

Public Document Pack

Mid Devon District Council

Scrutiny Committee

Monday, 12 February 2018 at 2.15 pm
Exe Room, Phoenix House, Tiverton

Next ordinary meeting
Monday, 12 March 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

- 1 **APOLOGIES AND SUBSTITUTE MEMBERS**
To receive any apologies for absence and notices of appointment of substitute Members (if any).
- 2 **DECLARATIONS OF INTEREST UNDER THE CODE OF CONDUCT**
Councillors are reminded of the requirement to declare any interest, including the type of interest, and reason for that interest, either at this stage of the meeting or as soon as they become aware of that interest.
- 3 **PUBLIC QUESTION TIME**
To receive any questions relating to items on the Agenda from members of the public and replies thereto.

Note: A maximum of 30 minutes is allowed for this item.
- 4 **MINUTES OF THE PREVIOUS MEETING** (*Pages 5 - 10*)
Members to consider whether to approve the minutes of the last meeting of the Committee as a correct record (attached).

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

5 **MEMBER FORUM**

An opportunity for non-Cabinet Members to raise issues.

6 **DECISIONS OF THE CABINET**

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

7 **CHAIRMAN'S ANNOUNCEMENTS**

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

8 **ESTABLISHMENT** *(Pages 11 - 14)*

To inform Members of the overall structure of the Council showing the management and deployment of officers.

9 **PERFORMANCE AND RISK** *(Pages 15 - 48)*

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

10 **WHISTLEBLOWING UPDATE**

The Group Manager for Performance, Governance and Data Security informs the Committee that there have been no cases reported since the last update.

11 **SCRUTINY OFFICER UPDATE** *(Pages 49 - 62)*

The Scrutiny Officer will provide an update.

12 **FORWARD PLAN** *(Pages 63 - 76)*

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

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

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

Cabinet Member for Planning
RIPA
Member Development Update

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

Stephen Walford
Chief Executive
Friday, 2 February 2018

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

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

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

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

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

Tel: 01884 234209

E-Mail: jstuckey@middevon.gov.uk

Public Wi-Fi is available in all meeting rooms.

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MID DEVON DISTRICT COUNCIL

MINUTES of a **SPECIAL MEETING** of the **SCRUTINY COMMITTEE** held on 26 January 2018 at 2.15 pm

Present

Councillors

F J Rosamond (Chairman)
Mrs H Bainbridge, Mrs F J Colthorpe,
Mrs G Doe, T G Hughes, F W Letch,
Mrs J Roach and T W Snow

Apologies

Councillor(s)

Mrs A R Berry, Mrs C P Daw, Mrs B M Hull and N A Way

Also Present

Councillor(s)

C R Slade and R L Stanley

Also Present

Officer(s):

Andrew Jarrett (Director of Finance, Assets and Resources), Jill May (Director of Corporate Affairs and Business Transformation), Maria De Leburne (Solicitor), Kevin Swift (Public Health Officer) and Julia Stuckey (Member Services Officer)

113 **APOLOGIES AND SUBSTITUTE MEMBERS**

Apologies were received from Cllrs Mrs A R Berry, Mrs C P Daw, Mrs B M Hull and Cllr N A Way.

114 **PUBLIC QUESTION TIME**

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

115 **MINUTES OF THE PREVIOUS MEETING**

Subject to adding a bullet point at Minute 109 to read 'Cllr Mrs J Roach requested that the assistance of Mel Stride MP in ensuring the process continued with the new Government be noted' the minutes of the last meeting were approved as a correct record and **SIGNED** by the Chairman.

116 **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman had no announcements to make.

117 **MEMBER OF PARLIAMENT NEIL PARISH**

The Chairman welcomed Neil Parish MP to the meeting.

The Committee put questions to the MP.

What is the position in terms of controlling the input and export of material into open slurry pits, especially when neighbours complain of damage to health?

The MP replied that he had spoken with Sir James Bevan, the Chief Executive of the Environment Agency (EA), asking for more regulation. He considered that there was a problem with what was being put into pits and spread on land, especially from bio digesters. He had been informed that the EA were looking at rules and in particular they were looking at the site at Crossparks where they had been making investigations regarding both the pit and the spreading on land. They may be taking action and it had reached legal stages, the matter was being taken seriously. He considered that if a farmer was spreading slurry there shouldn't be a problem, it was mixing it in open slurry pits and spreading it that caused problems, and only a certain amount per season should be spread, which could also be an issue. The EA were checking and testing the land and the pit. They had apparently found something in the pit that they didn't like and were checking to see if the land was saturated. This matter was being taken seriously but the EA could only work within the rules that they had.

How will the government address the need for better infrastructure to counter the pressures on existing roads and hospitals caused by the growth in house building?

The MP replied that both himself and Mid Devon District Council were trying to deal with this matter by saying to developers that they must pay more infrastructure costs 'up front' so that roads came before the development. They were also looking for funding up front from the Garden Village scheme. The MP also considered that given the uplift from the value of agricultural land to building land some of the extra value could contribute towards infrastructure.

With regard to hospitals, there was extra demand and he considered that the closure of beds in community hospitals such as Honiton and Seaton had contributed to this problem. He felt that figures quoted were questionable, that the Royal Devon and Exeter Hospital at Wonford (RDEW) was overstretched and that local hospitals could take some of the strain. He informed Members that he had made strong representations but that the Clinical Commissioning Groups (CCG's) had the final say. Social care services had been looked at again by Government to try combining the delivery of social care and looking after people in their own homes but resources were needed in order to do so. This appeared to be working but some people would still require care in hospital.

The MP considered that care packages in his constituency were currently providing services well and he had been assured that there would be improvement. He asked that incidents of care packages not being put in place satisfactorily in his constituency be reported to him in order that he could make specific enquiries. He added that although he considered being cared for at home was the right thing for some patients, he was not convinced it would save money and that enough people were needed to undertake the work. With an aging population it was essential to ensure that the resource was in place.

Section 106 Contributions put housing prices out of the reach of local people, should tax money be put back into the system to help with this?

The MP responded that the Treasury needed resource and spent it how it saw fit. Agricultural land could be valued at £10k - £15k an acre and building land at £250k an acre so even after tax there was a lot left. There had to be a balance and some infrastructure costs had to be reflected in land values.

Homes for older people needed to be provided in the towns so that they could move in from the countryside and could more respite care be provided?

The MP responded that the type of housing provided in the District was the responsibility of the Local Authority and that whether or not to move into town was a personal choice. He was however prepared to speak to Ministers regarding how much Councils were allowed to build. It would be up to the Local Authority whether or not it chose to build accommodation such as one bedroom units for the elderly.

The MP agreed that more respite care was needed and that caring for patients with dementia could be an awful strain. He extended condolences to Cllr Snow who had recently lost his wife.

Could the MP comment on the state of play regarding extending a railway service to Cullompton? What is the timeline for such a development?

The MP considered that this project was 'getting somewhere' and informed the Committee that Great Western Trains and Network Rail had looked at the feasibility and had found that they could run small trains. They were considering both Cullompton and Wellington for this project. He felt that this was moving in the right direction, that his neighbouring MP was also on board and that it was now a case of making sure that it stacked up financially. He stated that these things could take a long time but that progress was being made.

The 111 out service claims to give fast access to help for serious ill health, but it is not fit for purpose and needs to be changed if it is to fulfil this aspiration.

