

Public Document Pack

Mid Devon District Council

Cabinet

**Thursday, 25 October 2018 at 2.15 pm
Exe Room, Phoenix House, Tiverton**

**Next ordinary meeting
Thursday, 22 November 2018 at 2.15 pm**

Those attending are advised that this meeting will be recorded

Membership

Cllr C J Eginton	Leader and Environment
Cllr R J Chesterton	Deputy Leader and Planning and Economic Regeneration
Cllr P H D Hare-Scott	Finance
Cllr C R Slade	Community Well Being
Cllr Mrs M E Squires	Working Environment and Support Services
Cllr R L Stanley	Housing

A G E N D A

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

- 1. Apologies**
To receive any apologies for absence.
- 2. Public Question Time**
To receive any questions relating to items on the Agenda from members of the public and replies thereto.
- 3. 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.
- 4. Minutes of the Previous Meeting (Pages 5 - 12)**
Members to consider whether to approve the minutes as a correct record of the meeting held on 27 September 2018.
- 5. Review of the Complaints and Feedback Policy (Pages 13 - 32)**
Arising from a report of the Group Manager for Business Transformation and Customer Engagement, the Scrutiny Committee had recommended that the revised policy be approved.

6. **Annual Report of Complaints, Comments and Compliments** *(Pages 33 - 44)*
To receive a report of the Group Manager for Business Transformation and Customer Engagement providing an annual update on complaints, comments and compliments which had previously been considered and noted by the Scrutiny Committee.
7. **Section 106 Agreements and Financial Contributions - Proposed Governance** *(Pages 45 - 54)*
To consider a report of the Head of Planning, Economy and Regeneration. Mid Devon District Council currently collects financial contributions from new development through legal agreements signed under Section 106 of the Town and Country Planning Act 1990 (as amended), sometimes also referred to as planning obligations. It is considered that the governance of the s106 contributions set out in the Councils adopted SPD can be further refined to enhance the transparency of this process. The report therefore sets out the additional recommendations for governance of s106 contributions.
8. **Financial update for the six months to 30 September 2018** *(Pages 55 - 72)*
To receive a report of the Deputy Chief Executive (S151) presenting a financial update in respect of the income and expenditure so far in the year.
9. **Medium Term Financial Plan - General Fund (GF) and Capital Programme** *(Pages 73 - 90)*
To receive a report of the Deputy Chief Executive (S151) providing an updated Medium Term Financial Plan (MTFP) which takes account of the Council's key strategies (i.e. The Corporate Plan, Business Plans, Treasury Management Plan, Asset Management Plan, Work Force Plan and Capital Strategy) and demonstrates it has the financial resources to deliver the Corporate Plan. This models potential changes in funding levels, new initiatives, unavoidable costs and proposed service savings
10. **Draft 19/20 General Fund and Capital Programme** *(Pages 91 - 106)*
To receive a report of the Deputy Chief Executive (S151) in order to consider the initial draft 2019/20 Budget and options available in order for the Council to set a balanced budget and agree a future strategy for further budget reductions for 2020/21 onwards.
11. **Refurbishment of Lords Meadow Leisure Centre Fitness Studio** *(Pages 107 - 110)*
To receive a report of the Leisure Manager – Health and Fitness seeking approval from Cabinet to bring forward the refurbishment of Lords Meadow Leisure Centre Fitness Studio and undertake that work in the current financial year (FY18/19); the funding for this work having been programmed in the next financial year (FY19/20).

12. **Information Security and Information Security Incident Policies** *(Pages 111 - 140)*
To consider a report of the Group Manager for Performance, Governance and Data Security updating the existing Information Security Management Policy (Appendix A) and the Information Security Incident Policy (Appendix B) to reflect current job roles and best practice.
13. **Schedule of Meetings 2019/20** *(Pages 141 - 142)*
To consider the schedule of meetings for the municipal year 2019/20.
14. **Modernisation of Council Homes 2018-2023** *(Pages 143 - 148)*
To receive a report of the Director of Operations advising Members on the results of the procurement of the contract for the Modernisation of Council Homes 2018 – 2023.
15. **Notification of Key Decisions** *(Pages 149 - 162)*
To note the contents of the Forward Plan.

Stephen Walford
Chief Executive
Wednesday, 17 October 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 Sally Gabriel on:

Tel: 01884 234229

E-Mail: sgabriel@middevon.gov.uk

Public Wi-Fi is available in all meeting rooms.

MID DEVON DISTRICT COUNCIL

MINUTES of a **MEETING** of the **CABINET** held on 27 September 2018 at 2.15 pm

Present

Councillors

C J Eginton (Leader)
R J Chesterton, P H D Hare-Scott,
C R Slade, Mrs M E Squires and
R L Stanley

Also Present

Councillor(s)

K Busch, R F Radford, F J Rosamond and N A Way

Also Present

Officer(s):

Stephen Walford (Chief Executive), Andrew Jarrett (Deputy Chief Executive (S151)), Andrew Pritchard (Director of Operations), Jill May (Director of Corporate Affairs and Business Transformation), Kathryn Tebbey (Group Manager for Legal Services and Monitoring Officer), Jenny Clifford (Head of Planning, Economy and Regeneration), Lisa Lewis (Group Manager for Business Transformation and Customer Engagement), Catherine Yandle (Group Manager for Performance, Governance and Data Security) and Sally Gabriel (Member Services Manager)

68. **APOLOGIES**

There were no apologies.

69. **DECLARATIONS OF INTEREST UNDER THE CODE OF CONDUCT**

Members were reminded of the need to declare any interests when appropriate.

70. **PUBLIC QUESTION TIME (00-01-02)**

Honorary Alderman David Nation referring to Item 9 (Local Improvement Schemes) on the agenda stated that he recalled that the Leader had switched political parties as you were so disgusted with the County Council's closure of Chawleigh Primary School because it was too small to be financially and economically viable. How can you then justify selling the Crediton Office on the open market for financial reasons when it is clear that this is contrary to the expressed wishes of residents in the Crediton area and contrary to the Council's policies on improving and regenerating town centres as it is with working with Town and Parish Councils.

The Leader stated that he would answer the question when the other public questions had been given.

Mrs Judy Tucker also referring to Item 9 on the agenda stated that further signatures had been added to the petition and this would now take it to well above the required 1500 signatures needed to trigger a debate at Full Council. I would like this Council

to assure us that no contracts will be exchanged or definite legal commitments made to sell our building until that debate has taken place.

Mr Joe Ward again referring to item 9 on the agenda stated that he had listened to the PM last night and it had struck him how there were strong parallels between her Cabinet and the Council's Cabinet in the sense that all over the country people were increasingly angry that councils were implementing policies against the clear wishes of the majority of their electorate and full Council and that this is leading to campaigns to change the system. Here in Mid Devon not many more signatures need to be collected to prompt a referendum for the Council to abandon this system in favour of a more democratic one.

The Leader stated that he would answer the first question and then hand over to the legal officer to address the second and third question.

The Leader responding to Honorary Alderman David Nation stated that in 2007 the Liberal Democrat Devon County Council closed Chawleigh Primary school much against local wishes. Chawleigh now had no primary school in the village. If Crediton Town Council move out of this building there will still be a Crediton Town Council. That will remain in position (Honorary Alderman Nation: 'Homeless') He then referred to and quoted from the minutes of the Town Council meeting on 17 July 2018 where it was stated in minute 1807/074..... "To consider available office space for the Town Council to relocate to and agree a course of action. An options report prepared by the Clerk had been issued with the agenda and was considered by Members. It was unanimously agreed to proceed with Option 1, with a new lease commencing on 1 October 2018 and the Town Council to terminate its existing tenancy on 31 October 2018, which will allow a one month overlap to facilitate an effective and efficient move. Proposed by Cllr Piercy, due to the confidential of this item no further information can be disclosed at this time." That was signed as a true record by the Mayor, Cllr Frank Letch, on the 18 September 2018.

Honorary Alderman Nation responded stating that action had to be taken because they knew that you were intending to go ahead with the sale of the building. Obviously they had to make other arrangements that being the case but the reality is that even if that happens smoothly, as we all hope it will, should you proceed with this ridiculous policy, the fact is that they have got to have somewhere but it won't be owned by the public so there will be no security of tenure. We thought people in the Crediton area, being part of Mid Devon District and because we knew you wanted to do the best for your parishes etc. that we could rely upon you to look after the building that was given to you upon local government reorganisation in 1974 and that it could continue to be used as a public building. It is entirely different when the Town Council, and for that matter Crediton Hamlets, has to go off and rent somewhere else which may or may not continue to be available to them. We were obviously mistaken so far as your loyalty to the Crediton area was concerned if you continue with this policy.

The Leader responded by stating that he was referring to the fact that Honorary Alderman had used the word 'Homeless' and I am stating that that was not the case because of the minutes of that Crediton Town Council meeting. He continued by stating that Honorary Alderman Nation had referred to Crediton Town Hamlets Council who he believed were in a position, if they so wished, to remain in that building just as Crediton Town Council could. That is the situation as I understand it

with the proposed purchaser. Whether we know the terms or not the offer has been made, it's as simple as that.

With regard to Mrs Tucker's question the Monitoring Officer stated that asset disposal was for the Cabinet to decide, it was not a matter reserved to full Council. It is for the Cabinet to decide to proceed with the sale, (as it had done), full Council could not intervene with this decision even if there is to be a debate following receipt of a full petition with the requisite number of signatures. The Council can debate the issue but cannot overturn it. She referred to Cllr Letch's motion to Council which was to 'urge' the Cabinet and not to 'direct' it.

With regard to a further petition with regard to Governance arrangements, the Leader was not aware that anything had been presented to the Council within the last 12 months.

71. MINUTES OF THE PREVIOUS MEETING (00-10-25)

The minutes of the previous meeting were approved as a correct record and signed by the Chairman.

72. EXE VALLEY AREA OF OUTSTANDING NATURAL BEAUTY (00-11-38)

The Cabinet had before it a *report of the Head of Planning, Economy and Regeneration previously considered by the Environment and Economy Policy Development Groups regarding the feasibility of obtaining Area of Outstanding Natural Beauty (AONB) status for the Exe Valley.

The Cabinet Member for Planning and Economic Regeneration outlined the contents of the report stating that the Council recognised the natural beauty of the Exe Valley and how the environmental quality of the area could be protected. There was a need to look at the process of designating such an area, the financial implications and maintenance costs. He outlined the 4 options that had been considered by the Environment and Economy Policy Development Groups (PDG) and reported that both groups had come to very different conclusions. In May of this year the Environment Secretary had sought a review of National Parks and AONBs to see how best designation could be achieved, the outcome of the review was expected from DEFRA in 2019.

The Leader read a letter from the Chairman of the Economy PDG which outlined the views of the Group which included:

- The possibly inflationary effect on house prices in the area
- Whether the whole of the area warranted such a designation
- Cost implications for the project
- The possible effect on agriculture

The Chairman of the Environment Policy Development Group was invited to address the meeting, he stated that the vote in favour of option 1 was not unanimous, he did not support the option as he felt that although the Exe Valley was a lovely area it was not under threat and the cost in terms of project development had not been budgeted for; he would therefore urge the Cabinet not to proceed with such a designation. Discussion took place regarding:

- The proposed review of National Parks and AONBs and whether it would be worthwhile to wait for the outcome of the review
- The beauty of the area and whether such a designation would increase tourism
- Financial implications and the lack of an agreed budget for the project
- Whether AONB protection would be beneficial to the area
- The proposed area to be designated and whether it was too vast
- The possibility of extending the Exmoor National Park to take in some of the proposed area
- Whether another AONB in the area would impact on contributions made to the Blackdown Hills AONB

RESOLVED that in the light of views from the Council's policy development groups for the Environment and Economy being substantially different, that officers be asked to bring back a revised options paper once the Government's review of National Parks and AONBs has concluded, in order to reconsider the options in light of any recommendations or changes that arise from this.

(Proposed by Cllr R J Chesterton and seconded by Cllr Mrs M E Squires)

Notes:

- i) Cllr R L Stanley requested that his vote against the decision be recorded;
- ii) *Report previously circulated, copy attached to minutes.

73. REVIEW OF BUILDING SERVICES RECHARGES POLICY (00-34-58)

Arising from a report of the Group Manager for Building Services, the Homes Policy Development Group had recommended that the revised Recharges Policy be approved.

The Cabinet Member for Housing outlined the contents of the report stating that the repairs service invoiced tenants for rechargeable repairs to property often caused by damage or neglect, the revised policy identified how those recharges could be recovered.

Consideration was given to the excellent performance of the Housing Service and the need to recover costs.

RESOLVED that the recommendation of the Policy Development Group be approved.

Proposed by Cllr R L Stanley and seconded by Cllr PH D Hare-Scott)

Note: *Report previously circulated, copy attached to minutes.

74. REVIEW OF BUILDING SERVICES GAS SAFETY POLICY (00-37-46)

Arising from a report of the Group Manager for Building Services, the Homes Policy Development Group had recommended that the revised Gas Safety Policy be approved subject to the following amendments providing legal clarification:

- a) Section 9.2 – remove the words ‘No mutual exchange is to take place’ from the second sentence.
- b) Section 13.1 – Amend the penultimate sentence to read: After court action and we receive the Injunction Notice, where a tenant does not provide access, we will seek to commit the tenant to prison for contempt of Court. Remove the following words from the same sentence ‘....if necessary force entry into the property to carry out the safety check and leave the property secure.’
- c) Section 13.2 – amend the wording of this section to read: ‘In addition to an injunction Mid Devon District Council may also seek possession of the property, which will run concurrently with the injunction.
- d) Section 13.3 – Is an additional paragraph and reads: ‘The Council, provided it is in its interests to do so, will continue with the legal proceeding(s) to reach a successful conclusion.’
- e) New Section 13.4 – insert new wording to state: ‘Under these circumstances it is the intention to ensure that a new LGSR is issued no longer than four months after the existing certificate has expired.’
- f) The previous Section 13.4 to now become Section 13.5 and all numbers to follow thereafter as before.

The Cabinet Member for Housing outlined the contents of the report stating that the proposal for the policy was now better aligned with the Recharges Policy. There had been a significant amendment to the Gas safety (Installation and Use) (Amendment) Regulations 2018 (Regulation 36) which related to the requirement for an inspection to be completed. There was now a need for strict adherence to the policy which would enable access to properties for gas safety testing (even against the will of the tenant). He outlined the process for dealing with refused access before legal involvement. He added that the authority was at the present time 99.9% compliant with the regulations.

Consideration was given to who would be responsible if a gas incident occurred in a property and access had been refused.

RESOLVED that the recommendation of the Policy Development Group be approved.

(Proposed by Cllr R L Stanley and seconded by Cllr P H D Hare-Scott)

Note: *Report previously circulated, copy attached to minutes.

75. **NEIGHBOURHOOD MANAGEMENT POLICY (00-42-21)**

Arising from a report of the Group Manager for Building Services, the Homes Policy Development Group had recommended that the revised Neighbourhood Management Policy be approved.

The Cabinet Member for Housing outlined the contents of the report stating that the revised policy contained changes with regard to the distribution of communal keys, the use of communal gardens and responsibility for the maintenance of gardens associated with tenancies. The revised policy would assist officers in their work with tenants.

RESOLVED that the recommendation of the Policy Development Group be approved.

(Proposed by Cllr R L Stanley and seconded by Cllr C R Slade)

Note: *Report previously circulated, copy attached to minutes.

76. HISTORIC LOCAL IMPROVEMENT SCHEMES - RECOMMENDATION FROM THE SCRUTINY COMMITTEE (00-44-21)

Arising from a report of the Group Manager for Corporate Property and Commercial Assets, the Scrutiny Committee had made the following recommendation: that the work procedure detailed in paragraph 4 of the report be implemented.

The Cabinet Member for Housing outlined the contents of the report stating that the Ward Member for Silverton had raised the issue of maintenance to historic local improvement schemes and in particular a lit walkway in Silverton. The walkway in Silverton along with many of the other schemes were not in the ownership of the District Council and it was now necessary to review the list of historic schemes to determine what actions may be required, as per the recommendation. He informed the meeting that the issue at Silverton had been addressed.

Consideration was given to the work procedure outlined within the report.

RESOLVED that the recommendation of the Scrutiny Committee be approved.

(Proposed by Cllr R L Stanley and seconded by Cllr P H D Hare-Scott)

Note: *Report previously circulated, copy attached to minutes.

77. CUSTOMER CARE POLICY (00-47-21)

Arising from a report of the Group Manager for Business Transformation and Customer Engagement, the Community Policy Development Group had recommended that the content of the revised Customer Care Policy be approved subject to:

Page 4 of the policy – Item 6, first bullet point to read:

- An office that is open 39½ hours a week - 9am – 5pm (Mon-Thu) and 9am – 4.30pm (Fri)

Page 6 - Appendix 1 – Telephone to Call Centre - Agreed Targets to read: 85% answered, the contact centre is staffed from 8.30am to 5.00pm, calls are put into a queue.

The Cabinet Member for the Working Environment and Support Services outlined the contents of the report stating that the key requirements of the policy remained unchanged, it set out the level of customer service that customers expected when using the contact method of their choice. She highlighted the following information with regard to contact from the public:

Face to Face	30,202
Telephone	373,000 +
Emails	over 1 million
Web Forms Submitted	48,781

She stated that the policy would help to underpin the Channel Access and Community Engagement Strategies which were both being reviewed.

Consideration was given to:

- The customer service target and in particular the response times of individual services within the authority
- Performance data that was considered by the Audit Committee

RESOLVED that the recommendation of the Policy Development Group be approved.

(Proposed by Cllr Mrs M E Squires and seconded by Cllr C R Slade)

Note: *Report previously circulated, copy attached to minutes.

78. **CHANNEL ACCESS STRATEGY (00-54-46)**

The Cabinet had before it a *report of the Group Manager for Business Transformation and Customer Engagement providing a revised Channel Access Strategy.

The Cabinet Member for the Working Environment and Support Services outlined the contents of the report stating that the authority was required to continue to provide appropriate access to services for customers and to do so in the most efficient and cost effective way in light of restricted budgets. She highlighted the digital transformation programme, the transformation priorities and change programme outlined within the report.

Consideration was given to the positive strategy and that the shift in the way that people contacted the authority was in line with the business transformation programme.

RESOLVED that the revised Channel Access Strategy be approved.

(Proposed by Cllr Mrs M E Squires and seconded by Cllr C R Slade)

Note: *Report previously circulated, copy attached to minutes.

79. **FINANCIAL MONITORING (00-59-22)**

The Cabinet Member for Finance informed the meeting that there had been very little change from the previous month's report, there had been a further decrease in income from the Planning Service which was now at £100k, there had also been a decrease in income from parking charges. He reported that the Housing Revenue

Fund was in good order and that the Finance Team were now working on the Medium Term Financial Plan and the draft budget for 2019/20.

80. PERFORMANCE AND RISK (1-02)

The Cabinet had before it and **NOTED** a *report of the Director of Corporate Affairs and Business Transformation providing Members with an update on the performance against the Corporate Plan and local service targets.

The Group Manager for Performance, Governance and Data Security outlined the contents of the report stating that there were no particular areas that required attention and sought questions from Members.

Consideration was given to:

- The Homes portfolio and the dates of completion of council houses
- Freedom of Information requests and performance against targets. Although the performance was good it was slightly missing its targets but in line with the performance of other local authorities
- Whether thefts of stocks and stores required such a high risk marker – it was suggested that following the move of the Grounds Maintenance Team to Carlu Close the risk could be revised

Note: *Report previously circulated, copy attached to minutes.

81. CABINET MEMBER DECISION (1-08-34)

The Cabinet **NOTED** the following decision made by the Cabinet Member for Planning and Economic Regeneration.

That the Authority's Monitoring Report for 2017 be approved for publication.

82. NOTIFICATION OF KEY DECISIONS (1-09-15)

The Cabinet had before it and **NOTED**, its rolling plan * for October 2018 containing future key decisions.

Note: *Plan previously circulated, copy attached to minutes.

(The meeting ended at 3.25 pm)

CHAIRMAN

SCRUTINY COMMITTEE 8 OCTOBER 2018

Review of Complaints and Feedback Policy

Cabinet Member(s): Councillor Margaret Squires
Responsible Officer: Lisa Lewis, Group Manager for Business Transformation and Customer Engagement

Reason for Report: Review of the Complaints and Feedback Policy

RECOMMENDATION: To recommend to the Cabinet the content of the reviewed Complaints and Feedback Policy

Relationship to Corporate Plan: To ensure that the Council provides access to services for customers in whatever way they choose to transact with us. Ensuring extended access via digital means and improving the way that we hold information and deliver our services to customers, placing them at the centre of what we do.

Financial Implications: None

Legal Implications: None

Risk Assessment: Accurate recording and monitoring of complaints is good practice and ensures openness and accountability to all customers.

Equality Impact Assessment: Complaints are received by a variety of means which ensures that there is equality of opportunity for all customers. In addition, and where there is a need, Customer First staff will assist in the recording of complaints. There is also an interpretation service available through Language Line.

1.0 Introduction

- 1.1 The complaints and feedback policy was last reviewed in September 2015. The key requirements for recording, and dealing with complaints remains unchanged; the policy is therefore little changed.
- 1.2 The policy sets out the standards and timescales that customers can expect when providing feedback to the authority. It also provides standards for staff in dealing with complaints and feedback received.
- 1.3 The policy has been updated to reflect the changes in structure and show stage 1 complaints being dealt with by service managers and stage 2 by Group Managers or member of Leadership Team.

2.0 Good Practice

- 2.1 Good practice advice from the Ombudsman states that:
 - Customers should be aware that they have the right to make a complaint and feel confident to do so.

- All staff should be able to help a customer raise a complaint and that the process of making a complaint is simple.
- Customers should be kept updated of what is happening with their complaint throughout the process.
- Customers should always be informed of the outcome of the investigation into their complaint, including details of any actions to be taken as a result of their complaint.
- Customers should be aware of the right to ask for a second review of their complaint and feel confident to use the system again if needed.

2.2 Our complaints policy follows all the guidance as set out in paragraph 2.1. Our complaints leaflet explains how to make a complaint; this is also available on line and all staff are provided with details about our complaints policy at induction. Complaints can be made in writing (paper and email), over the phone, on-line or in person. They are recorded and monitored to ensure a response is made within the agreed timescale. When the complaint has been investigated and resolved, the customer is informed of the outcome and provided with information on what they can do next if they are still dissatisfied.

3.0 **Ombudsman**

3.1 When someone is unhappy with the investigation carried out by the local authority, they can contact the Local Government & Social Care Ombudsman (LGSCO) who will carry out an independent review of our actions. There is currently also a Housing Ombudsman for complaints from Local Authority Tenants.

4.0 **Looking forward**

4.1 Our complaints policy will be reviewed again in 3 years unless any changes are needed before then. The review has ensured that the policy is still following the ombudsman's good practice guide. This ensures that it is easy to make a complaint using the access channel that suits each person best, that the process is clear, relevant, unbiased and the outcome of each complaint is notified to the complainant.

4.2 The annual report to Members ensures that monitoring and the outcome of complaints remain high profile. Complaints, comments and compliments form part of our continued improvement and inform how we design and change service delivery.

Contact for more Information: Lisa Lewis, Group Manager for Business Transformation and Customer Engagement, Tel 01884 234981, email: llewis@middevon.gov.uk

Circulation of the Report: Councillor Margaret Squires, Group Managers, Leadership Team and Scrutiny Committee.

List of Background Papers: Complaints and Feedback Policy 2015, Annual complaints report to members, Customer Care Policy

Mid Devon District Council

Complaints and Feedback Policy

September 2018

Version Control Sheet

Title: Complaints and Feedback Policy

Purpose: To detail the commitment of the authority to encourage and accept customer feedback of all types, to enable identification of recurring issues and to learn from mistakes. Also to set standards for all staff in recording and managing feedback received.

Owner: Group Manager for Business Transformation and Customer Engagement

llewis@middevon.gov.uk

[Telephone number 01884 234981](tel:01884234981)

Date: September 2018

Version Number: 2

Status: Draft

Review Frequency: Every 3 years or sooner if required

Next review date: 2021

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

Group Managers

Leadership Team

Cabinet Member

Document History

This document obtained the following approvals.

Title	Date	Version Approved
Group Managers Team	11/09/18	
Leadership Team	25/09/18	
Scrutiny	08/10/18	
Cabinet	25/10/18	

*- Delete if not applicable

1. Introduction

Complaints, compliments and comments provide valuable feedback and are used to assess service performance. The Council needs to address recurring problems, identify and learn from areas of good practice and ensure service delivery is continually improved.

This policy sets out Mid Devon District Council's standard for dealing with complaints, compliments and comments for ensuring feedback is recorded and appropriate action is taken. The policy details a two stage process that all staff should follow to ensure a consistent approach to dealing with complaints and feedback.

All complaints will be acknowledged within three working days and resolved within 10 working days where possible. If a longer investigation is required, the customer will be informed that a further period is required to investigate and resolve their complaint, up to a maximum of 12 weeks.

Step 1 will be to refer the complaint to the service manager. If the customer is still unhappy with the response, step 2 will result in a further investigation by the service area Group Manager or a member of the Leadership Team. In exceptional circumstances a complaint may be escalated to Stage 2 immediately upon logging, depending upon severity.

If the customer is still unhappy after stage 2, they will be given details of how they can make further referral to the Local Government & Social Care Ombudsman. There is a different Ombudsman for Local Authority tenants, details and contact information is provided as appropriate.

2. Scope

The policy sets out the Council's approach to complaints and details the procedure for dealing with complaints received from our customers and is available to everyone who receives a service from Mid Devon District Council.

3. Process Maps

See appendices 1a, 1b and 1c.

4. Policy

Mid Devon District Council is committed to delivering quality services to all customers. The views of our customers are welcomed on what we get right and what we do wrong. We recognise that from time to time we do get things wrong and we do not provide the high standards of service expected.

We encourage customers to report complaints and would like to hear about each instance, as they give us an opportunity to put things right and learn from our mistakes.

Mid Devon District Council is using the Local Government & Social Care Ombudsman's definition of what a complaint is:

"An expression of dissatisfaction about the council's action or lack of action or about the standard of a service, whether the action taken or the service was provided by the council itself or a body acting on behalf of the council".

A complaint is not...

An initial request for a service to be delivered.

Any member of the public, or their representatives, staff, businesses, public and voluntary bodies can make a complaint about the Council.

5. Aims and Objectives

In dealing with complaints from any party Mid Devon District Council will:

- ensure all staff are trained in dealing with complaints and feedback
- ensure that making a complaint is as easy as possible
- listen to the complainant's views and those of others
- treat complainants with respect, dignity and fairness, regardless of the section of society from which they come. Mid Devon District Council aims to be sensitive to the diverse needs of individuals and will endeavour to meet those needs wherever possible
- investigate the issues raised
- not restrict the ways in which our customers can make complaints
- deal with any complaint, promptly, politely and seriously
- respond to all complaints and include in our response:
 - an apology where the complaint is upheld
 - an explanation of what our investigation has found
 - information on any actions taken or to be taken
 - confirmation of whether the complaint was upheld or not(suggested templates are provided at appendix 2a, b, c and d)
- learn from the complaint and use it positively to continually improve our services; a record of lessons learnt is recorded on each case and changes to working practices or policies are also recorded and reported on annually
- recognise that complaints are an invaluable tool and measure of the quality of service the organisation is delivering
- publish information on complaints
- seek to resolve complaints in an amicable and professional manner
- provide information in large print, Braille and other language formats upon request (there may be a slight delay in receiving these items)
- keep complainants informed of how their complaints are being dealt with
- record and monitor complaints to make sure they are dealt with within the time stated by us
- report to Members annually
- treat all complaints and appeals in strictest confidence

- provide information on how to contact the Local Government & Social Care Ombudsman if we have been unable to resolve issues to the customer's satisfaction
- ask customers to complete equality monitoring questionnaires to ensure our complaints system is meeting the needs of our customers.

6. Confidentiality

All complaints will be dealt with in the strictest confidence.

7. Provision of Information

We will protect customers' privacy both in face to face discussions and in the recording, transfer and storage of information.

All staff complete data protection training at induction and have regular updates on their responsibilities in relation to the protection of personal information.

Where customers provide information we will make it clear what is required and we will only retain as much data as is required for that purpose.

8. Assistance for complainants

Complaints do not have to be in writing and can be made in whatever format is most suitable for the complainant; this can be by phone, email, letter, or by using our on-line form, or in person.

Complaints can be made on behalf of customers who are unable to make the complaint themselves. Customer First staff are able to advise on how to obtain and record permission to make a complaint in this way.

Support can be provided for those who have difficulty reading or writing.

Information about the complaints procedure can be provided in an alternative format on request.

9. Unreasonable, unreasonably persistent and vexatious complaints

We recognise that the Council may receive complaints from persons with widely varying ways of expressing themselves and who may possibly feel angry, impatient, frustrated or extremely worried, depending on their circumstances. We will therefore only very exceptionally wish to categorise a complaint as unreasonable, unreasonably persistent or vexatious.

This policy identifies situations and ways of responding where a complainant, either individually or as part of a group, might be considered to be making complaints that are unreasonable, persistent or vexatious. In this policy the terms mean:

- unreasonable - exceeding the bounds of reason, not listening to reason
- persistent - to continue, firmly or obstinately
- vexatious - not having sufficient grounds for action and/or seeking to annoy.

The policy is intended to assist in managing people by categorising them within these terms and agreeing the actions to be taken.

The term complaint in this guidance also covers requests made under the Freedom of Information Act 2000 and the Data Protection Act 2018 and GDPR and reference to our complaints policy or procedures includes requests made under these Acts.

