

# Public Document Pack

**Mid Devon District Council**

## **Scrutiny Committee**

**Monday, 8 October 2018 at 2.15 pm**  
**Exe Room, Phoenix House, Tiverton**

**Next ordinary meeting**  
**Monday, 5 November 2018 at 2.15 pm**

Those attending are advised that this meeting will be recorded

## **Membership**

Cllr F J Rosamond  
Cllr Mrs H Bainbridge  
Cllr Mrs F J Colthorpe  
Cllr Mrs C P Daw  
Cllr Mrs G Doe  
Cllr Mrs S Griggs  
Cllr T G Hughes  
Cllr Mrs B M Hull  
Cllr F W Letch  
Cllr Mrs J Roach  
Cllr T W Snow  
Cllr N A Way

## **A G E N D A**

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

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

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

- 4       **MEMBER FORUM**  
An opportunity for non-Cabinet Members to raise issues.
- 5       **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 10<sup>th</sup> September 2018.
- The Committee is reminded that only those members of the Committee present at the previous meeting should vote and, in doing so, should be influenced only by seeking to ensure that the minutes are an accurate record.
- 6       **DECISIONS OF THE CABINET**  
To consider any decisions made by the Cabinet at its last meeting that have been called-in.
- 7       **CHAIRMAN'S ANNOUNCEMENTS**  
To receive any announcements that the Chairman of Scrutiny Committee may wish to make.
- 8       **CABINET MEMBER FOR HOUSING REPORT** *(Pages 13 - 26)*  
To receive a report from the Cabinet Member for Housing.
- 9       **COMPLAINTS POLICY** *(Pages 27 - 46)*  
To receive a review of the Complaints Policy from Group Manager for Business Transformation and Customer Engagement
- 10      **ANNUAL REPORT ON COMPLAINTS, COMMENTS AND COMPLIMENTS** *(Pages 47 - 58)*  
To receive the Ombudsman report of Complaints and the annual Customer First report of Complaints, Comments and Compliments presented by Group Manager for Business Transformation and Customer Engagement.
- 11      **ESTABLISHMENT 6 MONTH UPDATE** *(Pages 59 - 62)*  
To receive an update report from the Group Manager for Human Resources on the Establishment as requested.
- 12      **TIVERTON TOWN MASTERPLAN FOLLOWING PUBLIC CONSULTATION** *(Pages 63 - 74)*  
To receive a report from the Head of Planning, Economy and Regeneration on the Tiverton Town Master Plan following public consultation.
- 13      **REVIEW OF PERFORMANCE INDICATORS GIVEN TO ELECTED MEMBERS** *(Pages 75 - 78)*  
To receive a review from the Group Manager for Performance Governance and Data Security of the Performance Indicators presented to Members.

- 14     **PERFORMANCE AND RISK** *(Pages 79 - 110)*  
To provide Members with an update on performance against the corporate plan and local service targets for 2018/2019 as well as providing an update on the key business risks.
- 15     **SCRUTINY OFFICER'S UPDATE** *(Pages 111 - 112)*  
To receive an update from the Scrutiny Officer outlining work to date.
- 16     **FORWARD PLAN** *(Pages 113 - 126)*  
Members are asked to consider any items within the Forward Plan that they may wish to bring forward for discussion at the next meeting.
- 17     **IDENTIFICATION OF ITEMS FOR THE NEXT MEETING**  
Members are asked to note that the following items are already identified in the work programme for the next meeting:
- Community Safety Partnership Action Plan
- Business Rates Retention Scheme
- Draft Budget for 2019/2020
- Financial Monitoring
- Cabinet Member for Finance Report

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

**Stephen Walford**  
Chief Executive  
Friday, 28 September 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 Carole Oliphant on:

Tel: 01884 234209

E-Mail: [coliphant@middevon.gov.uk](mailto:coliphant@middevon.gov.uk)

Public Wi-Fi is available in all meeting rooms.

## MID DEVON DISTRICT COUNCIL

**MINUTES** of a **MEETING** of the **SCRUTINY COMMITTEE** held on 10 September 2018 at 2.15 pm

### **Present**

#### **Councillors**

F J Rosamond (Chairman)  
Mrs H Bainbridge, Mrs F J Colthorpe,  
Mrs C P Daw, Mrs G Doe, Mrs S Griggs,  
T G Hughes, Mrs B M Hull, F W Letch,  
Mrs J Roach, T W Snow and N A Way

### **Also Present**

#### **Officer(s):**

Stephen Walford (Chief Executive), Andrew Jarrett (Deputy Chief Executive (S151)), Andrew Pritchard (Director of Operations), Kathryn Tebbey (Group Manager for Legal Services and Monitoring Officer), Andrew Busby (Group Manager for Corporate Property and Commercial Assets), Kevin Swift (Public Health Officer) and Sally Gabriel (Member Services Manager)

## **57 APOLOGIES AND SUBSTITUTE MEMBERS (00-01-54)**

There were no apologies.

## **58 DECLARATIONS OF INTEREST UNDER THE CODE OF CONDUCT**

There were no declarations of interest at this point in the meeting.

## **59 PUBLIC QUESTION TIME (00-02-26)**

Sarah Coffin referring to Item 8 (Anaerobic Digester Working Group) on the agenda stated that I must compliment the Working Group on a very genuine report into the potential plusses and minuses presently existing within the complex green energy biogas industry. In particular, I refer to the industrial sized on-farm anaerobic digesters, which are neither self-sufficient nor self-contained.

I would like to point out in addition that the AD industry itself has acknowledged various problems AD operators are facing:

1. The difficulty of controlling the balance of different gasses produced within the Digester during the digestion process and the consequential bio-chemical interactions.
2. Disposal of the large volumes of liquid digestate produced during the process of energy production. Because the EA does not regulate via full permits nor require certification that digestate produced by on-farm ADs (industrial or small) is safe and fully spent, on release into the wider environment, farmers not associated with the operation do not have sufficient confidence in the product as a fertiliser. So despite best efforts of various agencies and the AD Industry to secure a wider commercial end market for this product, the reality

is - due to lack of confidence in the safety and sanitisation credentials, there is only a limited end market available for the digestate.

3. If the digestate is not disposed of as a fertiliser for the benefit of soil and growing crops on farmland - it has to be disposed of as a 'waste', which is extremely costly and reflects negatively on both logistical and commercial viability of the plant.
4. Given that the qualification required for disposal of liquid digestate as a fertiliser and not a 'waste' depends on adherence to the Voluntary Farming 'Best Practice' guidance together with max tonnage per annum and NVZ restrictions - it is imperative that sufficient storage and landbank is identified so as to avoid the overspreading and high risk potential pollution of soil, air and water.
5. As MDDC has acknowledged its potential responsibility towards all 'statutory nuisance' issues that may arise from all problems identified and given the lack of EA permitting and control required by farmers disposing of liquid digestate from on-farm AD's, I hope the committee will approve the recommendations made in No 15 of this report?
6. I further ask how will any mitigating measures be meaningfully implemented? Unfortunately, the fact that such an in depth report was not done by EH or Planning departments at the initial application stage and insufficient consideration given to the detailed warnings made by knowledgeable objectors; the Council has incurred considerable expenses to date.
7. Finally will any mitigating measures approved and implemented be made available to the public?

Honorary Alderman David Nation referring to item 9 (Local Improvements Scheme/ Asset Management) on the agenda and in particular the Council Offices in Market Street, Crediton stated that Members were aware that the Council received a petition regarding the sale of the Crediton Offices of 800 signatures at its meeting on 29 August; today, Cllr Letch has handed in a further 400 more signatures and there are more to come. He asked the Committee to consider what more they could do to ask the Cabinet to reverse its decision and save this historic local government building, the building was fully used and a much needed and essential venue. Community Groups were being made homeless which was contrary to policy with regard to supporting local communities and community provision and he hoped that the committee would do all it could do to make the Cabinet reverse its decision.

The Chairman stated that the Scrutiny Committee's role was to call in the original decision and the recommendation of the Committee was that the purchase should not be pursued, however the decision was made.

Honorary Alderman David Nation responded stating that there was evidence in the petition as to how much the decision was disputed by people in Crediton and asked that the item be added to the agenda for further discussion.

The Chairman stated that he would seek advice from the Monitoring Officer.

Mrs Faulkner referring to again to Item 8 on the agenda and referring to paragraph 3 - desktop reviews stated: as you all know, from my constant odour reports, I am blessed (or maybe not) with a good sense of smell. Anaerobic digesters are known to have many odour issues. Ammonia, that is a known odour to all and everyone knows what that is like, it makes your eyes sting.

Hydrogen sulphide that is a known eggy odour at low levels, at higher levels it is sweet and then if you cannot smell it, you may already be dead. We then have the phenols and cresols, they smell like disinfectant. The hemlock smell, well that may be a piperidine, another VOC produced by anaerobic digesters. And just to mention, burnt toast and rubber (which is very evident at Avonmouth), that too is linked to sulphur emissions.