From personal experience call back promised within an hour can take up to five hours even in a very serious situation. Too often it takes multiple phone calls over hours to receive even a phone call from a doctor.

The MP asked for specific details with regard to this individual case so that he could look into it further.

Another Councillor in attendance reported having received a very good service from 111.

Is there any clear indication via an impact assessment of the effect of Brexit on economic and environmental activity in Devon?

The MP responded that he had been looking into this matter a lot with DEFRA on the agricultural side and that figures were being looked at by Government. He informed the Committee that we currently exported lamb to Europe and imported lamb from New Zealand. He stated that we needed to ensure we maintained exports and didn't increase imports. We needed to maintain very high animal welfare standards and not allow imports that did not meet the same standards. A report was about to be launched outlining the effects of this. We needed to keep trade routes open and the MP reported that 40% of new cars sold in the country were German and he thought

the Germans would want to keep this market. This was an example of a trade relationship. Impact assessments were being undertaken. Borders and being able to move about without being held up was another matter that EFRA was considering.

He stated that we were on the road to BREXIT and that in his view in a few years we would be pleased, but it could be challenging along the way. We needed to get as good a deal as possible.

The digital revolution is marching on but in its wake it is leaving behind people who do not own or want to own a computer.

The MP stated that we were living in an age where more and more was being done on a computer. He had sympathy with those that did not want to use it but technology was moving in that direction. He suggested that if Councillors came up with ideas for helping local people to access and understand computers he would go to Ministers to enquire about access to funding. He said that we could not stop the roll out of new technology but he accepted that some people would struggle and we needed to look at how help could best be provided.

Discussion took place regarding:

- Computer training and access to computers that was currently available at libraries and with local charities;
- The roll out of Universal Credit, which could only be claimed online and assistance that the Authority was putting in place;
- Anticipated rent arrears following the roll out of Universal Credit.

The MP asked to be kept up to date on the roll out of Universal Credit in order that he could take issues forward.

What progress is being made to the development of a ring road/ bypass for Cullompton, which is urgently needed before major housing construction begins?

The MP replied that it would take Government funding to fund the new roundabout and junction and that a decision on the final route of the bypass had to be made. He was mindful that the road was needed and offered to write to Devon County Council regarding their proposals for a bypass.

Given the shortage of nurses in the NHS and difficulty retaining them, would it be sensible to re-instate free training with more practical on-the-job experience leading to an Apprenticeship Degree? Practical skills, experience, plus empathy and TLC can be more useful than academic prowess, when dealing with sick people.

The MP responded that he had been to the Royal College of Nursing in Exeter to discuss training needs and was lobbying the Government hard on this matter. As the country left the EU there would be even more pressure on nursing. He had visited PETROC and spoken to trainee nurses there, a number of whom were entering

nursing at a later stage, to find out what help could be provided. He was mindful that bursaries and how they were targeted needed to be looked at.

The MP was asked if military medical staff could be asked to help out and he said he would look into this.

What is the position in respect of the delivery of a new building for Tiverton School?

The MP had attended a meeting at the High School, along with Devon County Council Members, with regard to the new site and planning permission which should be passed shortly. The group was in place and ready to move forward to go to Ministers for funding. The current building was on a flood plain, the buildings were deteriorating and there was a need to move site.

What is the MP's reaction to the closure of banks leaving two important settlements - Cullompton and Crediton, without permanent banking facilities, especially in the light of major housing development planned in both towns?

The MP responded that the banks would always make commercial decisions regarding their branches and that he considered the best way forward to be to make better use of Post Offices. Banking services could be accessed at Post Offices and they could pick up local banking business. It was important that as many post offices as possible were kept open and that the public were made aware of the services on offer.

The MP concluded by informing Members that he ran a surgery on Friday afternoons if they had political concerns that they would like to raise with him.

The Chairman thanked the MP for his attendance.

118 IDENTIFICATION OF ITEMS FOR THE NEXT MEETING

HR and people having to work longer.

(The meeting ended at 3.25 pm)

CHAIRMAN

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CABINET **1 February 2018**

The Establishment

Cabinet Member: Cllr. Margaret Squires

Responsible Officer(s): Jane Cottrell, Group Manager for Human Resources

Reason for Report: To inform Members of the overall structure of the Council showing the management and deployment of officers. This report should be read in conjunction with the functions of individual officers highlighted in the Constitution.

RECOMMENDATION: The Cabinet is asked to recommend to Council the Establishment.

Relationship to Corporate Plan: This report highlights the Establishment figures and, as such, supports our aim to reduce costs without affecting service quality and continuity.

Financial Implications: Financial risk will only occur where the structure of a service changes without adherence to allocated budgets.

Legal Implications: In accordance with Article 14 of the Constitution.

Risk Assessment: If changes to the method of providing service delivery are not implemented the Council will find it more difficult to achieve the required budget cuts and quality and continuity may be affected.

Equalities impact assessment: No equality issues identified for this report.

1.0 Introduction

- 1.1 Under Article 14 of the Mid Devon District Council Constitution, the Chief Executive is required to report to full Council on the manner in which the discharge of the Council's functions is co-ordinated, the number and grade of officers required and the organisation of officers. [Structure Charts](#)

2.0 Structure of the Council

- 2.1 A significant amount of change has once again been undertaken during the past 12 months with the appointment of the Group Manager cohort in September. The process of selection of senior managers was undertaken in a way that minimises redundancies and provides additional challenge to allow them to grow in these more demanding roles. As a result of their appointments each Group Manager has been tasked with undertaking a comprehensive review of their service area to provide a more efficient and cost effective outcome.

3.0 Resources

- 3.1 The total number of Full Time Equivalents (FTE) varies throughout the year. It is the responsibility of the Council's management to ensure that we do not overspend on the allocated budget unless that revenue expenditure has been authorised. Some services have much more movement of staff than others.
- 3.2 The FTE as at 1 January 2018 was 408.02 (including 11 Apprentices) compared to 408.81(including 10 Apprentices) as at 1 January 2017. This reduction demonstrates that the Council has sought, wherever possible, to ensure that services are being maintained in the context of significant changes to our financial operating context.

Directorate	FTE 2018	FTE 2017
Chief Executive	6	5
Corporate Affairs	58.08	64.27
Finance & Assets	46.54	48.53
Operations	252.19	250.48
Planning	45.21	40.53
Total	408.02	408.81

- 3.3 Whilst the pressures of work are rising, the Council has implemented support for staff suffering from stress by offering stress awareness sessions for both managers and individuals. Free confidential counselling is also offered. Any member of staff who shows signs of stress is given support via Occupational Health, review of workload and if necessary a different working pattern.
- 3.4 Sickness absence continues to be managed and support is provided to assist employees on long term sickness back to work. The current data indicates an increase 0.6 days lost per employee during the monitoring period compared to last year.

Monitoring Period	Days Lost	Long Term Absence (15+ days)	Short Term Absence (less than 15 days)
1 Jan 2017 – 1 Jan 2018	3706 (average 8.1 per employee)	2240 (average 4.9 per employee)	1466 (Average 3.2 per employee)
1 Jan 2016- 1 Jan 2017	3501 (average 7.5 per employee)	1939 (average 4.2 per employee)	1562 (average 3.4 per employee)

4.0 Turnover

- 4.1 The annual turnover rate to January 2018 is 11.31%. During the 12 month monitoring period 57 employees left the council; 40 were resignations, 7 dismissals, 2 redundancies, 2 end of fixed term contract, 4 were non-starters and 2 were transferred under TUPE to Devon Audit Partnership.