Unreasonable, persistent and vexatious complaints can be a problem for staff and Members. The difficulty in handling such complaints is that they are time consuming and repetitive and can take up excessive Officer and Member time that could be used on other Council priorities.

Officers and Members will endeavour to respond appropriately according to the individual complainant's needs, and in compliance with our complaints policy, but this guidance is to cover occasions where nothing further can be reasonably done to assist or rectify a real or perceived problem.

Complaints received about District, Town or Parish Councillors should be referred to the Monitoring Officer.

10. Action to be taken on unreasonable, unreasonably persistent or vexatious complaints

An individual assessment will need to be made in each case to determine if the complaint is to be categorised as unreasonable, persistent or vexatious. To assist with this, you need to consider if there has been repeated and/or obsessive pursuit of:

- Unreasonable complaints
- Complaints where there is an expectation of unrealistic outcomes
- Reasonable complaints made in an unreasonable manner
- Repeated complaints that have already been responded to in full

Where a complaint continues and officers have identified the complaint as unreasonable, persistent or vexatious, as set out in Appendix 3, they should refer the case to the Council's Legal Services Manager, using the template at Appendix 4. The Legal Services Manager will investigate the issues and provide a response within 10 working days, whenever possible. In complex cases this time may be extended to maximum of 12 weeks. The complainant should be notified that the complaint is being investigated to determine if it is unreasonable, persistent or vexatious.

It is essential that any further contact made by the complainant is checked and only sent to the Legal Services Manager if they relate to the current complaint under investigation. Any new service requests or complaints should be logged separately and dealt with by the service area.

The Council's Legal Services Manager, following discussions with the relevant service officer, will determine if the complaint should be classified in this way and will then inform the Group Managers Team of the decision. Appendix 5 lists the options available. By taking the decision to the Group Managers Team all services can be made aware of the decision and what actions are to be taken. Any appeal against the decision will be determined by the Chief Executive.

It is important that all staff and especially front line staff; are made aware of any restrictions to access of our services or officers that are placed on service users/members of the public.

The Council's Legal Services Manager will notify the complainant in writing of the reason why the complaint has been classed as unreasonable, persistent or vexatious and of the actions to be taken. The Legal Services Manager will also inform the ward member.

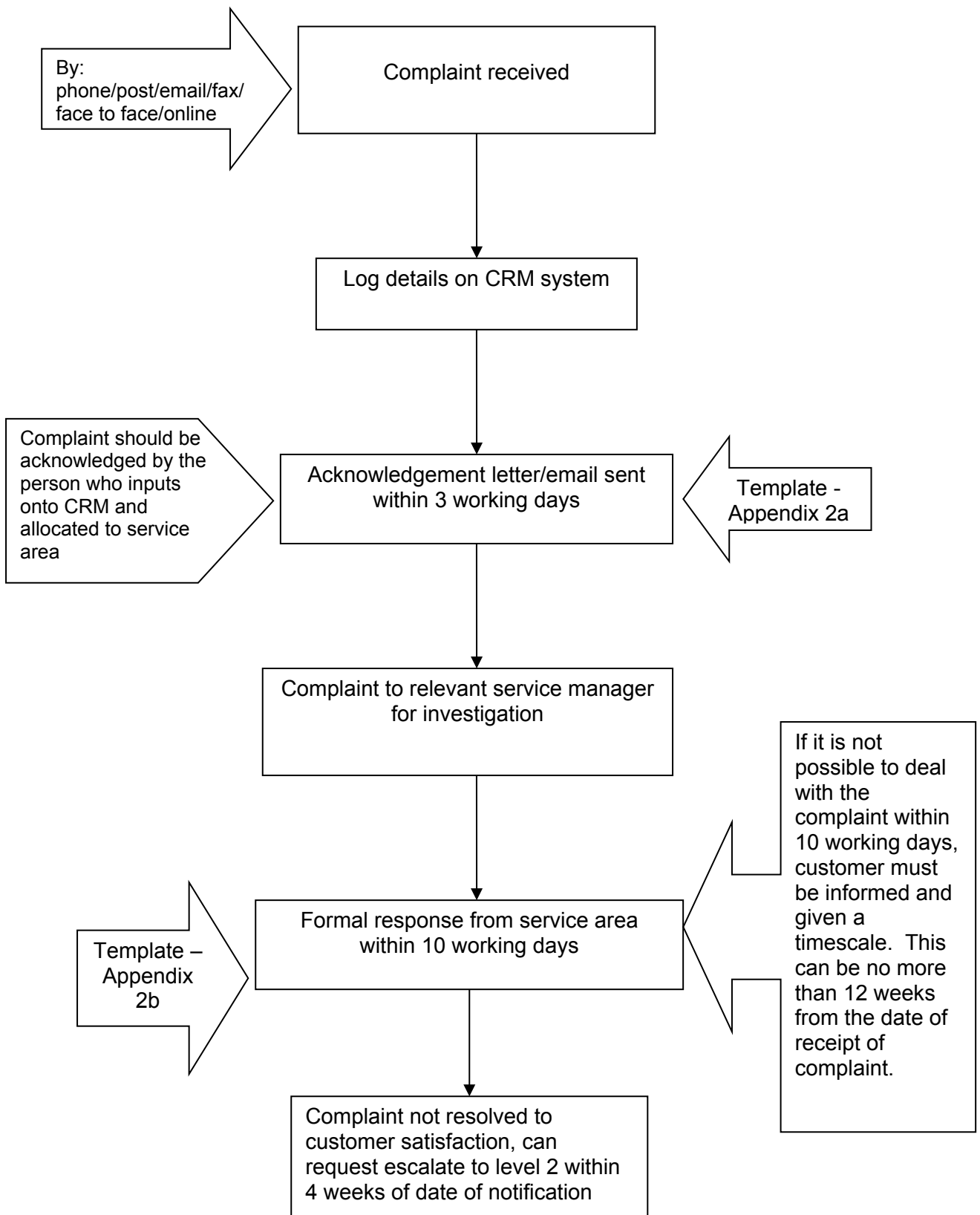
Once a complaint has been determined as unreasonable, persistent or vexatious, its status will be kept under review and if the complainant demonstrates a more reasonable approach, their status or any restrictions applied to access to our officers will be reviewed.

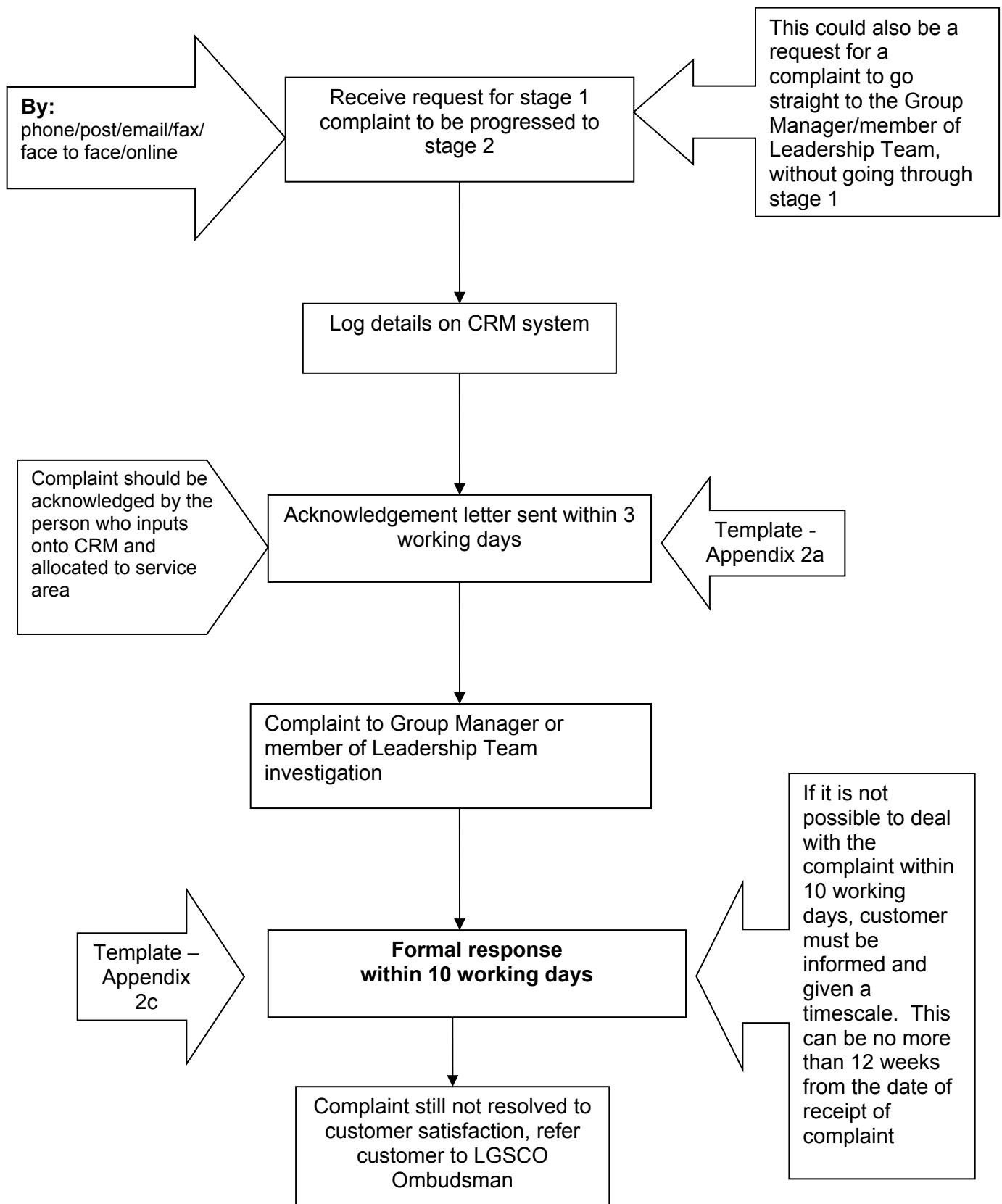
11. Review

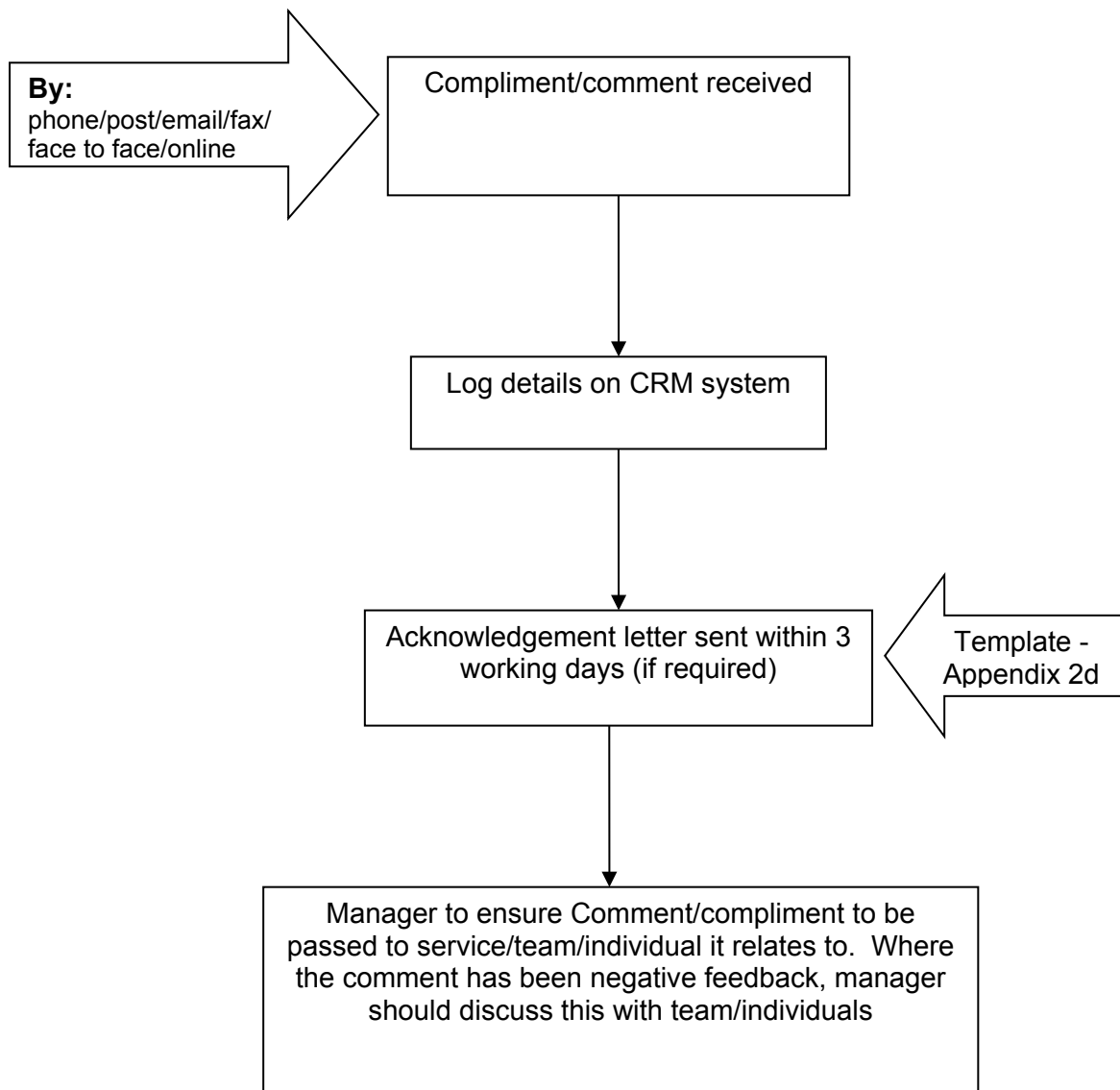
This policy will be reviewed within three years in order to incorporate legislative, regulatory or best practice developments. Policy and procedural amendments will be made as and when new services or systems are introduced to improve the quality of complaint monitoring. Reviews will be undertaken in consultation with customers.

12. Customer consultation and surveys

We will ask customers that have used the complaints system to let us know how easy it was to make their complaint and if they found the procedure to be fair and covered all their needs. We will use the information from these surveys when reviewing our policy to inform changes and ensure our complaints procedure is “fit for purpose”.

Stage 1 complaint process map

Stage 2 complaint process map

Compliment/comment process map

[TITLE] [LASTNAME]
[ADDRESS]

[SERVICENAME]
Phoenix House
Phoenix Lane
Tiverton
Devon
EX16 6PP
www.middevon.gov.uk

Your Ref:
Our Ref: [CALLREF]

Contact: [SERVICENAME]
Telephone: **01884 255255**
Email: **customerservices@middevon.gov.uk**
Fax / DX: **01884 234935**

Date [PRNDATE]

Dear [TITLE] [LASTNAME]

Your stage 1 or 2 complaint – Ref [CALLREF]
Re: [SUBJECT]

Thank you for your letter/email/phone call, dated [PRNDATE RECEIVED].

Your concerns have been logged as an official complaint and have been passed to [INVESTIGATOR] for investigation and response in accordance with the Council's complaints procedure.

You should receive a full response within the next 10 working days. If it is not possible to respond within this timescale we will contact you and keep you informed of progress and the additional time needed to conclude the investigation, up to a maximum of 12 weeks.

If you would like help from someone else, there are several choices:

- Your District Councillor is there to represent you and, if you wish, you can ask him or her to help you.
- You could also contact an advisory agency such as the Citizens Advice Bureau.

If you have any queries regarding the process, or if there is anything else you would like to add to your complaint, please get in touch. It would help if you provide the reference [CALLREF] whenever you contact the Council about this matter.

When the investigation into your complaint has been completed you will be provided with details of the outcome. If you remain dissatisfied you have the right to request a stage 2 review; the request must be made within 4 weeks of the notification of the outcome of your stage 1 complaint.

More details about our complaints procedure can be found on our website at www.middevon.gov.uk.

Yours sincerely

[LETTERWRITER]

[TITLE] [LASTNAME]
[ADDRESS]

Service Area
Phoenix House
Phoenix Lane
TIVERTON
EX16 6PP

Tel: 01884 255255

www.middevon.gov.uk

Your Ref:
Our Ref: [CALLREF]
Date: [PRNDATE]

Contact: [LETTERWRITER]
Telephone: 01884 255255
Email: customerservices@middevon.gov.uk
Fax / DX: 01884 234935

Dear [TITLE] [LASTNAME]

Your stage 1 complaint – Ref [CALLREF]

I am writing in response to your recent complaint dated [PRNDATE RECEIVED].

I understand you were unhappy about the following issues: *(summarise complaint using bullet points where appropriate)*

My investigation has shown that *(give a brief description of how you reached your decision)* and I therefore can confirm that I *am/am not* able to *uphold/partially uphold* your complaint.

As a result of my findings, I *have/propose to* *(explain what action if any has or will be taken as a result, ensure timescales are given)*.

I apologise for *(outline mistakes that may have been made)* and to help ensure this situation does not arise again I have *(explain steps taken to prevent recurrence)*.

This concludes my response to your complaint in accordance with Stage 1 of Mid Devon District Council's complaints and feedback procedure. If you remain dissatisfied, you may request your complaint be progressed to a stage 2 complaint. This request must be made within 4 weeks of the date of this letter; please state why you are not happy with this response and action that has been taken.

Please ensure you quote reference [CALLREF] in any correspondence.

Yours sincerely

[LETTERWRITER]

[TITLE] [LASTNAME]
[ADDRESS]

Service Area
Phoenix House
Phoenix Lane
TIVERTON
EX16 6PP

Tel: 01884 255255

www.middevon.gov.uk

Your Ref:
Our Ref: [CALLREF]

Contact: [LETTERWRITER]
Telephone: 01884 255255
Email: customerservices@middevon.gov.uk
Fax / DX: 01884 234935

Date: [PRNDATE]

Dear [TITLE] [LASTNAME],

Your stage 2 complaint – Ref [CALLREF]

I am writing in response to your recent complaint dated [PRNDATE RECEIVED].

I understand you were unhappy about the following issues: *(summarise complaint using bullet points where appropriate)*

My investigation has shown that *(give a brief description of how you reached your decision)* and I therefore can confirm that I *am/am not* able to *uphold/partially uphold* your complaint.

As a result of my findings, I *have/propose to* *(explain what action if any has or will be taken as a result, ensure timescales are given)*.

I apologise for *(outline mistakes that may have been made)* and to help ensure this situation does not arise again I have *(explain steps taken to prevent recurrence)*.

This concludes my response to your complaint in accordance with Stage 2 of Mid Devon District Council's complaints and feedback procedure. If you remain dissatisfied you may wish to take the matter further by contacting the Local Government & Social Care Ombudsman who carries out an independent investigation of complaints against local authorities.

Contact details:-

- Local Government & Social Care Ombudsman website at www.lgo.org.uk
- Telephone 0300 061 0614 or 0845 602 1983
- Write to The Local Government & Social Care Ombudsman, PO Box 477, Coventry, CV4 0EH

Yours sincerely
[LETTERWRITER]

Appendix 2d

[TITLE] [LASTNAME]
[ADDRESS]

[SERVICENAME]
Phoenix House
Phoenix Lane
TIVERTON
EX16 6PP

Tel: 01884 255255

www.middevon.gov.uk

Your Ref:
Our Ref: [CALLREF]

Date: [PRNDATE]

Contact: [LETTERWRITER]
Telephone: 01884 255255
Email: customerservices@middevon.gov.uk
Fax / DX: 01884 234935

Dear [TITLE] [LASTNAME]

Your feedback – Ref: [CALLREF]

Thank you for taking the time to provide feedback on *insert> service/officer on*
[PRNDATE RECEIVED]

Free text – or delete /Give details of the compliment/comment and what has been done as a result, has it been fed back to teams/individuals concerned, was there any resulting action required.

Your comments are much appreciated and have been passed on to all concerned.

Yours sincerely

[LETTERWRITER]

Appendix 3

Criteria for determining unreasonable, persistent or vexatious complaints

A complaint may be classed as unreasonable, persistent or vexatious if the complainant meets one or more of the following criteria:-

1. Persists in pursuing a complaint where the Council's complaint process has been fully and properly implemented and exhausted and where the complainant has failed to escalate the complaint to the appropriate Ombudsman.
2. Persistently changes the substance of a complaint or continually raises new issues that prolong the contact and make it more difficult to respond effectively. It is important that any completely new issue is raised as a new complaint if appropriate.
3. Is repeatedly unwilling to accept documented evidence or deny receipt of an adequate response in spite of correspondence specifically answering their questions or do not accept that facts can sometimes be difficult to verify when a long period of time has elapsed.
4. Repeatedly make complaints but does not identify the precise issues which they wish investigated.
5. Regularly focuses on trivial matters to an extent which is out of proportion to its significance and continues to focus on this point. It is important to recognise that determining what is trivial can be subjective.
6. Have threatened or used physical violence towards employees at any time, this will mean that the complainant can only contact us in writing and staff will be informed what access to staff and buildings they are permitted to.
7. Have in the course of dealing with their complaint made an excessive number of contacts with the Council, placing unreasonable demands on employees. Contacts can be in person, phone, email, fax, letter or web-form. Judgement will be used to determine excessive contact, taking into account the specific circumstances of each individual case.
8. Have harassed or been verbally abusive on more than one occasion towards employees dealing with the complaint. Employees recognise that complainants may sometimes act out of character in times of stress, anxiety or distress and will make reasonable allowances for this. The individual circumstances of each person need to be considered and treated sensitively.
9. Makes unreasonable demands on the Council and its employees and fail to accept that these may be unreasonable, for example, insist on responses to complaints or enquiries being provided more urgently than is reasonable or within the Council's complaints procedure or normal recognised practise.
10. Makes unreasonable complaints which impose a significant burden on the human resources of the Council and where the complaint:
 - a. does not have any serious purpose or value
 - b. is designed to cause disruption or annoyance
 - c. has the effect of harassing the public authority
 - d. can otherwise fairly be characterised as obsessive or manifestly unreasonable

- e. is using the Council as a means of causing harassment to another member of the public.
11. Makes repetitive complaints and allegations which ignore the replies which Council officers have supplied in previous correspondence.

Appendix 4

[TITLE] [LASTNAME]
[ADDRESS]

SERVICE AREA
Phoenix House
Phoenix Lane
Tiverton
Devon
EX16 6PP
www.middevon.gov.uk

Your Ref:
Our Ref: [CALLREF]

Contact:
Telephone: 01884 255255
Email: **customerservices@middevon.gov.uk**
Fax / DX: 01884 234935

Date [PRNDATE]

Dear [TITLE] [LASTNAME]

Following the investigation and response to your complaints as listed below, I am referring your complaints to the Council's Legal Services Manager to investigate if these fall into the category of unreasonable, persistent or vexatious, as detailed in the Council's complaints policy.

You will be notified of the outcome of the investigation within 10 working days of the date of this letter. If this is not possible you will be advised of the time needed to conclude the investigation up to a maximum of 12 weeks.

Full details of our complaints policy can be found on our website
www.middevon.gov.uk.

Yours sincerely

Summary of complaints received from _____

Date received	Complaint – brief details	Response – brief details

Reason referred to Legal Service Manager as detailed in the complaints policy: _____

MDDC officer: _____ Date: _____ Signature of _____

Appendix 5

Options for dealing with unreasonable, persistent and vexatious complainants

The options below can be used singularly or in combination depending on the circumstances of the case.

1. Send a letter to the complainant setting out responsibilities for the parties involved if the Council is to continue processing the complaint. If terms are contravened, consideration will then be given to implementing other action as indicated below.
2. Decline contact with the complainant, either in person, by telephone, by fax, by letter, by e-mail or any combination of these, provided that one form of contact is maintained. This may also mean that only one named officer will be nominated to maintain contact (and a named deputy in their absence). The complainant will be notified of this person.
3. Notify the complainant, in writing, that the Council has responded fully to the points raised and has tried to resolve the complaint and there is nothing more to add and continuing contact on the matter will serve no useful purpose. The complainant will also be notified that the correspondence is at an end, because they have been classed as an unreasonable, persistent or vexatious and the Council does not intend to engage in further correspondence relating to the complaint.
4. Inform the complainant that in extreme circumstances the Council will seek legal advice and if appropriate commence court proceeding for an injunction.
5. Temporarily suspend all contact with the complainant, in connection with the issues relating to the complaint being considered as unreasonable, persistent or vexatious, while seeking advice or guidance from its solicitor or other relevant agency, such as the Local Government & Social Care Ombudsman.

If any of the above actions are taken, the Council's Legal Services Manager will ensure that all services are advised of the actions to avoid any repetition across services and to ensure the complainant is treated in the same way regardless of how he/she contacts the Council.

SCRUTINY COMMITTEE 8 OCTOBER 2018

Annual report on complaints, comments and compliments

Cabinet Member: Cllr Mrs Squires

Responsible Officer: Lisa Lewis, Group Manager for Business Transformation and Customer Engagement

Reason for Report: Annual report on complaints, comments and compliments received as part of our 1.7 million plus contacts with customers in 2017/18.

RECOMMENDATION(S):

To note the record of complaints, comments and compliments.

Relationship to Corporate Plan: To ensure that the Council provides access to services for customers in whatever way they choose to transact with us. Ensuring extended access via digital means and improving the way that we hold information and deliver our services to customers, placing them at the centre of what we do.

Financial Implications: None

Legal Implications: None

Risk Assessment: Accurate recording and monitoring of complaints is good practice and ensures openness and accountability to all customers.

Equality Impact Assessment: Complaints are received by a variety of means which ensures that there is equality of opportunity for all customers. In addition, where there is a need Customer First staff will assist in the recording of complaints. There is also an interpretation service available through Language Line.

1.0 Introduction

1.1 The Council receives contact from customers in a variety of ways for all services. The table below gives details of these contacts.

	2017/18
Number of visitors to the office making payments or for enquiries	30,202
Telephone Payments (including automated)	54,946
Calls answered in the call centre	121,445
Calls to direct lines (not including calls to mobiles)	373,000+
Emails Received	Over 1 million
Digital Payments	78,926
Online- forms submitted	33,946
Planning Applications via portal	1343

- 1.2 This report provides a summary of the number of complaints, compliments and comments received for each service from 1/4/2017 to 31/3/2018 that were recorded on the corporate Customer Relationship Management (CRM) system. An official complaint is recorded when a customer has been unable to resolve their issues with the service concerned or where the issue is more serious than a normal service request that can be resolved by officers as part of their day to day activities.
- 1.3 All complaints, comments and compliments are recorded on the CRM in accordance with our corporate complaints policy. The name, address and contact details of the complainant, the nature of the complaint and the outcome of the complaint investigation are recorded. Statistics on the complaints, comments and compliments recorded in 2017/18 can be found at appendix 1.
- 1.4 It is not the totality of the expressions of dissatisfaction with service delivery, for example the Customer First team record many service requests and services also record customer contacts/service requests on their own ICT systems. These include routine enquiries, requests for service and service failures that can be resolved quickly to the customer's satisfaction, such as a missed waste collection that can be resolved by the team returning to the property within agreed times. Members are provided with performance statistics quarterly via Spar.net. A summary of calls logged on the CRM by Customers First for customers via the call centre is included at appendix 2.

2.0 Performance statistics

- 2.1 Complaints are recorded on the CRM and, based on the information recorded, we are able to abstract the number of complaints raised as a level 1 complaint. These are investigated by the service manager. We are also able to abstract the number raised as level 2 complaints which are investigated by Group Managers.
- 2.2 The percentage of complaints that, as a result of investigation are up-held, is also recorded.
- 2.3 As a measure of how promptly we deal with the complaint we record the percentage acknowledged within 3 working days and the percentage resolved within our agreed timescales. These two performance statistics are reported on Spar.net monthly.

3.0 What does feedback tell us?

- 3.1 As a result of investigations into complaints received, service managers have made changes to working practices; a record of these changes is also recorded. This is an excellent way to improve our services and respond to customer comments.
- 3.2 Compliments are fed back to staff and acknowledged by line managers.

4.0 Referrals to the Ombudsman complaints service

- 4.1 There were 8 complaints to the Ombudsman during 2017-2018.
- 4.2 A summary of complaints to the Local Government Ombudsman 2017-18 is provided at appendix 3.
- 4.3 The Local Government Ombudsman Annual Review letter for 2018 is provided at Appendix 4.

Contact for more Information: Lisa Lewis, llewis@middevon.gov.uk 01884234981

Circulation of the Report: Margaret Squires, all group managers, all leadership team.

Feedback 1.4.2016 to 2017	2016/17	2017/18
Complaints received	300	263
Invalid or withdrawn complaints		
Comments received	101	200
Compliments received	229	133
Total	630	596
Number of complaints at level 2	32	31
Number of complaints at level 2 upheld	8	8
Number of complaints at level 1 upheld	45	37
Number where a change was made to the service procedures as a result of the complaint	27	15

Service	Complaints	Compliments	Comments
Audit	0	0	1
Bulky Waste	0	1	0
Car Parks	17	0	6
Cemeteries	2	0	0
Community Alarms	1	2	0
Community Housing support	0	1	0
Council Tax Billing	9	0	3
Council Tax Reduction	1	0	0
Customer Services	12	12	9
Electoral Register	4	0	0
Environmental Services	2	0	0
Fly Tipping	1	1	1
Garden Waste	17	2	76
Grass Cutting	6	4	2
High Hedges	1	1	0
Homelessness	1	3	1
Housing Benefits	13	0	0
Housing Repairs	38	52	59
Housing Tenancy	28	14	3
ICT Services	0	0	2
Leisure**	11	0	5
Licensing	1	0	0
Markets	1	0	0
Parks and Flower Beds	0	8	3
Planning	18	5	0
Pollution incl Noise	1	0	0
Private Sector Housing	2	0	1
Property Services	2	1	3
Public Toilets	0	0	1

Service	Complaints	Compliments	Comments
Recycling	22	13	13
Refuse Collection	25	12	11
Street Cleansing	3	0	0
Trade Waste	1	1	0
Total	240	133	200

**The above have all been logged via the CRM, Leisure record direct complaints separately and have dealt with a further 121 complaints through their own system.