There are many more chemicals produced by anaerobic digestion. From what I gather, Mr Winter is the only qualified "sniffer" in EH. I am a citizen science investigator for West Country Rivers Trust; I check the local stream for pollution with simple testing kit. This information is put on data which builds up a picture of pollution for SW Water. It also helps the EA in their investigations. There is no reason why a similar operation using free labour from the general public could not be used for smells. There are many people who would be willing to participate to help improve our air quality. A day's course would probably be sufficient (hopefully paid for by the Council). Devon would then have its own "air pollution sniffers".

Peer Review from PHE - the whole system of secrecy of patient confidentiality, this makes it impossible to connect patients up with similar symptoms from the same source; the system wants changing.

Page 9 - Ecology - the plants and lichens should be used as bio indicators of pollution, MDDC should link up with APHA. All authorities should work together and not pass the parcel. I personally have smelt many odours associated with anaerobic digesters and digestate in many areas: Dartington, Stow on the Wold, Bristol (Avonmouth), Cannington and Salisbury Plain to name just a few. Showing a picture - it is a crop circle on Salisbury Plain - some say it is a chemical weapon, my interpretation is that it stands for SO<sub>3</sub>.

Mr Faulkner again referring to Item 8 on the agenda stated: thank you sub-committee for revealing salient facts and aspects around anaerobic digesters. There is so much in it, I will concentrate on just one element. For me, there is one very significant omission within this report. Although you mention volcanos, you have not specifically mentioned Brimstone, that which the ancients mined around the brims thereof.

Looking forward to 1883, I quote Primrose and McConnell Agricultural Notebook "sulphur - H<sub>2</sub>S and elementary sulphur formed during the decomposition of organic matter". This is exactly what happens in AD's. Crops are decomposed, part of the sulphur cycle that the report mentions. During our private meeting with MDDC, I was unable to understand why Mr Pritchard, experienced in composting, refused to test for sulphur, relying on his professional opinion.

In June 2017, we asked Mid Devon what the ubiquitous crystals were, presumably, they have returned the answer to the committee for background data for this report.



The report infers that ammonia is responsible for the damage to the vegetation. I concede that it can harm, However, look at the damage to the leaves throughout the county, compare that to that of acid rain, (ref internet). The pathway may be expressed thus:- sulphur goes to SO<sub>2</sub> goes to SO<sub>3</sub> goes to H<sub>2</sub>SO<sub>4</sub>. This damage to the leaves also makes them susceptible to secondary invaders.

The standard AD problems are shown by Aquafix. The remedies are not 100% effective. Optimistically, the manufacture of fool's gold, iron pyrites (FeS) is the AD operator's answer to too much elemental sulphur.

Physically, normally, the sulphur grains are solid, however when heated it can sublime straight to gas, still in its S<sub>8</sub> rings (ref phase diagram available). From this you can see, sulphur gas can be boiled off in transport by transport in vacuum tankers.

I had hoped all of this would have been covered by Neil Parish EFRA air quality response to my submission No 33 to his enquiry in which I asked for more scientific help to examine sulphur, volatile organic compounds and volatile sulphur compounds.

Therefore, over to your Mr Walford, may the officers now be able to finish the investigations started in January 2017 and then provide us with the answers to what was and is coming from the AD's causing our distressing symptoms?

Mr Benson (solicitor representing Mr Winston Reed) again referring to Item 8 on the agenda stated that Mr Reed was very pleased with the Scrutiny Working Group report, he felt that it was balanced and factual and was pleased that it emphasises the legality of the AD process. With regard to regional and local monitoring it might be helpful to see the difference between reports from the public with suspicions and actual incidents discovered by authorities and acted upon.

With regard to the recommendations in paragraph 15: he suggests that the authority does not believe there is enough coordination between partner authorities. Mr Reed's view is that from the number of visits made to his property, there is ample and very good coordination between MDDC and partner agencies and he hopes that the cooperation will continue. Section 15, recommendation 3 could say that the current levels of cooperation and liaison should continue.

The Chairman indicated that written answers would be provided to questions.

## **60 MEMBER FORUM (00-21-58)**

There were no issues raised under this item.

## **61 MINUTES OF THE PREVIOUS MEETING (00-23-17)**

The minutes of the last meeting held on 13<sup>th</sup> August 2018 were approved as a correct record and **SIGNED** by the Chairman.



## 62 DECISIONS OF THE CABINET (00-23-42)

The Committee **NOTED** that none of the decisions made by the Cabinet on 30<sup>th</sup> August 2018 had been called in.

## 63 CHAIRMAN'S ANNOUNCEMENTS (00-23-42)

The Chairman had no announcements to make.

## 64 ANAEROBIC DIGESTER WORKING GROUP (00-23-57)

The Committee had before it a final \*report on anaerobic digesters from the Scrutiny Working Group

The Scrutiny Officer (and author of the report) outlined the contents of the report and thanked the public for their questions and the research that had taken place; he hoped that the report had provided a better understanding of process, science and potential impact of anaerobic digestion in Mid Devon as a source of renewable energy and bio fertiliser.

Members were invited to ask questions of the officers:

- How was Mid Devon dealing with food waste
- Details with regard to permits for spreading digestate
- Whether the issues recorded at Menchine were relevant and whether they had been upheld.
- The spreading of digestate and whether a period of time for cattle to access the land again had been identified.

The Chairman thanked the Scrutiny Officer for an excellent report and felt that the information within the report could help the authority and partner agencies with any future applications.

It was **RESOLVED** that:

1. A formal request is made to the Environment Agency that Mid Devon District Council (Planning and Public Health) are consultees on Environmental Permitting. This includes input in on-site and off-site odour or other nuisance management plans and digestate spreading protocols relevant to AD permit applications.
2. Where enforcement issues are raised with an AD plant or associated activities (for example through complaints and service requests or routine inspections), coordination takes place between relevant agencies and Mid Devon District Council.
3. Mid Devon District Council pro-actively liaises with all stakeholders (residents, operators, and agencies) to ensure local issues are dealt with as fairly and openly as legally permissible.

(Proposed by the Chairman)

## Notes

- i) Cllr Mrs F J Colthorpe declared a personal interest as she knew speakers at the meeting and that some of the information within the report referred to her Ward;
- ii) Cllr N A Way declared a personal interest as he had been in contact with some of the objectors.
- iii) \*Report previously circulated and attached to the minutes.

### 65 **MAINTENANCE OF LOCAL IMPROVEMENT SCHEMES (00-35-29)**

The Committee had before it a \*report from the Group Manager for Corporate Property and Commercial Assets providing information on historic district-wide Local Improvement Schemes and their associated liability.

He outlined the contents of the report stating that the report followed a request from Cllr Mrs Roach at a previous meeting to review the maintenance implications on historic Local Improvement Schemes which were commissioned by the Council between 2003 and 2004. The ownership of the footpath lighting scheme at Silverdale, Silverton had been investigated and it was revealed that it was not within the Council's ownership and was owned privately by two separate people. He reported that since the issue had been raised by Cllr Mrs Roach and a local resident, some maintenance had taken place to the lighting. Investigation had taken place into the Local Improvement Schemes project, the list of schemes were under review by Property Services to confirm which of the 95 schemes originally listed had been completed, and where current/future ownership and liabilities rested, as those schemes had been paid for out of the Capital programme in 2003/4 with no sinking fund for maintenance.

Cllr Mrs Roach was invited to speak, she explained how much the Silverdale cut was used by local residents and she hoped that all of the 95 schemes mentioned in the report would be considered fully.

Consideration was given to:

- The Register of Council Assets
- The condition surveys on the Council's non-housing premises, it was requested that the condition surveys for Tiverton Town Hall and Crediton Office be circulated to Members
- The Scrutiny proposal form received by a resident of Silverton, the Group Manager for Corporate Property and Commercial Assets to make contact with the lady and explain the work procedure that was proposed to take place.

It was therefore:

**RECOMMENDED** to the Cabinet that the work procedure detailed in paragraph 4 of the report be implemented.

(Proposed by the Chairman)

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

## 66 **SCRUTINY OFFICER UPDATE (00-50-04)**

The Committee received and **NOTED** an \* update from the Scrutiny Officer who stated that the Anaerobic Digestion Working Party Report had been discussed earlier in the meeting. Information with regard to district and community nurse retention had been provided within a report from the House of Commons Health Committee which had reported a decrease of district nurses of 45% since 2010. Local data was still being sought. With regard to sickness levels, this information was within the update.

Consideration was given to

- The loss of experienced nurses at the RD&E
- The conclusions and recommendations within the report
- The work already being undertaken by County Scrutiny Committees
- The need to draw these issues to the local members of Parliament.

It was **AGREED** that the Chairman write to both local Members of Parliament to voice the concerns of the Committee with regard to the retention of staff, specifically experienced nursing staff.

Note: \* Update previously circulated, copy attached to minutes.

## 67 **FINANCIAL MONITORING (00-59-44)**

The Committee received an verbal update from the Deputy Chief Executive (S151) with regard to financial monitoring information for the income and expenditure to date.