5.0 Looking Forward

- 5.1 The Chief Executive will scrutinise all vacancies that arise and attempt to meet the work requirements by alternatives to normal recruitment, such as flexible working, joint appointments with other councils, or use of part time or fixed term posts. Once this process has been exhausted consideration will be given to external recruitment.
- 5.2 The Chief Executive, in conjunction with the Leadership Team, will continue to reorganise the workforce to best reflect the needs and priorities of the Council as and when the opportunity arises.
- 5.3 Support will be provided to staff as we continue to train and develop staff and encourage a more flexible approach to working, enabling employees to develop and take on more challenging roles in the future.
- 5.4 The Council's workforce will continue to become more complex in terms of full time/part time/job sharing/flexible working etc. as well as in terms of increased use of working from home and use of more flexible job descriptions.

6.0 Training

- 6.1 In order to encourage staff to work more flexibly and take on different roles and responsibilities we need to provide or enable them with the necessary skills to achieve this. It is important that everyone is aware that change, innovation or adaptation is needed to deliver the Council's objectives.

7.0 Use of Consultants

- 7.1 Consultants are only used where there is a need to deliver a specific project or piece of work for which expertise is required which is not available within the Council's existing resource. These areas include pure professional advice, for example barristers' advice, engineering calculations and landscaping advice.

Contact for more information: Jane Cottrell, Group Manager for Human Resources, 01884 234919 / jcottrell@middevon.gov.uk)

Circulation of the Report: Cllr M Squires; Leadership Team

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SCRUTINY
12 FEBRUARY 2018:

AGENDA ITEM:

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.

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 October was 224kg. We are still a little below target for **% of household waste reused, recycled and composted** but at 53.6% still did well compared to the mean for all English authorities on LG Inform which was 48.09% for Q2 2017/18.
- 2.2 90% of trade waste customers are now covered by the recycling service.
- 2.3 **Number of Households on Chargeable Garden Waste**; sales/renewals exceeded the target of 9,000 by the end of June. The number of customers peaked in September at 9,537 but has slightly decreased since due to the drop in garden waste produced during the winter. We now have 9,268 customers against 8,298 as at 30 November 2016.
- 2.4 Regarding the Corporate Plan Aim: **Reduce our carbon footprint**: We continue to put energy saving measures in place wherever we can; recent additions are low energy air handling and LED lighting in the EVLC extension.
- 2.5 The energy switching scheme went live on MDDC website on 1 December 2017. The Waste transfer station at Carlu Close was officially opened on 8 December.
- 2.6 Regarding the Corporate Plan Aim: **Protect the natural environment**: 12 of the 27 recommendations from the Street Cleansing review have now been implemented; some have been put on hold and will be considered with the proposed merger of the service with Grounds Maintenance.

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 Aims: **Facilitate the housing growth that Mid Devon needs, including affordable housing: and Planning and enhancing the built environment**: The Local Plan is of course key; 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.

- 2.9 **Percentage of Properties with a Valid Gas Safety Certificate (LGSR):** there are three expired properties, two are at injunction stage and one is empty and subject to possession proceedings by the tenancy service.
- 2.10 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

- 2.11 Regarding the Corporate Plan Aim: **Attract new businesses to the District:** The number of business rate accounts has increased since last year which indicates some positive movement into the District but will include extra accounts for existing businesses too.
- 2.12 Regarding the Corporate Plan Aim: **Focus on business retention and growth of existing businesses:** We are now recording **Businesses assisted** which is on target at 183, as at end of November, against an annual target of 250.
- 2.13 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:** for **Empty Shops**, counting takes place at the start of the quarter so we now have the final position for 2017/18 compared to 2016/17: 7 more empty shops for Tiverton, 1 more in Crediton and 1 more in Cullompton. Crediton appears to be in better shape which was also suggested by the Consultation Working Group report which went to Scrutiny on 4 December. (See item on this agenda)
- 2.14 The Tiverton Town Centre Masterplan is due to go to Cabinet on 1 March 2018 prior to stage 1 public consultation. A £1.2M bid was submitted to the Heritage Lottery fund to help restore historic buildings in Cullompton. We will know the outcome in May 2018.
- 2.15 Regarding the Corporate Plan Aim: **Grow the tourism sector:** the Mid Devon Destination Management Plan for Tourism is due to come before this PDG in March.
- 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 before the examination stage.

Community Portfolio - Appendix 4

- 2.17 Regarding the Corporate Plan Aim: **Promote physical activity, health and wellbeing:** The EVLC extension is complete with the official opening on 10 January.

- 2.18 Planning is underway for this year's South West Youth Games with a fundraising Skipathon taking place across Devon and Cornwall from 22-26 January.
- 2.19 **Other:** Cosy Devon is still live, however they are currently migrating the site over to DCC hosting. The LEAP project within the ECO funding is also still live and offers home energy visits and low-cost measures.

Corporate - Appendix 5

- 2.20 **Working days lost due to sickness** is well below target (there will be a verbal update at the meeting).
- 2.21 The **Response to FOI requests** is still well below target. Recruitment for a replacement member of staff has taken place and the new member of staff started on 4 January so performance should improve quite quickly now there is a member of staff with this responsibility. The PIs for Customer First are mostly on or above target.
- 2.22 The GDPR project is progressing; it has been a standing item on Group Managers' Team since inception and there are regular updates in the Link and for Members. After a bit of stagnation in December a well-attended Q and A session for more than 30 managers was held at Phoenix House on 3 January. Work is planned on Privacy Notices, with suppliers and on the contract register over the next couple of months.
- 2.23 The **Performance Planning Guarantee determined within 26 weeks** remains slightly below target but the 4 speed and quality measures are all well above the required target.
- 2.24 The large vacant unit at Market Walk (17) has been let and re-opened as Londis before Christmas. Unit 10 refurbishment is scheduled to be completed by the end of January, signwriting completed.
- 2.25 MDDC has completed on 2 further units in Fore Street bringing the total ownership to 5.

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.

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	18	18	22	22								22 (5/12)	Corinne Parnall	(August) Out of a possible 28 (CY)
<u>Introduce Trimtrails across the District</u>		0	1	n/a	n/a	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	Offic Note
<u>Number of social media communications MDDC send out</u>	342 (8/12)	191	For information only	87	129	101	152	152	111	175	201					201 (8/12)	None	(Nov No. c Face Post: Publi 87 No. c Twee 114)
<u>Number of web hits per month</u>	26,296 (8/12)	28,543	***For information only***	30,041	32,545	28,620	28,208	27,028	26,949	27,804	26,099					26,099 (8/12)	None	
<u>Compliance with food safety law</u>	90% (8/12)	89%	90%	90%	90%	90%	89%	89%	89%	88%	87%					87% (8/12)	Simon Newcombe	

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Print Date: 29 December 2017