Customer First service requests logged on the CRM 2017-18
(Including requests for customer call back by service area)

Service	Volume
Abandoned vehicles	117
Benefits	1083
Building control	86
Building maintenance	3218
Bulky waste	919
Cadavers	9
Care services (service requests and reporting faults)	281
Car park faults	25
Clinical waste service requests	1283
Community development	52
Communications logs from media	105
• Council tax Discounts	536
General enquiries	3463
Moving home	2555
Refunds	350
Recovery	86
Business rates	169
Corporate	1726
• Dogs Dangerous dogs	25
Dog fouling	74
Lost/found dogs	142
Street scene - graffiti, flooding, pests, fixed penalty notice, permits	1052
Electoral services	1259
Fly tipping	319
HR and Legal	136
ICT	310
Housing (tenancy, housing needs, other)	2097
Leisure	40
Licensing	118
Parking fines	21
Parking permits (business and residential)	43
Payments (telephone)	38660
Planned maintenance	273
Planning and Forward Planning	1191
Property Services	351
Public Health	851
Street cleaning requests	86
Trade waste	538

Service	Volume
Waste and Recycling	
• Missed collections (recycling and refuse total recorded)	1227
• Waste and Recycling general enquiries	6726
• Garden waste renewals and replacements	4510
• Garden waste sales (not including on line)	1233
• Bin collection	495
• Collection day look up	1738
• Waste container sales	424
• Assisted collections	131
Welfare assistance	304
Total	82,512

Switch board transactions and calls made direct to officers' extensions are not included in the table.

Missed waste collections are those reported to Customer First over the phone.

Visitor contacts and other various contacts are not recorded on the CRM.

Ombudsman Complaints 2017/18

	Category	Decided	Decision
1	Planning & Development	27/04/2017	Upheld
2	Planning & Development	22/01/2018	Upheld
3	Planning & Development	12/06/2017	Closed after initial enquiries
4	Corporate & Other Services	08/08/2017	Closed after initial enquiries
5	Housing	22/06/2017	Referred back for local resolution
6	Benefits & Tax	27/11/2017	Referred back for local resolution
7	Planning & Development	05/02/2018	Closed after initial enquiries
8	Highways & Transport	19/03/2018	Referred back for local resolution

Local Government &
Social Care
OMBUDSMAN

18 July 2018

By email

Stephen Walford

Chief Executive

Mid Devon District Council

Dear Stephen Walford,

Annual Review letter 2018

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGSCO) about your authority for the year ended 31 March 2018. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

Complaint statistics

In providing these statistics, I would stress that the volume of complaints does not, in itself, indicate the quality of the council's performance. High volumes of complaints can be a sign of an open, learning organisation, as well as sometimes being an early warning of wider problems. Low complaint volumes can be a worrying sign that an organisation is not alive to user feedback, rather than always being an indicator that all is well. So, I would encourage you to use these figures as the start of a conversation, rather than an absolute measure of corporate health. One of the most significant statistics attached is the number of upheld complaints. This shows how frequently we find fault with the council when we investigate. Equally importantly, we also give a figure for the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. Both figures provide important insights.

I want to emphasise the statistics in this letter reflect the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, some of whom may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website, alongside an annual review of local government complaints. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

Future development of annual review letters

Last year, we highlighted our plans to move away from a simplistic focus on complaint volumes and instead turn focus onto the lessons that can be learned and the wider improvements we can achieve through our recommendations to improve services for the many. We have produced a new corporate strategy for 2018-21 which commits us to more comprehensively publish information about the outcomes of our investigations and the occasions our recommendations result in improvements to local services.

We will be providing this broader range of data for the first time in next year's letters, as well as creating an interactive map of local authority performance on our website. We believe this will lead to improved transparency of our work, as well as providing increased recognition to the improvements councils have agreed to make following our interventions. We will

therefore be seeking views from councils on the future format of our annual letters early next year.

Supporting local scrutiny

One of the purposes of our annual letters to councils is to help ensure learning from complaints informs scrutiny at the local level. Sharing the learning from our investigations and supporting the democratic scrutiny of public services continues to be one of our key priorities. We have created a dedicated section of our website which contains a host of information to help scrutiny committees and councillors to hold their authority to account – complaints data, decision statements, public interest reports, focus reports and scrutiny questions. This can be found at www.lgo.org.uk/scrutiny I would be grateful if you could encourage your elected members and scrutiny committees to make use of these resources.

Learning from complaints to improve services

We share the issues we see in our investigations to help councils learn from the issues others have experienced and avoid making the same mistakes. We do this through the reports and other resources we publish. Over the last year, we have seen examples of councils adopting a positive attitude towards complaints and working constructively with us to remedy injustices and take on board the learning from our cases. In one great example, a county council has seized the opportunity to entirely redesign how its occupational therapists work with all of its districts, to improve partnership working and increase transparency for the public. This originated from a single complaint. This is the sort of culture we all benefit from – one that takes the learning from complaints and uses it to improve services.

Complaint handling training

We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. In 2017-18 we delivered 58 courses, training more than 800 people. We also set up a network of council link officers to promote and share best practice in complaint handling, and hosted a series of seminars for that group. To find out more visit www.lgo.org.uk/training

Yours sincerely,

Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Local Authority Report: Mid Devon District Council
For the Period Ending: 31/03/2018

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
0	2	1	0	1	1	1	3	0	9

Decisions made

				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	Total
0	0	3	3	0	2	100%	8

Notes Our uphold rate is calculated in relation to the total number of detailed investigations. The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.	Complaints Remedied	
	by LGO	Satisfactorily by Authority before LGO Involvement
	2	0

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CABINET
25TH OCTOBER 2018

REPORT OF MRS JENNY CLIFFORD, THE HEAD OF PLANNING, ECONOMY AND REGENERATION

SECTION 106 AGREEMENTS AND FINANCIAL CONTRIBUTIONS – PROPOSED GOVERNANCE

Cabinet Member(s): Cllr Richard Chesterton
Responsible Officer: Mrs Jenny Clifford, Head of Planning, Economy and Regeneration

Reason for Report:

Mid Devon District Council currently collects financial contributions from new development through legal agreements signed under Section 106 of the Town and Country Planning Act 1990 (as amended), sometimes also referred to as planning obligations. It is considered that the governance of the s106 contributions set out in the Councils adopted SPD can be further refined to enhance the transparency of this process. The report therefore sets out the additional recommendations for governance of s106 contributions.

RECOMMENDATION: That Cabinet agrees the governance arrangements set out in this report for consultation purposes with Parish and Town Councils.

Relationship to Corporate Plan:

The Planning Service is a statutory service, the effective operation of which will deliver funds for necessary community projects which are central to the delivery of Corporate Plan priorities of community, housing, economy and environment

Financial Implications:

S106 agreements will normally include clauses stating when the funds will be paid (by reference to some trigger in the development phase) and for what purpose they will be used, often project or location specific. There is also provision for the return of contributions if they remain unspent or uncommitted after an agreed period of time, typically 10 or 15 years depending on the nature of the contribution. All monies collected on applications submitted since April 2015 must be spent on the specific project that it was allocated to at the time the planning application was submitted and should be set out clearly in the s106 agreement. It cannot be spent on any other project and will only become available for spending once a development has commenced on site. Therefore if a site is never developed the monies won't become available and equally if development of the site is delayed, some monies may not become available for some time. It is therefore important to track payments to ensure any secured funds are used before they have to be returned.

Legal Implications:

Planning obligations, also known as Section 106 agreements and procedures must comply with the following legislation and Government guidance:

1. The 1990 Town & Country Planning Act
2. Community Infrastructure Levy Regulations 2010 ("CIL Regulations")
3. National Planning Policy Framework 2018

4. Ministry of Housing, Communities & Local Government Planning Practice Guidance.

Risk Assessment:

Clearer governance and the opportunity for Town and Parish Councils to engage with the process results in greater transparency and understanding of the processes that need to be followed in order to comply with the aforementioned legislation and guidance.

Equalities Impact:

There are no equality issues identified in this report.

1.0 BACKGROUND.

- 1.1 The Audit report of May 2018 flagged up the need to review and formalise governance arrangements in relation to Section 106 agreements. Mid Devon District Council currently collect financial contributions from new development through legal agreements signed under Section 106 of the Town and Country Planning Act 1990 (as amended), sometimes also referred to as planning obligations.
- 1.2 The need for planning obligations are considered on a case by case basis and may only constitute a reason for granting planning permission if they meet the following statutory tests from the CIL Regulations, namely that they are:
 - necessary to make the development acceptable in planning terms;
 - directly related to the development; and
 - fairly and reasonably related in scale and kind.
- 1.3 Planning obligations must be fully justified (usually by reference to development plan policy requirements) and evidenced.
- 1.4 Since April 2015, Regulation 123 of the CIL Regulations has placed a national restriction on the traditional approach of 'pooling' Section 106 contributions from numerous developments towards the provision of infrastructure, such as public open space, schools or roads. Such pooling is now only permissible for up to five separate planning obligations, for any given infrastructure by project or type.
- 1.5 Local planning authorities are expected to use all of the funding they receive through planning obligations in accordance with the terms of the individual planning obligation agreement. This will ensure that new developments are acceptable in planning terms; benefit local communities and support the provision of local infrastructure. Agreements should normally include clauses stating when and how the funds will be used by and allow for their return, after an agreed period of time, where they are not. Equally, if monies are not spent in accordance with the terms of the s106 agreement, developers can request that their contribution is returned to them.

- 1.6 With the introduction of the CIL legislation, the Government has ‘scaled back’ the use of planning obligations, as CIL is viewed as a replacement for the use of planning obligations in some circumstances. When Mid Devon introduces CIL, the use of planning obligations to raise financial contributions towards infrastructure is restricted and, with the exception of the identified strategic sites, will generally only be used for site-specific impacts of new development, necessary on-site infrastructure and the provision of affordable housing.
- 1.7 Upon implementation of the Mid Devon CIL, the Council will also implement the “Regulation 123 List” which sets out the items of infrastructure which will be wholly or partly funded by CIL. After that time, it will not be possible to use Planning Obligations under Section 106 to fund infrastructure items on that list. Accordingly, there will be a scaling back of Section 106 use. Before it can be introduced, Mid Devon CIL will be subject to examination by the Planning Inspector at the end of the Local Plan Review hearings.
- 1.8 The following four sections indicate the areas which may still be subject to planning obligations under S106 following adoption of the Mid Devon CIL:

1. Non – Infrastructure Requirements

- The funding and provision of items which are not defined as infrastructure, such as affordable housing.
- Other non-infrastructure requirements such as development phasing, the implementation of travel plans and construction management.
- For other purposes which do not require developer contributions, such as regulating the use of land.

2. Infrastructure for Urban Extensions.

The provision of infrastructure within, directly related to, or required as a result of, development within the defined areas of the North West Cullompton, East Cullompton and East Tiverton urban extensions allocated in the adopted Local Plan Review. Zone 1 - Zero rated.

3. Site –Specific Transport Improvements.

Site-specific improvements needed to make a development acceptable in planning terms.

4. Other Infrastructure Provision.

Infrastructure provision which meets the tests set out in the CIL Regulations but which is not included on the Regulation 123 list to be funded by CIL may be sought through the use of Planning Obligations. A full list of infrastructure to be sought through planning obligations is not included, since much would depend on the specific development put forward, but the following forms of infrastructure are specifically referred to within the Local Plan.

- Public Open Space -the provision of public open space (publicly accessible open space, allotments, other green infrastructure and sports pitches with associated changing facilities) in accordance with the adopted policies of the Local Plan Review including where

necessary replacement provision as a result of the loss of an existing facility.

- Sustainable Urban Drainage Systems
- Wildlife protection, enhancement and mitigation
- Measures related to pollution and contaminated land.

2.0 PUBLIC OPEN SPACE

- 2.1 Since the adoption of the Provision and Funding of Open Space Through Development Supplementary Planning Document (SPD) in 2008 (and the Supplementary Planning Guidance prior to that), the District Council has been collecting and spending financial contributions from developers through s106 Planning Obligations for this purpose. Contributions are taken towards new or improved open space in order to mitigate for the additional demand arising from the development in question. Day-to day management and routine maintenance of existing open space may not be funded by S106, but improvements may be. The contributions which have been collected are held in a fund by the Council and made available for spend within the relevant catchment area (referred to as catchment funding) to bring forward new or improved provision of sports areas, children's play areas and informal open space. This is in accordance with policies within the Development Plan and SPD
- 2.2 The 62 parishes across Mid Devon have been grouped into 28 catchment areas. All the monies which have been collected prior to April 2015 can be spent on any public open space project within that catchment area. Catchment areas are set out in **Appendix A**.
- 2.3 Since April 2015 s106 funds must be spent on the specific project that it was allocated to at the time planning permission was granted. It cannot be spent on any other project, without an agreed variation to the section 106 agreement. It is likely that the Council would be asked to cover the costs of such a variation. The financial contributions only become available to spend once they have been paid to the Council. In some cases, this may be shortly before there is a commencement on site, but in some cases, the contribution is payable on a later trigger e.g. prior to any residential occupation on site.
- 2.4 The SPD specifies that, in spending contributions, the Council will have regard to:
- The views of Council Ward Member(s) in the catchment area;
 - The views of Town or Parish Council(s) in the catchment area;
 - The priorities for improving open space identified in the Council's Open Space and Play Area Strategy (December 2006).
 - Providing value for money;
 - The potential for securing external or matched funding.

3.0 PROPOSED SECTION 106 GOVERNANCE

3.1 The following governance arrangements are proposed for consultation with Town and Parish councils:

1. **All payments received by MDDC for section 106 agreements must be given the relevant planning application reference upon receipt.**
2. **Arrangements for the spending of financial contribution for S106 agreements where financial contributions are not project specific (generally pre 2015 and by infrastructure type):**

Spend <£10,000 delegated to Head of Planning, Economy and Regeneration in consultation with relevant MDDC departments

Spend >£10,000 shall be referred to a S106 Board comprising of the following:

1. Cabinet Member of Planning and Regeneration
2. Cabinet Member for Community Well being
3. Senior officer from Planning (Head of Planning, Economy and Regeneration or Group Manager for Development)
4. Senior officer from Operations
5. Senior officer from Estates
6. Admin support –Planning Obligations Officer

Views will be sought from Parish or Town Council and Ward Members within the catchment area in advance of Board Meeting (14 days allowed)

3. Project Selection for spend : PUBLIC OPEN SPACE

For S106 financial contributions post 2015, these are required to be project specific. Accordingly prior to the signing of a S106 agreement at the planning application stage the project upon which the financial contribution should be spent needs to be specified.

Project nominations will be sought from:

1. Internal to MDDC – Relevant departments and Ward Members within the catchment area
2. External to MDDC – Parish or Town Council within the catchment area, sports and community groups (depending on relevance to S106 contribution)

(A flow diagram of the proposed governance arrangements is attached at **Appendix B** to this report).

Assessment of the eligibility of a project (assessed against statutory requirements, guidance and its relation to the planning application from

which contribution sought) – Delegated to Head of Planning, Economy and Regeneration via case officers.

In the case where project prioritisation is required between two or more eligible projects – Referred to S106 Board.

NOTE – Whilst the SPD identifies the use of a catchment area approach for the collection and spend of financial contributions towards public open space, in order to ensure that the tests of the CIL Regulations are met, there may be instances where a project or facility in an adjacent catchment area is more likely to be used/accessed due to it being closer/more accessible. In such cases the Parish, Town Council and Ward Members of both catchment areas will be consulted.

4. Project selection for spend: AIR QUALITY

For S106 contributions post 2015 towards air quality, these are project specific in order to deliver measures to improve air quality within the Air Quality Action Plan in accordance with the SPD. Project nominations will be sought from:

1. Internal to MDDC – Relevant departments and Ward Members (both ward within which the development is located and ward(s) of the relevant Air Quality Management Area).

NOTE – Air quality projects are generally those which will assist in the management of air quality within an Air Quality Management Area AQMA (Cullompton or Crediton). Financial contributions may be sought from development located outside the AQMA where it is identified that the new development would have a negative impact upon the AQMA.

5. Project selection for spend: OTHER CONTRIBUTIONS

Delegated to the Head of Planning, Economy and Regeneration.

NOTE – This usually arises from consultation responses from statutory consultees during the planning process.

6. Selection of s106 heads of terms and prioritisation between s106 asks where viability an issue

- Delegated to the Head of Planning, Economy and Regeneration in consultation with the relevant services (e.g. Housing, Environmental Health etc.)

7. Requests to vary existing s106 agreements

- Delegated to the Head of Planning, Economy and Regeneration in consultation with the relevant services unless the Ward Member, Chairman and Vice-Chairman of Planning Committee and Cabinet Member for Housing (the latter in the case of amendments to

affordable housing only) requires that the Committee consider the proposed changes having given clear planning reasons. (Existing process in place, agreed by Planning Committee 6th July 2016).

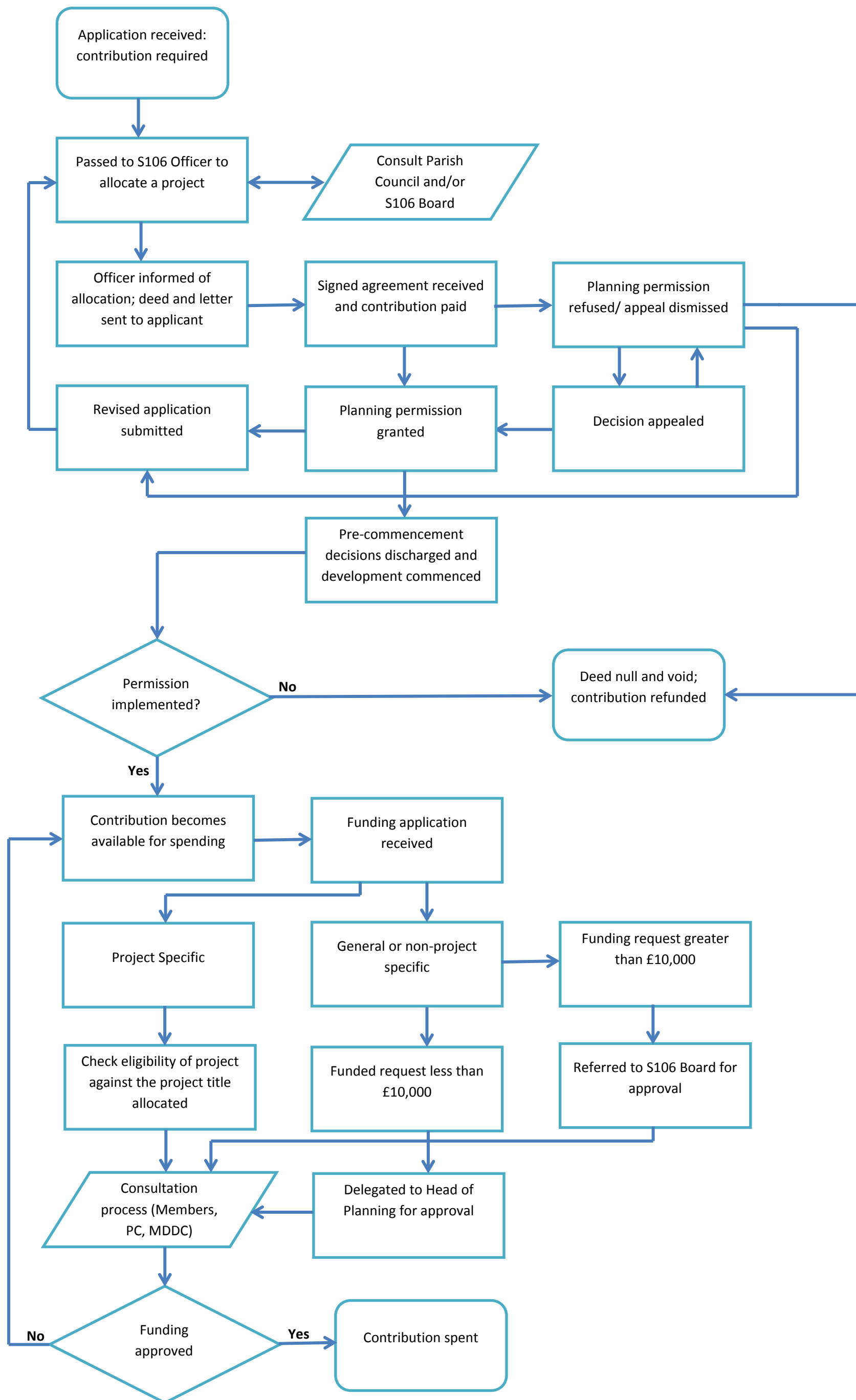
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Circulation of the Report:	Cabinet Members
List of Background Papers:	Audit report May 2018 Planning Committee 6 th July 2016

APPENDIX A

DEFINITION OF CATCHMENT AREAS (The Provision and Funding of Open Space Through Development Supplementary Planning Document).

<u>CATCHMENT</u>	<u>PARISHES IN THE CATCHMENT</u>
Bampton	Bampton, Morebath, Clayhanger and Huntsham
Bickleigh	Bickleigh, Cruwys Morchard and Cadeleigh
Bow	Bow and Clannaborough
Bradninch	Bradninch
Burlescombe	Burlescombe, Holcombe Rogus and Hockworthy
Cheriton Bishop	Cheriton Bishop and Hittisleigh
Cheriton Fitzpaine	Cheriton Fitzpaine, Stockleigh English, Stockleigh Pomeroy, Poughill and Kennersleigh
Colebrooke	Colebrooke
Copplestone	Copplestone
Crediton Hamlets	Crediton Hamlets
Crediton	Crediton
Cullompton	Cullompton and Butterleigh
Culmstock	Culmstock
Down St Mary	Down St Mary, Zeal Monachorum, Coldridge, Brushford, Eggesford, Nymet Rowland and Wembworthy
Halberton	Halberton
Hemyock	Hemyock and Clayhidon
Kentisbeare	Kentisbeare
Lapford	Lapford and Chawleigh
Morchard Bishop	Morchard Bishop, Thelbridge, Washford Pyne, Puddington and Woolfardisworthy
Newton St Cyres	Newton St Cyres and Shobrooke
Oakford	Oakford, Stoodleigh, Washfield, Loxbeare and Templeton
Sampford Peverell	Sampford Peverell and Uplozman
Sandford	Sandford and Upton Hellions
Silverton	Silverton
Thorverton	Thorverton and Cadbury
Tiverton	Tiverton
Uffculme	Uffculme
Willand	Willand

PUBLIC OPEN SPACE FUNDING FLOWCHART



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CABINET
25 Oct 2018

FINANCIAL UPDATE FOR THE SIX MONTHS TO 30 SEPT 2018

Cabinet Member Cllr Peter Hare-Scott
Responsible Officer Andrew Jarrett – Deputy Chief Executive (S151)

Reason for Report: To present a financial update in respect of the income and expenditure so far in the year.

RECOMMENDATION(S): 1. The Cabinet note the financial monitoring information for the income and expenditure for the six months to 30 Sept 2018.

Relationship to the Corporate Plan: The financial resources of the Council impact directly on its ability to deliver the corporate plan; prioritising the use of available resources brought forward and any future spending will be closely linked to key Council pledges from the updated Corporate Plan.

Financial Implications: Good financial management and administration underpins the entire document.

Legal Implications: None.

Risk Assessment: Regular financial monitoring information mitigates the risk of over or underspends at year end and allows the Council to direct its resources to key corporate priorities.

Equality Impact Assessment: It is considered that the impact of this report on equality related issues will be nil.

1.0 Introduction

- 1.1 The purpose of this report is to highlight to Cabinet our current financial status and the likely reserve balances at 31 March 2019. It embraces both revenue, in respect of the General Fund and the Housing Revenue Account (HRA), and capital and aims to focus attention on those areas which are unlikely to achieve budget. It is particularly important for next year's budget setting and, looking further ahead, with the medium term financial plan.
- 1.2 Favourable variances generating either increased income or cost savings are expressed as credits (negative numbers), whilst unfavourable overspends or incomes below budget are debits (positive numbers).

2.0 Executive Summary of 2018/19

2.1 The table below shows the opening position of key operational balances of the Council, the forecast in year movements and final predicted position at 31 March 2019:

Usable Reserves	31/03/2018	Forecast in year movement	31/03/2019
	£k	£k	£k
Revenue			
General Fund (see paragraph 3.2)	(2,690)	305	(2,385)
Housing Revenue Account (see paragraph 4.2)	(2,000)	0	(2,000)
Capital			
Capital Receipts Reserve	(3,501)	299	(3,202)
Capital Contingency Reserve	(482)	123	(359)

3.0 The General Fund Reserve

3.1 This is the major revenue reserve of the Council. It is increased or decreased by the surplus or deficit generated on the General Fund in the year. This reserve held a balance of £2.690m as at 31/03/18.

3.2 The forecast General fund deficit for the current year is £305k as shown at Appendix A. The **most significant variances** comprise:

	£k
Legal - agency staff	28
Car parks – reduction in income/offset by 24 hrs opening (Premier Inn)	33
Asset Management projects	20
Vehicle hire costs £43k partly offset by £22 EMR)	21
Leisure – Water leak (in dispute)	52
Leisure – Artificial pitch maintenance	10
Leisure – Closure of learner pool	12
Leisure – Various courses under-recovery of income	19
Planning – Under-recovery of income	340
Customer services – salary saving	(26)
Reduction in contributions for Public Conveniences	17
Property – Loss of rental income	20
Trade Waste – additional income	(16)
Waste – lower return on recycling materials	15
Waste – Refurb bottle banks	10
Waste – Additional fuel costs	19
Business Rates Retention – updated forecast offset by transfer to EMR (£543k - £259k)	(284)

- 3.3 The major variances are highlighted at Appendix B. The current incomes from our major funding streams are shown at Appendix C, whilst current employee costs are shown at Appendix D.

4.0 Housing Revenue Account (HRA)

- 4.1 This is a ring-fenced account in respect of the Council's social housing function. Major variances and proposed corrective action are highlighted at Appendix F.
- 4.2 Appendix E shows that the reserve opening balance is £2m. It is anticipated that the forecast variance of £10k deficit will decrease the budgeted transfer to the Housing Maintenance Fund and so the HRA reserve balance should remain at £2m.
- 4.3 Overall, the HRA is forecast to overspend by £10k in 2018/19, made up of several deficits and surpluses, the most significant of which comprise the following:
- £40k rent shortfall is due to dwelling rents being 0.2% behind target. Universal Credit will add to the uncertainty of collection.
 - £56k overspend relates mainly to a number of decommission/terminations (solar panels).
 - £36k underspend, relates to major works. £2.065m is planned to be spent against the £2.101m budget. The variance is less than 1% of the budget.
 - £50k of surplus in gas servicing.
- 4.4 The following works are expected to be funded from the Housing Maintenance Fund during 2018/19. The forecast outturn will be updated when the latest position has been established.

Description	Budget £'000	Forecast Outturn £'000	Variance £'000
Birchen Lane re-development	318	318	0
Palmerston Park	878	793	(85)
Queensway development	205	62	(143)
Burlescombe development	215	215	0
Land Acquisition for Affordable Housing	1,851	0	(1,851)
	3,467	1,388	(2,079)

In addition, £25k is planned to be spent on sewage treatment works (aim for completion by Q3 2018-19) and funded by an earmarked reserve.

5.0 Capital Programme

- 5.1 Capital projects, by their very nature, often overlap financial years. In some cases it is known from the outset that the construction of buildings may fall into 3 separate accounting years. The status of this year's capital programme is shown at Appendix G.
- 5.2 The approved Capital Programme amounts to £16.122m (which includes £5.874m of Slippage rolled forward from 17/18). As stated in 5.1, some of these projects will overlap financial years, managers have therefore given their best estimate of what is 'deliverable' for 18/19; this amounts to £8.764m. Committed and actual expenditure will therefore be monitored against this revised 'deliverable' budget for the remainder of the year.
- 5.3 Committed and Actual expenditure is currently £4.118m against a 'deliverable' Capital Programme of £8.764m leaving a variance of £4.646m uncommitted at this point in time.
- 5.4 Additional work has been undertaken to establish forecast slippage and potential underspends against the approved Capital Programme and are also detailed on Appendix G.
- 5.5 Forecast slippage amounts to £6.477m, which mainly relates to: the General Fund 'district wide redevelopment project' £3.500m and the HRA 'land acquisition for affordable housing' project £2.100m.
- 5.6 The forecast net underspend amounts to £0.824m, which in the main includes: £0.160m in relation to Economic Development Schemes (the Mills Project has been included in its entirety on 19/20 to 22/23 MTFP for consideration), ICT related projects £0.401m, and Private Sector Housing grants amounting to £0.209m.

6.0 Capital Contingency Reserve

- 6.1 The Capital Earmarked Reserve has been set aside from Revenue to fund Capital Projects; the movement on this reserve is projected below:

	£k
Capital Earmarked Reserve at 1 April 2018	(482)
Funding required to support 2018/19 Capital Programme	123
Forecast Balance at 31 March 2019	(359)

7.0 Capital Receipts Reserve (Used to fund future capital programmes)

- 7.1 Unapplied useable capital receipts are used to part fund the capital programme, the movement on this account for the year to date is given below:

	£k
Unapplied Useable Capital Receipts at 1 April 2018	(3,501)
Net Receipts to Q2 (includes 14 "Right to Buy" Council House sales which are subject to completion of the Q2 Pooling Return - therefore net receipt estimated)	(978)
Current Balance	(4,479)
Forecast further capital receipts in year	(500)
Forecast capital receipts required to support 2018/19 Capital Programme	1,777

Forecast Unapplied Capital Receipts c/fwd. 31 March 2019	<u>(3,202)</u>
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- 7.2 The forecast reserve balance for the Capital Contingency Reserve and the Capital Receipts Reserve excludes slippage that is anticipated to roll forward into 2019/20; also these reserves will have the majority of their balance fully utilised in order to balance the Capital Medium Term Financial Strategy, also on the 25th October Cabinet Agenda.