He informed the meeting that there had been no significant deterioration in the proposed budget gap for end of year however (as of the end of July 2018) it had increased to over £100k, this was mainly down to a decrease in car parking income specifically the multi-storey car park and an overspend in the waste service due to vehicle hire costs, planning income was also down. However, this was more likely to be more than compensated by the additional income from being part of the business rates pool pilot.

The Housing Revenue Fund was on budget however there were concerns with regard to the impact of Universal Credit which was due to be phased into the Crediton area from 24 September.

Consideration was given to:

- The need to work closely with the DWP with regard to Universal Credit
- Cashless payments and the need to look into options for people who may have problems with the scheme.
- Whether the loss of parking income for the MSCP had been budgeted for and the proposed size of bays in the car park

- Whether the building works in the MSCP had impacted on other car parks in the town.
- The impact of the sale of the Crediton office on Citizens Advice in Crediton.

Note: \*Report previously circulated and attached to the minutes

## 68 **FORWARD PLAN (1-15-52)**

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

Consideration was given to the Greater Exeter Strategic Partnership report which had been delayed, the reasons for the delay and the need for the report to be approved by all 4 Councils within the partnership.

It was **AGREED** that the Committee see the report prior to it being considered by the Cabinet.

It was also **AGREED** that the Committee consider the Market Rights Policy.

Note: - Forward Plan \* previously circulated and attached to minutes

## 69 **IDENTIFICATION OF ITEMS FOR THE NEXT MEETING (1-25-17)**

Cllr T W Snow raised the issue of scaffolding in Cullompton and that it had been in place for a long period of time. It was agreed that this matter be looked into – **Update - information with regard to scaffolding was available via the following link**  
[Scaffolding | Roads and transport](#)

There were no further items identified for future meetings that were not already on the Work Plan.

(The meeting ended at 3.42 pm)

**CHAIRMAN**

## Scrutiny Committee - 8 October 2018

### Housing Report from the Cabinet Member for Housing

#### 1. Repairs Performance

	Target	Actual 17/18	Actual 18/19	Total Extrapolated 18/19
a) Routine repairs completed on time	100%	99.8	99.9	3610
b) Urgent repairs completed on time	100%	99.9	100.00	1104
c) Emergency repairs completed on time	100%	99.9	99.6	540
			<b>Total</b>	5254

#### Responsive Repair Ratio

		Gov Target	Actual	To Date actual
a) Routine	>	70%	76.1	81.5
b) Urgent	<	20%	14.6	12.5
c) Emergency	<	10%	9.3	6.1

Actual percentages achieved are unlikely to reach Government targets due to the high proportion of old stock.

From a high level of demand for repairs, which 10 years ago exceeded some 14,000 call outs, the figures as seen above have reduced to approximately 5300. This reduction is primarily due to:

- a) Significant investment by both H.E. and the Council to achieve 100%. Decent Homes Standard on all stock and:
- b) Revised working practices

These changes have enabled a tighter budget with a greater contribution to the 25 year maintenance programme which is currently assessed at £125m

#### Home checks

Since the practice was introduced some 2050 properties have been visited

## 2. Affordable Homes

Completion in 2015/16	34
Completion in 2016/17	31
Completion in 2017/18	115
Completion in 2018/19	8 to date

NB: Currently the HRA has a little over £1.0m in lieu of a site provision to invest in new build or buying from the market.

Also, due to the constraint upon development in Cullompton, earmarked units have still to be provided.

## 3. MDDC foreseeable development (Social Housing)

a) Birchen Lane	4 units	October 2018
b) Palmeston Park	26 units	June 2019
c) Wadderton Park	70 units (up to)	Discuss
d) Burlescombe	6 units	March 2019
e) Beech Road	3 units	2019
f) Watery Lane	To be designed - regeneration	Discuss
g) Hemyock	Subject to contract	

Additionally following a review of garage needs and viability, development opportunities for both homes and commercial developments have been identified.

In the light of financial constraints this progress will need to be managed within permitted borrowing limits.

## 4. HE Funding received / requested

a) For the decent homes standard requirement	£1.4m received
b) St Andrew Street	£0.28m received
c) Palmeston Park	£1.17m received
(additional)	£0.45m due
d) Birchen Lane	£0.08m due
e) Burlescombe	£0.05m due
f) Beech Road	£0.07 due

NB:

- a) Negotiations with HE was successful in part funding the unexpected ground conditions revealed in the existing Palmeston Park Road.
- b) Watery Lane (as indicated in 3. Above) garages have been demolished but the site may well be a larger regeneration proposal.

## 5. Finance generally 2017/18

a) Wessex Bank	£0.120m
b) Wessex Bank Reserve	£0.100m
c) Empty Homes (see Private Sector Homes)	£0.100m
d) Reserve for 25 year stock management (some £125m needed)	£13.13m
e) HRA reserves	£2.00m
f) HRA spend on repairs p.a.	£2.27m
g) Reserve for renewable energy (H.B. annual income £180k approximately)	£0.53m

## 6. DARS (deposit and rental advance)

- a) Loans given to assist deposits for accommodation in lieu of provision of accommodation:

	Spend	Budget
Year 2015/16	42000	68000
Year 2016/17	48000	45000
Year 2017/18	53000	45000
Year 2018/19 to date	22000	45000

NB: Recovery of these loans is not 100% with sums written off at various times. Repayment is currently being recovered for loans given before 2009.

- b) Spend on temporary accommodation

2016/17	100k	51 people dealt with
2017/18	102k	101 people dealt with
2018/19 to date	70k	30 people dealt with

NB: In previous years the Council spent over £500k per annum on temporary accommodation.

Also, currently 4 persons are recognised as rough sleepers.

## 7. Voids

	<u>Target</u>	<u>Actual</u>
Year 2015/16	17 days	16 days
Year 2016/17	16 days	16 days
Year 2017/18	14 days	16 days to date



## 8. Rent Arrears

Year 2013/14	£100,661
Year 2014/15	£77,007
Year 2015/16	£85,310
Year 2016/17	£77,305
Year 2017/18	£131,630

Universal Credit has started to affect our recoveries, however, a process to minimise this effect had been installed and currently our arrears are below last year.

## 9. Gas Service

	<u>Target</u>	<u>Actual</u>
2017/18	100%	99.6%
2018/19 to date	100%	99.9%

## 10. Decent Homes Standard

	<u>Target</u>	<u>Actual</u>
2017/18	100%	100%
2018/19	100%	99.9%

## 11. Right to Buy

Year 2015/16	53 applicants	50 granted	19 sales
Year 2016/17			28 sales
Year 2017/18			26 sales
Year 2018/19 to date	18 applicants	16 granted	7 sales

## 12. Housing list

List currently standing at 1968 applicants of which 1060 fall into Band E.

### 13. Private Sector Housing

#### a) Empty Homes

MDDC in 2016 had approximately 600 empty properties district wide. With a new team the following numbers have been brought back into use:

2016/17	Nil
2017/18	128
2018date	56

#### b) Homes not fit for purpose

Property subject to the Housing Act

Invoices (charges)	30 units affected	2017/18
	16 units affected	2018 to date

Where properties were invoiced above, the charges raised have been retained by PSH.

#### c) Private DFG

Units completed in 2017/18	60	at a cost of approx. £600k
Units completed in 2018 to date	14	with a budget of £700k

#### d) Landlord events

- Up until 2016 few events were held and these were very poorly attended.
- 2017 – event in November – fully booked with guest presenter (held in Halberton).
- 2018 – event in September, as above, guest presenter was Amanda Lamb.

### Letting Process

At an earlier Scrutiny Committee a question was raised regarding what possible differences exist between the Cornwall and MDDC (Devon Home Choice) processes.

Attached are both policies for your information (Annexe 1 and Annexe 2)

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## **Affordable Housing Allocations Criteria**

Affordable housing will be allocated to eligible people based on their level of housing need and local connection, in accordance with MHN/6 in the Supplementary Planning Document: Meeting Housing Needs. This annex is revised whenever necessary to take account of changes made by the Council's Housing Service to the eligibility criteria.

The cascade approach below categorises different levels of housing need into Bands A-E, ranging from 'emergency housing need' (Band A) to 'no housing need' (Band E). More information about the bands, how to bid for affordable housing and how homes are allocated may be found on the Devon Home Choice website at [www.devonhomechoice.com](http://www.devonhomechoice.com).