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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>	211.76 (7/12)	374.20	420.00	32.80	63.57	98.56	130.52	166.92	195.29	224.36						224.36 (7/12)	Stuart Noyce	(April - November) Figures supplied by DCC one month behind reporting cycle. (LD)
<u>% of Household Waste Reused, Recycled and Composted</u>	55.8% (7/12)	53.3%	53.0%	51.3%	52.6%	51.3%	51.8%	52.5%	52.5%	52.5%						52.5% (7/12)	Stuart Noyce	(November) 215.9kg per household @ 30/09 Figures for Nov 17 recycling rate supplied by DCC one month behind reporting cycle. (CY)
<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	n/a	Stuart Noyce	
<u>Number of Households on Chargeable Garden Waste</u>	8,298 (8/12)	8,536	9,000	8,692	8,973	9,107	9,343	9,449	9,537	9,520	9,268					9,268 (8/12)	Stuart Noyce	(November) The number of garden waste customer has decreased slightly reflecting a decrease in garden waste produced during the winter months. The number of customers still remains above target. (LD)
<u>% of missed collections reported (refuse and organic waste)</u>	0.03% (8/12)	0.04%	0.03%	0.04%	0.03%	0.03%	0.03%	0.03%	0.03%	0.04%	0.04%					0.04% (8/12)	Stuart Noyce	(November) Missed Collections have decreased by 0.022% compared to last month (actual) (LD)
<u>% of Missed Collections logged (recycling)</u>	0.03% (8/12)	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%	0.03%					0.03% (8/12)	Stuart Noyce	(November) Continue to remain on target (LD)
Aims: Protect the natural environment																		

Corporate Plan PI Report Environment**Priorities: Environment****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
Number of Fixed Penalty Notices (FPNs) Issued (Environment)	5 (8/12)	10		5	9	10	13	16	21	24	31					31 (8/12)	Vicky Bowden	

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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>	2,889 (8/12)	2,930	Can only increase if there are actual new properties brought into the Valuation List as a result of	2,933	2,936	2,942	2,951	2,951	2,963	2,963	2,987					2,987 (8/12)	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>Businesses assisted</u>	n/a	n/a	250	20	38	53	92	110	136	147	183					183 (8/12)	None	(November) Provisional figures (JB)

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>	52,876 (8/12)	55,241		48,051	53,937	54,086	54,730	54,417	54,734	53,420	51,810					51,810 (8/12)	Andrew Jarrett	
<u>The Number of Empty Shops (TIVERTON)</u>	18 (3/4)	16	18	n/a	n/a	19	n/a	n/a	25	n/a	n/a	23	n/a	n/a		23 (3/4)	Adrian Welsh	(Quarter 3) Vacancies as of 30th October 2017 = 23 representir 9.9% of tot units (JB)
<u>The Number of Empty Shops (CREDITON)</u>	8 (3/4)	7	8	n/a	n/a		n/a	n/a	8	n/a	n/a	8	n/a	n/a		8 (3/4)	Adrian Welsh	(Quarter 3) As of 30th October 2017 there are 8 vacancies, representir a vacancy rate of 6.8% (JB)
<u>The Number of Empty Shops (CULLOMPTON)</u>	10 (3/4)	8	8	n/a	n/a	11	n/a	n/a	9	n/a	n/a	9	n/a	n/a		9 (3/4)	Adrian Welsh	(Quarter 3) As of the 30th October 2017 there are 9 vacancies, representir a vacancy rate of 10.5% (JB)

Aims: Other

Corporate Plan PI Report Economy**Priorities: Economy****Aims: Other****Performance Indicators**

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to 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	£25,459	n/a	n/a		n/a	n/a		£25,459 (2/4)	Adrian Welsh	(Quarter 2) Tiverton Museum £15,459 Exe Valley Leisure Centre £10,000 (JB)

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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	0					0 (8/12)	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	10 (8/12)	33	25	7	11	13	23	34	43	54	84					84 (8/12)	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
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
% Decent Council Homes	100.00% (8/12)	100.00%	100.0%	99.9%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%					100.0% (
% Properties With a Valid Gas Safety Certificate	99.95% (8/12)	99.86%	100.00%	99.95%	99.64%	99.87%	99.82%	99.96%	99.91%	99.82%	99.87%					99.87% (
Rent Collected as a Proportion of Rent Owed	99.67% (8/12)	100.18%	100.00%	93.76%	95.18%	96.25%	96.87%	99.14%	98.73%	99.08%	98.85%					98.85% (
Current Tenant Arrears as a Proportion of Annual Rent Debit	1.00% (8/12)	0.60%	1.00%	0.93%	1.06%	1.16%	1.30%	1.26%	1.30%	1.17%	1.33%					1.33% (
	0.6% (8/12)	0.5%		0.4%	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%	0.5%					0.5% (

Corporate Plan PI Report Homes**Priorities: Homes****Aims: Other****Performance Indicators**

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to
<u>Dwelling rent lost due to voids</u>			no target - for information only													
<u>Average Days to Re-Let Local Authority Housing</u>	16.6days (8/12)	15.7days	16.0days	14.0days	13.9days	14.9days	14.1days	13.8days	14.3days	14.4days	14.0days					14.0days

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Corporate Plan PI Report Corporate

Monthly report for 2017-2018

Arranged by Aims

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

Key to Performance Status:

Performance Indicators:

No Data

Well below
target

Below target

On target

Above target

Well above
target

*

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

Corporate Plan PI Report Corporate

Priorities: Delivering a Well-Managed Council

Aims: Put customers first

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
% of complaints resolved w/in timescales (10 days - 12 weeks)	93% (9/12)	92%	90%	100%	96%	88%	91%	92%	93%	94%	95%	93%				93% (9/12)	None	
Number of Complaints	16 (9/12)	21	For information only	13	13	23	15	27	38	19	30	15				15 (9/12)	None	
New Performance Planning Guarantee determine within 26 weeks	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, Adrian Welsh	
Major applications determined within 13 weeks (over last 2 years)	66% (2/4)	74%	60%	n/a	n/a	83%	n/a	n/a	83%	n/a	n/a		n/a	n/a		83% (2/4)	Jenny Clifford, Adrian Welsh	

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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>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>	94% (9/12)	94%	100%	79%	85%	82%	80%	78%	78%	74%	69%	67%				67% (9/12)	Catherine Yandle	(December) 49 answered 24 over 20 days (HF)
<u>Working Days Lost Due to Sickness Absence</u>	5.73days (9/12)	7.89days	7.00days	0.61days	1.25days	1.88days	2.54days	3.12days	3.79days	4.66days	5.71days	7.54days				7.54days (9/12)	Jane Cottrell	
<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	
<u>% total Council tax collected - monthly</u>	85.05% (9/12)	98.10%	98.50%	11.34%	20.61%	29.74%	38.73%	51.60%	56.69%	66.58%	75.68%	84.68%				84.68% (9/12)	John Chumbley, Andrew Jarrett	
<u>% total NNDR</u>	84.78% (9/12)	99.18%	99.20%	12.20%	19.88%	33.72%	40.57%	50.41%	57.38%	65.32%	73.47%	81.02%				81.02% (9/12)	John Chumbley,	(December) % collection rate down

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	because of the NDR Revaluation for 2017 (DP)
<u>Number of visitors per month</u>	2,813 (9/12)	2,761	3,000	2,351	2,673	2,784	2,787	2,724	2,703	2,715	2,714	2,610				2,610 (9/12)	None	
<u>Satisfaction with front-line services</u>	82.86% (9/12)	81.58%	80.00%	0.00%	0.00%	97.59%	97.59%	97.59%	97.14%	97.14%	97.14%	97.14%				97.14% (9/12)	None	(December) No Customer satisfaction surveys completed this quater (RT)
<u>Increase Number of Digital payments</u>	54,711 (9/12)	69,567	70,960	6,326	12,698	19,179	25,446	31,703	38,810	48,423	56,854	62,510				62,510 (9/12)	None	

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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

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: Commercial Land supply Failure to identify commercial land supply will stunt economic growth

Effects (Impact/Severity):

Causes (Likelihood):

Service: Planning

Current Status: High (15)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Service Manager: Jenny Clifford

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: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Catherine Yandle

Risk Report Appendix 6

Review Note: Use of Business Continuity Template from DEPS launched in December and published on SharePoint for use

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

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

Causes (Likelihood): medium if procedures followed.