8.0 Treasury Management (To be updated)

- 8.1 The interest position so far this financial year can be summarised as follows:

Interest Receivable:

	Budget £k	Forecast outturn £k	Forecast variance £k
Investment Income Received	(304)	(304)	0
Interest from HRA funding	(51)	(51)	0
Total Interest Receivable	(355)	(355)	0

9.0 Conclusion

- 9.1 Members are asked to note the revenue and capital forecasts for the financial year. Managers are working hard to offset overspends, many unavoidable or unforeseen, with budget savings to deliver an outturn close to the budget.

- 9.2 The work undertaken to produce this monitoring information to 30 Sept 2018 has been used to inform the 2019/20 Budget setting process and Medium Term Financial Plan.

**Contact for more
information:**

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Circulation of the Report:

Cllr Peter Hare-Scott, Management Team

GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 30 SEPTEMBER 2018

			2018/2019 Annual Budget	Full Year Forecast	Variance
				(0 = On budget)	
Com	General Fund Summary	Note	£	£	%
Cllr C J Eginton					
CM	Corporate Management	A	1,650,320	0	0.0%
LD	Legal & Democratic Services: Member/Election Services	B	612,500	10,700	1.7%
PR	Land charges	N	(30,200)	0	0.0%
GM	Grounds Maintenance	E	576,870	0	0.0%
ES	Cemeteries & Bereavement Services	D	(74,060)	(10,000)	13.5%
WS	Waste Services	H	1,721,690	71,390	4.1%
Cllr C R Slade					
CD	Community Development	I	87,530	0	0.0%
ES	Environmental Services incl. Licensing	D	686,110	14,500	2.1%
ES	Open Spaces	F	103,920	20,000	19.2%
IT	IT Services	Q	867,253	42,200	4.9%
RS	Recreation And Sport	J	320,820	55,500	17.3%
Cllr P H D Hare-Scott					
FP	Finance And Performance	K	615,420	0	0.0%
RB	Revenues And Benefits	L	362,900	(14,500)	-4.0%
CP	Car Parks	C	(561,200)	24,200	4.3%
Cllr R L Stanley					
ES	ES: Private Sector Housing Grants	D	(22,610)	0	0.0%
HG	General Fund Housing	M	195,400	5,000	2.6%
PS	Property Services	G	329,410	185,000	56.2%
Cllr R J Chesterton					
CD	Community Development: Markets	I	53,760	0	0.0%
PR	Planning And Regeneration	N	1,157,300	299,100	25.8%
Cllr M Squires					
CS	Customer Services	O	778,387	(19,500)	-2.5%
ES	Environment Services - Public Health	D	(15,210)	0	0.0%
HR	Human Resources	P	439,630	0	0.0%
LD	Legal & Democratic Services: Legal Services	B	270,780	35,000	12.9%
All General Fund Services			10,126,720	718,590	7.1%
Net recharge to HRA			(1,447,160)	0	
IE260	Interest Payable		188,370	0	
IE290	Interest Receivable on Investments		(304,000)	0	
IE290	Interest from Funding provided for HRA		(50,540)	0	
IE435	New Homes Bonus Grant		(1,121,250)	0	
Sundry Grants				0	
IE800	Statutory Adjustments (Capital charges)		395,570	0	
TREMR	Net Transfer to/(from) Earmarked Reserves	APP B	1,080,070	129,745	
TOTAL BUDGETED EXPENDITURE			8,867,780	848,335	9.6%
40/IE431	Formula Grant (RSG & RSDG & NNDR)		(3,233,770)	(239,942)	
IE431	Rural Services Delivery Grant		0	0	
	Business Rates Benefit from Devon Pool		0	(303,073)	
IE432	Transitional Grant		0	0	
IE410	Council Tax		(5,600,410)	0	
IE439	CTS Funding Parishes		16,920	0	
IE420	Collection Fund Surplus		(50,520)	0	
TOTAL BUDGETED FUNDING			(8,867,780)	(543,015)	6%
Forecast in year (Surplus) / Deficit			0	305,320	
EQ700	General Fund Reserve 01/04/18			(2,689,757)	
Forecast General Fund Balance 31/03/19				(2,384,437)	

GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 30 SEPTEMBER 2018

Note	Description of Major Movements				Full year variance (net of transfer to EMR)	PDG
A	Corporate Management				0	
					0	
B	Legal & Democratic Services					
	Agency and other unanticipated salary costs (Legal Services)				28,000	Cabinet
	Modern.Gov software upgrade costs (Member Services)				1,500	Cabinet
	External consultancy fees (Legal Services)				7,000	Cabinet
	Election grant income over-budgeted (Election Services)				17,000	Cabinet
	Salary savings due to SCP differential (estimate) (Election Services)				(7,800)	Cabinet
					45,700	
C	Car Parks					
	P&D income forecast below budget, £20k of this forecast is due to the building works around the MSCP for Premier Inn				39,000	Economy
	Income from off-street fines is forecasted to be above budget				(5,000)	Economy
	External Contractors saving as no longer require security lock-up and mobile patrols as MSCP is open for 24 hours				(6,000)	Economy
	Maintenance overspend across Parking Services forecast				2,200	Economy
	Equipment Maint underspend due to new P&D machines				(6,000)	Economy
					24,200	
D	Environmental Services combined					
	One-off staffing pressure within Environmental Health				14,500	Environment
	Cemetery Income above profile due to increase in fees				(10,000)	Environment
					4,500	
E	Grounds Maintenance					
					0	Environment
F	Open Spaces					
	Overspend on Tree works (to be funded by EMR)				10,000	Environment
	Overspend on Play Area's & Paddling Pool Maint (to be funded by EMR)				10,000	Environment
					20,000	
G	Property Services					
	Asset Management Projects overspend				20,000	Homes
	Reduction in Public Convenience contributions due to Town and Parish withdrawals and pending asset transfers.				17,000	Homes
	Contract Services for Legionella now in-house with Public Health. Cost associated with providing up to date property schematics in order to deliver assurance to the risk assessment process.				8,000	Homes
	Income down on Wells Close as tenants have been relocated, plus rent arrears could not be pursued on legal advice				9,000	Homes
	Loss in rental income due to the relocation of Fore Street Shop tenant				10,000	Homes
	Flat rental income below budget due to refurbishment of flats above shop not done in 18-19				10,000	Homes
	Flood Defence & Land Drainage works overspend (to be off-set by EMR)				25,000	Homes
	Old Road overspend on asset security (to be off-set by EMR £30,630)				36,000	Homes
	Budget savings target across Property Services will not be achieved (partially off-set by EMR £27,050)				50,000	Homes
					185,000	
H	Waste Services					
	Trade Waste - additional income generated from new customers.				(16,000)	Environment
	Income from garden waste permits is up against last year and is on target to meet this years budget which included 500 extra customers. (See Appendix C)					Environment
	saving is being used to offset the recruitment of the Weedsprayer Team, Transport Manager and other restructure costs. (See Appendix D)					Environment
	Recycling materials - overall tonnages are up, however the price for some materials are down, particularly cardboard.				15,000	Environment
	Refurbishment of bottle banks. (covered by EMR)				10,000	Environment
	Vehicle hire costs. The Service does not have any spare vehicles and due to the unreliability of the recycling trucks the Service is having to spot hire. (This overspend is part offset by an EMR £22.3k)				43,390	Environment
	Fuel costs more than budgeted.				19,000	Environment
					71,390	
I	Community Development					
						Economy
						Economy
J	Recreation And Sport					
	Expansion of the service using external contractors for Mystery Shopper programme				4,655	Community
	Business Rates Saving on Exe Valley Extension & Lords Meadow				(16,250)	Community
	Staffing Underspend				(22,000)	Community
	Water leak - Initial dispute outcome is a no, a complaint has been made				52,000	Community

GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 30 SEPTEMBER 2018

Note	Description of Major Movements	Full year variance (net of transfer to EMR)	PDG
	Artificial Turf pitches maintenance	10,000	Community
	External Contractors for cleaning - Exe Valley	4,095	Community
	Income over budget for swimming lessons	(10,000)	Community
	Closure of learner pool - Refunding swimming during capital works period	12,000	Community
	Casual Swim – Underperforming impacted by: good weather & the growing popularity surrounding open water swimming	8,000	Community
	Series Of Lets Artificial Pitch Use – Underperforming against the income target	4,000	Community
	Leisure Centre Courses - Underperforming against the income target	7,000	Community
	Vending machines - Supplier delays attending to mechanical issues to repair machines. Sales – Supplier delays in resourcing stocked items resulting in reduced lines available	2,000	Community
		55,500	
K	Finance And Performance		
			Cabinet
L	Revenues And Benefits		
	Housing Benefit Subsidy & Overpayment recovery	(10,000)	Community
	Single Occupancy Discount Penalties will not be implemented in year	3,500	Community
	Reduction in Court Costs for taking Liability Orders (reduction in costs from £3 to 50p)	(3,000)	Community
	Universal Delivery Partnership - additional funding for 18/19 only	(5,000)	Community
		(14,500)	
M	General Fund Housing		
	Overspend on salary budget (estimate) due to Job Evaluation	5,000	Homes
		5,000	
N	Planning And Regeneration		
	Salary saving on Enforcement through vacant post while recruiting	(4,000)	Community
	Planning Fees under budget. They fluctuate according to the number and scale of applications received. Whilst it is expected that the planning fees will fluctuate throughout the year the shortfall in fee income has now been regularly below the budgeted fee income. Whilst there could be an increase in our fees at any time, as this is not within the control of the Planning Service it is felt prudent to report this potential shortfall in the budgeted income	340,000	Community
	Economic Development - salary savings. Unable to backfill a member of staff whilst on maternity leave, reduction in hours and a vacant Apprentice post for part of year.	(14,900)	Community
	Agreement by Cabinet 9/8/18 - The appointment of the Right To Build Task Force to provide consultancy support, including the secondment of a Self-Build Officer on a short term basis and annual membership of the National Custom and Self Build Association - Funded by EMR	21,000	Community
	Slippage of costs for local plan costs to 2019-20 - Saving to be transferred to EMR for 2019-20 spend	(43,000)	Community
		299,100	
O	Customer Services		
	Salaries - apprentice now in permanent position, Un-required overtime budget, vacant posts, GM salary split.	(25,500)	Cabinet
	External contractor for photo refresh	1,000	Cabinet
	Reply Paid Postage	5,000	Cabinet
		(19,500)	
P	Human Resources		
		0	
Q	I.T. Services		
	Salaries - JE's following restructure	8,500	Cabinet
	The replacement contact centre system was due to be installed in April 2018, unfortunately due to the supplier having technical issues this project has now slipped. Completion date is now estimated end of Dec 18, until then lease fees and maintenance costs will apply	13,000	Cabinet
	GDPR compliance tool for use with IDOX, DMS and Uniform. This tool allows scheduling for deletion of records therefore saving manual intervention across all Services who use these systems	9,000	Cabinet
	The current contract for data lines procured through DCC is expiring. DCC will no longer pay for the infrastructure. This infrastructure provides connectivity between all the Councils geographically dispersed sites	14,000	Cabinet
	Website maintenance budget for adhoc support isn't required. Aerial Photography budget not required as now receiving the data for free.	(6,500)	Cabinet
	Phoenix House printing costs are down	(4,000)	Cabinet
	Staff training (covered by EMR)	6,200	Cabinet
	Group Manager salary split here and customer services	2,000	Cabinet
		42,200	
	FORECAST (SURPLUS)/DEFICIT AS AT 31/03/19	718,590	

Cabinet	68,400
Community	340,100
Homes	190,000
Environment	95,890
Economy	24,200
	718,590

**GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 30
SEPTEMBER 2018**

Committee	Net Transfers to / from Earmarked Reserves	Net Budgeted Trfr to EMR	Forecast Actual Net Trfr to EMR	Forecast Variance to Budget
		0		
CM	Corporate Management	0		0
		0		
LD	Legal & Democratic Services: Member/Election Services	0		
	LD201 Election costs - District	20,000	20,000	0
	LD300 Democratic Rep & Management	5,000	5,000	0
	LD600 Legal Services	0	0	0
		0		
CP	Car Parks	3,000	3,000	0
		0		
ES	Environmental Services combined	0		0
	ES100 Cemeteries	25,000	25,000	0
	ES450 Parks and Open Spaces	25,000	25,000	0
	ES450 Parks and Open Spaces	0	0	0
	ES580 Pool Car Running costs	3,600	3,600	0
	ES660 Control of Pollution	0	0	0
	ES730 Environmental Enforcement	3,600	3,600	0
	ES361 Public Health	(35,900)	(35,900)	0
	Private Sector Housing	(20,000)	(20,000)	0
		0		
GM	Grounds Maintenance	0		
	GM960 Grounds Maintenance	67,320	67,320	0
	GM960 Grounds Maintenance	0	0	0
		0		
OS	Open Spaces	0		
	EQ643 W70 Developers Contribution	(6,650)	(6,650)	0
	EQ640 W52 Popham Close Comm Fund	(1,950)	(1,950)	0
	EQ641 W67 Moorhayes Com Dev Fund	(1,630)	(1,630)	0
	EQ642 W69 Fayrecroft Willand Ex West	(4,620)	(4,620)	0
	EQ638 Dev Cont Linear park	(4,170)	(4,170)	0
	EQ644 Dev Cont Winswood Crediton	(3,080)	(3,080)	0
	ES450 (EQ660) Parks & Open Spaces Tree EMR		(10,000)	(10,000)
	ES460 (EQ660) Play Area Maint EMR		(10,000)	(10,000)
		0		
PS	Property Services	0		
	PS350 Public Conveniences	1,200	1,200	0
	PS980 Property Services Staff Unit	8,100	8,100	0
	PS880 Bus Station	5,000	5,000	0
	PS990 Fore Street	5,000	5,000	0
	Market Walk/Fore Street Surplus	0		0
	Market Walk Sinking Fund	20,000	20,000	0
	Flood Defence and Land Drainage		(25,000)	(25,000)
	PS850 (EQ660) Old Road Depot		(30,630)	(30,630)
	ES460 Play Area Works (EQ660) to off-set £50k PS target savings		(27,050)	(27,050)
		0		
WS	Waste Services	0		
	EQ737 Street Cleaning - Vehicle Sinking Fund	63,110	40,720	(22,390)
	EQ738 Refuse Collection - Vehicle Sinking Fund	223,680	223,680	0
	EQ739 Trade Waste - Vehicle Sinking Fund	23,070	23,070	0
	EQ740 Kerbside Recycling - Vehicle Sinking Fund	173,290	173,290	0
	EQ761 Kerbside Recycling - Plant Sinking Fund	20,000	20,000	0
	EQ763 Unit 3 Carlu Close - Maint Sinking Fund	2,700	2,700	0
	EQ660 Bottle Bank Refurbishment	0	(10,000)	(10,000)
	EQ660 Recycling Vehicle Refurbishment	0		
		0		
		0		
		0		
CD	Community Development	0		
	CD200 Grant spend from Seed Fund - EMR released	0		0
		0		
RS	Recreation And Sport	75,000	75,000	0

**GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 30
SEPTEMBER 2018**

Committee	Net Transfers to / from Earmarked Reserves	Net Budgeted Trfr to EMR	Forecast Actual Net Trfr to EMR	Forecast Variance to Budget
		0		
FP	Finance And Performance	0		0
		0		
RB	Revenues And Benefits	0		
	RB100 Council Tax	1,200	1,200	0
		0		
HG	General Fund Housing	0		0
		0		
PR	Planning and Regeneration	0		
	PR200 Development Control	0		0
	PR210 Local Land Charges	0		0
	PR220 Tiverton EUE	(52,030)	(52,030)	0
	PR225 Garden Village Project	(51,830)	(51,830)	0
	PR400 Business Development	(45,000)	(45,000)	0
	PR400 Business Development	(100,000)	(100,000)	0
	PR600 Forward Planning - GESP Post	(35,000)	(35,000)	0
	PR810 Statutory Development Plan	(334,740)	(334,740)	43,000
	PR810 Statutory Development Plan - Custom/Self Build			(21,000)
	PR810 Statutory Development Plan (sinking fund for next 5yr plan)	100,000	100,000	0
		0		
		0		
CS	Customer Services	0		
	CS930 Customer First Management	0		0
	CS 500 Messenger Services	1,200	1,200	0
		0		0
		0		0
		0		0
		0		0
HR	Human Resources	0		0
		0		
IT	IT Services	0		0
	EQ754 Phoenix House Printer Sinking Fund	2,200	2,200	0
	ICT Equipment Sinking Fund	0	0	0
	ICT Staf training	0	(6,200)	(6,200)
		0		
IE	New Homes Bonus monies earmarked for capital and economic regeneration projects	899,400	899,400	0
IE	Business Rates Smoothing Reserve - to mitigate volatility	0	249,015	249,015
		0		
	Net Transfer to / (from) Earmarked Reserves	1,080,070	1,187,815	129,745

GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 30 SEPTEMBER 2018

					Full Year	
	2018/19	2018/19	2018/19	2018/19	Forecast	Variance
	Annual Budget	Profiled Budget	Actual	Variance	Variation	
	£	£	£	£	£	%
Building Control Fees	(267,800)	(133,900)	(120,006)	13,894	0	0%
Planning Fees	(1,068,000)	(534,000)	(370,920)	163,080	340,000	-32%
Land Search Fees	(120,000)	(60,000)	(63,053)	(3,053)	0	0%
Car Parking Fees - See Below	(765,270)	(368,855)	(334,263)	34,592	39,000	-5%
Leisure Fees & Charges	(2,783,610)	(1,365,938)	(1,264,996)	100,942	23,000	-1%
Trade Waste Income	(664,000)	(660,016)	(674,499)	(14,483)	(16,000)	2%
Garden Waste	(476,000)	(161,840)	(168,126)	(6,286)	0	0%
Licensing	(141,500)	(54,367)	(54,870)	(503)	0	0%
Market Income	(83,400)	(41,000)	(43,684)	(2,684)	0	0%
	(6,369,580)	(3,379,916)	(3,094,417)	285,498	386,000	-6.1%
						Bud Income
<u>Pay and Display</u>					Spaces	pa per space
Beck Square, Tiverton	(82,000)	(44,190)	(41,775)	2,415	40	(2,050)
William Street, Tiverton	(31,280)	(15,790)	(13,212)	2,578	45	(695)
Westexe South, Tiverton	(49,000)	(26,540)	(26,659)	(119)	51	(961)
Wellbrook Street, Tiverton	(15,000)	(7,560)	(6,911)	649	27	(556)
Market Street, Crediton	(40,000)	(21,250)	(19,102)	2,148	39	(1,026)
High Street, Crediton	(77,000)	(39,330)	(37,914)	1,416	190	(405)
Station Road, Cullompton	(38,500)	(21,520)	(16,950)	4,570	112	(344)
Multistorey, Tiverton	(126,980)	(65,610)	(50,804)	14,806	631	(201)
Market Car Park, Tiverton	(214,000)	(107,280)	(105,093)	2,187	122	(1,754)
Phoenix House, Tiverton	(4,500)	(2,270)	(3,119)	(849)	15	(300)
P&D Shorts & Overs	0			0	0	0
	(678,260)	(351,340)	(321,538)	29,802	1,272	(8,291)
Day Permits	(21,200)	(3,480)	(666)	2,814		
Allocated Space Permits	(45,600)	(4,000)	(4,693)	(693)		
Overnight Permits	(200)	0	(150)	(150)		
Day & Night Permits	(10,700)	(2,580)	(1,472)	1,108		
Other Income	(9,310)	(7,455)	(5,743)	1,712		
	(765,270)	(368,855)	(334,263)	34,592		
Standard Charge Notices (Off Street)	(43,000)	(22,300)	(22,348)	(48)	(5,000)	12%

GENERAL FUND FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 30 SEPTEMBER 2018

	2018/19 Annual Budget	2018/19 Profiled Budget	2018/19 Actual	2018/19 Variance
	£	£	£	£
Total Employee Costs				
General Fund				
Community Development	70,280	35,140	33,742	(1,398)
Corporate Management	1,506,570	753,285	703,279	(50,006)
Customer Services	679,100	339,550	331,814	(7,736)
Environmental Services	778,100	389,050	436,473	47,423
Finance And Performance	490,190	245,095	236,332	(8,763)
General Fund Housing	240,980	120,490	120,642	152
Grounds Maintenance	509,940	254,970	236,997	(17,973)
Human Resources	389,060	194,530	158,107	(36,423)
I.T. Services	515,343	257,672	261,890	4,218
Legal & Democratic Services	507,600	253,800	222,119	(31,681)
Planning And Regeneration	1,843,350	921,675	827,777	(93,898)
Property Services	559,670	279,835	252,845	(26,990)
Recreation And Sport	1,937,440	968,720	934,677	(34,043)
Revenues And Benefits	725,700	362,850	316,076	(46,774)
Waste Services	2,177,464	1,088,732	956,647	(132,085)
	12,930,787	6,465,394	6,029,418	(435,976)
Housing Revenue Account				
BHO09 Repairs And Maintenance	1,283,910	641,955	402,213	(239,742)
BHO10 Supervision & Management	1,414,780	707,390	648,174	(59,216)
BHO11 Special Services	0	0	14,533	14,533
	2,698,690	1,349,345	1,064,921	(284,424)
Total	15,629,477	7,814,739	7,094,339	(720,400)

	2018/19 Annual Budget	2018/19 Profiled Budget	2018/19 Actual	2018/19 Variance
	£	£	£	£
Agency Staff (within Employee costs)				
General Fund				
Car Parks	0	0	0	0
Community Development	0	0	0	0
Corporate Management	0	0	0	0
Customer Services	0	0	0	0
Environmental Services	0	0	648	648
Finance And Performance	0	0	13	13
General Fund Housing	0	0	0	0
Grounds Maintenance	5,000	2,500	47,919	45,419
Human Resources	0	0	6,038	6,038
I.T. Services	0	0	0	0
Legal & Democratic Services	12,000	6,000	27,861	21,861
Planning And Regeneration	0	0	13,604	13,604
Property Services	0	0	22,721	22,721
Recreation And Sport	0	0	0	0
Revenues And Benefits	0	0	31,867	31,867
Waste Services	192,116	96,058	149,690	53,632
	209,116	104,558	300,361	195,803
Housing Revenue Account				
BHO09 Repairs And Maintenance	0	0	(874)	(874)
BHO10 Supervision & Management	0	0	15,362	15,362
BHO11 Special Services	0	0	0	0
	0	0	14,488	14,488
Total	209,116	104,558	314,849	210,291

HOUSING REVENUE ACCOUNT FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 30 SEPTEMBER 2018

Planned Works extract				
Planned Works - Capital		2,101,000	(36,000)	-1.7%
Planned Works - Revenue		1,359,580	(50,000)	-3.7%

		2018/2019 Annual Budget	Forecast	Variance
Housing Revenue Account (HRA)	Notes	£	£	%
Income				
SHO01 Dwelling Rents Income	A	(12,118,490)	40,000	-0.3%
SHO04 Non Dwelling Rents Income	B	(584,130)	0	0.0%
SHO07 Leaseholders' Service Charges	D	(21,640)	0	0.0%
SHO08 Contributions Towards Expenditure	E	(41,470)	0	0.0%
SHO10 H.R.A. Investment Income	G	(59,000)	0	0.0%
SHO11 Miscellaneous Income	H	(19,350)	0	0.0%
Services				
SHO13A Repairs & Maintenance	I	3,120,450	(50,000)	0.0%
SHO17A Housing & Tenancy Services	J	1,412,450	0	0.0%
SHO22 Alarms & L.D. Wardens expenditure	K	3,090	0	0.0%
Accounting entries 'below the line'				
SHO29 Bad Debt Provision Movement	L	25,000	0	0.0%
SHO30 Share Of Corporate And Democratic	M	194,590	0	0.0%
SHO32 H.R.A. Interest Payable	N	1,165,610	0	0.0%
SHO34 H.R.A. Transfers between earmarked reserves	O	2,448,470	0	0.0%
SHO36 H.R.A. Revenue Contribution to Capital	P	130,000	0	0.0%
SHO37 Capital Receipts Reserve Adjustment	Q	(26,000)	0	0.0%
SHO38 Major Repairs Allowance	R	2,101,000	(36,000)	-1.7%
SHO45 Renewable Energy Transactions	S	(169,000)	56,000	-33.1%
		(2,438,420)	10,000	0.4%

Net recharge to HRA		1,447,160
Capital Charges		991,260
Net Housing Revenue Account Budget		0

Housing Revenue Account	£k
Total HRA reserve as at 01/04/18	(2,000)
Forecast movement in the year	0
Forecast HRA reserve as at 31/03/19	(2,000)

Housing Maintenance Fund	£k
Opening balance	13,134
Reserve utilised for capital works (see appendix G)	TBC
Budgeted transfer to reserves	1,605
Forecast variance for the year (see above)	(10)
Forecast closing balance	14,729

Renewable Energy Fund	£k
Opening balance	525
Expenditure forecast for this year (see appendix G)	(100)
Net income forecast for this year	113
Forecast closing balance	538

HOUSING REVENUE ACCOUNT FINANCIAL MONITORING INFORMATION FOR THE PERIOD FROM 01 APRIL TO 30 SEPTEMBER 2018

Note	Description of Major Movements	Corrective Action	Forecast
			Variance £
A	Dwelling rent is 0.2% behind target. In addition the roll out of Universal Credit in Mid Devon which is effective from 04/07/18 where payment of Rent will be made direct to tenants 4 weeks in arrears will add to the uncertainty, this area will continue to be monitored closely throughout the year	N/A	40,000
I	Planned Works Revenue to underspend by £50k-related to Gas Servicing	Surveyors to work with contractors to monitor delivery against plan	(50,000)
R	MRA is forecast to spend £2,081k	N/A	(36,000)
S	Contributed mainly by a number of decommission/ terminations		56,000
		TOTAL	10,000