### **1. Local Need/Connection Qualification Criteria**

- 1.1. In determining the allocation of affordable housing to local people on rural exception housing sites the District Council will utilise the following cascade criteria to determine the suitability of potential occupants. Priority will be given to eligible persons with a local connection to the Parish (defined in section 3) coupled with a housing need, using the cascade in the following paragraphs
- 1.2. Applicants will be prioritised using the criteria, ranked in order of importance:
  - 1.2.1. The intended household has been continuously resident in the Parish of (XXXX) for at least five years in Bands A-D.
  - 1.2.2. The intended household is permanently employed in the parish of (XXXX) in Bands A – D and whose work is primarily based in this parish. For the purposes of this criterion, 'permanently employed' means having held a permanent employment contract for a minimum of 16 hours per week for at least the preceding 6 months.
  - 1.2.3. The intended household is living in private rented accommodation and has a local connection to the parish of (XXXXX) according to clauses 1 and 2 in order of preference, in Band E where the household income is insufficient to enable it to afford to or to sustain to rent or purchase a property suitable for its needs at a full open market value or price in the parish of XXXX
  - 1.2.4. Former residents who previously lived in the parish of (XXXX) for a period of at least three years within the last 10 years in Bands A – D who wish to return to the parish. Those in the Armed Forces (defined in Section 4) will be considered above those former residents who wish to return to the parish;
  - 1.2.5. The intended household is in the A – D Band and has a close living relation resident in the parish of (XXXX). This means immediate family members (parents, siblings, dependent and non-dependent children) who themselves live in the Parish of (XXXX) and have done so for at least the preceding five years; Exceptional circumstances will be taken into consideration.

- 1.2.6. Former residents (who have previously lived in the parish of (XXXX) for a period of at least three years within the last 10 years) who wish to return to the parish of (XXXX) in Band E and who are currently Council or Housing Association tenants.
- 1.2.7. The intended household have been continuously resident in the parish for six months or more in Bands A – D).
- 1.2.8. Those residents of neighbouring parish in Bands A – D using the above criteria in the following order of priority:
- a. Xxxx
  - b. Xxxx
  - c. xxxx (as listed)
- 1.2.9. Those residents with a local connection to Mid Devon District in Bands A – D. For the purposes of determining “local connection” the criteria above will be used, substituting Mid Devon District for references to XXXX.
- 1.2.10. Those residents with a local connection to Mid Devon District or those with a local connection to the parish specified above, in Band E. For the purposes of determining “local connection” the criteria above will be used, substituting Mid Devon District or the relevant parish (as appropriate) for references to XXX.
- 1.2.11. All other Devon Home Choice applicants.

## **2. Shared Ownership Properties**

2.1. For the shared ownership properties, the following groups would be eligible:

- First time buyers who cannot afford to buy on the open market in the locality
- Those who jointly owned a home but the relationship has broken down and cannot afford to buy on the open market in the locality.
- Existing shared owners who have outgrown their home but cannot afford to buy outright/rent on the open market in the locality

2.2. Shared ownership applicants would be prioritised on the following basis:

- 2.2.1. Has been continuously resident in the parish of (XXXX) for at least five years
- 2.2.2. Is permanently employed in the parish of (XXXX) and whose work is primarily based in this parish. For the purposes of this criterion, ‘permanently employed’ means having held a permanent employment contract for a minimum of 16 hours per week for at least the preceding 6 months.
- 2.2.3. Has previously lived in the parish of (XXXX) for a period of at least three years within the last 10 years wish to return to the parish.



- 2.2.4. Has a close living relation resident in the parish of (XXXX). This means immediate family members (parents, siblings, dependent and nondependent children) who themselves live in the parish of (XXXX) and have done so for at least the preceding five years; Exceptional circumstances will be taken into consideration.
- 2.2.5. Has been continuously resident in the parish for six months or more.
- 2.2.6. Residents of neighbouring parish using the above criteria in the following order of priority:
- a. Xxx
  - b. Xxx
  - c. xxxx (as listed)
- 2.2.7. Has a local connection to Mid Devon District. For the purposes of determining "local connection" the criteria above will be used, substituting Mid Devon District or the relevant parish (as appropriate) for references to XXX.
- 2.2.8. Those residents with a local connection to Mid Devon District or those with a local connection to the parish specified above. For the purposes of determining "local connection" the criteria above will be used, substituting Mid Devon District or the relevant parish (as appropriate) for references to XXX.
- 2.2.9. All other shared ownership applicants.
- 2.3. First priority will be given to those who are eligible in accordance with the above criteria and who are existing Council and housing association tenants or Ministry of Defence personnel.
- 2.4. The size and type of the shared ownership home offered will be based on three main factors:
- Affordability
  - Household size
  - The applicant's preference
- 2.5. As a guide, offers will be made on the following basis:
- Single applicants – one or two beds
  - Joints applicants – one, two or three beds
  - Couples/single parent families with one child – two or three beds
  - Couples/single parent families with two children – three or four beds

### **3. Devon Home Choice Local Connection Definition**

- 3.1. An applicant fulfilling the local preference criteria will be the same as the one used in the current Devon Home Choice (DHC) guidance.

3.2. To demonstrate a local connection (defined in Part VII of the Housing Act 1996) with Devon, applicants will:

- Normally be resident in the parish or neighbouring parish. Local Government Association (LGA) guidelines define this as having resided in the area for six out of the last twelve months, or three out of the last 5 years, where residence has been out of choice. In line with the Housing and Regeneration Act 2008, service personnel who have been based and living in that parish or a neighbouring parish will be considered to have a local connection.
- Work in the parish or neighbouring parish. The LGA guidelines define this as employment other than that of a casual nature. For the purposes of this policy this will be defined as having permanent work with a minimum of a 16 hour contract per week for the previous 6 months, and without a break in the period of employment for more than three months.
- Have a family connection in the parish or neighbouring parish. The LGA guidelines define this as immediate family members (parents, siblings and non-dependent children) who have themselves lived in the area for five years.

NB - Applicants will be required to provide proof of their local connection to Devon before their banding is assessed.

#### **4. Armed Forces Personnel**

4.1. Allocation of Housing (Qualification Criteria for Armed Forces) (England) Regulations 2012

- Those who are currently serving in the regular forces or who were serving in the regular forces at any time in the five years preceding their application for an allocation of social housing
- Bereaved spouses<sup>1</sup> or civil partners<sup>1</sup> of those serving in the armed forces where (i) the bereaved spouse or civil partner has recently ceased, or will cease to be entitled to reside in Ministry of Defence accommodation following the death of their service spouse or civil partner, and (ii) the death was wholly or partly attributable to their service.

(<sup>1</sup> should bereaved spouses or civil partners secure housing after leaving Ministry of Defence then this will no longer apply)

- Current or former members of the reserved forces, who are suffering from a serious injury, illness or disability which is wholly or partly attributable to their service



Col McOtte

ANNEX 2

## Summary of Changes to Common Housing Register - Cornwall Homechoice Scheme

Policy Area	Current policy	Change	New policy
Access to Common Housing Register	Applicants with the financial resources to meet their own housing need would generally be placed in Band E.	Assets	Applicants who have assets valued at over £50,000, will not qualify to join the Common Housing Register.
	No current policy.	Income	Applicants who have a net earned income of £60,000 or more will not qualify to join the Common Housing Register.
	The Cornwall Homechoice register is open to all applicants except persons where they or any member of their household, have been guilty of unacceptable behaviour serious enough to make them unsuitable to be a social housing tenant, within the meaning of section 160A of the Housing Act 1996.	Unacceptable Behaviour	A household where anyone has demonstrated unacceptable behaviour within the last 2 years will not qualify to join the Common Housing Register. As set out in the Housing Act 1996 and the Anti-social Behaviour Act 2014. Other than in exceptional circumstances.
Access to Housing	Within each band applicants with a qualifying local connection to Cornwall will be considered before applicants who do not have a local connection to the County.	Local Cornwall Connection	Within each band applicants with a qualifying local connection to Cornwall will be considered before applicants who do not have a local connection to the County.  In order to be allocated a council home or a home managed by one of our partner registered providers to which the Council has nomination rights, applicants must be able to demonstrate a 3 year local connection.
	Connection criteria re family members is silent regarding brother/sister and any requirement for the applicant to have a need to give or receive support for the foreseeable future/ on an ongoing basis. Policy should be applied as if this is included.		Connection criteria re family members includes brother/sister and a requirement for the applicant to have a need to give or receive support for the foreseeable future/ on an ongoing basis is made explicit
	Parish preference label will be applied to 50% of social housing (Registered Social Landlords and Council) lettings in the rural areas , and in addition that it be applied to 100% of local authority lettings in rural where there are fewer than 40 social housing dwellings. This will not be applied to vacancies that arise in the key urban centres and main towns.	Parish connection	Parish preference label will be applied to 100% of all social housing lettings in the rural parishes where there are fewer than 50 social housing dwellings. In all other areas (large villages and towns) preference will be given to somebody with a parish connection within the band if it is a letting to a Council owned property or a registered provider property to which the Council has a nomination right.
	Connection criteria re family members is silent regarding brother/sister and any requirement for the applicant to have a need to give or receive support for the foreseeable future/ on an ongoing basis. Policy should be applied as if this included.		Connection criteria re family members includes brother/sister and a requirement for the applicant to have a need to give or receive support for the foreseeable future/ on an ongoing basis is made explicit