Service: Property Services

Current Status: Medium (12)

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Andrew Busby

Review Note:

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

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

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

Service: Community Development

Current Status: Medium (12)

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

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

Risk Report Appendix 6

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: Electrical testing Risk of electrocution or fire in Council Properties

Effects (Impact/Severity): Failure to carry out periodic electrical testing could result in the risk of electrocution or fire.

Causes (Likelihood):

Service: Housing – Building Maintenance

Current Status: No Data

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 1 - Very Low

Service Manager: Mark Baglow

Review Note: Every Council property is tested every 5 years as part of the cyclical testing programme.

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: The pre-eviction risk assessment identifies household composition and layout, and any issues such as mental health and drug use relating to the tenant(s) and their families as well as whether or not there are any dogs present at the property.

Risk: First Aid availability First Aid availability when maintaining green spaces etc. 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 Emergency First Aid at Work (EFAW)

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: Staff trained 2 in Office
Grass cutting all
Arborist team all

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

Risk Report Appendix 6

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: GDPR compliance That the Council cannot demonstrate that we are prepared for GDPR

Effects (Impact/Severity):

Causes (Likelihood):

Service: Governance

Current Status: High (15)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Service Manager: Catherine Yandle

Review Note: The project team meet weekly, progress is steady

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

Effects (Impact/Severity):

Causes (Likelihood):

Service: Street Scene Services

Current Status: No Data

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 Report Appendix 6

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: No Data

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: No Data

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: Staff are trained to respond to such issues and we have a policy setting out our approach to this type of management issue.

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

Risk Report Appendix 6

Current Status: High
(16)

Current Risk Severity: 4 - High

Current Risk Likelihood: 4 - High

Service Manager: Claire Fry

Review Note: Homelessness strategy to be reviewed early 2018.

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: Inadequate gas appliance maintenance and certification Failure to maintain service of our gas appliances on an annual basis could result in death and prosecution

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing – Building Maintenance

Current Status: No Data

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 1 - Very Low

Service Manager: Mark Baglow

Review Note: Legislation requires Landlords to ensure that annual gas safety checks are carried out in properties with any fixed gas appliances regardless of ownership. Within the Councils domestic housing stock this is done in line with the current standards and best practice, and is monitored by the Gas and Database Administrator.

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: None

Risk Report Appendix 6

Review Note: Increased awareness training for all staff and members, Information Security training calendar to ensure all year reminders.
Trialing systems to send phishing emails to staff as training tool.

Risk: Legionella Legionella

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium
(10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Darren Beer

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

Risk: 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

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

Risk Report Appendix 6

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: 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
(10)**

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

**Current Risk Likelihood: 2 -
Low**

Service Manager: Darren Beer

Review Note:

- Only authorized personnel to enter storage areas
- Pool plant operator certification required by operators
- Backwash only when pool not in use
- Planned storage of combustible materials
- Staff carry two way radios.

Risk Report Appendix 6

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: 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

Review Note: Enabling meeting with the contractor 24 July 2017

Risk: Recycling Income Reduction in material income levels due to market forces.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Street Scene Services

Current Status: Medium
(12)

Current Risk Severity: 4 -
High

Current Risk Likelihood: 3 -
Medium

Service Manager: None

Review Note: With China banning imports of recycling materials in the New Year this risk is currently at a higher level

Risk Report Appendix 6

Risk: Reputational damage - social media 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: Safeguarding Awareness Failure to ensure that awareness of safeguarding issues and what to do if one's suspicions are raised are not adequately dissipated throughout the council.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Safeguarding

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Nicola Cuskeran

Review Note: Compulsory training for all staff has been re-launched.

Policy reviewed and updated annually

Councillor briefing given

Recent audit

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: 4 -
High

Current Risk Likelihood: 3 -
Medium

Service Manager: Claire Fry

Review Note: In the case of potential stress and related conditions, Managers should undertake regular supervision meetings to monitor the situation and provide support.

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: Good links with other partners including the Police, Social Services, support agencies etc.

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	1 Risk	1 Risk	No Risks	No Risks
	4 - High	No Risks	No Risks	1 Risk	2 Risks	2 Risks
	3 - Medium	No Risks	3 Risks	13 Risks	14 Risks	4 Risks
	2 - Low	4 Risks	16 Risks	39 Risks	34 Risks	25 Risks
	1 - Very Low	6 Risks	10 Risks	11 Risks	14 Risks	23 Risks
		1 - Very Low	2 - Low	3 - Medium	4 - High	5 - Very High
		Risk Severity				

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Print Date: 08 January 2018
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Scrutiny Officer update – 12th February 2018

1. **Delayed Transfer of Care** – please refer to the attached information sheet. For all official statistics see <https://www.england.nhs.uk/statistics/statistical-work-areas/delayed-transfers-of-care/delayed-transfers-of-care-data-2017-18/>
It is noted that Devon County Council (Health Scrutiny Committee) will be receiving a report in March from the CCG on how Devon coped with the winter season which will be circulated once made available.
2. **Visit by Dr James Squire** – 12th March 2018. Dr Squire from Castle Place Practice, Tiverton will provide Members with a local perspective, to speak about Tiverton issues and their aim as part of the Royal Devon and Exeter and in collaboration with other providers to develop "Place Based Care", i.e. to consider a broad range of health and wellbeing needs for the locality and to aim to treat patients as close to home as possible where appropriate.
3. **Ageing workforce** – Cllr Roach raised this issue. Please refer to the attached response 'Fitness for Work' from Jane Cottrell, Group Manager for Human Resources.
4. **Cornwall Housing Allocations Policy** – Members noted the change to the social housing allocation in Cornwall. There is a useful Q and A sheet attached and the following link explains the changes and reason for the policy change.
<https://www.cornwall.gov.uk/housing/housing-strategy/council-allocation-scheme/#What>
5. **Road maintenance and repairs in Mid Devon** – Cllr Way raised this issue. Please refer to the attached Scrutiny Proposal form for details. Members might wish to familiarise themselves with Devon County Council's approach to potholes and claims made against the Council for damage to vehicles.
<https://new.devon.gov.uk/roadsandtransport/maintaining-roads/business-plan-2015-2021/pothole-action-fund/>
<https://new.devon.gov.uk/roadsandtransport/highways-insurance-claims/>
6. **Active Start (GP exercise referral program)** - Cllr Letch queried numbers being referred by Crediton GPs to this program. From the commencement of the program in February 2017 to October 2017 there were **82** GP referrals to the leisure centres (CVSC 13; EVLC 38; LMLC 31). Mid Devon Leisure will provide an update on these numbers in time for the next meeting.

- 7. Scrutiny Committee Workplan** – For your interest, please note below the link to the Devon County Council Scrutiny Workplans (Children, Health and Adult Care, Corporate Infrastructure & Regulatory Services).