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MID DEVON DISTRICT COUNCIL
MONITORING OF 2018/19 CAPITAL PROGRAMME

Appendix G

Code	Scheme	Budgeted Capital Programme 2018/19	Deliverable Capital Programme 2018/19	Actual Expenditure 2018/19	Committed Expenditure 2018/19	Total Actual & Committed Expenditure 2018/19	Variance to Deliverable Capital Programme	Forecast (Underspend)/ Overspend	Forecast Slippage to 19/20	Notes
		£	£	£	£	£	£	£	£	
	General Fund Projects									
	Lords Meadow Leisure centre									
CA633	Lords Meadow - Replace main pool filters	80,000	0	0	0	0	0		80,000	To be d/w at same time as other wet side works programmed for 19/20
CA634	Lords Meadow - Tennis Courts surface and lining	25,000	25,000	0	0	0	(25,000)			
	Exe Valley Leisure Centre									
CA635	EVLC pool tiling and balance tank repairs	25,000	25,000	25,700	600	26,300	1,300	1,300		
CA636	EVLC - Pool Cover	25,000	25,000	21,640	0	21,640	(3,360)	(3,360)		
CA627	EVLC - Pressure set replacement Hot/Cold	20,000	20,000	0	0	0	(20,000)			Aim for Project completion - Q3 18/19
	Phoenix House									
CA469	Phoenix House - Electric water heater replacement	25,000	25,000	0	0	0	(25,000)			Aim for Project completion - Q4 18/19
CA470	Phoenix House- Toilet refurbishment flooring and units	30,000	30,000	0	0	0	(30,000)			Aim for Project completion - Q3 18/19
	MDDC Depot Sites									
CA471	Old Road Depot - Actions following condition report	50,000	0	0	0	0	0		50,000	
	Play Areas									
CA472	Open Space Infrastructure (incl Play Areas)	50,000	50,000	0	0	0	(50,000)			Aim for Project completion - Q4 18/19
CA632	Play area refurbishment District wide - Amory Park Tiverton	50,000	0	0	0	0	0		50,000	Aim for Project completion - Q1 19/20
CA628	Play area refurbishment - West Exe Recreation Ground Tiverton	50,000	50,000	0	0	0	(50,000)			Aim for Project completion - Q4 18/19
	Other Projects									
CA473	Land drainage flood defence schemes - St Marys Hemyock	25,000	0	0	0	0	0		25,000	Aim for Project completion - Q1 19/20
CA420	Land drainage flood defence schemes - Ashleigh Park Bampton	87,000	0	0	0	0	0		87,000	Aim for Project completion - Q1 19/20
CA574	Fore Street Flats refurbishment	60,000	60,000	0	0	0	(60,000)			Aim for Project completion - Q4 18/19
CA709	MSCP improvements (refer to Matrix condition report)	139,000	139,000	0	0	0	(139,000)			Aim for Project completion - Q4 18/19
CA510	Energy Assessment works - new legislation - Indust Units/Shops/Mkt Walk	35,000	35,000	0	0	0	(35,000)			Project no longer required
CA460	Crediton Office - Structural improvement work	20,000	0	0	0	0	0	(20,000)		No longer required
CA455	St Lawrence Green Project	30,000	0	0	0	0	0	(30,000)		No longer required
	General Fund Development Schemes									
CA575	* District Wide Redevelopment project - Asset acquisition * Note - unknown timing of Capital Expenditure, therefore Capital Financing excluded in Revenue Budget but will be factored into Business Case as potential schemes come forward.	4,000,000	500,000	0	0	0	(500,000)		3,500,000	The majority of this project is likely to Slip until 2019/20
	Economic Development Schemes									
CA576	** Tiverton Town Centre improvements	40,000	40,000	0	0	0	(40,000)			Aim for Project completion - Q4 18/19
CA577	** Mills Electricity Project	100,000	0	0	0	0	0	(100,000)		Note project flagged at £900k MTFP which will go to 25/10/18 Cabinet
CA578	** Broadband Project ** All Economic Development schemes are subject to acceptable Business Case	60,000	0	0	0	0	0	(60,000)		Emphasis now focussed on Gigabit scheme
	ICT Projects									
CA421	Desktop states replacement/refresh	50,000	50,000	0	0	0	(50,000)			Aim for Project completion - Q3 18/19
CA456	CRM replacement	175,000	50,000			0	(50,000)		125,000	Aim for Project completion - Q3 19/20
CA474	Data centre hardware refresh servers/storage	120,000	0	0	0	0	0		120,000	Aim for Project completion - Q3 19/20 Core Business Servers
CA475	Replacement Grounds Maintenance system	100,000	0	0	0	0	0	(100,000)		Project no longer required
CA433	Unified Communications/telephony	107,000	30,000	0	523	523	(29,478)		77,000	Aim for Project completion - Q2 19/20. Hard/Soft Phones for unified comms
CA456	Digital Transformation - replacement of CRM	0	0	0	0	0	0			Duplicate line CA456 above
CA463	Secure Wi-Fi replacement	50,000	0	0	0	0	0	(50,000)		Project funded from Revenue 2017/18 circa £10k
CA464	Parking System Replacement (enforcement)	40,000	9,000	0	0	0	(9,000)	(31,000)		Invoice in 17/18 paid from revenue circa £27k
CA465	Replacement Queue System	30,000	15,000	0	0	0	(15,000)		15,000	Aim for Project completion - Q3 19/20
CA466	Core System Refreshes - Revs / Bens	20,000	20,000	20,719	0	20,719	719			Project complete
CA467	Replacement Estates / Property systems	50,000	0	0	0	0	0	(50,000)		Project no longer required
CA423	Continued replacement of WAN/LAN	60,000	60,000	0	0	0	(60,000)			Aim for Project completion - Q4 18/19. Core Networking switches could cost £70k to £75k
CA425	Server farm expansion/upgrades	84,000	84,000	0	0	0	(84,000)			Aim for Project completion - Q4 18/19 - Central storage
CA437	Digital Transformation	61,000	41,000	16,585	1,200	17,785	(23,215)		20,000	
CA444	SQL/Oracles refreshes	17,000	8,000	4,214	4,096	8,310	310			Refresh various systems - to be moved to revenue
	Replacement Vehicles									
CA717	Van Tipper (Grounds Maintenance)	52,000	52,000	0	0	0	(52,000)	0		Please see comment on CA822
CA714	Medium Sweeper (Street Cleansing)	70,000	70,000	0	0	0	(70,000)	0		Please see comment on CA822
CA715	Van Tipper (Grounds Maintenance)	26,000	26,000	0	0	0	(26,000)	0		Please see comment on CA822
CA716	Ransomes mower (Grounds Maintenance)	35,000	35,000	61,200	0	61,200	26,200	26,200		Please see comment on CA822
CA712	Iveco Tipper (or equivalent)	24,000	24,000	0	0	0	(24,000)	2,000		Please see comment on CA822
CA822	7.5T Tipper	100,000	43,000	0	0	0	(43,000)	(57,000)		Underspend on 7.5T Tipper will used to fund overspends on other vehicles - resulting in a overall underspend of £2k
CA825	3.5T Tipper	25,000	25,000	0	0	0	(25,000)	1,000		Please see comment on CA821
CA827	3.5T Tipper	25,000	25,000	0	0	0	(25,000)	1,000		Please see comment on CA822
CA828	Leibherr Telehandler	0	25,000	25,000	0	25,000	0	25,000		Please see comment on CA822
		6,347,000	1,716,000	175,059	6,418	181,477	(1,534,523)	(444,860)	4,149,000	

Code	Scheme	Budgeted Capital Programme 2018/19	Deliverable Capital Programme 2018/19	Actual Expenditure 2018/19	Committed Expenditure 2018/19	Total Actual & Committed Expenditure 2018/19	Variance to Deliverable Capital Programme	Forecast (Underspend)/ Overspend	Forecast Slippage to 19/20	Notes
CG217 CG201	Private Sector Housing Grants									
	Empty homes and enforcement	106,000	1,200	0	0	0	(1,200)	(104,800)		Any underspend will remain in EMR
	Disabled Facilities Grants–P/Sector	552,000	448,000	85,990	0	85,990	(362,010)	(104,000)		Any underspend will remain in EMR
		658,000	449,200	85,990	0	85,990	(363,210)	(208,800)	0	
CA200	Affordable Housing Projects									
	Grants to Housing Associations to provide units (funded by commuted sums)	116,000	116,000	8,323	0	8,323	(107,677)	20,000		Affordable Housing Payment due Q4 18/19. Additional funding will come from S106
		116,000	116,000	8,323	-	8,323	(107,677)	20,000	0	
	Total General Fund Projects	7,121,000	2,281,200	269,372	6,418	275,790	(2,005,410)	(633,660)	4,149,000	
CA100 CA111 CG200	HRA Projects - Existing Housing Stock									
	Major repairs to Housing Stock	2,101,000	2,081,000	1,112,674	397,098	1,509,772	(571,228)	(20,000)		Underspend re Fire Safety work
	Renewable Energy Fund	100,000	100,000	27,841	0	27,841	(72,159)			
CG200	Disabled Facilities Grants - Council Houses	300,000	300,000	168,817	0	168,817	(131,183)			
CA119 CA112 CA135 CA124 CA120 CA126 CA137 CA138	Housing Development Schemes									
	Palmerston Park - Additional budget required	2,434,000	2,349,000	1,028,065	648,653	1,676,718	(672,282)		85,000	Aim for Project completion - Q1 19/20
	Birchen Lane - Additional budget required	516,000	516,000	94,039	1,300	95,339	(420,661)			
	Land acquisition for affordable housing	2,100,000	0	0	0	0	0		2,100,000	This project is likely to Slip until 2019/20
	Queensway (Beech Road) Tiverton (3 units)	293,000	150,000	2,570	2,300	4,870	(145,130)		143,000	Aim for Project completion - Q1 19/20
	Burlescombe (6 units) ****	714,000	714,000	114,038	790	114,828	(599,172)			Aim for Project completion - Q1 19/20
	Sewerage Treatment Works - Washfield	25,000	25,000	0	0	0	(25,000)			Aim for Project completion - Q3 18/19
	House Purchase 1 Great Meadow Hunters Hill Culmstock	127,000	127,000	126,540	0	126,540	(460)	(460)		Project Complete
	House Purchase 2 Great Meadow Hunters Hill Culmstock	117,000	117,000	117,340	0	117,340	340	340		Project Complete
	HRA ICT Projects									
	Housing mobile working and additional modules	130,000	0	0	0	0	0	(130,000)		
	Repairs mobile replacement	4,000	4,000	0	0	0	(4,000)			Aim for Project completion - Q3 18/19
CA133	Tenancy Mobile	40,000	0	0	0	0	0	(40,000)		
	Total HRA Projects	9,001,000	6,483,000	2,791,925	1,050,141	3,842,066	(2,640,934)	(190,120)	2,328,000	
	CAPITAL PROGRAMME GRAND TOTAL	16,122,000	8,764,200	3,061,296	1,056,559	4,117,856	(4,646,344)	(823,780)	6,477,000	

CABINET
25 OCTOBER 2018

MEDIUM TERM FINANCIAL PLAN – GENERAL FUND (GF) AND CAPITAL PROGRAMME

Cabinet Member Cllr Peter Hare-Scott
Responsible Officer Andrew Jarrett – Deputy Chief Executive (S151)

Reason for Report: To produce an updated Medium Term Financial Plan (MTFP) which takes account of the Council's key strategies (i.e. The Corporate Plan, Business Plans, Treasury Management Plan, Asset Management Plan, Work Force Plan and Capital Strategy) and demonstrates it has the financial resources to deliver the Corporate Plan. This models potential changes in funding levels, new initiatives, unavoidable costs and proposed service savings.

RECOMMENDATION: Members note the updated MTFP and fully endorse the proposals outlined in paragraph 8.2.

Relationship to Corporate Plan: The Medium Term Financial Plan (MTFP) sets out the financial resources available to deliver the Council's ongoing Corporate Plan pledges/objectives.

Financial Implications: By undertaking an annual review of the MTFP the Council can ensure that its Corporate Plan pledges/objectives are affordable.

Legal Implications: None.

Risk Assessment: The MTFP makes a number of financial assumptions based on a sensible/prudent approach, taking account of the most up to date professional advice that is available. However, many of these assumptions are open to challenge and due to this fact Appendix 1, included within this report, shows the financial effect on key items in the plan if assumptions were to change (this is referred to as sensitivity analysis).

Equality Impact Assessment: It is considered that the impact of this report on equality related issues will be nil.

1.0 Introduction & Purpose of the Medium Term Financial Plan

- 1.1 The main purpose of the MTFP is to show how the Council will strategically manage its finances over the next 4 financial years, in order to support the delivery of the pledges/objectives detailed in the new Corporate Plan.
- 1.2 The MTFP links the financial requirements, constraints and objectives included in all the key planning documents of the Council (i.e. Asset Management Plan, Treasury Management Strategy, Work Force Plan, and Business Plans) which culminate in the Corporate Plan.
- 1.3 The MTFP has been a key corporate requirement for a number of years and is an essential part of the budget setting process. It provides a financial model which forecasts the cost of providing Council services over a rolling 5 year period, together with an estimate of the financial resources that will be

available. This model provides an early warning mechanism if there is a significant budget gap between estimated costs and available resources.

- 1.4 Therefore, the MTFP helps strategically plan the budget setting process, but of equal importance, gives Management and Members an overview of future budget gaps so strategic decisions can be made over levels of future spending, Council Tax levels, policies for fees/charges, asset investment or disposal etc.
- 1.5 In addition to considering the General Fund financial position, the MTFP also reviews the affordability of the Council's capital programme over the same 4 year period. Again it predicts required capital projects (in the main focusing on essential asset replacement and health & safety items) matched against potential capital receipts and grant funding. This plan focuses on known capital commitments. However, at some point in the future we may well have to consider new items which will be subject to formal prioritisation (including spend to save capability).
- 1.6 In addition to these two key areas of Council expenditure we also prepare an MTFP for our Housing Revenue Account. This shows a four year programme, based on costs and income streams for our properties from April 2019 onwards.

2.0 Framework for the Medium Term Financial Plan

- 2.1 The starting base for the MTFP is the 2018/19 approved budget, which is then adjusted for any supplementary estimates approved by the Council or any significant budget variances identified in the monthly budget monitoring report to the Cabinet.
- 2.2 This base then has to be adjusted for unavoidable costs, such as, pay increases, inflation, service pressures associated with new legislation, a growing property base or improving performance etc. The MTFP will also consider forecasts for investment receipts and fee/charges levels.
- 2.3 Finally the MTFP considers and makes assumptions regarding future levels of Council Tax (including the potential growth in Tax base) and the likely level of future Central Government funding.
- 2.4 The MTFP models an overall aggregated position for the Council based on a range of assumptions. This then predicts an overall budget position, which can highlight a potential budget gap and then propose remedial action which can be taken to resolve it. Clearly, these assumptions can be challenged and will vary due to changes in the local, national and international economic position. As a consequence, Appendix 1 illustrates possible risks within the plan and the potential financial sensitivity to changes in the assumptions.
- 2.5 The development of a 5 year financial model is based on a number of assumptions and perceived risks. These become more difficult to predict the further into the future you consider. In general terms a prudent/reasonable approach has been taken regarding forecasts, professional accounting guidance has been followed and external technical opinion has been sought where necessary.

2.6 The following underlying caveats have been adopted as a base assumption during the life of the MTFP:

- Each year the Council will target a balanced revenue budget without the use of reserve balances.
- We will attempt to ensure that the General Fund Balance does not fall below our current minimum agreed level (25% of net expenditure = £2.2m in 2019/20).
- Resources will be directed to high priority services and hence away from low priority services. With the exception of spend to save projects on lower priority services that can either cut future costs or increase revenue to enable cross subsidisation of higher priority services.
- Council Tax increases will be kept within Government set guidelines. In reality this now gives the Council very little scope to significantly increase Council Tax levels as the current nationally prescribed referendum rate is likely to be a maximum of 2% or £5 for the 2019/20 financial year (3% or £5 in 2018/19). This plan assumes that the current rate will remain unaltered throughout the five year cycle.
- Further efficiency/procurement savings will be secured and then factored into future spending plans.
- We will continue to explore new commercial opportunities (as a 'business as usual' model is clearly no longer deliverable).
- Prudential borrowing will only be made during the life of the MTFP after the production of a fully costed business case with a reasonable payback period.

2.7 With regard to the Capital Programme, the Council will continue to prioritise schemes. The draft capital programme will also be reviewed/challenged by the Capital Strategy Asset Group (CSAG). In addition we will also look to dispose of surplus assets in order to maximise capital receipts and reduce ongoing revenue maintenance costs associated with holding the asset. Careful consideration will also need to be used to ensure we achieve the maximum market value when disposing of assets.

3.0 Current status and strategy for the Medium Term Financial Plan

3.1 The Medium Term Financial Plan (MTFP) has been developed to provide a financial framework within which the Council can deliver the pledges/objectives in the Corporate Plan. This strategy focuses on the forward financial issues/pressures facing the General Fund and Capital Programme.

3.2 Due to the need to provide budget information to all of the PDG and Cabinet meetings during October and November there are still some issues that have not been resolved or are still to be fully evaluated. These issues may either improve or worsen the summary budget position currently reported and can be summarised as follows:

- Application by the Devon Pool to become 75% Business Rates Pilot
 - Impact of new Homelessness legislation from 01/04/18
 - Impact of full rollout of Universal Credit during 2018
 - Autumn Statement announcement in November 2018
 - Impact of the Provisional Settlement in December
 - Ongoing service reviews (including changes to fees/charges)
- 3.3 This MTFP has estimated further year on year reductions in Government funding. We are currently forecasting a negative RSG position in 2019/20 (as are a number of councils). This is currently being challenged and we are hopeful that this will be eliminated in the Provisional Settlement for at least 1 year. The impact of changes to New Homes Bonus, as mentioned in 6.1, are pivotal to our funding arrangements and growth aspirations.
- 3.4 The financial forecast is explored in detail in the MTFP, which forms part of this plan. It also shows the strong inter-relation between the General Fund and delivering a sustainable capital programme. The MTFP model predicts an estimated cumulative shortfall on the General Fund budget of £1.368m (made up of the cumulative amounts required to balance the budget each year). Without any action the General Fund reserve of £2.241m would become unacceptably low at £873k. The deficit in 2019/20 is forecast to be £661k, which increases to £1.368m in 2022/23. These predictions have included amounts to fund our future capital programme and future proposed savings and cost movements.
- 3.5 Members will appreciate that some of the proposed savings will require political support and therefore if some suggestions are deemed to be unacceptable then other savings will need to be proposed.
- 3.6 At this point it is still worth stressing that against a backdrop of an aggregate cut in Central Government Grant of approximately £4.5m between 2010/11 and 2018/19, the Council continues to deliver a wide range of well performing services.

4.0 Summary of the Medium Term Financial Plan

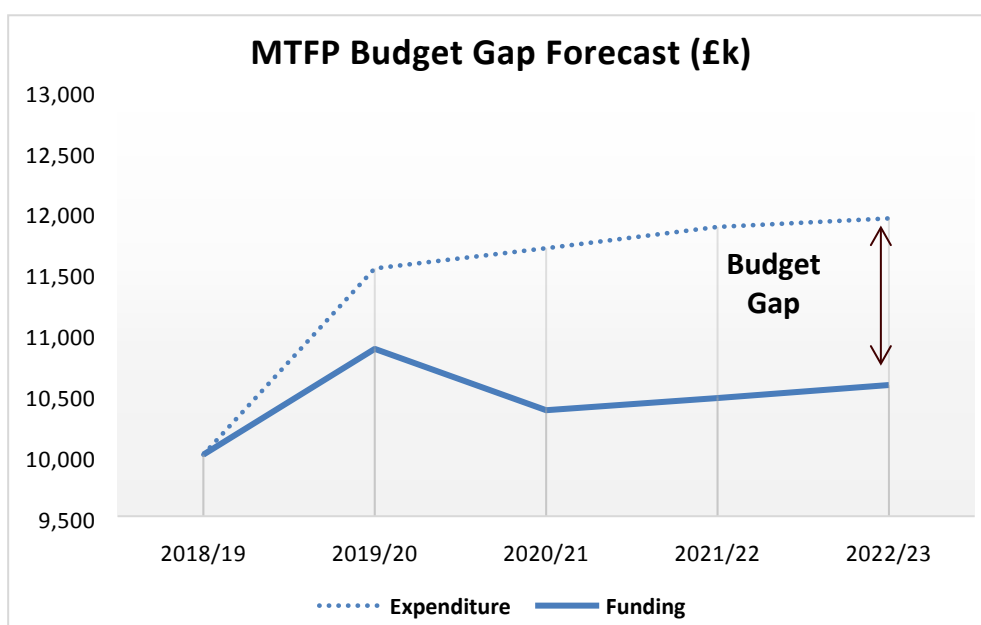
- 4.1 Table 1, shown below, gives a summary position for the MTFP, over the next 4 years. This shows an overall deficit totalling £1.368m over the life of the plan. This is clearly a growing challenge based upon a number of assumptions, caveats, decisions and is now made even harder by the volume of related risks that the Government has transferred to Councils with the changes to Council Tax Benefit and Business Rate localisation. As well as cuts direct to the Council's budget from Central Government we have and will continue to suffer indirectly from cuts to Devon County Council's budget and from other public sector bodies such as the Department of Work and Pensions.
- 4.2 Clearly, any major variations in these assumptions would require a fundamental review of the Council's MTFP and would be reported back to Cabinet and the wider Membership as soon as practical, coupled with proposed courses of action that could be implemented.

- 4.3 Table 1 shown below gives an overall summary of the Council's General Fund MTFP position (which includes a wide range of assumptions that have been realistically decided upon based on external advice and the most up to date information available to us).

Table 1 – MTFP General Fund Summary

	2018/19 £	2019/20 £	2020/21 £	2021/22 £	2022/23 £
Net Service Costs	8,679,560	10,202,623	9,436,814	9,334,035	9,499,330
Net Interest Costs	-166,170	-144,490	113,510	368,510	368,510
Provision for Repayment of Borrowing	395,570	362,624	538,157	711,120	711,120
CTRS Grants	16,920	0	0	0	0
Earmarked Reserves - New Homes Bonus	1,121,248	1,241,970	950,000	800,000	650,000
Earmarked Reserves - Other	-41,178	-126,370	663,630	663,630	717,550
General Reserves	0	0	0	0	0
Total Budget Requirement	10,005,950	11,536,357	11,702,111	11,877,295	11,946,510
Funded By:					
Retained Business Rates	-2,705,264	-3,278,115	-3,309,201	-3,352,976	-3,400,723
Business Rates prior year surplus/deficit	25,264	0	0	0	0
Pooling Dividend	0	-100,000	-100,000	-100,000	-100,000
Revenue Support Grant	-179,260	0	0	0	0
Rural Services Delivery Grant	-374,510	-374,510	0	0	0
Transitional Grant	0	0	0	0	0
New Homes Bonus	-1,121,250	-1,241,970	-950,000	-800,000	-650,000
Council Tax-MDDC	-5,600,410	-5,808,852	-6,011,510	-6,217,632	-6,427,277
Council Tax prior year surplus/deficit	-50,520	-71,330	0	0	0
Total Funding	10,005,950	10,874,777	10,370,711	10,470,608	10,578,000
Gap – Increase/In-year	0	661,580	669,820	75,287	-38,178
Gap – Cumulative	0	661,580	1,331,400	1,406,687	1,368,509

Budget Gap forecast 2019/20 to 2022/23



- 4.4 The table and graph above show that our projected Budget Gap is £661k in 2019/20 and rises to an estimated £1.368m by 2022/23. The future budget gap of £1.368m is equivalent to 11% of the projected budget requirement in 2022/23. Due to the cumulative nature of this plan, if we balance our revenue spend to our available funding, each subsequent year will only then need to find the difference (i.e. if we cut our level of spend by a further £661k in 2019/20 we will only need to find £670k in 2020/21 – e.g. £1.331m - £661k = £670k).
- 4.5 The Council has a legal requirement to set a balance budget and needs to ensure its overall costs are affordable i.e. they can be funded through income and planned use of reserves. Members therefore need to take the necessary decisions and actions to manage net spending within affordable limits.
- 4.6 A key point is that if no remedial action is taken to reduce our overall level of spend our General Fund Balance would be critically low during 2021/22. So clearly “business as usual” is an unsustainable option.

5.0 Capital Overview

- 5.1 There is no revenue contribution to the capital programme. As in previous years, the New Homes Bonus is earmarked for funding elements of the capital programme.
- 5.2 After excluding the HRA capital projects & SPV borrowing, the Council now has a much reduced capital programme, which in the main is due to a significant reduction in available funding. Indeed much of the predicted New Home Bonus monies has had to be utilised to fund the projected capital programme.
- 5.3 Table 2 below, shows the capital funding position during the life of the MTFP. A more detailed analysis of the overall schemes and potential funding is attached as Appendix 2.
- 5.4 The capital programme includes ‘rolling’ items already highlighted in the current year capital programme (i.e. Affordable Housing/Private Sector Housing Grants, the Major Repairs Account and the 30 year modernisation programme). The available receipts are based on a prudent basis, with no major asset sales (other than right to buy sales) factored into the model. If additional receipts are generated we could revisit our capital prioritisation list and bring forward new schemes into the programme or decrease the contribution from New Homes Bonus or begin to repay any outstanding borrowing.

Table 2 – MTFP Capital Programme

	2019/20	2020/21	2021/22	2022/23
	£000	£000	£000	£000
Total Capital Requirement (GF)	3,687	8,379	9,009	14,138
Total Capital Requirement (GF- SPV)	2,000	4,000	3,000	3,000
Total Capital Requirement (GF)	5,687	12,379	12,009	17,138
Total Capital Requirement (HRA)	6,925	7,900	4,900	4,900
Total Capital Requirement (HRA-SPV)	1,500	1,500	0	0
Total Capital Requirement (HRA)	8,425	9,400	4,900	4,900
Total Capital Requirement	14,112	21,779	16,909	22,038
Funded by:				
General Fund				
Existing Funds				
Capital Grants Unapplied Reserve	951	689	694	698
Capital Receipts Reserve	31	0	0	0
New Homes Bonus Reserve	417	1,586	427	547
Other Earmarked Reserves	188	204	188	193
Other Funding	600	400	200	200
Total from Existing Funds (GF)	2,187	2,879	1,509	1,638
New Funds				
PWLB Borrowing	1,500	5,500	7,500	12,500
PWLB Borrowing (SPV)	2,000	4,000	3,000	3,000
Total from New Funds (GF)	3,500	9,500	10,500	15,500
Total Funding (GF)	5,687	12,379	12,009	17,138
Housing Revenue Account				
Existing Funds				
Capital Receipts Reserve	1,065	1,365	1,064	1,064
New Homes Bonus Reserve	21	21	21	21
Housing Maintenance Fund EMR	2,000	2,000	1,143	1,143
Other Housing Reserves	2,697	2,672	2,672	2,672
Total from Existing Funds (HRA)	5,783	6,058	4,900	4,900
New Funds				
PWLB Borrowing	1,142	1,842	0	0
PWLB Borrowing (SPV)	1,500	1,500	0	0
Total from New Funds (HRA)	2,642	3,342	0	0
Total Capital Funding	14,112	21,779	16,909	22,038

6.0 Balances and Reserves

- 6.1 The Council started 2018/19 with an available General Fund Balance (GFB) of £2.241m (i.e. just over the minimum agreed level) and on that basis it is imperative that we look to match on-going spending plans to our available in-year resources.
- 6.2 A Council holds a GFB for a number of reasons, firstly to deal with any short term cash flow or funding issues, secondly to provide a contingency for exceptional one-off acts (i.e. flooding, fire, terrorism, business rate failure etc.) and thirdly to provide a buffer for known circumstances whose final effect is unknown (i.e. changes in legislation or major funding changes). Clearly, the more uncertainty that exists, the higher the balance required to mitigate this risk. This level of minimum reserves is assessed annually to ensure it is adequate.

7.0 Risk, Opportunities and Uncertainty

- 7.1 Ongoing risks and uncertainty for the budget at this stage include:
- 7.1.1 **Local Government Finance Settlement (LGFS)** – following the Autumn Statement in November, we await the Provisional Settlement in December. 2019/20 will be the final year of the 4-year settlement. This 4-year offer gave us some certainty over the level of grants and we are mindful that with this arrangement ending next year, there will be further risks. We are also aware that the Settlement may bring further changes which will affect 2019/20 budget setting.
- 7.1.2 **New Homes Bonus (NHB)** – The calculation of NHB was changed in the 2017/18 Finance Settlement and a “top-slice” of 0.4% of growth was introduced alongside the reduction from 6 years to 5 years. The allocation was reduced to 4 years in 2018/19 and we anticipate further changes. These may be to the number of years’ allocations, the percentage growth “top-slice”, the percentage split between the upper and lower tier authority or a combination of these variables. This creates significant risk to the projects and capital spend that we support through this funding.
- 7.1.3 **Council Tax** – The MTFP is based on the assumption of a £5 increase on a Band D property each year. This may of course not be possible due to Central Government restrictions or palatable at a local level and we are only likely to know this on an annual basis as the Settlement is announced.
- 7.1.4 **Council Tax Base** – The provisional estimates will be completed at the end of October and these will be added to the forecast as soon as they can be verified.
- 7.1.5 **Capital Programme** – options for the Capital Programme are being compiled. Any spending proposals could contain further revenue budget implications such as borrowing costs.

- 7.1.6 **100% Business Rates Retention** – In the Autumn Statement 2015 the Government confirmed its intention to allow local authorities to keep 100% of business rates income by 2020. Since that time, we have made a successful bid alongside our Pool authorities to be a 100% Pilot Authority for 2018/19. We are anticipating significant benefits from this in-year and had hoped that this arrangement would be extended for at least a further year. Unfortunately, Central Government have requested that authorities put in a new bid for 2019/20 and there is only 75% retention on offer. We are also aware that with the automatic acceptance of the Greater London Authorities to continue to retain 75%/100%, the pot available is smaller and a bid is less likely to be successful.
- 7.2 With this in mind we have been prudent in our MTFP/Budget work and assumed our Plan B position of remaining in the Business Rates Pool but having to revert to 50% retention. We have however, made a bid with our Pool neighbours and are still hopeful.
- 7.3 Other Uncertainties:**
- 7.3.1 Growth of property and commercial base – stepped cost impact but additional revenue based on current Government incentives (payment by results of delivery).
- 7.3.1 Government funding – RSDG removal, Possible negative RSG, Fairer Funding Review, Business Rates uncertainty (including rebasing).
- 7.3.2 Changes to Housing Benefit Admin Grant etc.
- 7.3.4 Further cuts to Welfare system and impact of the roll-out of Universal Credit Scheme
- 7.3.5 Risk of spend to save projects and commercial investments – will projected savings and incomes materialise?
- 7.3.6 Changes to DCC funding provision of specific services that could have a knock-on effect to Mid Devon (e.g. Grounds Maintenance contributions, support for recycling activities and changes to municipal tips).
- 7.3.7 Any upfront revenue costs associated with the Eastern Urban Extension / new properties in Cullompton/Garden Village
- 7.3.8 Changes to the referendum limits
- 7.3.9 “Spend to save” costs associated with the business and digital transformation project and ongoing savings delivered in subsequent years
- 7.3.10 Inflows and outflows of monies in respect of substantial property transactions
- 7.3.11 New commercial opportunities and regeneration programmes
- 7.3.12 Potential future partnership working with other authorities
- 7.3.13 Possible impact of BREXIT on the economy including changes in interest rates

- 7.4 All of the above items highlight once again just how difficult it is to forecast ahead with any degree of accuracy. Nevertheless the MTFP helps us examine the likely trends to assist in setting realistic capital and revenue budgets going forward.

8.0 Approach to closing the Budget Gap

- 8.1 Many of the issues, assumptions and sensitivity of items included within the MTFP are complex, often inter-related and will undoubtedly be subject to variation and ultimately fundamental review depending on the levels of future Formula Grant reductions. However, strategic decisions have been ongoing to reduce our current and future operational costs.

- 8.2 It is fair to say that the Council is currently in a relatively robust financial position with the external auditors giving an unqualified Value for Money assessment. We are mindful, however, that the level of uncertainty in funding and external pressures e.g. from Homelessness legislation and the introduction of Universal Credit as just two examples, makes forecasting difficult and with it a need to highlight risks and the need to push for further efficiencies within services. The MTFP shows an overall funding gap of £1.4m up to 2022/23. In order to reduce this deficit the Council will strive to constantly manage its costs and revenues by:

- A continued reduction of service and employee costs – which may incur short term upfront costs
- Ensure fees/charges are revisited regularly and that we are charging for all items possible – are there areas of service provision that we could charge for?
- Continue and expand partnership working where practical
- Investigation of a number of spend to save projects
- Review our current and future property asset requirements
- Maximise procurement efficiencies
- Explore new commercial opportunities
- Examine different ways of delivering services to reduce costs
- Continued benchmarking and learning from best practice
- Consideration of growing the commercial property base to align delivery with government funding priorities

- 8.3 Ultimately it remains unrealistic to assume that the suggestions listed in paragraph 8.2 will enable the Council to balance its service delivery aspirations against the backdrop of the very substantial cuts in both current and future sources of local government funding.