## Summary of Changes to Common Housing Register - Cornwall Homechoice Scheme

	<p>Band E currently contains –</p> <ul style="list-style-type: none"> <li>• Nil welfare priority</li> <li>• Nil disrepair priority</li> <li>• Applicants who are owner occupiers/savings over £75,000</li> <li>• Applicants with history of ASB</li> <li>• Applicants who are adequately housed</li> </ul> <p>Statutory Homeless applicants will be in Band B, Homeless other applicants will be in Band C. Applicants awarded a Low Welfare priority by the Welfare Assessment Panel will be in Band D. Applicants awarded a Medium Disrepair priority will be in Band C.</p> <p>Applicants awarded a Low Disrepair priority will be in Band D.</p>	Banding	Band E – now referred to as applicants with no reasonable preference.
<b>Policy Area</b>	<b>Current policy</b>	<b>Change</b>	<b>New policy</b>
<b>Applicant</b>	Applicants can bid for up to 3 properties per advert.	Bidding	Bidding - applicants are only able to bid for 1 property per advertising cycle.
	There is generally no penalty if an applicant decides to refuse an offer of accommodation (with the exception of homeless households owed a main housing duty).	Refusals	<p>Failure to bid - applicants who have not bid on any property for 12 months are removed from the housing register and cannot reapply for a period of 12 months unless they can demonstrate exceptional circumstances.</p> <p>Refusals - Applicants who turn down 2 suitable and reasonable properties that are offered to them are removed from the register and cannot reapply for a period of 12 months.</p> <p>Homeless applicants will receive one offer of reasonable and suitable accommodation only.</p>
	No current policy.	Income preference	At the point of allocation additional preference will be given for applicants with a net earned income of below 30k for the allocation of council owned properties.
	If an applicant qualifies under two or more of the lower band criteria their banding is increased.	Multiple Needs	Removal of multiple need criteria from band assessment.

## Summary of Changes to Common Housing Register - Cornwall Homechoice Scheme

<b>Applicants requiring an Adapted Property</b>	No current policy for adapted property categorisation.  No current policy for applicant adapted property categorisation.	Categories	Applicants and adapted property assessment to enable matching of applicant to property suitable for their needs.  When adapted properties are advertised, the landlords will label their properties with one of three mobility assessment categories.
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## 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](mailto: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](mailto: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.

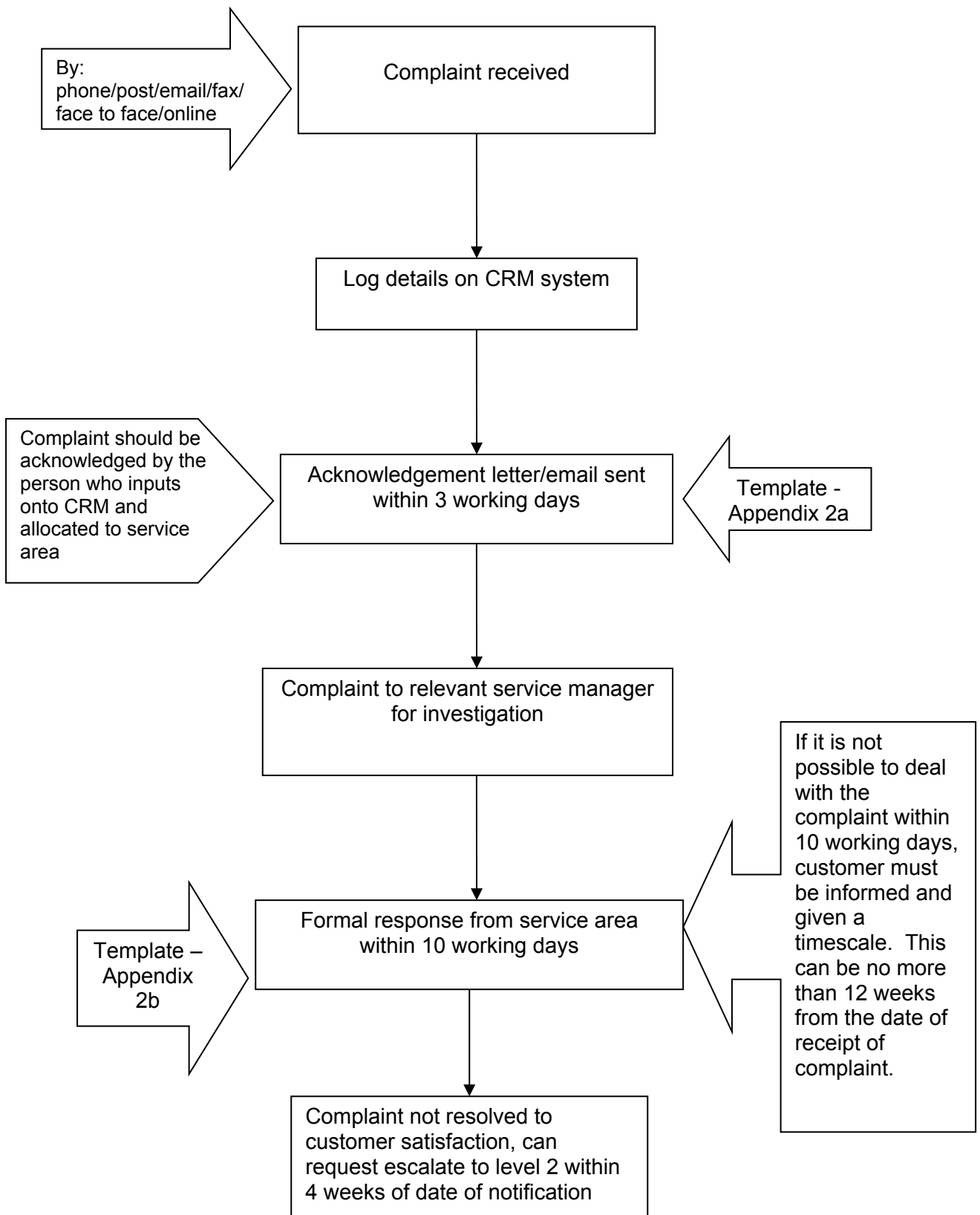
Once a complaint has been determined as unreasonable, persistent or vexatious, its status will be kept under review and if the complainant demonstrates a more reasonable approach, their status or any restrictions applied to access to our officers will be reviewed.

#### **11. Review**

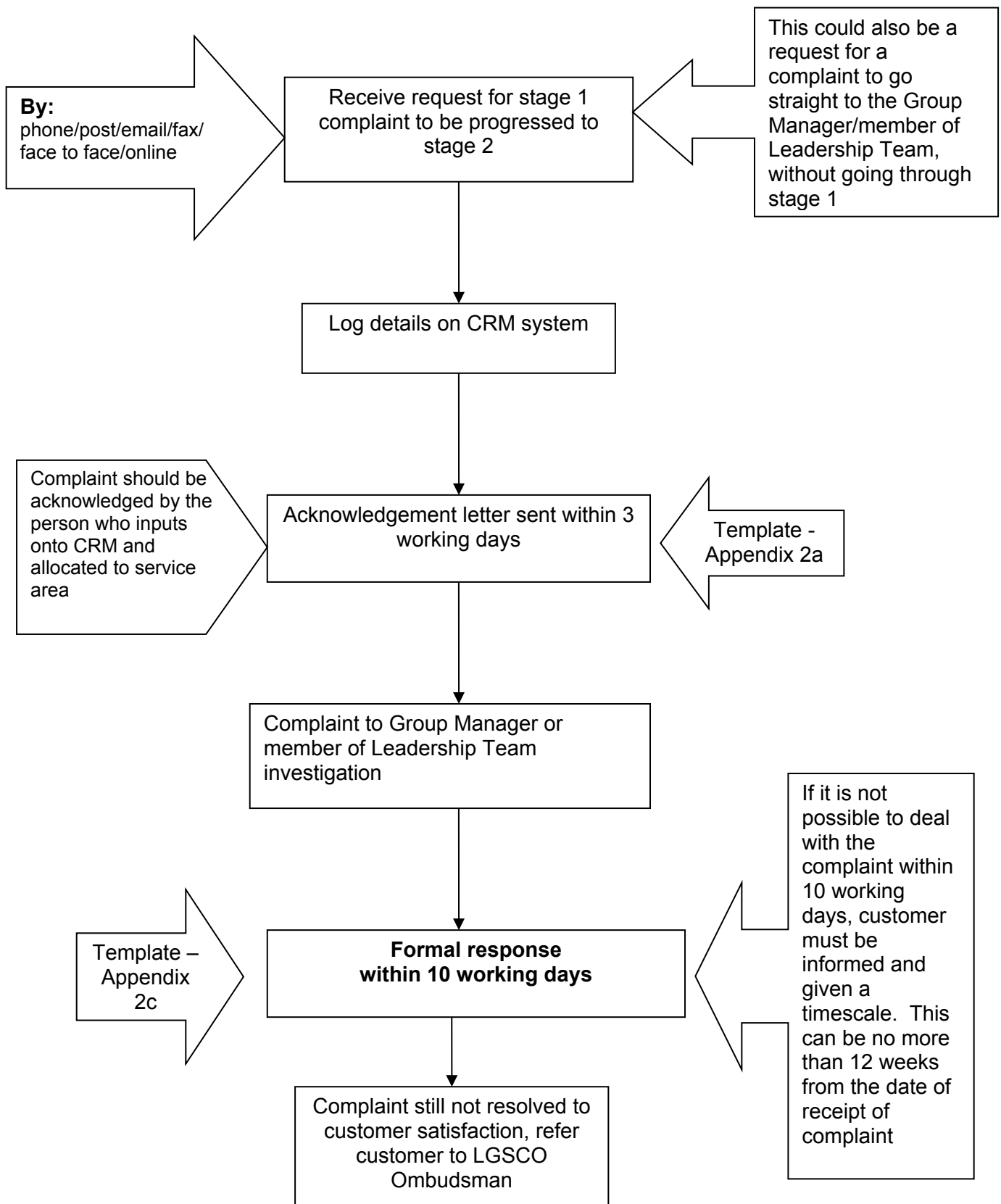
This policy will be reviewed within three years in order to incorporate legislative, regulatory or best practice developments. Policy and procedural amendments will be made as and when new services or systems are introduced to improve the quality of complaint monitoring. Reviews will be undertaken in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