<https://devoncc.sharepoint.com/sites/PublicDocs/Democracy/Democracy/Scrutiny%20Work%20Programme/Work%20programme%20December.pdf?slrid=b332469e-7026-5000-c5a2-982297063f02>

Delayed Transfer of Care (DTOC)

All official data sets can be viewed at the following link:

<https://www.england.nhs.uk/statistics/statistical-work-areas/delayed-transfers-of-care/delayed-transfers-of-care-data-2017-18/>

South West Local Authorities DTOC 2016-17

Local Authority with Social Services responsibility	Average number of acute and non-acute delayed transfers of care (18+) per day	Population (18+)	Average daily rate of delayed transfers of care per 100,000 population aged 18+
Bournemouth UA	28	159,500	17.8
Bath & NE Somerset UA	21	150,200	13.9
Bristol UA	56	356,600	15.8
Cornwall	138	444,000	31.0
Devon	147	630,500	23.2
Dorset	81	343,400	23.7
Gloucestershire	49	492,400	9.8
Isles Of Scilly UA	0	1,900	0.0
North Somerset UA	37	167,300	22.3
Plymouth UA	46	210,800	21.7
Poole UA	23	120,800	19.0
Somerset	108	436,200	24.8
South Gloucestershire UA	26	217,200	11.9
Swindon UA	23	168,100	13.9
Torbay UA	9	108,100	7.9
Wiltshire	104	382,000	27.2

Royal Devon and Exeter Trust DTOC April – November 2017

Month	Delayed Days				DTOC Beds		
	Acute	Non-Acute	Total		Acute	Non-Acute	Total
April	978	97	1,075		33	3	36
May	1,863	666	2,529		60	21	82
June	1,946	761	2,707		65	25	90
July	1,824	542	2,366		59	17	76
Aug	1,343	296	1,639		43	10	53
Sept	1,243	335	1,578		41	11	53
Oct	1,158	0	1,158		37	0	37
Nov	978	97	1,075		33	3	36

* The daily DTOC beds measure is calculated by dividing the total number of delayed days in the month by the number of calendar days

Key Findings (Delayed Transfers of Care Statistics for England 2016/17)

- In 2016/17, the daily average number of delayed transfers of care per 100,000 population (aged 18+) was 14.9, which compares to 12.0 in 2015/16.
- In 2016/17, the daily average number of delayed transfers of care attributable to social care only or both NHS and social care per 100,000 population (aged 18+) was 6.3, which compares to 4.6 in 2015/16.
- The proportion of delays attributable to the NHS only has decreased throughout the year. In quarter 4 of 2015/16, 61.1% of all delays were attributable to the NHS, which decreased to 55.8% in quarter 4 of 2016/17.
- The proportion of acute care delays has increased over the year. In quarter 4 of 2015/16, 65.9% were acute care delays, which increased to 66.5% in quarter 4 of 2016/17. The proportion of acute care delays peaked in Q2 2016-17 and has since begun decreasing.
- Delays where the patient was awaiting a care package in their own home made up the largest number of delays in 2016/17, with 20.3% of all delays being mainly due to that reason.

Fitness for Work

The Council is aware that as the average age of the workforce increases the physical ability to perform manual tasks can become more challenging and ultimately can contribute to higher sickness absence rates attributable to muscular-skeletal conditions.

With the removal of the default retirement age employees are able to continue to work beyond the age of 65 and as such we are looking to provide ways of supporting them to achieve this although it is not always reflective of their age therefore we are looking to identify a process to support all of the workforce regardless of their age.

We have undertaken initial enquiries into the process of Functional Capacity Evaluation which is a comprehensive fitness-for-work assessment which requires an Occupational Health physiotherapist to draw on information from a range of tools that measure a person's physical, functional and psychosocial work capability.

Although further work is required in this area we are also encouraging employees to start to give consideration to developing additional skills for future employment of a less physical nature in anticipation of any future conditions that may impact on their current role.

To summarise:

We provide information into wellbeing for employees and organise one week per year which is dedicated to this.

We provide an Occupational Health referral service for employees currently experiencing health issues

We offer a confidential counselling service to all employees

We provide the opportunity for employees to develop additional skills for the future

We are investigating the feasibility of regular Functional Capacity Evaluation for all employees in the future possibly on a 5 year rolling programme to enable conditions to be identified early.

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Changes to Cornwall Homechoice Scheme and Cornwall Council Allocations Policy

FAQs

What changes have been made to the Cornwall Homechoice Scheme?

- Those who have assets valued at over £50,000, or those who have an income of £60,000 or more will not qualify to join Cornwall Homechoice.
- Other than in exceptional circumstances, a household where anyone has demonstrated anti-social behaviour within the last 2 years will not be able to join the register.
- Applicants who have not bid on any property for 12 months are removed from the housing register unless there are exceptional reasons. e.g. you require a particular size of property or require an adapted property
- Applicants are only able to bid for 1 property per advertising cycle (previously 3) unless there are exceptional circumstances.
- Applicants who turn down 2 properties that are offered to them will be removed from the housing register.
- Low level Welfare need will no longer be banded
- Banding will only be given for Urgent and high level cases of disrepair
- Applicants who are owed a statutory homeless duty by the Council will be Band 'C' rather than Band 'B'
- Meeting two banding criteria will no longer result in moving to the band above e.g. Two Band C criteria will no longer equal a Band 'B'

What changes have been made to Cornwall Council Allocations Policy?

- To be allocated a council home or a home managed by one of our partner registered providers to which the Council has nomination rights, applicants must be able to demonstrate a 3 year local connection.
- For homes owned and managed by the Council, preference will be given to an applicant whose household income is £30,000 or less,

If I am affected by any changes to the policy will I be told?

Yes we will contact all current applicants affected by the changes in writing or by email

Why is the policy changing?

The Allocations Scheme is being changed to better manage the housing waiting list and ensure that homes are allocated fairly to those in greatest need, to meet the urgent needs of our communities and to meet the objectives of our Strategic Housing Framework

I live outside of Cornwall will I be able to join the register with the new changes?

You will be able to join the register if you have less than £60,000 household income, less than £50,000 in capital/savings and you have not been guilty of unacceptable behaviour in the last 2 years.

However, to be nominated for a property owned by the council or a home managed by one of our partner registered providers to which the Council has nomination rights, applicants must be able to demonstrate a local connection to Cornwall

A local connection to Cornwall will be established if:

- The applicant has lived in Cornwall for the last 3 years and that residence was of their choice. (NB residence in a hospital or prison does not form a local connection by residence);
- The applicant is employed in permanent employment in Cornwall (permanent employment is regarded as 16 hours or more per week for period of 3 years. (NB This must be their actual place of work, not where their head office is situated);
- The applicant has close family (normally mother, father, brother, sister, son or daughter) that have resided in the area for a minimum of the past 5 years and the applicant has a need to give or receive support for the foreseeable future/ on an ongoing basis;
- Have lived in Cornwall for 10 of the first 16 years of life;
- Special circumstances – Where there is an exceptional need to move to Cornwall. Examples include but not limited to: those needing to move closer to specialist medical/support facilities; applicants accepted as homeless and owed a full housing duty by Cornwall Council; and Cornwall care leavers living outside of the County.

Myself and my partner work can we join the register?

If your household income is less than £60,000 per year then you can join the register. Eligible income for purpose of financial assessment

- Net earnings
- Self-employed earnings
- Pensions
- Rent received from tenants or lodgers

Ineligible Income for purpose of financial assessment

- JSA
- ESA
- Pension credits
- Income Support
- Child Benefit
- Attendance Allowance
- Disability Benefit
- Fostering Payments
- Child Maintenance payments
- Charitable voluntary payments
- Working Families Tax credit
- Child tax credit

I am an older person but have savings would I be able to join the register with the new changes

Generally applicants with net realisable assets of £50,000 or more are unable to join the register. However, applicants that require sheltered housing will be eligible to join the register

I own my own home can I join the register?