- 8.4 The above plans will require all service areas to play an active role in securing future savings and we will also continue to consult with all of our major stakeholders, especially the tax payers, to ensure all future budgetary decisions accord with their priorities.

9.0 The Corporate Plan

- 9.1 Clearly there is a very strong link between finance and corporate/service performance. By integrating the MTFP, the Work Force Plan and the Corporate Plan the Council can demonstrate how it will afford to deliver its key objectives. This will also shape the ongoing priorities of the Council, as with finite resources it will need to decide on what its key priorities are.

10.0 On-going Delivery of a MTFP

- 10.1 The MTFP will continue to be updated on an annual basis. This will ensure that it will be a live document, subject to amendment and review by Leadership Team and Members and will provide a clear guide prior to commencing the annual budget setting process in future years.

11.0 Conclusion

- 11.1 Like all Councils, Mid Devon is facing an ongoing and very challenging financial future, but with a clearly shaped Corporate Plan which will need to be aligned to available financial resources (which will include a regularly updated Work Force Plan) the District will be well placed to continue delivering a wide spectrum of cost effective services that are valued by its residents.
- 11.2 It should also be noted that Management will continue to play a pro-active role in both reducing ongoing service costs and exploring new possibilities to raise additional income.
- 11.3 Having a realistic financial plan for the next 4 years will enable the Council to ensure it is allocating its limited financial resources to its key priorities. Our current Corporate Plan sets out our goals/objectives over a four year period and must clearly be matched by the financial resources that are available. The Government's move from a relatively fixed core funding system to more of a '*payment by results*' process has introduced a lot more uncertainty and volatility for the future of our funding streams, which makes medium term financial planning an even more challenging process.
- 11.4 Like any strategic plan, the MTFP has been compiled based upon all available information at a fixed point in time. Clearly, as time moves on assumptions will change, Central Government will set new targets, bring in new legislation and adjust funding levels. We are aware that the Fair funding Review may bring significant changes in our core funding including a Baseline reset or partial reset in Business Rates. Residents expectations will change, Member priorities will alter and therefore any plans must be flexible enough to cope with major changes. As we are still in a period of major financial uncertainty it is imperative that reserve levels are held at a prudent level (£2.2m in the short to medium term) and that Members are provided with regular updates on the financial impact of any variation to what has been previously assumed.

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Circulation of the Report: Leadership Team
Elected Members
Group Managers

Key Assumptions used in Medium Term Financial Plan

A number of assumptions have been made in formulating the strategy. Clearly some of these are harder to predict than others and in addition the magnitude of the “error” of prediction may be greater in certain specific areas. Detailed below are the main assumptions made and importantly an analysis of the sensitivity to variance.

Formula Grant

We have used the indicative forecast figures provided each year by the Ministry of Housing, Communities and Local Government. We await the Provisional Settlement in December and the Final Settlement in the following February for the definitive figures to use in our final budget calculations. These invariably change from the previous year’s future forecasts.

The 2016/17 settlement showed the elimination of the Revenue Support Grant received from Central Government by 2019/20. We are currently anticipating “negative” RSG which is a further pressure to our budget.

Inflation

Future inflation is of course an unknown quantity. The level of inflation assumed in this plan is moderate and it could come to pass that the actual inflation figures are higher, having a significant impact on our medium terms projections.

The Pay inflation also includes an increase in respect of the Apprenticeship Levy and pension contributions. We are setting budgets for the third year of the triennial pension fund valuation which sets new pension contribution rates and will next be updated in 2019.

Investment Return

The model assumes that interest rates will initially remain static and then gradually increase although rates are expected to remain low. This has been confirmed by looking at a broad spectrum of advice from a number of treasury specialists.

Council Tax Income

We have also assumed a relatively small growth in properties throughout the life of the MTFP. Clearly if any major residential building projects are agreed/advanced over the next 2-3 years they will then be factored into future MTFP (but it should be noted that extra housing also affects the Council’s cost base too).

Sensitivity Analysis

As previously mentioned, many of the assumptions could be subject to challenge and may well alter during the life of the MTFP. Therefore, it is important to show the magnitude (or sensitivity) in financial terms of minor alterations to assumptions made. A change in the inflation factors causes the following movements:

	Budget in 2018/19 £'000	Change by 1.0% £'000	Change by 5.0% £'000
Staffing	12,390	123.90	619.5
NDR on Council Properties	673	6.73	33.65
Gas	78	0.78	3.90
Electricity	269	2.69	13.45
Water	122	1.22	6.10
Members Allowances	296	2.96	14.8
Insurance	176	1.76	8.8
Fuel	343	3.43	17.15

Risk

All of the assumptions made in the MTFP have been examined for risk and estimates of expenditure and income have been made on a prudent/most likely occurrence. This has been based on previous experience, evidence in the current financial year, consultation with specialist advisers and taking account of all known market factors at the time of finalising the plan.

Medium Term Financial Plan 2019/20 - 2022/23 - Capital

Appendix 2

	Estimated Capital Programme	Estimated Capital Programme	Estimated Capital Programme	Estimated Capital Programme	Total £k
	2019/20 £k	2020/21 £k	2021/22 £k	2022/23 £k	
<u>Estates Management</u>					
<u>Leisure - Site Specific</u>					
<u>Lords Meadow Leisure Centre</u>					
Pool Covers & Motors	0	30			30
Pool Circulation Pumps - Replace or refit	0	20			20
Wetside Changing Rooms				100	100
Squash Court Climate Control		50			50
<u>Exe Valley Leisure Centre</u>					
Pool tiling and balance tank repairs	0		150		150
Wetside Changing Rooms				100	100
Pool hall high level works (steel work etc)	0		60		60
Spinning Room - New window - improve light	20				20
Leisure Spinning Bike Replacement - all sites	60				60
Replace isolated CHP for Bio Mass Boiler (spend to save)		150			150
Plant Room/s flooring for flood prevention	0	25			25
<u>Culm Valley sports centre</u>					
Main Hall (Ceiling & Floor)	0	75			75
Squash court conversion to Fitness		150			150
ATP Replacement			0	200	200
Fitness Gym Kit Replacement	185				185
<u>Leisure - Other</u>					
ATP Rejuvenation (EVLC & LMLC)		50			50
Leisure management system review/replacement - cashless excess etc		150			150
Leisure 'Reception' infrastructure review		100			100
Total	265	800	210	400	1,675
<u>Other MDDC Buildings</u>					
<u>Pannier Market</u>					
Paving replacement		150			150
<u>Phoenix House</u>					
Replacement BMS software				20	20
AHU changes to allow cooling		100			100
Carpet replace incl tiles	0	25			25
Boiler replacement		100			100
<u>General Car parks</u>					
P&D resurfacing and lining - Becks Square Tiverton		50			50
<u>MSCP Improvements</u>					
MSCP-Top Deck surfacing	70				70
<u>MDDC Depot sites</u>					
Old Road yard resurfacing		35			35
Old Road Depot - Asbestos panel replacement		50			50
Carlu Close - Potential Air Conditioning units	25				25
Carlu Close - Interceptor upgrade (correct class)	30				30
Carlu Close - Solar PV options	20				20
Land Purchase for combined depot				1,000	1,000
<u>Play Areas</u>					
Play area refurbishment District wide	0	50	50	50	150
<u>Cemeteries</u>					
Tiverton and Crediton Cemetery Chapel maintenance	0	50			50
Tiverton Cemetery - Infrastructure extension	80				80
<u>Other Projects</u>					
Land drainage flood defence schemes	25	25	50	50	150
MDDC CCTV Review & replacement		50			50
<u>* General Fund Development Schemes</u>					
Commercial property/Land Acquisition		2,500	2,500	2,500	7,500
Tiverton redevelopment project	1,500	3,000	5,000	5,000	14,500
Asset acquisition budget				4,000	4,000
Total	1,750	6,185	7,600	12,620	28,155
* All developments schemes are subject to acceptable Business Case					

	Estimated Capital Programme 2019/20	Estimated Capital Programme 2020/21	Estimated Capital Programme 2021/22	Estimated Capital Programme 2022/23	Total
<u>Economic Development Schemes</u>					
* Cullompton Townscape Heritage Initiative		300	300	300	900
* Hydro Mills Electricity Project	680	220			900
Total	680	520	300	300	1,800
* All Economic Development schemes are subject to acceptable Business Case					0
<u>ICT Projects</u>					
Desktop estate replacement/refresh		50			50
Dual Factor Authentication System for remote connections		25			25
UPS Power supplies refresh	25				25
Continuous replacement/Upgrade of WAN/LAN (networking hardware switches)	100				100
Replacement of servers and storage hardware that provide the VMWare Virtual Server environment and associated systems.			90		90
Lalpac Licensing System replacement (SN)	80				80
Total	205	75	90	0	370
					0
<u>Affordable Housing Projects</u>					
Grants to housing associations to provide houses (covered by Commuted Sums)	117	117	117	117	468
Total	117	117	117	117	468
					0
<u>Private Sector Housing Grants</u>					
Empty homes and enforcement	108	110	115	120	453
Disabled Facilities Grants–P/Sector	562	572	577	581	2,292
Total	670	682	692	701	2,745
					0
TOTAL GF PROJECTS	3,687	8,379	9,009	14,138	35,213
	0	0	0	0	0
<u>General Fund SPV Projects</u>					
<u>Commercial Development Schemes</u>					
* Shapland Place Tiverton garage conversion (2-3 Units - Subject to design)		1,000			1,000
<u>Housing Schemes</u>					
Waddeton Park - 75 Affordable Homes - SPV	2,000	3,000	3,000	3000	11,000
TOTAL GF SPV PROJECTS	2,000	4,000	3,000	3,000	12,000
TOTAL GF PROJECTS (Including SPV Schemes)	5,687	12,379	12,009	17,138	47,213
					0

Estimated Capital Programme	Estimated Capital Programme	Estimated Capital Programme	Estimated Capital Programme	Total
2019/20	2020/21	2021/22	2022/23	

HRA Projects

Existing Housing Stock

Major repairs to Housing Stock	2,325	2,300	2,300	2,300	9,225
Renewable Energy Fund	300	300	300	300	1,200
Disabled Facilities Grants - Council Houses	300	300	300	300	1,200

* Housing Development Schemes

Watery Lane - Garage conversion	0	1,000			1,000
Replace end of life HRA Assets	2,000	2,000	0	0	4,000
Council Housing building schemes to be identified	2,000	2,000	2,000	2000	8,000

*** Proposed Council House Building / industrial units schemes subject to full appraisal**

Other HRA Projects

* Ivor Macey House					0
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Officer to investigate & Business Case required

Total	6,925	7,900	4,900	4,900	24,625
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0

*** Proposed Council House Building / industrial units schemes subject to full appraisal**

TOTAL HRA PROJECTS	6,925	7,900	4,900	4,900	24,625
	0	0	0	0	0

HRA SPV Projects

Housing Schemes

Round Hill Tiverton- Site	1,500	1,500			3,000
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TOTAL HRA SPV PROJECTS	1,500	1,500	0	0	3,000
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TOTAL HRA PROJECTS (Including SPV Schemes)	8,425	9,400	4,900	4,900	27,625
					0

GRAND TOTAL GF + HRA	10,612	16,279	13,909	19,038	59,838
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	0	0	0	0	0
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GRAND TOTAL GF + HRA SPV Schemes	3,500	5,500	3,000	3,000	15,000
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GRAND TOTAL GF + HRA (Including SPV Schemes)	14,112	21,779	16,909	22,038	74,838
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MDDC Funding Summary

General Fund

	2019/20 £k	2020/21 £k	2021/22 £k	2022/23 £k	Total £k
EXISTING FUNDS					
Capital Grants Unapplied Reserve	951	689	694	698	3,032
Capital Receipts Reserve	31	0	0	0	31
NHB Funding	417	1,586	427	547	2,977
Other Earmarked Reserves	188	204	188	193	773
Other Funding	600	400	200	200	1,400
Subtotal	2,187	2,879	1,509	1,638	8,213

NEW FUNDS					
PWLB Borrowing	1,500	5,500	7,500	12,500	27,000
PWLB Borrowing (SPV)	2,000	4,000	3,000	3,000	12,000
Revenue Contributions	0	0	0	0	0
Subtotal	3,500	9,500	10,500	15,500	39,000

Total General Fund Funding	5,687	12,379	12,009	17,138	47,213
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Housing Revenue Account

	0 £k	0 £k	0 £k	0 £k	Total £k
EXISTING FUNDS					
Capital Receipts Reserve	1,065	1,365	1,064	1,064	4,558
NHB Funding	21	21	21	21	84
HRA Housing Maintenance Fund	2,000	2,000	1,143	1,143	6,286
Other Housing Earmarked Reserves	2,697	2,672	2,672	2,672	10,713
Subtotal	5,783	6,058	4,900	4,900	21,641

NEW FUNDS					
PWLB Borrowing	1,142	1,842	0	0	2,984
PWLB Borrowing (SPV)	1,500	1,500	0	0	3,000
Revenue Contributions	0	0	0	0	0
Subtotal	2,642	3,342	0	0	5,984

Total Housing Revenue Account Funding	8,425	9,400	4,900	4,900	27,625
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TOTAL FUNDING	14,112	21,779	16,909	22,038	74,838
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CABINET
25 OCTOBER 2018

DRAFT 2019/20 GENERAL FUND AND CAPITAL BUDGETS

Cabinet Member Cllr Peter Hare-Scott
Responsible Officer Andrew Jarrett, Deputy Chief Executive (S151)

Reason for the report: To consider the initial draft 2019/20 Budget and options available in order for the Council to set a balanced budget and agree a future strategy for further budget reductions for 2020/21 onwards.

RECOMMENDATION: To consider the draft budget proposals for 2019/20 and start to plan for additional savings as identified in the Medium Term Financial Plan.

Relationship to the Corporate Plan: To deliver our Corporate Plan's priorities within existing financial resources.

Financial Implications: The current budget for the General Fund shows a deficit of £661k. In addition we have predicted a funding deficit of £1.368m on our General Fund by 2022/23. This highlights the need to take steps to plan for further reductions to our ongoing expenditure levels.

It is a statutory requirement for the Local Authority to set a balanced budget each year.

Risk Assessment: Group Managers and Finance staff have assessed volatility in income and large contractor budgets, taking account of current and estimated future demand patterns. In addition prudent levels of reserves will also continue to be maintained.

Equality Impact Assessment: There are no Equalities Impact implications relating to the content of this report.

1.0 Introduction

- 1.1 2019/20 will be the fourth and final year of a four year fixed funding settlement which will see a further reduction of £179k bringing Revenue Support Grant to nil for 2019/20. The end of this four-year settlement period will bring a number of uncertainties and risks.
- 1.2 It is worth reflecting that our budgets are affected in a number of ways:
 - a) The funding received from Central Government.
 - b) Devon County Council (DCC) and other public bodies' budgets are being reduced centrally and hence this pressure is passed on to us in areas we work collaboratively.
 - c) The increasing pressure on social care budgets has a "knock-on" effect to the level of funding that is available to lower-tier authorities.

- d) Government departments such as Ministry of Housing, Communities and Local Government, Department of Work and Pensions also have lower budgets and reduced grants.
 - e) Changes in customer demand/expectations in the context of the local/national economy.
- 1.3 Although the priority is to balance next year's budget, strategic decisions will need to be made to accommodate reduced funding going forward. So far senior managers will have produced a draft budget based upon "business as usual."
- 1.4 Based on eight years of public sector austerity many services can no longer continue to reduce cost and still expect "business as usual". It is important to remember that some services are statutory and in some cases must breakeven. i.e. we cannot generate a profit. This restricts where savings/cuts can be imposed and section 8 below provides more details.
- 1.5 The proposed savings embodied in the draft budget will need to be agreed by Members, as every proposed saving that is rejected will need to be matched by a suggestion of where a similar saving could be made. Members will be aware that the budget is an evolving process. We have already made a range of assumptions relating to: pay awards, inflation, fees/charges, demand for services, property increases, etc. More information may well change/alter our assumptions in the months leading up to February, when the budget has to be finalised. So the current budget gap of £661k will be revised over the next few months, but it is based on the most current information, in conjunction with professional guidance, that is available.
- 1.6 The Council continues to look at opportunities to reduce operational costs without immediately reducing service levels. However it remains a real possibility moving forward that some difficult decisions will have to be made relating to what the Council can and can't afford to deliver/support in the future.

2.0 The Draft 2019/20 Budget

- 2.1 The initial aggregation of all service budgets (which also includes assumptions surrounding predictions of interest receipts, contributions to our capital programme, transfers from/to reserves and Council Tax levels) currently indicates a General Fund budget gap of £661k (Appendix 1).
- 2.2 At this point it is worth summarising how we have arrived at this deficit. The table shown below shows the main budget variances affecting the 2019/20 draft budget.

Table 1 – Reconciliation of Major 2019/20 Budget Variances

Variances	Amount £k
<i>External items outside of our control</i>	
Reduced formula grant settlement offset by additional NHB	179
Inflationary increases (excl HRA shown below)	36
Decrease in Housing Benefit Grant and CTRS Admin Grant	21
Pay award and pension increases	492

Subtotal	728
Other changes	
Increase in Leisure charges (inflationary)	(83)
Salaries – Restructures and other changes	247
Increase in Business Rates income	(698)
Interest payments increase	16
Additional interest income	(50)
Reduction in draw from Earmarked Reserves	811
Statutory Plan – Removal of one-off 18/19 budget	(300)
Creation of Asset Mgt budget	30
Increase maintenance budgets	50
Final reduction of parish CTRS Grant	(17)
Reduction in Building control income	18
Additional Weed spraying	53
Waste team restructure (Street scene)	35
Waste – Reduction in material prices (cardboard)	30
Waste – Increase fees	(30)
Waste – Devon CC shared savings	(100)
External legal advice/Monitoring Officer	10
Increase in Council Tax income (£5 rise + new properties)	(229)
Net recharge to HRA (after inflationary increases etc)	(44)
Reduction in preceptors contribution to Revenue recovery	20
Grounds maintenance – additional agency	57
Leisure – Additional maintenance costs	360
Leisure – Temp closure of Lords Meadow Pool	31
Leisure – Growth in Membership	(45)
Property – Additional R & M	125
Reduction of income/increase exp Market Walk	76
Reduction in Fore Street income	20
Increase Cemetery fees	(12)
Earmarked Reserve funding of Leisure and Prop – R&M	(485)
Removal of Crediton Office budgets	(17)
Carlu Close – Increased premises cost	44
Boundary Commission project cost	30
Funding Advice - Misc Fees	(20)
Draft budget gap for 2019/20	661

2.3 In compiling the 2019/20 draft budget we have also examined budget performance during 2018/19 and then made any relevant budget corrections for staffing changes, levels of income, changes in legislation, increases in inflation, etc.

2.4 Due to the need to get budget information to all of the PDG and Cabinet meetings during October and November there are still a few key issues that have not been resolved or are still to be fully evaluated. These issues may either improve or worsen the summary budget position currently reported and can be summarised as follows.

- Application by the Devon Pool to become 75% Business Rates Pilot
- Impact of new Homelessness legislation from 01/04/18
- Impact of full rollout of Universal Credit from 01/04/18
- Autumn Statement announcement in November 2017

- Provisional Finance Settlement in December
- Ongoing service reviews (including changes to fees/charges)

3.0 The Past

3.1 Just to remind members of the financial journey the Council has been on since the austerity programme in 2010/11, here is a list of some of the challenges that have been presented to MDDC in balancing budgets during recent years.

- Net loss of £4.2m in Formula Grant
- Loss of funding for Housing Benefit admin and Regional Housing Pot removed circa £0.6m
- Council Tax freezes accepted for a number of years
- Increased costs associated with Local Land Provision
- Tax and pension related pressures including:
 - Pay award
 - Increased pension back-funding costs
 - Government mandated auto-enrolment to the Pension Scheme
 - National Insurance change
- Apprentice Levy of £50k introduced

3.1 The following lists just some of the actions taken by MDDC to mitigate these funding reductions.

- Significant efficiency agenda has led to service reductions amounting to over £2m
- Increased income has been generated by a number of services
 - Waste shared savings agreement with DCC
 - Garden Waste Scheme
 - Improved recycling scheme
- Increased commercialisation
 - £200k profit from Market Walk and Fore Street properties
- Business Rates Devon Pool participation
- Profit from the Special Purpose Vehicle will return to the General Fund, along with a margin on interest received
- Increasing CCLA holding to £5m
- Colocation with Department for Work & Pensions (DWP)
- Revised Car Parking Strategy in 2016/17
- Rationalising our property estate, including depots, parks, toilets and car parks
- Joint working with North Devon DC as part of the Building Control Partnership
- DCC Transfer Station located at Carlu Close

4.0 The Future

4.1 A lot of work has already been undertaken in order to deliver a draft budget gap of £661k. We now are set with two tasks: firstly, to deliver a balanced General Fund budget by February 2019 in order to formally set the Council Tax and secondly, and of equal importance, begin to plan how our future

spending plans can be financed. The work with town and parish councils will continue.

5.0 Capital Programme

- 5.1 In addition to this revenue funding pressure, is our ongoing commitment to future capital programmes, not helped by the current low levels of capital receipts. Even greater pressure may be placed on future programmes if additional borrowing was made to fund new Council Houses, Depots, Sport Centre enhancements, Town Centre enhancement works, vehicle replacements, etc.
- 5.2 The draft Capital Programme for 2019/20 is attached at Appendix 3. Excluding the new commitments to fund town centre regeneration or further commercial/land acquisitions, the size of our current and future capital programmes remains very small, due to the reductions in funding and level of sale receipts and now only includes material projects that are essential maintenance, or asset replacement or income generating/cost reducing.

6.0 The Autumn PDGs and Cabinet meetings

- 6.1 The first round of draft budget meetings will allow discussions with Members, Senior Management, Group Managers and Finance Officers in order to review the proposed draft 2019/20 budget. This will include scrutinising and challenging the initial position (and confirming acceptance of all proposed savings put forward) and discussing any other budget areas that Members would like to see additional savings from.
- 6.2 Before the next round of PDGs and Cabinet in January the Council will receive formal confirmation regarding its; Formula Grant other emerging legislative changes, more information regarding the 2018/19 budget performance etc. At this point if any of the initial assumptions/estimates significantly worsen, then we will need to bring further savings options forward for consideration.

7.0 Public Consultation

- 7.1 Earlier years' consultations have consistently highlighted the three most valued services:

- REFUSE COLLECTION & RECYCLING - First
- PARKS, OPEN SPACES & PLAY AREAS - Second
- ENVIRONMENTAL HEALTH - Third

The three services valued the lowest comprised:

- COMMUNITY GRANTS - First
- PUBLIC CONVENIENCES - Equal second
- COMMUNITY SAFETY - Equal second

- 7.2 With the Council having to make more challenging decisions with regard to service prioritisation these views and our Corporate Plan should be foremost in determining changes to the base budget.

8.0 **Statutory, Discretionary Services and the Level of Service Provision**

8.1 Whilst the Council has a legal obligation to perform some activities, others are at the discretion of the elected members, subject to funding. Although some undertakings are clearly statutory and others clearly discretionary, there are some service areas that have elements of both.

8.2 The main *discretionary* services of the Council comprise:

- Business development (although a corporate priority)
- Community development (includes community group grants)
- Leisure facilities
- Parks and open spaces (identified as important to the public at 6.1)
- Shops and industrial units

What can we do to balance the budget?

8.3 An activity's net cost could be changed by one or more of these factors:

- a) Changing the frequency of service provision
- b) Changing the quality, instead of a "Platinum service" we may be forced to offer a "Silver service"
- c) Increasing fees or start charging for a service
- d) Reducing the overheads
- e) Stopping the activity entirely
- f) Different models of service delivery (including partnership)

8.4 Over the last five or six years the Authority has concentrated its efforts in maintaining frontline service levels across all sectors by reducing overheads. It is now clear that following those budgetary cuts some service areas are struggling to deliver their service plans, within their existing budgets. Indeed in a few cases external reviews have necessitated increasing the resources in a particular service area to meet our legal obligations.

What options are available if something is *statutory*?

8.5 Although we cannot stop the function, we may be able to approach it differently in terms of frequency or quality.

8.6 Some of our income streams are influenced by external market forces and in setting prices we have to be mindful of the going market rate. Aside from Council tax, the main income streams are:

- Building control fees
- Burial fees
- Car park charges
- Industrial unit rent
- Leisure centre fees
- Licence fees
- Market tolls

- Shop rents
- Planning fees
- Trade waste fees
- Garden waste

8.7 Any multi million pound business employing staff and utilising assets needs teams to support them and our frontline services are no different.

8.8 The key components, some statutory, others essential, include:

- Audit
- Accountancy
- Customer First
- Procurement (Buying goods and services)
- Human resources (Includes health and safety)
- IT
- Legal services
- Property services

8.9 For example our waste service has to have vehicles and depots to operate from, both of which need to be maintained. The staff need to be managed, to be paid, and legislation provides for health and safety considerations. Depots and buildings such as Phoenix House are fixed costs, although even here we have created savings by renting out some space. The “back office” activities are therefore intrinsically linked to the “frontline” and savings from both areas have continued to be made.

9.0 Conclusion

9.1 The feedback from all of the PDGs and Scrutiny will be reported to the January Cabinet for consideration in order to set a balanced 2019/20 budget and agree a forward plan. Group Managers will be working with Leadership Team and elected members in order to determine ways in which savings of c£1.4m can be achieved over the next four years, based on the priorities identified in the Corporate Plan. Having identified possible savings, there will need to be careful consideration of their potential impact, probable lead times for delivery of that saving and any associated disengagement costs or possible ‘spend to save’ implications that would arise.