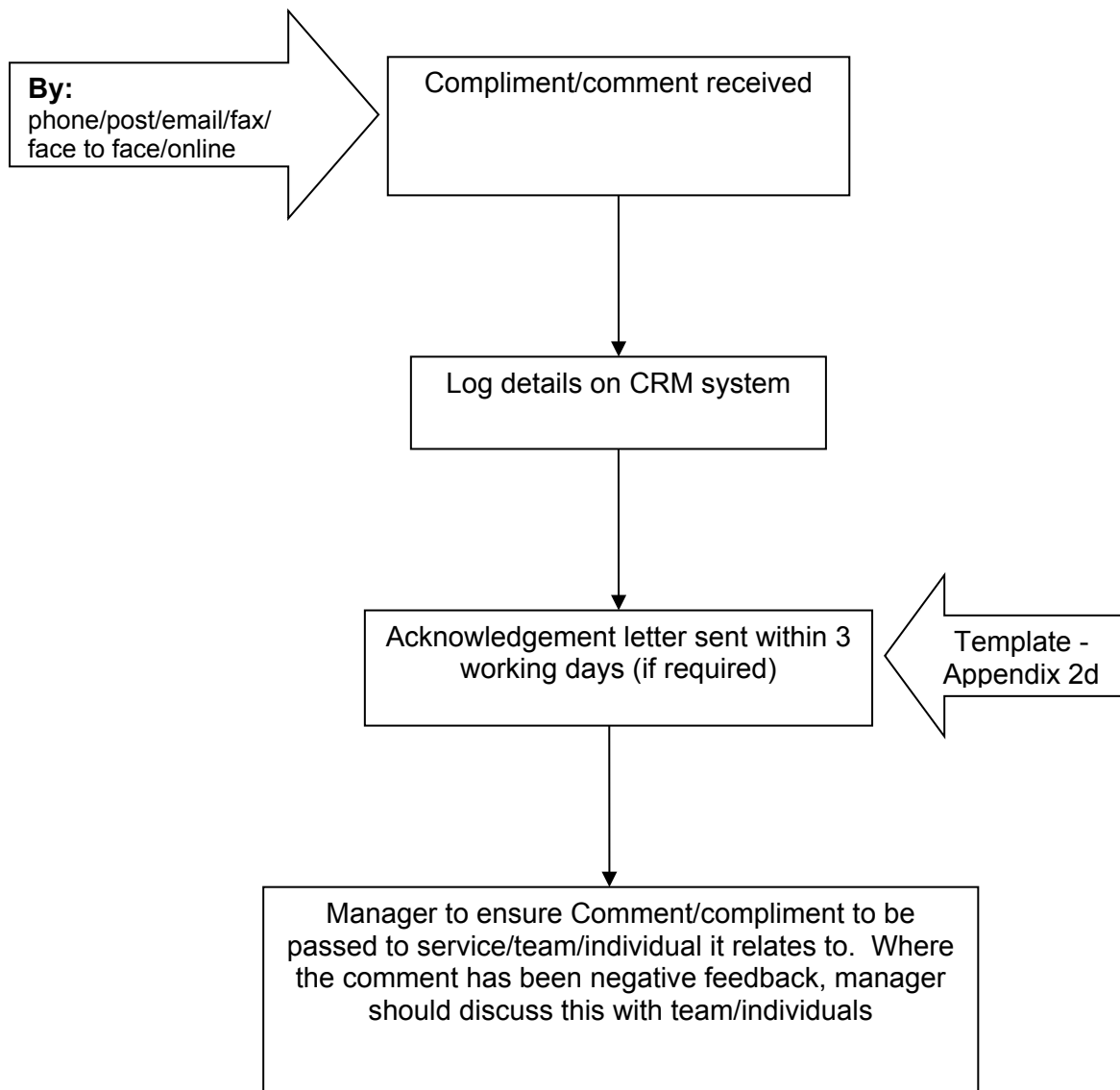
#### **12. Customer consultation and surveys**

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](http://www.middevon.gov.uk)**

Your Ref:  
Our Ref: [CALLREF]

Contact: [SERVICENAME]  
Telephone: **01884 255255**  
Email: **[customerservices@middevon.gov.uk](mailto: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](http://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](http://www.middevon.gov.uk)

Your Ref:  
Our Ref: [CALLREF]

Contact: [LETTERWRITER]  
Telephone: 01884 255255  
Email: [customerservices@middevon.gov.uk](mailto: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](http://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](http://www.middevon.gov.uk)

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

Contact: [LETTERWRITER]  
Telephone: 01884 255255  
Email: [customerservices@middevon.gov.uk](mailto: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](http://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](mailto:llewis@middevon.gov.uk) 01884234981

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

<b>Feedback 1.4.2016 to 2017</b>	<b>2016/17</b>	<b>2017/18</b>
Complaints received	300	263
Invalid or withdrawn complaints		
Comments received	101	200
Compliments received	229	133
<b>Total</b>	<b>630</b>	<b>596</b>
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

<b>Service</b>	<b>Complaints</b>	<b>Compliments</b>	<b>Comments</b>
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

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

\*\*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)

<b>Service</b>	<b>Volume</b>
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



<b>Service</b>	<b>Volume</b>
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
<b>Total</b>	<b>82,512</b>

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](http://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](http://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
<b>Notes</b> 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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## SCRUTINY COMMITTEE 8 OCTOBER 2018

### STAFFING UPDATE

**Cabinet Member(s):** Cllr Margaret Squires  
**Responsible Officer:** Jane Cottrell, Group Manager for Human Resources

**Reason for Report:** To provide members with additional information arising from The Establishment Report.

**RECOMMENDATION:** To note the additional information provided

**Relationship to Corporate Plan:** This report highlights establishment information and, as such, supports our aim to reduce costs without affecting service quality and continuity.

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

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

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

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

### 1.0 Introduction

- 1.1. The Establishment Report was presented to the committee on 12 February 2018. The content was discussed and the Committee requested additional information and clarification of certain areas be provided in 6 months. The discussion mainly focussed on turnover and the reason for the percentage increase.
- 1.2. Sickness absence has increased which is mainly due to long term illness attributable to ailments such as cardiac issues and cancer for which there is little that can be done to reduce this.

### 2.0 Resources

- 2.1 The total number of Full Time Equivalents (FTE) varies throughout the year. It is the responsibility of the Council's management to ensure that we do not overspend on the allocated budget unless that revenue expenditure has been authorised. Some services have much more movement of staff than others.



- 2.2 The FTE as at 31 August 2018 was 411.31 (including 12 Apprentices) compared to 397.34 (including 9 Apprentices) as at 1 September 2017. The table below provides a breakdown of Full Time Equivalents by Directorate.

Directorate	FTE 1 Sept 2017	FTE 31 Aug 2018
<b>Chief Executive</b>	<b>6.00</b>	<b>5.00</b>
<b>Corporate Affairs</b>	<b>59.85</b>	<b>62.65</b>
<b>Finance &amp; Assets</b>	<b>46.28</b>	<b>42.65</b>
<b>Operations</b>	<b>243.81</b>	<b>259.36</b>
<b>Planning</b>	<b>41.40</b>	<b>41.65</b>
<b>Total</b>	<b>397.34</b>	<b>411.31</b>