Applicants who own a property or a share in a property will not qualify to join the register if it is worth more than £50,000 after the costs of sale

I am in temporary accommodation and have a homeless duty how will these changes affect me?

Applicants who are owed a statutory homeless duty by the Council will now be given Band 'C' rather than Band 'B'. We will contact you directly about this.

Will applicants with a town or parish connection get preference for properties?

We will still assess an applicants' local connection to particular parishes when they apply and preference will be given to applicants with parish connections in the following circumstances

A parish preference label may be applied to adverts in parishes where there are less than 50 social housing units.

In all other areas for council or social housing where we have nomination rights preference will be given to applicants who have a local connection to the parish within the band. For example if there are three Band 'B' applicants then preference will be given to the applicant who has parish connection and who has been in Band 'B' the longest.

To have a parish connection the applicant or member of their household, must meet one of the following criteria:

Residency –

- i) Currently lives within the parish and has done so continuously for the past 3 years; or
- ii) Has lived in the parish continuously for 5 years at some stage in the past.

Employment –

Currently works in permanent (regarded as 16 hours or more per week – exceptional cases will be considered on their own merit) employment in the parish and has been so continuously for the past 3 years and this employment is not of a casual nature.

Family –

Has a close family member (normally mother, father, brother, sister, son or daughter) living within the parish and has been for the past 5 years and there is independent evidence that the family member is in need of support or can give support.

Please note that in the case of new schemes the terms and conditions of the s106 planning restriction will take precedent.

What are the changes to the Welfare Assessment process?

We will no longer be giving banding for Low Welfare need (Band 'D'). You will also only have the right to one review of your Welfare Assessment.

What are the changes to the Disrepair Assessment?

A banding will no longer be given to reflect Low or Medium disrepair issues in a property. Urgent and High disrepair bandings will only be awarded by the Private Sector Housing once they have worked with the landlord to try and resolve any problems first. For more information about the Private Sector Housing Team or disrepair please click here

<http://www.cornwall.gov.uk/housing/private-sector-housing/information-for-private-tenants/>

I require an adapted property am I effected by any changes to the policy?

With adapted properties being in short supply and budgets to make adaptations limited changes have been made to the policy which will better match applicants requiring adaptations to suitable properties.

When applicants that are eligible and qualifying apply to Cornwall Homechoice, they will be able to self-assess as requiring an adapted property. Applicants will be able to assign themselves to one of the three mobility assessment categories below:

- Mobility Group 1 – Requires property suitable for wheelchair use indoors and outdoors;
- Mobility Group 2 - Requires property suitable for people who cannot manage steps or stairs and may use a wheelchair some of the day;
- Mobility Group 3 - Requires property suitable for people only able to manage 1 or 2 steps or small flights of internal/external stairs.

When adapted properties are advertised, the Cornwall Housing Team and all partner organisations will label their properties with a mobility category group preference description matching the groups above

If a property is advertised for a specific mobility group then only applicants in that mobility group will be considered and added to the shortlist. If a property is not advertised as a mobility property, but later transpires that it is, offers for this property can be withdrawn from applicants who do not meet the criteria.

If I don't bid will my application be cancelled?

Applicants to Cornwall Homechoice who have failed to bid on any property in the last 12 months will be removed from Cornwall Homechoice.

An assessment of the applicants' current circumstances and whether there were properties available to bid for during the 12 month period and whether the properties were reasonable and suitable for their needs will be taken into account in the decision to remove them from Cornwall Homechoice.

Applicants will have the right to review, (Refer to Section 5.8) if they can demonstrate that exceptional circumstances apply. For example:

- If suitable properties have not been advertised matching the applicants banding and circumstances during that period;

- They were unable to bid due to ill health.

How many bids can I have each week?

From Early 2015 Homechoice applicants will be limited to one bid per letting cycle

If I refuse a property will my application be cancelled?

Applicants who have been offered and refused 2 reasonable and suitable properties within a 12-month period will have their housing application removed from the register and the applicant will not be able to apply to Cornwall Homechoice for a period of 12 months.

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Mid Devon District Council Scrutiny Proposal Form

(This form should be completed by Member(s), Officers and / or members of the public when proposing an item for Scrutiny).

Note: The matters detailed below have not yet received any detailed consideration. The Scrutiny Committee reserves the right to reject suggestions for scrutiny that fall outside the District Council's remit.

Proposer's name and designation	Cllr Nick Way	Date of referral	22 nd January 2018
Proposed topic title	Road maintenance and repairs in Mid Devon		
Link to national, regional and local priorities(Corporate Plan) and targets	Improvements to infrastructure and access		
Background to the issue	<p>Reduction in DCC Highways budget Difference between repairs on main roads(A,B and C) compared to rural roads</p> <p>Differences in service (contract) between DCC's (main) old and new contractors</p>		
List main points this report should cover (What do you want to achieve?)	<p>Time involved in repairing defects after being reported.</p> <p>Number of claims being made against DCC due to pothole damage.</p>		
Should this be referred to the appropriate PDG/ Committee?	No		
<p>What degree of priority is this issue?</p> <p>1 = Urgent 2= High 3=Medium 4=Low</p>	Medium		

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MID DEVON DISTRICT COUNCIL – NOTIFICATION OF KEY DECISIONS

March 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 Mar 2018	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242		Open
Cullompton Town Centre Masterplan Report to consider the commissioning of a regeneration and investment masterplan for Cullompton.	Cabinet	1 Mar 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Grass Cutting To consider a report of the Director of Operations and a recommendation from the Environment Policy Development Group regarding Grass cutting	Cabinet	1 Mar 2018	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for the Environment	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)
issues					
Mid Devon Gypsy and Travellers Forum To approve the establishment of a forum	Cabinet	1 Mar 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Wiverton Town Centre Masterplan Report of the Head of Planning and Regeneration outlining the draft masterplan for consultation following deferral from the meeting on 11 May to allow for further consideration to take place.	Cabinet	1 Mar 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
3 Rivers Development Limited - Business Plan To consider the business plan	Cabinet	1 Mar 2018	Nick Sanderson, Acting Manager Director of Three Rivers Development Ltd Tel: 01884 234960	Cabinet Member for Housing (Councillor Ray Stanley)	Part exempt
Treasury Management Strategy and Annual	Cabinet	1 Mar 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)
Investment Strategy To consider the strategies for the financial year 2018/19	Council	25 Apr 2018	Assets and Resources Tel: 01884 234242	(Councillor Peter Hare-Scott)	
Proposals for improvements to Tiverton Town Centre To receive a presentation on proposals for improvements to Tiverton Town Centre, seeking authority to go out to tender with a view to progress project work'.	Cabinet	1 Mar 2018	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Housing (Councillor Ray Stanley)	Fully exempt
Leisure Marketing Plan To consider marketing options	Community Policy Development Group Cabinet	30 Jan 2018 1 Mar 2018	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open
Repairing Footpaths and Roads Policy	Environment Policy Development Group Cabinet Council	6 Mar 2018 5 Apr 2018 Before 30 Apr	Steve Densham, Development Services Manager	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)
		2018			
Exe Valley Area of Outstanding Natural Beauty To consider the setting up of a partnership to explore an AONB for the Exe Valley and other issues.	Environment Policy Development Group Cabinet Council	6 Mar 2018 5 Apr 2018 25 Apr 2018	Adrian Welsh, Group Manager for Growth, Economy and Delivery	Leader of the Council (Councillor Clive Eginton)	Open
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	8 Mar 2018 5 Apr 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	8 Mar 2018 5 Apr 2018 25 Apr 2018	Alan Ottey, Tiverton Town Centre and Market Manager	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	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)
LEP Productivity Strategy To consider the LEP Productivity Strategy	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
Economic Strategy To consider a new policy.	Economy Policy Development Group Cabinet Council	8 Mar 2018 5 Apr 2018 25 Apr 2018	Adrian Welsh, Group Manager for Growth, Economy and Delivery	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	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

