Gas Safety Policy.	Homes Policy Development Group Cabinet	16 Jan 2018 1 Feb 2018	Mark Baglow, Group Manager for Building Services Tel: 01884 233011	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Corporate Debt Recovery Policy To consider a revised policy.	Audit Committee Cabinet	23 Jan 2018 1 Feb 2018	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
Community Safety Partnership Plan 2 yearly review	Community Policy Development Group Cabinet	30 Jan 2018 1 Mar 2018	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
Community Engagement Strategy 2018 Report updating Members on progress made with the Community Engagement Action Plan (2015-16) and to	Community Policy Development Group Cabinet	30 Jan 2018 1 Feb 2018	Liz Reeves, Head of Customer Services Tel: 01884 234371	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
review the strategy and focus for 2018					
Tiverton Town Centre Masterplan Report of the Head of Planning and Regeneration outlining the draft masterplan for consultation following referral from the meeting on 1 May to allow for further consideration to take place.	Cabinet	1 Feb 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Budget Report outlining options available in order for the Council to move towards a balanced budget for 2018/19	Cabinet Council	1 Feb 2018 21 Feb 2018	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
Play Area Contractors To consider the outcome of the procurement exercise for the provision of play area contractors	Cabinet	1 Feb 2018	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Capital Programme Report seeking Council approval for the 2018/19 Capital Programme	Cabinet Council	1 Feb 2018 21 Feb 2018	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
National Non - Domestic Rates Report providing an update on the income generation and financial implications of the number of business rates properties in Mid Devon and requesting that the NNDR1 be approved.	Cabinet	1 Feb 2018	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
Policy Framework Report outlining the Policy Framework for the year	Cabinet Council	1 Feb 2018 21 Feb 2018	Stephen Walford, Chief Executive Tel: 01884 234201	Leader of the Council (Councillor Clive Eginton)	Open
Establishment Report outlining the overall structure of the Council	Cabinet Council	1 Feb 2018 21 Feb 2018	Jane Cottrell, Group Manager for Human Resources Tel: 01884 234919	Cabinet for the Working Environment and Support Services (Councillor	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
				Margaret Squires)	
Review of Bereavement Services To receive a report regarding a review of Bereavement Services, to include National Assisted Burials	Environment Policy Development Group Cabinet	6 Mar 2018 10 May 2018	Andrew Pritchard, Director of Operations Tel: 01884 234950	Leader of the Council (Councillor Clive Eginton)	Open
Wireless Broadband To consider issues with regard to wireless broadband.	Economy Policy Development Group Cabinet	8 Mar 2018 5 Apr 2018	Adrian Welsh, Group Manager for Growth, Economy and Delivery	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Illegal Encampment Policy To receive a report regarding a policy regarding to Illegal Encampment	Community Policy Development Group Cabinet Council	27 Mar 2018 5 Apr 2018 25 Apr 2018	Andrew Busby, Group Manager for Corporate Property and Commercial Assets Tel: 01884 234948	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Revised Data Protection Policy To consider a revised policy	Cabinet	5 Apr 2018	Catherine Yandle, Group Manager for Performance, Governance and Data Security Tel: 01884 234975	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
Revised Freedom of Information Policy To consider a revised policy	Cabinet	5 Apr 2018	Catherine Yandle, Group Manager for Performance, Governance and Data Security Tel: 01884 234975	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
ICT Strategy Report of the Head of Customer Services regarding a review of the ICT Strategy	Cabinet	Not before 1st Jun 2018	Liz Reeves, Head of Customer Services Tel: 01884 234371	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open