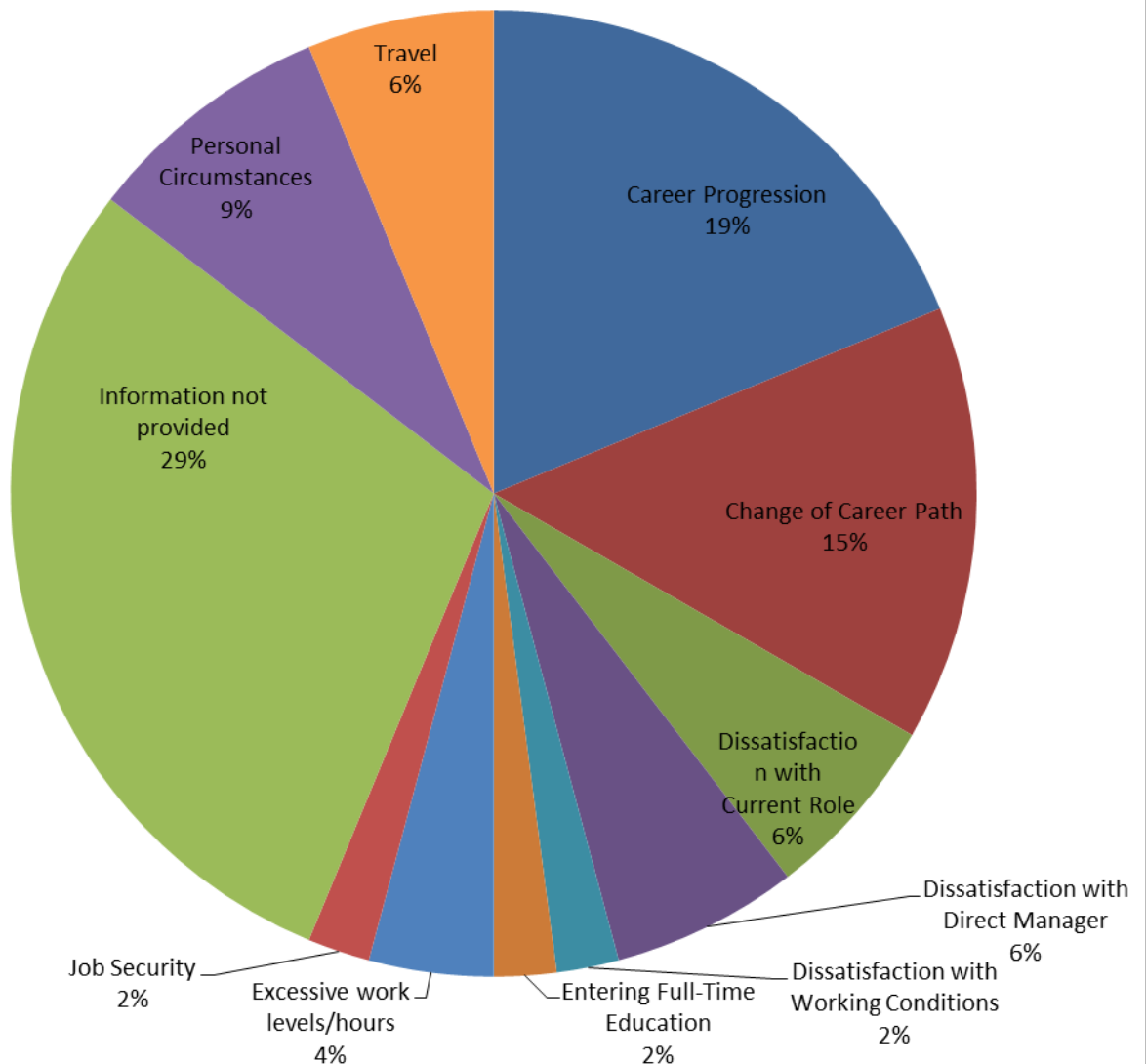
- 2.3 During the monitoring period the implementation of change, as a result of service restructures, can impact on the distribution of staff which subsequently impact on the FTE figures for each directorate e.g.

<b>Chief Executive:</b>	End of apprenticeship
<b>Corporate Affairs:</b>	New communications team/Legal solicitor
<b>Finance &amp; Assets:</b>	Transfer out to Operations (Grounds Maintenance)
<b>Operations:</b>	Transfer in from Finance & Assets

### 3.0 Leavers

- 3.1 During the period 1 September 2017 to 31 August 2018 there were 70 leavers; 48 were resignations, 8 dismissals, 1 redundancy, 4 end of fixed term contract, 8 retirement and 1 non-starter.
- 3.2 As an aid to improving recruitment and retention strategies Mid Devon use Exit Interviews to help obtain information about why an employee is leaving the authority. It is not anticipated that Exit Interviews will be conducted in relation to dismissal, retirement or for a casual leaver. There will be a list of reasons on the questionnaire for the employee to choose from, more than one reason can be selected but the employee is required to identify the main reason for leaving.
- 3.3 The chart below provides a breakdown of these main reasons by percentage of the 48 resignations received together with where information was not provided via this process. A copy of the completed form is forwarded to Human Resources and any highlighted concerns are subsequently raised with the manager.

## Main Reason for Leaving



### 4.0 Sickness Absence

- 4.1. Whilst the pressures of work are rising, the Council continues to provide support for staff suffering from stress by offering stress awareness sessions for both managers and officers, free confidential counselling is also offered. Any member of staff who shows signs of stress is offered support via Occupational Health, review of workload and if necessary a different working pattern.
- 4.2. Out of an average headcount of 492 members of staff, 247 had no recorded sickness absence during the 12 month monitoring period which equates to 50% of the workforce.
- 4.3. The table below provides a breakdown of both Long and Short Term absence by reason during the period 1 September 2017 to 31 August 2018 with the two highest highlighted in red.

Reason	Long Term days	Short Term days	Total Days Lost
<b>Back &amp; Neck</b>	<b>220</b>	<b>77</b>	<b>297</b>
<b>Chest &amp; Respiratory</b>	<b>58</b>	<b>186</b>	<b>244</b>
<b>Eye, ear, nose &amp; mouth</b>	<b>55</b>	<b>157</b>	<b>212</b>
<b>Genitourinary/gynaecological</b>	<b>83</b>	<b>31</b>	<b>114</b>
<b>Heart, Blood Pressure</b>	<b>173</b>	<b>34</b>	<b>207</b>
<b>Infection</b>	<b>209</b>	<b>412</b>	<b>621</b>
<b>Musculo-skeletal</b>	<b>510</b>	<b>176</b>	<b>686</b>
<b>Neurological</b>	<b>24</b>	<b>44</b>	<b>68</b>
<b>Pregnancy related</b>	<b>0</b>	<b>22</b>	<b>22</b>
<b>Stomach, liver, Kidney</b>	<b>172</b>	<b>341</b>	<b>513</b>
<b>Stress, mental health</b>	<b>556</b>	<b>55</b>	<b>611</b>
<b>Industrial Injury</b>	<b>0</b>	<b>25</b>	<b>25</b>
<b>Other</b>	<b>139</b>	<b>63</b>	<b>202</b>
<b>Total</b>	<b>2199</b>	<b>1623</b>	<b>3822</b>
<b>Days Lost per employee</b> (total days/FTE)	<b>5.3</b>	<b>3.9</b>	<b>9.2</b>

- 4.4. Sickness absence is recorded as Long Term at 15+ days and as these absences are mainly attributable to ailments such as heart attacks and cancer there is little that can be done to reduce this figure.
- 4.5. A recent survey of our managers has provided valuable information on certain areas of the sickness management process which, when enhanced, will support a more effective process in dealing with short term absence. As a result an action plan has been developed focussing mainly on the quality of the return to work discussions together with detailed monthly absence reports for managers.

**Contact for more Information:** Jane Cottrell, Group Manager for Human Resources, 01884 234919/ [jcottrell@middevon.gov.uk](mailto:jcottrell@middevon.gov.uk)

**Circulation of the Report:** Cllr Margaret Squires; Leadership Team

## SCRUTINY COMMITTEE

8<sup>th</sup> October 2018

### REPORT OF THE HEAD OF PLANNING, ECONOMY AND REGENERATION TIVERTON TOWN CENTRE REGENERATION MASTERPLAN SUPPLEMENTARY PLANNING DOCUMENT (SPD)

**Cabinet Member(s):** Cllr Richard Chesterton

**Responsible Officer:** Jenny Clifford, Head of Planning, Economy & Regeneration

**Reason for Report:** To report to members the results of the Tiverton Town Centre Masterplan SPD consultation.

**RECOMMENDATION:** That the report be noted.

**Relationship to Corporate Plan:** The Masterplan work is relevant to all four priority areas identified in the corporate plan: Economy, Homes, Community and Environment.

**Financial Implications:** There are no additional financial implications arising from this report. Financial implications arising from themes and site specific contents of the masterplan will be reported at future stages in the production of the SPD.

**Legal Implications:** None at this stage.

**Risk Assessment:** None at this stage.

**Equality Impact Assessment:** None at this stage.

#### 1.0 Introduction

1.1 At the meeting on 8th March 2018 Cabinet approved draft consultation material (exhibition boards) to scope out the contents of the Tiverton Town Centre Masterplan Supplementary Planning Document (SPD), and resolved that public consultation should take place based on the draft material.

1.2 The public consultation ran from 30th April until 10th June 2018. The consultation asked for feedback on Masterplan SPD exhibition boards displayed at Phoenix House, in the Pannier Market, and online on the Mid Devon website. There were two manned exhibitions at the Pannier Market: the first at the Electric Nights event on Saturday 5th May, and the second on Friday 18th May.

#### 2.0 Public consultation feedback

2.1 In total, there were 55 responses received during the consultation period. Responses were received via mail, email, comments boxes at Phoenix House

and the Pannier Market, and through an online questionnaire. The summary document attached as **Appendix 1** summarises the responses received. The figures in brackets within the summary document text indicate the number of respondents commenting.