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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)
Market Schedule of Tolls - annual review	Economy Policy Development Group Cabinet	8 Mar 2018 5 Apr 2018	Stephen Walford, Chief Executive Tel: 01884 234201	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Gas Safety Policy To consider a report regarding the revised Gas Safety Policy.	Homes Policy Development Group Cabinet	13 Mar 2018 5 Apr 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	13 Mar 2018 5 Apr 2018 25 Apr 2018	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Rechargeable Repairs To receive a report reviewing the Rechargeable Repairs policy.	Homes Policy Development Group Cabinet	13 Mar 2018 5 Apr 2018	Mark Baglow, Group Manager for Building Services Tel: 01884 233011	Cabinet Member for Housing (Councillor Ray Stanley)	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)
Tenancy Policy To consider a report regarding the revised Policy.	Homes Policy Development Group Cabinet	13 Mar 2018 5 Apr 2018	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Tenancy Strategy To consider a report regarding the revised strategy.	Homes Policy Development Group Cabinet	13 Mar 2018 5 Apr 2018	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Corporate Debt Recovery Policy To consider a revised policy.	Audit Committee Cabinet	20 Mar 2018 5 Apr 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	27 Mar 2018 10 May 2018	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
Regulation of Investigatory Powers To consider the annual	Community Policy Development	27 Mar 2018	Jill May, Director of Corporate Affairs and Business	Cabinet for the Working Environment and	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)
review of the policy.	Group Cabinet	10 May 2018	Transformation Tel: 01884 234381	Support Services (Councillor Margaret Squires)	
Illegal Encampment Policy To receive a report regarding a policy regarding to Illegal Encampment	Community Policy Development Group	27 Mar 2018	Andrew Busby, Group Manager for Corporate Property and Commercial Assets Tel: 01884 234948	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open
	Cabinet	5 Apr 2018			
	Council	25 Apr 2018			
Tiverton Eastern Urban Extension Area B Masterplanning To consider the outcome of the tender process	Cabinet	5 Apr 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Part exempt
Pay Policy Report setting out the legislative requirements under the Localism Act relating to senior pay.	Cabinet Council	5 Apr 2018 25 Apr 2018	Jane Cottrell, Group Manager for Human Resources Tel: 01884 234919	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	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)
Kitchen Supply Contract 2018-2022 To consider the outcome of the procurement exercise for the supply of kitchens to Council property.	Cabinet	5 Apr 2018	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Greater Exeter Strategic Plan To consider a report of the Head of Planning, Economy and Regeneration regarding a draft strategic plan.	Cabinet Council	5 Apr 2018 25 Apr 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	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
Revised Data Protection Policy To consider a revised policy	Cabinet	5 Apr 2018	Catherine Yandle, Group Manager for Performance,	Cabinet for the Working Environment and	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)
			Governance and Data Security Tel: 01884 234975	Support Services (Councillor Margaret Squires)	
Cleaning Contractors To approve the outcome of the procurement exercise.	Cabinet	10 May 2018	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
Vehicle Maintenance Contract To consider the maintenance contract.	Cabinet	10 May 2018	Stuart Noyce, Group Manager for Street Scene and Open Spaces	Leader of the Council (Councillor Clive Eginton)	Open
Crediton Office To consider the options for disposal for the Crediton Office following the 6 month moratorium/marketing.	Cabinet	10 May 2018	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Housing (Councillor Ray Stanley)	Fully exempt
Bereavement Services Fees and Charges A review of fees and charges	Environment Policy Development Group Cabinet	15 May 2018 7 Jun 2018	Andrew Pritchard, Director of Operations Tel: 01884 234950	Leader of the Council (Councillor Clive Eginton)	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)
Review of Bereavement Services To receive a report regarding a review of Bereavement Services, to include National Assisted Burials	Environment Policy Development Group Cabinet	15 May 2018 7 Jun 2018	Andrew Pritchard, Director of Operations Tel: 01884 234950	Leader of the Council (Councillor Clive Eginton)	Open
Hoarding Policy To receive a report from the Group Manager for Housing presenting the revised Hoarding Policy.	Homes Policy Development Group Cabinet	22 May 2018 7 Jun 2018	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Harassment Policy To receive a report from the Group Manager for Housing presenting the revised Harassment Policy.	Homes Policy Development Group Cabinet	22 May 2018 7 Jun 2018	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Town Centre Masterplan following public consultation To consider that masterplan.	Cabinet	7 Jun 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Annual Treasury Management Report To consider the outturn	Cabinet Council	7 Jun 2018 27 Jun 2018	Andrew Jarrett, Director of Finance, Assets and	Cabinet Member for Finance (Councillor Peter	Open

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Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
report			Resources Tel: 01884 234242	Hare-Scott)	
Human Resources Strategy To consider the revised strategy	Cabinet	5 Jul 2018	Jane Cottrell, Group Manager for Human Resources Tel: 01884 234919	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
ASB Policy and Procedures To receive a report from the Group Manager for Housing presenting the revised Anti-Social Behaviour Policy and Procedures.	Homes Policy Development Group Cabinet	17 Jul 2018 2 Aug 2018	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Asbestos Management Plan To receive a report from the Group Manager for Building Services presenting the revised Asbestos Management Plan.	Homes Policy Development Group Cabinet	17 Jul 2018 2 Aug 2018	Mark Baglow, Group Manager for Building Services Tel: 01884 233011	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Corporate Asbestos Policy To receive a report from the	Homes Policy Development	17 Jul 2018	Mark Baglow, Group Manager for Building	Cabinet Member for Housing	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)
Group Manager for Building Services presenting the revised Corporate Asbestos Policy.	Group Cabinet	2 Aug 2018	Services Tel: 01884 233011	(Councillor Ray Stanley)	
Public Health Enforcement Policy 2 yearly review	Community Policy Development Group Cabinet	Before 31 Jul 2018 Before 31 Aug 2018	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
Customer Care Policy 3 yearly review	Community Policy Development Group Cabinet	18 Sep 2018 27 Sep 2018	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	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 review the strategy and focus for 2018	Community Policy Development Group Cabinet	18 Sep 2018 27 Sep 2018	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet Member for Community Well Being (Councillor Colin Slade)	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)
Community Engagement Action Plan	Community Policy Development Group Cabinet	18 Sep 2018 27 Sep 2018	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
Waste Education and Enforcement Policy Annual review	Environment Policy Development Group Cabinet	Before 31 Aug 2018 Before 28 Sep 2018	Andrew Jarrett, Director of Finance, Assets and Resources Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
ICT Strategy Report regarding a review of the ICT Strategy	Cabinet	25 Oct 2018	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open