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Circulation of the Report: Leadership Team
Elected Members
Group Managers

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		2018/2019 Annual Budget	Movement	2019/2020 Proposed Budget
	Note	£	£	£
Cabinet		4,562,170	305,030	4,867,200
Community		2,882,320	526,988	3,409,308
Economy	-	665,090	193,060 -	472,030
Environment		2,385,460	378,040	2,763,500
Homes		961,860	207,880	1,169,740
TOTAL NET DIRECT COST OF SERVICES		10,126,720	1,610,998	11,737,718
Net recharge to HRA	-	1,447,160 -	60,820 -	1,507,980
Provision for the financing of capital spending		395,570	3,369	398,939
NET COST OF SERVICES		9,075,130	1,553,547	10,628,677
PWLB Bank Loan Interest Payable				
Finance Lease Interest Payable		41,370	3,050	44,420
Interest Payments for New Loans				
Interest from Funding provided for HRA	-	49,000	- -	49,000
Interest Receivable / Payable on Other Activities		147,000	7,000	154,000
Interest Received on Investments	-	305,540 -	50,000 -	355,540
New Homes Bonus	-	1,121,250 -	120,720 -	1,241,970
Transfers into Earmarked Reserves		2,188,020	227,810	2,415,830
Transfers from Earmarked Reserves	-	1,107,950 -	192,280 -	1,300,230
TOTAL BUDGETED EXPENDITURE		8,867,780	1,428,407	10,296,187
Funded by: -				
Revenue Support Grant	-	179,260	179,260	-
Rural Services Delivery Grant	-	374,510	- -	374,510
Transition Grant		-	-	-
NNDR Revenue	-	2,680,000 -	699,915 -	3,379,915
CTS Funding Parishes		16,920 -	16,920	-
Collection Fund Surplus	-	50,520 -	20,810 -	71,330
Council Tax (28,628 x £202.91)	-	5,600,410 -	208,442 -	5,808,852
TOTAL FUNDING	-	8,867,780 -	766,827 -	9,634,607
REQUIREMENT TO BALANCE THE BUDGET		-	661,580	661,580

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2019/20 BUDGET
Transfers from Earmarked Reserves

Appendix 2

page 101

SERVICE		UTILISE NHB	OTHER	
CS938	DIGITAL STRATEGY STAFFING			
EQ638	DEV CONT LINEAR PARK		4,170	
EQ640	W52 POPHAM CLOSE COMM FUND		1,950	
EQ641	W67 MOORHAYES COM DEV FUND		1,630	
EQ642	W69 FAYRECROFT WILLAND EX WEST		4,620	
EQ643	W70 DEVELOPERS CONTRIBUTION		6,650	
EQ644	DEV CONT WINSWOOD CREDITION		3,080	
EQ660	ES354 PRIVATE SECTOR HOUSING EMR			
EQ755	ICT EQUIPMENT SINKING FUND			
ES361	PUBLIC HEALTH			
ES733	PUBLIC HEALTH		45,400	
LD600	LEGAL SERVICES			
EQ820	TIVERTON EUE (PR220)		203,920	
EQ824	GARDEN VILLAGE PROJECT (PR225)		54,310	
PR400	BUSINESS DEVELOPMENT	45,000		
PR400	BUSINESS DEVELOPMENT	100,000		
EQ660	FORWARD PLANNING (PR600)		15,000	
EQ755	ICT EQUIPMENT SINKING FUND	189,500		
EQ660	STATUTORY DEVELOPMENT PLAN (PR810)		81,000	
RB600	REVENUES MISC INCOME TEAM			
RELEASING OF RESERVES TO FUND THE 19/20 GF BUDGET			544,000	
TOTAL		334,500	965,730	1,300,230

2018/19

(891,090) (216,860) (1,107,950)

Movement

1,225,590 1,182,590 2,408,180

2019-20 BUDGETS

Appendix 2

Transfers into Earmarked Reserves

SERVICE		MAINT 19/20 BUDGET	PLANT 19/20 BUDGET	EQUIPMENT 19/20 BUDGET	VEHICLES 19/20 BUDGET	OTHER 19/20	NEW HOMES BONUS	
CP540	PAYING CAR PARKS (MACHINE REPLACEMENT SINKING FUND)			3,000.00				
EQ754	PHOENIX PRINTERS EQUIP SFUND			2,200				
ES100	CEMETERIES	25,000						
ES450	PARKS & OPEN SPACES	25,000						
ES580	POOL CAR RUNNING COSTS				3,600			
ES730	ENVIRONMENTAL ENFORCEMENT				3,600			
GM960	GROUNDS MAINTENANCE		14,360		52,960			
LD201	ELECTION COSTS - DISTRICT					20,000		
LD300	DEMOCRATIC REP & MANAGEMENT					5,000		
EQ660	STATUTORY DEVELOPMENT PLAN (PR810)					100,000		
PS350	PUBLIC CONVENIENCES				1,200			
PS880	BUS STATION	5,000						
PS980	PROPERTY SERVICES STAFF UNIT				10,500			
PS990	FORE STREET MAINT S.FUND	5,000						
PS992	MARKET WALK MAINT S.FUND	20,000						
RB100	COUNCIL TAX				1,200			
RS140	LEISURE SINKING FUND			75,000				
EQ737	STREET CLEAN VEHICLE SFUND				66,500			
EQ738	REFUSE VEHICLE SFUND				223,680			
EQ739	TRADE WASTE VEHICLE SFUND				23,070			
EQ740	RECYCLING VEHICLE SFUND				173,290			
EQ761	RECYCLING PLANT SFUND		20,000					
EQ763	RECYCLING MAINT SINKING FUND	2,700						
	WASTE PRESSURE WASHER			2,500				
EQ825	PROPERTY MAINTENANCE	100,000						
EQ755	ICT EQUIPMENT SINKING FUND			189,500				
IE435	NEW HOMES BONUS GRANT						1,241,970	
TOTAL		182,700	34,360	272,200	559,600	125,000	1,241,970	2,415,830
2018/19		82,700	34,360	269,700	555,010	125,000	1,121,250	2,188,020
Movement		100,000	-	2,500	4,590	-	120,720	227,810

Provisional Capital Programme 2019/20

Appendix 3

Estimated

Capital Programme

**2019/20
£k**

Estates Management

Leisure - Site Specific

Lords Meadow Leisure Centre

Pool Covers & Motors	0
Pool Circulation Pumps - Replace or refit	0
Wetside Changing Rooms	
Squash Court Climate Control	

Exe Valley Leisure Centre

Pool tiling and balance tank repairs	0
Wetside Changing Rooms	
Pool hall high level works (steel work etc)	0
Spinning Room - New window - improve light	20
Leisure Spinning Bike Replacement - all sites	60
Replace isolated CHP for Bio Mass Boiler (spend to save)	
Plant Room/s flooring for flood prevention	0

Culm Valley sports centre

Main Hall (Ceiling & Floor)	0
Squash court conversion to Fitness	
ATP Replacement	
Fitness Gym Kit Replacement	185

Leisure - Other

ATP Rejuvenation (EVLC & LMLC)
Leisure management system review/replacement - cashless excess etc
Leisure 'Reception' infrastructure review

Total	265
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Other MDDC Buildings

Pannier Market

Paving replacement

Phoenix House

Replacement BMS software	
AHU changes to allow cooling	
Carpet replace incl tiles	0
Boiler replacement	

General Car parks

P&D resurfacing and lining - Becks Square Tiverton

MSCP Improvements

MSCP-Top Deck surfacing	70
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MDDC Depot sites

Old Road yard resurfacing	
Old Road Depot - Asbestos panel replacement	
Carlu Close - Potential Air Conditioning units	25
Carlu Close - Interceptor upgrade (correct class)	30
Carlu Close - Solar PV options	20
Land Purchase for combined depot	

Play Areas

Play area refurbishment District wide	0
---------------------------------------	---

Cemeteries

Tiverton and Crediton Cemetery Chapel maintenance	0
Tiverton Cemetery - Infrastructure extension	80

Other Projects

Land drainage flood defence schemes	25
MDDC CCTV Review & replacement	

*** General Fund Development Schemes**

Commercial property/Land Acquisition	
Tiverton redevelopment project	1,500
Asset acquisition budget	

Total	1,750
--------------	--------------

*** All developments schemes are subject to acceptable Business Case**

Estimated

Capital Programme

2019/20

Economic Development Schemes

* Cullompton Townscape Heritage Initiative	
* Hydro Mills Electricity Project	680

Total	680
--------------	------------

* All Economic Development schemes are subject to acceptable Business Case

ICT Projects

Desktop estate replacement/refresh	
Dual Factor Authentication System for remote connections	
UPS Power supplies refresh	25
Continuous replacement/Upgrade of WAN/LAN (networking hardware switches)	100
Replacement of servers and storage hardware that provide the VMWare Virtual Server environment and associated systems.	
Lalpac Licensing System replacement (SN)	80

Total	205
--------------	------------

Affordable Housing Projects

Grants to housing associations to provide houses (covered by Commuted Sums)	117
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Total	117
--------------	------------

Private Sector Housing Grants

Empty homes and enforcement	108
Disabled Facilities Grants-P/Sector	562

Total	670
--------------	------------

TOTAL GF PROJECTS	3,687
	0

General Fund SPV Projects

Commercial Development Schemes

* Shapland Place Tiverton garage conversion (2-3 Units - Subject to design)

Housing Schemes

Waddeton Park - 75 Affordable Homes - SPV	2,000
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TOTAL GF SPV PROJECTS	2,000
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TOTAL GF PROJECTS (Including SPV Schemes)	5,687
--	--------------

Estimated
Capital Programme
2019/20

HRA Projects

Existing Housing Stock

Major repairs to Housing Stock	2,325
Renewable Energy Fund	300
Disabled Facilities Grants - Council Houses	300

* Housing Development Schemes

Watery Lane - Garage conversion	0
Replace end of life HRA Assets	2,000
Council Housing building schemes to be identified	2,000

* Proposed Council House Building / industrial units schemes subject to full appraisal

Other HRA Projects

* Ivor Macey House

Officer to investigate & Business Case required

Total	6,925
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* Proposed Council House Building / industrial units schemes subject to full appraisal

TOTAL HRA PROJECTS	6,925
---------------------------	--------------

0

HRA SPV Projects

Housing Schemes

Round Hill Tiverton- Site	1,500
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TOTAL HRA SPV PROJECTS	1,500
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TOTAL HRA PROJECTS (Including SPV Schemes)	8,425
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GRAND TOTAL GF + HRA	10,612
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0

GRAND TOTAL GF + HRA SPV Schemes	3,500
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GRAND TOTAL GF + HRA (Including SPV Schemes)	14,112
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MDDC Funding Summary

General Fund

	2019/20 £k
EXISTING FUNDS	
Capital Grants Unapplied Reserve	951
Capital Receipts Reserve	31
NHB Funding	417
Other Earmarked Reserves	188
Other Funding	600
Subtotal	2,187

NEW FUNDS	
PWLB Borrowing	1,500
PWLB Borrowing (SPV)	2,000
Revenue Contributions	0
Subtotal	3,500

Total General Fund Funding	5,687
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Housing Revenue Account

	0 £k
EXISTING FUNDS	
Capital Receipts Reserve	1,065
NHB Funding	21
HRA Housing Maintenance Fund	2,000
Other Housing Earmarked Reserves	2,697
Subtotal	5,783

NEW FUNDS	
PWLB Borrowing	1,142
PWLB Borrowing (SPV)	1,500
Revenue Contributions	0
Subtotal	2,642

Total Housing Revenue Account Funding	8,425
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TOTAL FUNDING	14,112
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CABINET
25 OCTOBER 2018

Refurbishment of Lords Meadow Leisure Centre Fitness Studio

Cabinet Member: Cllr Colin Slade
Responsible Officer: Corinne Parnall (Leisure Manager – Health and Fitness)

Reason for Report: To seek approval from Cabinet to bring forward the refurbishment of Lords Meadow Leisure Centre Fitness Studio and undertake that work in the current financial year (FY18/19); the funding for this work having been programmed in the next financial year (FY19/20).

RECOMMENDATION: That Cabinet approve an in-year virement of £185,000 to fund the refurbishment of the fitness suite at Lords Meadow Leisure Centre.

Relationship to Corporate Plan: Priority 1 Economy (Other); Be more entrepreneurial and commercial as a council. **Priority 3 Aim 3** Ensure the financial sustainability of our leisure centres.

Financial Implications: This is a new in-year capital cost pressure of £185,000. This cost pressure can be met through in-year management of the agreed capital programme. The detail is shown at paragraph 4.

Legal Implications: As part of the procurement process the contract with Matrix sent out an equipment purchasing programme within a 5 + 5 year agreement. The refurbishment of Lords Meadow Leisure Centre fitness suite was included in that overarching procurement process.

Risk Assessment of carrying out the project (summary): The main risk would be an overrun on delivering the refurbished facility into January as the period January to March is traditionally a period of high demand, and high competition, in the leisure industry.

Risk Assessment of not carrying out the project (summary): If Mid Devon Leisure is seen to fall behind its competition customers may move to more modern gym facilities and so impact the income derived from the Lords Meadow site. The cardio vascular equipment is reaching end-of-life. Should the project not take place the service will need to invest in the maintenance of equipment scheduled for disposal in the first quarter of FY19/20.

Equality Impact Assessment: None applicable. This would be a like-for-like offer.

1.0 Introduction

- 1.1 The membership at Lords Meadow Leisure Centre currently comprises customers on monthly memberships, annual memberships by Direct Debit and annual subscriptions.
- 1.2 Lords Meadow Leisure Centre is a legacy site with a constrained layout. The fitness studio is situated on the first floor. When the work was completed five years ago there was an increase in floor space by 120m². This allowed

membership to grow to its current level and achieve the growth anticipated when the works were approved.

- 1.3 The equipment has been popular and well used but is now looking “tired and out dated”. It is scheduled for refurbishment next financial year and features in the draft 2019/20 capital programme.
- 1.4 The space is still not appropriate for a modern gym layout; an old corridor is being used as the stretch room and a long narrow room being used for the resistance and free weight area. However, even with these constraints the change of layout proposed by Matrix will enhance the resistance and free weights area while adding new and modern CV equipment. The strength and toning sector of fitness has expanded over the last few years with both men and women wanting a toned/fit look.

2.0 Understanding the need for change

- 2.1 The new branding with Mid Devon Leisure’s strategic partner Matrix can be seen at Exe Valley Leisure Centre and sets a high standard for equipment. It sets the tone for the look and feel of the fitness offering we will be rolling out to the other facilities as part of the Leisure Strategic Partnership.
- 2.2 The CV fitness equipment at the centres have a rolling five year renewal programme; 7 to 10 years for resistance equipment.
- 2.3 With the success of the Exe Valley Leisure Centre extension, there is an opportunity to bring the Lords Meadow Leisure Centre development forward and complete Lords Meadow Leisure Centre Fitness product branding this year. This would optimise income during the peak fitness sales period. In a highly competitive market it is essential to maintain a product that meets customer expectations.
- 2.4 Since the install at Exe Valley Leisure Centre the positive feedback continues. The ‘climbmills’ and ‘S’ drive offer variation to the equipment.
- 2.5 A Fitness studio survey carried out in July 2018 showed how users at Exe Valley Leisure Centre had followed the national trend of increased use of the resistance/free weight and functional areas.
- 2.6 Since the launch of the new facilities at Exe Valley Leisure Centre there has been a 25% increase in monthly participation. This uplift has been maintained throughout the period of price changes and the early summer period.
- 2.7 The Mid Devon Leisure business model is to attract and retain members. The change of layout will allow for more interactions between staff and customers.
- 2.8 A large part of retaining members is to help them to achieve their personal fitness goals whatever they may be. As part of the fitness studio improvements a Boditrax machine will be installed. The machine is an added value fitness item that provides a customer friendly precision body composition tool. It measures body composition by body area. It is the only item of equipment specified as medical equipment used within the industry, and by measuring key

criteria, such as resting metabolic rate, can help each individual identify the most effective pathway to improved fitness levels. The introduction of this equipment has been a huge success at Exe Valley with over 65% of members using it as part of their fitness experience.

3.0 Timeline

- 3.1 The lead time for equipment is 6-8 weeks. The optimum time to roll out a refurbished gym is the Christmas period. Onsite works would need to start mid-December to be completed no later than the 1 January 2019.
- 3.2 The existing CV equipment is in need of investment (commercially confidential information available on request and disclosed under Part 2).

4.0 Finance

- 4.1 The refurbishment cost associated with the Lords Meadow Leisure Centre fitness suite is identified in the draft 2019/20 capital programme. The work would likely be commissioned in April 2019 due to the end-of-life maintenance liability with the CV equipment.
- 4.2 The success of the Exe Valley Leisure Centre extension and legacy works at Lords Meadow Leisure Centre show the market for fitness. In a fast moving industry the customer has significant choice; to retain customers the 'offer' needs to be competitive. A combination of end-of-life equipment, increased local competition and an in-year review of the 2018/19 capital programme means there is an opportunity to refurbish the Lords Meadow fitness suite this year to take advantage of the January to March peak period.
- 4.3 The £185,000 refurbishment cost would be funded as follows: We have identified 4 schemes in the 2018/19 programme (Crediton office works £20k, St Lawrence Green toilet £30k, replacement grounds maintenance system £100k and secure WiFi replacement £50k) that due to prevailing business circumstances will not be delivered in 2018/19. This budget can be transferred to support the bringing forward of the LMLC gym project.

5.0 Summary

- 5.1 In a competitive market maintaining a saleable offer is key to success. The business model for Mid Devon Leisure focusses on attracting and retaining customers. This report highlights an opportunity to bring forward works into this year to maximise the 'offer' during peak period and avoid maintenance costs for end-of-life equipment.

Contact for more Information: Corinne Parnall – cparnall@middevon.gov.uk

Circulation of the Paper: Cllr Colin Slade, Leadership Team

List of Background Papers: Available on request

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CABINET
25 OCTOBER 2018

INFORMATION SECURITY AND INFORMATION SECURITY INCIDENT POLICIES

Cabinet Member: Cllr Clive Eginton
Responsible Officer: Catherine Yandle, Group Manager for Performance, Governance and Data Security

Reason for Report: To update the existing policies to reflect current job roles and best practice.

RECOMMENDATION(S): That Cabinet recommends to Council that the revised Information Security and Information Security Incident policies be approved.

Relationship to Corporate Plan: These policies support good governance arrangements enabling confidence in delivery of the Corporate Plan.

Financial Implications: The Information Security and Information Security Incident policies do not itself have any financial implications but the Council incurs significant costs to achieve data security and if the system is unavailable for any reason that is estimated to cost the Council at least £6,000 per hour.

Legal Implications: Not complying with Data Protection Act 2018 security and breach reporting requirements would expose MDDC to enforcement action by the Information Commissioner's Office (ICO).

Risk Assessment: Approving the Information Security and Information Security Incident policies reduces the risk of enforcement action by the ICO. However, Information Security remains one of the highest risks on the risk register because even with extensive IT security the weakest link remains the users of the IT facilities.

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

1.0 Introduction

1.1 Since these policies were written the requirements of the GDPR have been brought into force by the DPA 2018.

1.2 The Council's network achieves and is annually tested for compliance with Public Sector Network criteria.

2.0 The Policy

2.1 The existing policy was already based on best practice which has meant the revised policy is not a complete re-write.

2.2 There were minor changes to staff job titles and responsibilities, throughout.

3.0 **Conclusion**

- 3.1 That Cabinet recommends to Council that the revised Information Security and Information Security Incident policies be approved.

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

Circulation of the Report: Cabinet Members, Cllr Eginton, Leadership Team

Mid Devon District Council

Information Security Management Policy

Policy Number: IM 003

October 2018

Version Control Sheet

Title: Information Security Policy

Purpose: To detail the Information Security Standards for Mid Devon District Council in the protection of all Information Assets. These standards apply to all officers, Councillors, Third Party Contractors and Partner Organisations sharing Mid Devon District Council's information.

Owner: Group Manager for Performance, Governance and Data Security
cyandle@middevon.gov.uk
01884 234975

Date: October 2018

Version Number: 2.0

Status:

Review Frequency: Every three years

Next review date: October 2021

Consultation This document was sent out for consultation to the following:
Leadership Team
Cabinet Member

Document History

This document obtained the following approvals.

Title	Date	Version Approved
Group Manager for ICT & GMS Services	12/10/2018	2.0
Leadership Team		2.0
Cabinet		2.0

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1. Introduction
2. Scope
3. Risks
4. Identification of roles and responsibilities
5. Training and awareness
6. Review of policy

Standard 1: Organisation of Information Security

- 1.1 Introduction
- 1.2 Control objective
- 1.3 Policy
- 1.4 Internal security organisation
- 1.5 Third party access

Standard 2: Asset management

- 2.1 Introduction
- 2.2 Control objective
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- 2.5 Information classification

Standard 3: Human Resources

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Standard 6: Access control

- 6.1 Introduction
- 6.2 Control objective
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- 6.4 Business requirement for access control
- 6.5 User access management
- 6.6 User responsibilities
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- 7.1 Introduction
- 7.2 Control objective
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- 7.4 Security requirements of information systems
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Standard 8: Compliance

- 8.1 Introduction
- 8.2 Control objective
- 8.3 Policy
- 8.4 Compliance with legal requirements
- 8.5 Compliance with security policies and standards
- 8.6 Information system audit considerations

Information Security Policy

1. Introduction

- 1.1 Mid Devon District Council has a duty and responsibility to protect all its Information Assets in whatever form they exist and wherever they are located. Mid Devon District Council will protect information as directed by national government standards as set by National Cyber Security Centre (NCSC) and in collaboration with Devon Information Security Partnership.
- 1.2 This policy provides a framework for the management of information assets to ensure that they are kept secure, are available when needed, maintains integrity and, where necessary, remains confidential ensuring compliance with all laws, regulations and other obligations.

2. Scope

- 2.1 These standards shall apply to all officers, Councillors, third party contractors and partner organisations sharing Mid Devon District Council's information.

3. Risks

- 3.1 Failure to adequately manage information security can lead to:
 - Damage to Mid Devon District Council's reputation
 - Disclosure of confidential or personal information
 - Misuse of Mid Devon District Council's information for personal gain, e.g. fraud
 - Theft of data and other assets
 - Loss or damage to data due to infection by malicious attacks
 - Breaches of legislation and legal action against Mid Devon District Council
 - Electronic eavesdropping or interception of communications
 - Inaccuracies in data processing
 - Failure to deliver critical services to Mid Devon District Council's customers.

4. Identification of roles and responsibilities

- 4.1 Leadership Team are the lead group for Information Security, with specific duties as follows:
 - Director of Corporate Affairs and Business Transformation as Senior Risk Information Officer (SIRO)
 - Group Manager for Performance, Governance and Data Security as Data Protection Officer and Information Management and Security Officer (DPO)
 - Group Manager for ICT & GMS Services as Information Technology Security Officer (ITSO)
 - Information Asset Owners (IAO) are the key system owners

5. Training and Awareness

- 5.1 Training will be carried out through use of the Learning Management System (LMS), Induction training and update briefings.
- 5.2 References to security protocols will be in tenders, contracts and agreements.
- 5.3 Adhering to security measures will be a condition of any sharing, partnerships, contractors and third party agreements.

6. Review of Policy

- 6.1 This policy will be reviewed in 2021 and in accordance with NCSC and the Devon Information Security Partnership.

Standard 1: Organisation of Information Security

1.1 Introduction

- 1.1.1 This standard sets out Mid Devon District Council's commitment to manage information security.

1.2 Control Objective

- 1.2.1 This standard is intended to ensure that Mid Devon District Council manages the security of information within a clear and agreed framework which shall be applied across the organisation and in its dealings with third parties.

1.3 Policy

- 1.3.1 Mid Devon District Council will manage the security of information within an approved framework through assigning roles and co-ordinating implementation of this security policy across the organisation and in its dealings with third parties, where necessary drawing upon specialist external advice so as to maintain the security policy and thus address new and emerging threats and standards.

1.4 Internal Security Organisation

- 1.4.1 Leadership Team will give clear direction and support for information security initiatives.
- 1.4.2 Group Managers Team acting as a cross-functional forum will co-ordinate security measures.
- 1.4.3 Responsibilities for the protection of individual assets and for carrying out specific processes are clearly defined.
- 1.4.4 A process is in place for data protection impact assessments to be done before the installation of new information processing facilities.
- 1.4.5 Mid Devon District Council requires confidentiality and non-disclosure agreements to be completed where appropriate.
- 1.4.6 Information security advice will be sought from in-house or external specialist advisors and communicated throughout the organisation.
- 1.4.7 Mid Devon District Council maintains contacts with external security specialists, e.g. law enforcement and regulatory bodies.

1.5 Third Party Access

- 1.5.1 All third party access to Mid Devon District Council information systems must be risk assessed and appropriate counter measures applied to mitigate the risk.
- 1.5.2 Suppliers given access to Mid Devon District Council information or assets must comply with Mid Devon District Council's Information Security Policy.
- 1.5.3 Contracts with third parties set out the security conditions and controls that they are required to adhere to.

Standard 2: Asset Management

2.1 Introduction

- 2.1.1 This standard sets out Mid Devon District Council's commitment to protect information and related information processing assets.

2.2 Control Objective

- 2.2.1 This standard is intended to ensure that Mid Devon District Council achieves and maintains an appropriate level of protection of its organisational assets.

2.3 Policy

- 2.3.1 Mid Devon District Council requires that all assets are accounted for and have a nominated person made responsible for their safekeeping, ie the IAO. The IAO shall be responsible for the maintenance and protection of the asset(s) concerned.

2.4 Responsibility for assets

- 2.4.1 An inventory of assets is maintained which includes: software, databases, information stores, physical assets, services, people and intangibles.
- 2.4.2 An IAO, either an individual or a section, must be formally assigned to all information and assets connected with information processing. The IAO has responsibility for controlling the production, development, maintenance, use and security of a named asset.

2.5 Information classification

- 2.5.1 Information classification and associated protective controls must be applied to facilitate sharing or restricting information.
- 2.5.2 Mid Devon District Council maintains procedures for information labelling and handling in accordance with its classification scheme.

Standard 3: Human Resources

3.1 Introduction

- 3.1.1 This standard sets out Mid Devon District Council's commitment to reduce the risk of employee, contractor or third party user theft, fraud or misuse of information and information processing facilities.

3.2 Control Objective

- 3.2.1 This standard is intended to ensure that Mid Devon District Council's officers, contractors and third party organisations understand their responsibilities, having been assessed as suitable for their role and provided with adequate resources to safeguard Mid Devon District Council's information assets.

3.3 Policy

- 3.3.1 Mid Devon District Council requires that employee, contractor and third party terms and conditions of employment/working and any supporting documents, e.g. job descriptions, set out security responsibilities with an adequate screening and declaration process in place. These shall be supported by an adequate training and awareness programme with recourse to disciplinary/contract action if necessary.

3.4 Prior to Employment

- 3.4.1 Background (screening) checks are carried out in respect of officers, employment candidates, contractors and third party users, relevant to the classification of information they will access.
- 3.4.2 Mid Devon District Council's officers, contractors and third parties sign security confidentiality and data protection agreements as part of their initial terms and conditions of employment.

3.5 During Employment

- 3.5.1 Mid Devon District Council's Councillors, officers, contractors and third party users receive appropriate training and mandatory updates in policies and procedures.
- 3.5.2 Mid Devon District Council may invoke the formal disciplinary process for officers who commit an information security breach.

3.6 Termination or Change of Employment

- 3.6.1 Mid Devon District Council maintains clearly defined and assigned procedures in respect of leavers, which must be followed at all times.

- 3.6.2 Councillors, officers, contractors and third party users must return all information assets in their possession upon termination of their employment, contract or agreement.
- 3.6.3 The access rights of all Councillors, officers, contractors and third party users to information and information processing facilities are terminated upon termination of their employment, contract or agreement.

Standard 4: Physical and Environmental Security

4.1 Introduction

- 4.1.1 This standard sets out Mid Devon District Council's commitment to preventing unauthorised access.

4.2 Control objective

- 4.2.1 This standard is intended to ensure that Mid Devon District Council takes adequate steps to prevent unauthorised physical access and damage or interference to its premises, information, assets or people therein.

4.3 Policy

- 4.3.1 Mid Devon District Council requires that physical security is commensurate with the risks faced for the area concerned. In particular, critical or sensitive information processing is carried out in appropriately secure environments.

4.4 Secure Areas

- 4.4.1 Areas that contain information and information processing facilities have access restricted to only authorised personnel.
- 4.4.2 Mid Devon District Council must design facilities with regard to protection against damage from fire, flood, earthquake, explosion, civil unrest, and other forms of natural or man-made disaster.

4.5 Equipment Security

- 4.5.1 Information processing equipment is sited with a view to minimise loss or damage from environmental threats and hazards or opportunities for unauthorised access.
- 4.5.2 Key items of equipment are protected from power failures and other disruptions caused by failures in supporting utilities.
- 4.5.3 Data carrying cabling is protected from interception or damage.
- 4.5.4 Equipment is maintained in accordance with manufacturer's recommendations to ensure continued availability and integrity.
- 4.5.5 Due consideration is taken for equipment removed from Mid Devon District Council premises in terms of its security and any information held on it.
- 4.5.6 Equipment is checked prior to disposal to remove or overwrite any sensitive data and/or licensed software.
- 4.5.7 Mid Devon District Council equipment, information or software must not be taken off site without prior risk assessment.

Standard 5: Communications and Operations Management

5.1 Introduction

- 5.1.1 This standard sets out Mid Devon District Council's commitment to ensure the correct and secure operation of information processing facilities within, between and outside of Mid Devon District Council.

5.2 Control Objective

- 5.2.1 This standard is intended to ensure that Mid Devon District Council's processing facilities are secure and allow for the correct processing of data.

5.3 Policy

- 5.3.1 Mid Devon District Council requires that responsibilities and procedures for the management, operation, ongoing security and availability of all information processing facilities, data being stored and destroyed in a controlled manner.

5.4 Procedures and Responsibilities

- 5.4.1 Detailed operating procedures are documented and maintained through formal change control processes covering:
- Information processing and handling
 - Error handling/exceptions
 - Support contracts
 - Restart and recovery procedures
 - Back up/maintenance
 - System start up/close down
- 5.4.2 Formal change control procedures for information processing facilities and systems are in place with audit logs stamped with the date and time and a roll-back capability.
- 5.4.3 The duties of those involved with the handling and processing of data and of subsequent output are wherever possible segregated and/or compensating controls adopted.

5.5 Third Party Service Delivery Management

- 5.5.1 Security controls, service definitions, data sharing and delivery levels included in third party service agreements are implemented, operated and maintained by the third party.
- 5.5.2 Third party services, reports and records may be monitored and reviewed with periodic audits being undertaken.

- 5.5.3 Changes to the provision of third party services, including maintaining and improving existing information security policies, procedures and controls are managed taking into account the risks involved.

5.6 Protection Against Malicious Code

- 5.6.1 Preventative, detective and recovery controls are implemented to protect against malicious code with appropriate user awareness procedures having been implemented.

5.7 Back-up

- 5.7.1 Back-up copies of essential business information and software are regularly taken and tested in accordance with a back-up policy.

5.8 Network Security Management

- 5.8.1 A range of controls has been implemented to achieve and maintain security across Mid Devon District Council networks and data whilst in transit.
- 5.8.2 The network meets the criteria and is regularly tested for Public Sector Network compliance.

5.9 Media Handling

- 5.9.1 The management of removable computer media, e.g. tapes, disks, data sticks and printed reports is adequately controlled.
- 5.9.2 Procedures are in place for the secure and safe disposal of media.
- 5.9.3 System documentation is protected from unauthorised access.

5.10 Exchange of Information

- 5.10.1 Data sharing agreements are in place between Mid Devon District Council and other organisations with regard to the exchange of information and software.
- 5.10.2 Electronic messaging systems, e.g. email, are appropriately protected.
- 5.10.3 Policies and procedures are in place and implemented to protect information accessed.

5.11 Electronic Commerce Services

- 5.11.1 Information used in the conduct of electronic commerce passing over public networks is protected from fraudulent activity, contract dispute, unauthorised disclosure and modification.

- 5.11.2 Information transmitted in respect of on-line electronic services is protected against incomplete transmission, mis-routing, unauthorised alteration and disclosure, duplication or replay.

5.12 Monitoring

- 5.12.1 Audit logs recording user activities, exceptions and security events are produced and retained as required.

Standard 6: Access Control

6.1 Introduction

- 6.1.1 This standard sets out Mid Devon District Council's commitment to control access to its information and information systems so as to safeguard its information against deliberate or accidental damage, disclosure or misuse.

6.2 Control Objective

- 6.2.1 This standard is intended to ensure that Mid Devon District Council allows appropriate access to information.

6.3 Policy

- 6.3.1 Mid Devon District Council requires that access to information and information systems shall be driven by business requirements. Access shall be granted to personnel, Councillors and contractors to a level that will allow them to carry out their duties and shall not be excessive.

6.4 Business Requirement for Access Control

- 6.4.1 An access control policy is established, documented and reviewed periodically.

6.5 User Access Management

- 6.5.1 A formal user registration and de-registration is in place for granting and revoking access to information systems and services.
- 6.5.2 The allocation of user rights to information and information systems is controlled and in accordance with the individual's authorised operational role.
- 6.5.3 The allocation of passwords for information and information systems is controlled.
- 6.5.4 Information system user's access rights are reviewed at regular intervals.

6.6 User Responsibilities

- 6.6.1 Users of information systems must follow good security practices in the selection and use of passwords.
- 6.6.2 The Council operates a clear desk policy and computer screens must be locked when left unattended.

6.7 Network Access Control

- 6.7.1 Users are only provided with access to services that they have specifically been authorised to use.
- 6.7.2 Appropriate authentication methods are used to control access by remote users, e.g. vpns, fobs etc.
- 6.7.3 Equipment connected to networks is authenticated using automatic equipment identification.
- 6.7.4 Access to physical and logical diagnostic and configuration ports is controlled.
- 6.7.5 Information services and systems are adequately segregated on the network.
- 6.7.6 The capability of users to connect to the network outside of Mid Devon District Council's boundaries is restricted.

6.8 Operating System Access Control

- 6.8.1 Access to operating systems is controlled through a secure log-on procedure.
- 6.8.2 Operating system users are provided with a unique identifier (user ID) so that activities are traceable to the individual concerned.
- 6.8.3 An effective password management system is in place for the selection of quality passwords.
- 6.8.4 Access to system utility programs is restricted and tightly controlled.
- 6.8.5 Procedures and mechanisms are in place to ensure that inactive systems time out after a defined period of inactivity.

6.9 Mobile and Home Working

- 6.9.1 Mid Devon District Council maintains a formal policy on the appropriate security measures that should be adopted to protect against risks of using mobile computing and communication facilities.
- 6.9.2 Mid Devon District Council maintains a working policy with supporting procedures to allow homeworking on request.
- 6.9.3 However, at present formal home working is not a requirement. If this situation changes formal home working policies will be required in consultation with HR and Unison.

Standard 7: Information Systems Acquisition, Development and Maintenance

7.1 Introduction

- 7.1.1 This standard sets out Mid Devon District Council's commitment to ensure that security is an integral part of its information systems.

7.2 Control Objective

- 7.2.1 This standard is intended to ensure that Mid Devon District Council maintains an adequate level of security in its information processing systems.

7.3 Policy

- 7.3.1 Mid Devon District Council requires that the information security risks, controls and requirements are identified at the earliest stage in the development or acquisition cycle, with controls to mitigate against them being identified. Controls should cover user access, data input, data processing, transmission, storage, system changes and known vulnerabilities.

7.4 Security Requirements of Information Systems

- 7.4.1 Security requirements are set out in statements of business requirements of new or enhanced information processing systems.

7.5 Correct Processing in Applications

- 7.5.1 Validation checks are incorporated into applications, where appropriate, to detect any corruption of information through processing errors or deliberate acts.
- 7.5.2 Data output from the application is validated.

7.6 Encryption

- 7.6.1 Encryption is a requirement under certain circumstances according to the DPA 2018.

7.7 Security of File Systems

- 7.7.1 Mid Devon District Council maintains procedures for the installation of software for operational systems.
- 7.7.2 Test data is carefully selected protected and controlled.
- 7.7.3 Access to program source code is restricted.

7.8 Security in the Development and Support Processes

- 7.8.1 Charges to systems are implemented under a formal change control procedure.
- 7.8.2 The impact of changes to operating systems on business critical applications is formally reviewed and tested to ensure that there has been no adverse effect on operations or security.
- 7.8.3 Modifications to software packages are generally discouraged and limited to necessary and strictly controlled changes.
- 7.8.4 Mid Devon District Council minimises the opportunities for the leakage of information e.g. by scanning outbound media, regular monitoring, etc.
- 7.8.5 Outsourced software development is supervised and monitored.

7.9 Technical Vulnerability Management

- 7.9.1 Information systems are assessed for technical vulnerabilities in a timely manner.

Standard 8: Compliance

8.1 Introduction

- 8.1.1 This standard sets out Mid Devon District Council's commitment to avoid breaches of any statutory, regulatory or contractual obligation arising out of the management of information assets.

8.2 Control Objective

- 8.2.1 This standard is intended to ensure that Mid Devon District Council avoids breaches of any statutory, regulatory or contractual obligation and any security requirements concerning the collection, processing, holding and dissemination of information assets whether they be communicated on paper, electronic or in verbal format.

8.3 Policy

- 8.3.1 Mid Devon District Council requires that the design, operation, use and management of information systems observe all statutory, regulatory and contractual security requirements.

8.4 Compliance with Legal Requirements

- 8.4.1 Procedures are in place to ensure compliance with legislative, regulatory and contractual requirements on the use of material in respect of which there may be intellectual property or copyrights.
- 8.4.2 Important records are protected against loss, destruction and falsification in accordance with statutory, regulatory and contractual requirements.
- 8.4.3 Data protection and privacy is ensured, as required, by relevant legislation, regulation and, where applicable, contractual obligations.
- 8.4.4 Controls are in place to deter users from using information processing facilities for unauthorised purposes.
- 8.4.5 Encryption is used in compliance with relevant laws, agreements and regulations whenever special category data is shared with third parties.

8.5 Compliance with Security Policies and Standards

- 8.5.1 Managers will ensure that all security procedures within their area of responsibility are carried out correctly in compliance with this and other Mid Devon District Council policies.
- 8.5.2 Information systems are regularly checked for compliance with security implementation standards.

Mid Devon District Council

Information Security Incident Policy

Policy Number: IM 004

October 2018

Version Control Sheet

Title: **Information Security Incident Policy**

Purpose: **To inform Staff and Elected Members of Mid Devon District Council of the requirements for proper reporting and management of Information Security Incidents.**

Owner: **Group Manager Performance, Governance and Data Security**
cyandle@middevon.gov.uk
01884 234975

Date: **October 2018**

Version Number: **3.0**

Review Frequency: **Every three years**

Next review date: **October 2021**

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

Group Manager for ICT & GMS Services

Leadership Team

Cabinet Member

Document History

This document obtained the following approvals.

Title	Date	Version Approved
Group Manager for ICT & GMS Services	Oct 2018	V3.0
Leadership Team	Oct 2018	V3.0
Cabinet Member		

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 - 10.8 Mis-keying
11. Escalation

Information Security Incident Policy

1 Introduction

- 1.1 This Policy is about the handling of incidents where there has been a loss of, or breach of security relating to information belonging to, or being processed by, Mid Devon District Council (the Council). This document defines an Information Security Incident and the procedure to report an incident.
- 1.2 The Council has a responsibility to monitor all incidents that occur within the organisation that may breach security and/or confidentiality of information. All incidents need to be identified, reported, investigated and monitored. It is only by adopting this approach that the Council can ensure that incidents of a particular nature do not re-occur.
- 1.3 Where 'near-misses' occur, these should also be reported to the line manager and a local decision taken as to whether the cause of the 'near-miss' is one which could involve the development of a new policy or process. If this is the case, it should be reported using the normal Procedure (see Section 8).

2 Related Documents

- IM 003 Information Security Policy
- IM 001 Data Protection Policy

3 Scope

- 3.1 This policy applies to all employees of the Council (whether permanent or temporary), Councillors, partners, contractual third parties and agents of the Council who have access to Information Systems or information used for Mid Devon District Council purposes.
- 3.2 This may involve staff reporting observed or suspected incidents or actions of others where security is threatened. You may wish to also read the Council's Anti-Fraud and Corruption Policy and the Whistle Blowing Policy.

4 Definition

- 4.1 An information security incident occurs when information/data is transferred, or is at risk of being transferred, to somebody who is not entitled to receive it; or where information/data is at risk from corruption. This includes a breach or suspected breach of confidentiality which could be anything from computer users sharing passwords, to a piece of paper identifying an individual being found in a public area.
- 4.2 Breaches of security and/or confidentiality are events that could compromise business operations, result in embarrassment to the Council or loss of trust in the organisation by a client or the public as a whole. Each could be a threat to the personal safety or privacy of an individual(s) and/or could lead to legal or financial penalties.

5 An Information Security Incident

5.1 Examples of these types of incident include:

- the loss or theft of information or data (either manual or electronic)
- the finding of confidential information/records in a public area
- poor disposal of confidential waste
- unauthorised access to information
- unauthorised disclosure of confidential information to a third party (in any format including verbally)
- transfer of information to the wrong person (by email, fax, post, or phone)
- receiving of information (such as by email or fax) meant for someone else
- sharing of computer IDs and passwords.
- attempts (either failed or successful) to gain unauthorised access to information or data storage or a computer system
- changes to information or data or system hardware, firmware, or software characteristics without the Council's knowledge, instruction, or consent
- unwanted disruption or denial of service to a system

5.2 A wider range of examples of incident types are set out in section 10 below.

6 When to report

6.1 All events that result in the actual or potential loss of data, breaches of confidentiality, unauthorised access or changes to systems should be reported as soon as they happen.

6.2 Every breach must be taken seriously and reported according to the process identified in this document. If there is any doubt about what constitutes a security incident, you should contact the Group Manager for ICT & GMS Services or the Group Manager for Performance, Governance and Data Security. Please use DPO@middevon.gov.uk

7 Action on becoming aware of the incident

7.1 As soon as you discover something that could be considered as an incident, or suspected incident, it must be reported immediately via the ICT Helpdesk (Hornbill) under Security.

8 How to report

8.1 Log the call under Security and answer the required questions on the ICT helpdesk; the call will be assigned to the SIRO team who will follow up the report.

8.2 If you do not have computer access please advise your line manager or Customer First who can log the call on your behalf.

8.3 Whichever route you choose, the following information must be supplied:

- Contact name and number of person reporting the incident
- The type of data or information involved
- Whether the loss of the data puts any person or other data at risk
- Location of the incident
- Inventory numbers of any equipment affected
- Date and time the security incident occurred
- Location of data or equipment affected
- Type and circumstances of the incident.

8.4 The incident and any action plan will be followed up by the SIRO team and /line manager as required.

9 What happens after a Report

9.1 The DPO will report all incidents on a regular basis to LeadershipTeam.

9.2 All registered incidents will be investigated and appropriate action taken. This could be further training and awareness provision or an improvement to existing security and/or confidentiality policies and procedures.

9.3 Incidents will be re-evaluated after a six month period to ensure the type of incident is no longer being reported or the volume of those incidents has reduced. If there is no reduction in the volume of each type of incident, Leadership Team will be alerted by the Group Manager for Performance, Governance and Data Security and further courses of action will be considered.

10 Examples of Information Security / Misuse Incident Protocols

10.1 Information Security Incidents are not limited to this list, which contains examples of some of the most common incidents.

10.2 Malicious Incident

- Computer infected by a virus or other malware, Ransomware, Phishing etc.
- An unauthorised person changing data
- Social engineering - unknown people asking for information which could gain them access to council data (e.g. a password or details of a third party)
- Unauthorised disclosure of information electronically, in paper form or verbally
- Falsification of records or inappropriate destruction of records
- Denial of Service, for example
- Damage or interruption to Mid Devon District Council equipment or services caused deliberately e.g. computer vandalism
- Connecting non-council equipment to the council network
- Unauthorised Information access or use
- Printing or copying protectively marked information and not storing it correctly or appropriately.

10.3 Access Violation

- Disclosure of logins to unauthorised people
- Disclosure of passwords to unauthorised people e.g. writing down your password and leaving it on display
- Accessing systems using someone else's authorisation e.g. someone else's user id and password
- Inappropriately sharing security devices such as access tokens
- Other compromise of user identity e.g. access to network or specific system by unauthorised person
- Allowing unauthorised physical access to staff areas of the premises.

10.4 Environmental

- Loss of integrity of the data within systems and transferred between systems
- Damage caused by natural disasters e.g. fire, burst pipes, lighting etc
- Deterioration of paper records
- Deterioration of backup tapes
- Introduction of unauthorised or untested software
- Information leakage due to software errors.

10.5 Inappropriate use

- Accessing inappropriate material on the internet
- Sending inappropriate emails
- Personal use of services and equipment in work time
- Using unlicensed software.

10.6 Theft / loss Incident

- Theft / loss of data – written or electronically held
- Theft / loss of any Mid Devon District Council equipment including computers, laptops, mobile phones, PDAs, memory sticks, CDs.

10.7 Accidental Incident

- Sending an email containing personal information to wrong staff by mistake
- Receiving unsolicited mail which requires you to enter personal data or click on a link.

10.8 Mis-keying

- Receiving unauthorised information
- Sending information to wrong recipient.

11 Escalation

- 11.1 Where an incident is determined to be of National value, the Group Manager for ICT & GMS Services will escalate this to NCSC.gov.uk. NCSC is the National Technical Authority for Information Assurance within the UK and is the technical arm of GCHQ.

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MID DEVON DISTRICT COUNCIL – SCHEDULE OF MEETINGS – 2019/20

Ratified by Council on

MEETING	Normal day and Time	1	2	3	4	5 2020	6	
Planning Committee <i>(first meeting of cycle)</i>	Wed	5 June	31 July	25 Sept	20 Nov	15 January	11 March	
Planning Committee <i>(second meeting of cycle)</i>	Wed	3 July	28 August	23 October	11 Dec	12 Feb	8 April	
CABINET <i>(first meeting of cycle)</i>	Thurs	30 May	25 July	19 Sept	21 Nov	16 January	26 March	
CABINET <i>(second meeting cycle)</i>	Thurs	27 June	22 August	17 October	19 Dec	13 Feb	16 April	
Environment PDG	Tues	11 June	6 August	24 Sept	26 Nov	21 January	10 March	
Homes PDG	Tues	18 June	13 August	1 October	3 Dec	28 January	17 March	
Economy PDG	Thurs	13 June	8 August	26 Sept	28 Nov	23 January	12 March	
Community PDG	Tues	25 June	20 Aug	8 October	10 Dec	28 January	24 March	
Scrutiny <i>(first meeting of cycle)</i>	Mon	10 June	5 August	30 Sept	2 Dec	27 January	6 April	
Scrutiny <i>(second meeting cycle)</i>	Mon	8 July	2 Sept	28 October	6 January	24 Feb	27 April	
Audit Committee	Tues	25 Jun Mon 15 July	27 August	8 October	10 Dec	28 January	24 March	
Standards Committee		19 June		9 October		5 Feb		
Licensing Committee	Thurs	4 July			5 Dec			
Regulatory Committee (on the rising of the Lic Comm)	Thurs	4 July			5 Dec			
Away Days	Fri 10.00am		6 Sept					
COUNCIL	Wed 6.00pm	24 July	11 Sept	6 Nov	8 January	26 Feb	29 April	*13 May

Note: (i) . Annual Meeting in 2019 is on 22 May
(ii) * Annual Meeting for 2020 is on 13 May

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CABINET 26TH OCTOBER 2018

MODERNISATION OF COUNCIL HOMES 2018 - 2023

Cabinet Member: Cllr Ray Stanley
Responsible Officer: Andrew Pritchard, Director of Operations

Reason for Report: To advise Members on the results of the procurement of the contract for the Modernisation of Council Homes 2018 -2023

RECOMMENDATION: It is recommended that a contract be awarded to Supplier 3 for a period of 3 years with the option to extend for a further 1 + 1 years.

Relationship to Corporate Plan: To contribute towards meeting the Decent and Affordable Homes target by making best use of the existing stock.

Financial Implications: An HRA budgetary provision has been made to undertake this work to the sum of £100,000 for the first year (2018/19) and £400,000 per year for the next 4 years. Although the successful tender exceeds this by £120,000 over the five years, it is based on a Schedule of Rates that can be managed to ensure the budget is not exceeded.

Legal Implications: We have a legal duty to maintain the stock and meet the Decent Homes Standard. The conditions of engagement are based on a JCT Intermediate Building Contract with Contractors Design 2011, combined with the contractual requirements. This provides a robust framework for managing and controlling the performance of the contractor to meet our legal obligations.

Risk Assessment: The principal risk is failing to limit costs due to additional works and delivery of the programme. The performance of the contract will be monitored monthly and corrective action will be taken where performance falls below Key Performance Indicator Targets. These include:

- 1) Variations and extras
- 2) Delivery of programme
- 3) Cost
- 4) Number of defects
- 5) Managing Health & Safety

If the contractor fails to meet the performance targets the contract can be determined, and the two additional one year extensions are not a contractual right.

Equality Impact: No equality issues identified for this report.

1.0 INTRODUCTION

- 1.1 MDDC is committed to providing a modernisation programme to the Council's homes with the aim of meeting the Decent Homes Standard.

2.0 BACKGROUND

- 2.1 MDDC has a requirement for the replacement of kitchens and bathrooms, including the upgrading of the electrical circuits to its homes, throughout the district.

3.0 THE PROCUREMENT PROCESS

- 3.1 The procurement was conducted using an Open Procedure under the Public Contract Regulations 2015.
- 3.2 The Council's intention is to let a contract for 3 years with the option to extend for a further 1 + 1 years.

4.0 TENDER STAGE

- 4.1 The opportunity was advertised in Contracts Finder on 3rd August 2018.
- 4.2 Tender documents were made available immediately via the e-tendering portal 'Supplying the South West' and interested suppliers were required to express their interest and submit initial bids by Midday 22nd August 2018.
- 4.3 A total of 4 submissions were received within the required timescale. 1 supplier failed to submit by the deadline. 9 suppliers opted out and 10 did not respond.

5.0 SUMMARY OF TENDER EVALUATION

5.1 Evaluation Criteria and Weightings

- 5.2 The award criteria contained a mix of quality and commercial considerations. Any contract will be awarded on the basis of the most economically advantageous tender.
- 5.3 The high level award criteria and weightings used for this procurement are set out below:

- Quality 60%
 - Process Plan / Method Statement 15%
 - Resident Liaison 15%
 - Mobilisation Plans 10%
 - Risk Management 10%
 - Customer Satisfaction 10%
- Price 40%

5.2 Scoring Methodology

5.2.1 The scoring methodology used to evaluate the quality criteria was:

Score 0	No response	No response	
Score 1	Extremely Weak	Very poor proposal/ response; does not cover the associated requirements, major deficiencies in thinking or detail, significant detail missing, unrealistic or impossible to implement and manage	Weak
Score 2	Very Weak	Poor proposals/ response; only partially covers the requirements, deficiencies in thinking or detail apparent, difficult to implement and manage	
Score 3	Weak	Mediocre proposal/ response, moderate coverage of the requirements, minor deficiencies in either thinking or detail, problematic to implement and manage	
Score 4	Fair- Below Average	Proposal/ response partially satisfies the requirements, with small deficiencies apparent, needs some work to fully understand it	Fair - Good
Score 5	Fair – Average	Satisfactory proposal/ response, would work to deliver all of the Authority's requirements to the minimum level	
Score 6	Fair – Above Average	Satisfactory proposal/ response, would work to deliver all of the Authority's requirements to the minimum level with some evidence of where the Applicant could exceed the minimum requirements	
Score 7	Good	Good proposal/ responses that convinces the Authority of its suitability, response slightly exceeds the minimum requirements with a reasonable level of detail	
Score 8	Strong	Robust proposal/ response, exceeds minimum requirements, including a level of detail or evidence of original thinking which adds value to the bid and provides a great deal of detail	Strong - Excellent
Score 9	Very Strong	Proposal/ response well in excess of expectations, with a comprehensive level of detail given including a full description of techniques and measurements employed	
Score 10	Outstanding/ Excellent	Fully thought through proposal/ response, which is innovative and provides the reader with confidence of the suitability of the approach to be adopted due to the complete level of detail provided	

5.2.2 The scoring methodology used to evaluate price was:

Lowest price submitted from all Quotes receives maximum % score. Other Applicants prices are scored in accordance with the following equation:

$$\% \text{ Score} = \frac{\text{Lowest Tendered price}}{\text{Tenderer's price}} \times \text{weighting (40\%)}$$

5.3 Pricing

5.3.1 A breakdown of the pricing has been set out in the confidential Part II report which accompanies this report.

5.4 Scores and ranking

5.4.1 Evaluation was conducted by members of Planned Maintenance and Procurement

5.4.2 The summary scores have been set out below:

List of Tenderers		Supplier 1	Supplier 2	Supplier 3	Supplier 4
Deliverables	Weighting	Weighted Score	Weighted Score	Weighted Score	Weighted Score
Total Price	40%	29%	27%	40%	39%
Total Quality	60%	42%	18%	48%	40%
Grand Total	100%	71%	45%	88%	79%
Rank		3	4	1	2

5.4.3 A detailed breakdown of the scoring has been set out in the confidential Part 2 report which accompanies this report.

6.0 CONCLUSION

The outcome of the tender process shows **Supplier 3** as the winning bidder. Approval is required from Cabinet for this contract to be formally awarded. Following the decision, there will be a compulsory 10 day standstill period after which the contract will be awarded (subject to legal due diligence). It is envisaged that the contract will start on 10th November 2018, 1 month from Contract Award.

Contact for more Information:	Alex Rampe - Surveyor Rebecca Addis - Procurement & Contracts Officer
Background papers:	None
File reference:	None
Circulation of the Report:	Cabinet

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

Document is Restricted

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MID DEVON DISTRICT COUNCIL – NOTIFICATION OF KEY DECISIONS

November 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)
Market Rights Policy A report proposing the adoption of a new Market Policy.	Economy Policy Development Group	8 Nov 2018	Adrian Welsh, Group Manager for Growth, Economy and Delivery Tel: 01884 234398	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
	Cabinet	22 Nov 2018			
	Council	19 Dec 2018			
Economic Strategy To consider a new policy.	Economy Policy Development Group	8 Nov 2018	Adrian Welsh, Group Manager for Growth, Economy and Delivery Tel: 01884 234398	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
	Cabinet	22 Nov 2018			
	Council	19 Dec 2018			
Supply and Demand Policy To receive a report from the Group Manager for Housing	Homes Policy Development Group	13 Nov 2018	Claire Fry, Group Manager for Housing Tel: 01884	Cabinet Member for Housing (Councillor Ray)	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)
presenting the revised Supply and Demand Policy.	Cabinet	22 Nov 2018	234920	Stanley)	
Community Safety Partnership Plan To consider a review of the partnership plan.	Community Policy Development Group Cabinet	20 Nov 2018 3 Jan 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
Community Engagement Strategy (inc Action Plan) To receive a report from the Director of Corporate Affairs and Business Transformation updating Members on progress made with the Community Engagement Action Plan and to review the strategy and focus for 2018/2019.	Community Policy Development Group Cabinet	20 Nov 2018 3 Jan 2019	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open
Safeguarding Policy Guidance and Procedures To provide Members with the updated policy and a review of best practice	Community Policy Development Group Cabinet	20 Nov 2018 3 Jan 2019	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	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)
Unauthorised Encampment Policy To receive a *report of the Group Manager for Corporate Property and Commercial Assets presenting a policy regarding Illegal Encampment	Cabinet Council	22 Nov 2018 19 Dec 2018	Andrew Busby, Group Manager for Corporate Property and Commercial Assets Tel: 01884 234948	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open
Sulm Garden Village - Cullompton To consider the project constraints, opportunities, issues (masterplanning)	Cabinet	22 Nov 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Establishment of a Member Development Delivery Advisory Group To consider the establishment of such a group to deal with the delivery of development.	Cabinet	22 Nov 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open

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Cullompton Town Centre Masterplan To consider the contract award	Cabinet	22 Nov 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Statement of Community Involvement Review 2018 Report to seek authority to consult on the draft revised text	Cabinet	22 Nov 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Local Development Scheme Update To consider an update to the Local Development Scheme	Cabinet	22 Nov 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Greater Exeter Strategic Plan – Documents consideration procedure To consider the documents	Cabinet	22 Nov 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel:	Cabinet Member for Planning and Economic Regeneration	Open

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procedure for the GESP			01884 234346	(Councillor Richard Chesterton)	
Treasury Management Strategy and Mid Year Review Report To consider a report of the treasury performance during the first 6 months of the financial year.	Cabinet Council	22 Nov 2018 19 Dec 2018	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
ICT Strategy Report regarding a review of the ICT Strategy	Cabinet	22 Nov 2018	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open
Tiverton Eastern Urban Extension Area B Masterplanning To consider the outcome of the tender process	Cabinet	3 Jan 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Part exempt
Proposals for improvements to Tiverton Town Centre To receive a presentation on	Cabinet	3 Jan 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Housing (Councillor Ray Stanley)	Fully exempt

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proposals for improvements to Tiverton Town Centre, seeking authority to go out to tender with a view to progress project work’.					
Vehicle Maintenance Contract To consider the maintenance Contract.	Cabinet	3 Jan 2019	Stuart Noyce, Group Manager for Street Scene and Open Spaces Tel: 01884 244635	Leader of the Council (Councillor Clive Eginton)	Open
Tax Base Calculation To consider the Tax Base Calculation using information as at 30 November .	Cabinet Council	3 Jan 2019 27 Feb 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
Market Schedule of Tolls To receive a report recommending a schedule of market tolls for 2018/19.	Economy Policy Development Group Cabinet	10 Jan 2019 7 Feb 2019	Adrian Welsh, Group Manager for Growth, Economy and Delivery Tel: 01884 234398	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Void Management Policy To receive a report from the Group Manager for Building	Homes Policy Development Group	15 Jan 2019	Mark Baglow, Group Manager for Building Services Tel: 01884	Cabinet Member for Housing (Councillor Ray	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)
Services presenting the revised Void Management Policy.	Cabinet	7 Feb 2019	233011	Stanley)	
Corporate Asbestos Policy To receive a report from the Group Manager for Building Services presenting the revised Corporate Asbestos Policy.	Homes Policy Development Group Cabinet	15 Jan 2019 7 Feb 2019	Mark Baglow, Group Manager for Building Services Tel: 01884 233011	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Housing Assistance Policy, Devon Wide	Homes Policy Development Group Cabinet	15 Jan 2019 7 Feb 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Public Health Enforcement Policy To receive the 2 yearly review of the Public Health Enforcement Policy from Group Manager for Public Health and Regulatory Services.	Community Policy Development Group Cabinet	22 Jan 2019 7 Feb 2019	Simon Newcombe, Group Manager for Public Health and Regulatory Services Tel: 01884 244615	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
Design Supplementary Planning Document To consider a report seeking approval to consult on the	Cabinet	7 Feb 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel:	Cabinet Member for Planning and Economic Regeneration	Open

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draft Supplementary Planning Document.			01884 234346	(Councillor Richard Chesterton)	
Cleaning Contractors To approve the outcome of the procurement exercise.	Cabinet	7 Feb 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
National Non-Domestic Rates To consider a report requesting approval of the NNDR1	Cabinet Council	7 Feb 2019 27 Feb 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
Budget To consider proposals for the General Fund and HRA for 2019/20	Cabinet Council	7 Feb 2019 27 Feb 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
Capital Programme To consider a report seeking approval of the Capital Programme for 2019/20.	Cabinet Council	7 Feb 2019 27 Feb 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open

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Establishment To consider a report outlining the overall structure of the Council.	Cabinet Council	7 Feb 2019 27 Feb 2019	Jane Cottrell, Group Manager for Human Resources Tel: 01884 234919	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
Policy Framework To consider a report requesting endorsement of the Policy Framework.	Cabinet Council	7 Feb 2019 27 Feb 2019	Stephen Walford, Chief Executive Tel: 01884 234201	Leader of the Council (Councillor Clive Eginton)	Open
Bereavement Services Fees & Charges To receive the annual review of Bereavement Services Fees & Charges from the Director of Operations.	Environment Policy Development Group Cabinet	5 Mar 2019 4 Apr 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Leader of the Council (Councillor Clive Eginton)	Open
Play Area Safety Inspection Policy To receive a 3 year review from the Director of Operations of the Play Area	Environment Policy Development Group	5 Mar 2019 4 Apr 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Leader of the Council (Councillor Clive Eginton)	Open

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Safety Inspection Policy	Cabinet				
Statement of Community Involvement Review 2018 - post consultation To consider the review post consultation and make recommendation to Council	Cabinet Council	7 Mar 2019 24 Apr 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Design Supplementary Planning Document - post consultation To consider the Supplementary Planning Document post consultation	Cabinet	7 Mar 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Treasury Management Strategy and Annual Investment Strategy To consider the proposed Treasury Management Strategy and Annual Investment Strategy for 2019/20	Cabinet Council	7 Mar 2019 24 Apr 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
ASB Policy and Procedures To receive a report from the Group Manager for Housing	Homes Policy Development Group	12 Mar 2019 4 Apr 2019	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
presenting the revised Anti-Social Behaviour Policy and Procedures.	Cabinet				
Tenancy Strategy To consider a report regarding the revised strategy.	Homes Policy Development Group Cabinet	12 Mar 2019 4 Apr 2019	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Homelessness Strategy To receive a report from the Group Manager for Housing presenting the revised Homelessness Strategy.	Homes Policy Development Group Cabinet	12 Mar 2019 4 Apr 2019	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Allocations Policy and Procedures To receive a report from the Group Manager for Housing presenting the revised Housing Allocations Policy and Procedure.	Homes Policy Development Group Cabinet	12 Mar 2019 4 Apr 2019	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Regulation of Investigatory Powers To receive the 3 yearly review of Regulation of Investigatory Powers from the Director of Corporate	Community Policy Development Group Cabinet	19 Mar 2019 4 Apr 2019	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet for the Working Environment and Support Services (Councillor Margaret	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Affairs and Business Transformation.				Squires)	
Corporate Health & Safety Policy To receive the annual review of the Corporate Health & Safety Policy from the Director of Corporate Affairs and Business Transformation.	Community Policy Development Group Cabinet	19 Mar 2019 4 Apr 2019	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
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
Greater Exeter Strategic Plan for Consultation To consider a report of the Head of Planning, Economy and Regeneration regarding a draft strategic plan.	Cabinet Council	Not before 30th May 2019 Not before 6th Jun 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open

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