- 2.2 The consultation responses will be used to help develop the contents of a draft Masterplan SPD which will be subject to a further round of public consultation.
- 2.3 It is proposed to take a report to Cabinet on 25<sup>th</sup> October 2018 with the summary of responses and an outline of the next steps.

<b>Contact for more information</b>	Tina Maryan, Area Planning Officer 01884 234336 <a href="mailto:tmaryan@middevon.gov.uk">tmaryan@middevon.gov.uk</a>
<b>Background Papers</b>	Cabinet Report and Minutes 8 <sup>th</sup> March 2018
<b>Circulation of the Report</b>	Councillor Richard Chesterton Cabinet Member for Planning & Regeneration

## **APPENDIX 1**

### **Tiverton Town Centre Regeneration Masterplan SPD**

#### **Stage 1 Consultation Summary**

The consultation asked for feedback on Masterplan SPD exhibition boards displayed at Phoenix House, in the Pannier Market, and online on the Mid Devon website. The consultation ran from 30<sup>th</sup> April until 10<sup>th</sup> June 2018. There were two manned exhibitions at the Pannier Market: the first at the Electric Nights event on Saturday 5<sup>th</sup> May, and the second on Friday 18<sup>th</sup> May.

In total, there were 55 responses received during the consultation period. Responses were received via mail, email, comments boxes at Phoenix House and the Pannier Market, and through an online questionnaire. This document summarises the responses received. The figures in brackets indicate the number of respondents commenting.

#### **1. Respondents were asked whether they considered there were any other issues facing the town centre that were not captured on the exhibition boards.**

28 respondents answered this question. The main concerns were:

Lack of public toilets, particularly near the bus station/centre (5), littering, street cleaning and maintenance (3), impact of Junction 27 development (2), anti-social behaviour at night (2), lack of vibrancy and atmosphere especially during the evenings (1), lack of safe/secure cycling opportunities (1), lack of footfall (1), shops closing down (1), high street is dying (1), the future of the hospital (1), need to involve local businesses and organisations more (1), limited public transport, especially in the evenings (1), lack of big name retail units (1), lack of opportunity for small shops (1), cinema needs replacing (1), online shopping (1), does not cater for electric vehicles (1), lack of traffic regulation on Fore Street (1), competition from neighbourhood centres (1), lack of good quality eating (1), no good riverside access (1).

#### **2. Respondents were asked to indicate whether they supported the vision and objectives for Tiverton Town Centre in creating a better place for people to live, work, visit and attract new investment and business. 30 respondents answered this question.**

25 respondents supported the vision and objectives for creating a better place for people to live.

22 respondents supported the vision and objectives for creating a better place for people to work.

23 respondents supported the vision and objectives for creating a better place for people to visit.

22 respondents supported the vision and objectives for creating a better place to attract new investment and business.

#### **3. Respondents were asked to indicate whether they supported the Framework Masterplan Vision to be delivered over the next 15 years.**

Of the 29 respondents that answered this question, 13 supported it, 6 did not support it, 8 were undecided and 2 were neutral.

Some of the comments received:

*Clearly there is a need to do something to bring more life to the town. We think it is essential that they succeed in bringing life to the town which will otherwise continue to fade away and become less relevant to people.*

*Tiverton has all the assets to be a really great market town and I think these proposals would help to achieve that.*

*The plan needs an overarching vision of what the town is to become. What is a modern market town? Are we working to a model or trying to emulate other towns? We may be able to benefit from their experience.*

*I applaud the fact that MDDC have finally realised that something major needs to be done to address the decline of Tiverton's town centre which has unfolded over the last 2 decades. From what I have seen of the masterplan, I believe it is very encouraging but it needs to be done properly.*

*Independent traders and businesses need to be encouraged as well as new amenities to go hand in hand with all the housing estates being built on the outskirts of the town.*

*Work on infrastructure first before wasting millions on vanity projects; enhance what we already have; make it all link up better and work better; make the whole of Tiverton cycle friendly and enhance offering for cycle tourism.*

*Tiverton needs better than this - the next 20 years will see massive increases in electric cars, new modes of transport, broadband roll out, online shopping, increasing leisure demands for environmentally based planning - this has none of that. We should be looking at a scheme that attracts investment, has a USP, is unique, brings history to life, and looks forward not trying to recover the past and most of all not basing it on the Pannier Market.*

**4. Respondents were asked to say what they thought about 4 key themes: accessibility, identity, environment and quality.**

37 respondents answered this question. The main areas of comments were:

**Accessibility**

Ten respondents commented that provision for pedestrians, cyclists and bus facilities, with an appropriate parking strategy (accessible and affordable), and traffic management (including for taxis), should be integral to the proposals. Ten respondents commented on the need to improve links/signage/promotion of visitor attractions such as Canal, Old Blundells, Castle, Museum, and Tourist Information.

Seven respondents commented that the route from Tiverton Parkway should be improved (e.g. shuttle bus) and more made of cycles routes and entrance points into the town.

Four respondents wanted to see future technologies and smarter travel methods embraced, e.g. electric car charging points, shared mobility vehicles, technology used for information provision, Wi-Fi enabled town centre.

Two respondents wanted well-maintained toilets in accessible places, e.g. the bus station.



One respondent did not want to see pedestrianisation of the town centre, whilst one wanted to make the town centre car free. One respondent did not want to see restrictions on day-time deliveries for independent traders.

## **Identity**

Half of respondents (13) wanted to see more made of the historic architecture of the town, its historic streets and buildings as this would increase Tiverton's attractiveness.

Six respondents commented that a good mix of independent retail stores and a cultural element would offer more reasons to visit; one commented that Tiverton needs a really distinctive retail offer; and one that the town needs an anchor supermarket.

Three respondents commented that the night-time economy needs to be improved with more quality restaurants, a welcoming night-time atmosphere, and later shop opening, and this would attract local people and visitors into the town in the evening; and two wanted more emphasis on leisure (e.g. skating, bowling, gyms).

Four respondents wanted to highlight the creative arts/crafts going on in the town and promote local events; one wanting a link to the Tiverton Community Arts Theatre project.

Two respondents comments that flexible uses of buildings and units in the town centre would enable future trends in the retail sector to be addressed, e.g. good quality live/work and flexible workspaces.

One respondent thought that the project should capitalise on the Pannier Market and the river which make Tiverton an individual place; and one suggested consolidated the town around the market and reducing the retail area.

One respondent thought that the proposals were based on outdated thinking about retail space, town centres and transport, and that the focus should be on a scheme that attracts investment, has a USP, is unique, brings history to life, and looks forward, not trying to recover the past; and one respondent questioned that the project provided a strategy for making Tiverton a place people want to visit.

One respondent suggested involving community groups in establishing Tiverton's identity, and one suggested making the town dementia-friendly.

## **Environment**

Six respondents highlighted the need to protect and enhance the riverside frontage and extend riverside walks. Five respondents thought the Council should identify opportunities for the provision green infrastructure/biodiversity gain/more trees and plants throughout and keep green spaces around the town.

The inclusion of public art and other features of interest (fountains, sculptures), street performance and active demonstrations of sports and other physical activity were suggested by one respondent; whilst one did not want money spent on public art.

One respondent highlighted the importance of archaeology and the many listed buildings in the town centre. One suggested the parks would benefit from a makeover.

Three respondents wanted to maintain views and a sense of space, and one suggested making more of/switching on the Leat.

### **Quality**

Six respondents wanted to see a better quality public realm delivered first; two wanted public realm improvements for mobility (scooters and wheelchairs); and one, less street clutter.

Six respondents wanted to see improved community planting and flower displays, public seating and weather protection.

Two respondents commented on the need for a shop front policy, and two wanted to see buildings properly maintained and improved.

### **5. Respondents were asked to comment on a number of key sites (19 in total) for enhancement and/or development across the town centre.**

25 respondents answered the question: *“Do you agree with the key sites that have been identified across the town centre?”* Of these, 16 responded “Yes”, 8 responded “No”, and one supported only the market site.

The sites were divided into 7 groups for the questionnaire. Comments were as follows.

### **The Market**

Almost half of respondents liked the idea of opening up the entrances to the market, one suggested replicas of the old arched market entrances.

Comments were mixed on redeveloping Market Walk with some specifically wanting to see redevelopment (3). Respondents commented that the Pannier Market building itself should remain a key feature (4) and either not losing its character (1) or returning to its original character and footprint (2). One respondent thought that setting market stalls amongst trees would give a temporary market atmosphere.

Respondents liked the art and craft focus for the market stalls but wanted to see exhibition space (3) and opportunities for pop-up shops/workshops (2). One respondent wanted the market to be used for social and community purposes.

Comments were mixed on the inclusion of housing. One respondent did not want to see any town centre housing, another thought that sensitive housing development would enhance the area. Another thought that the building design did not suit Tiverton.

Three respondents wanted to see the pub improved to have a wider appeal.

Some respondents wanted car parking retained (3) whilst one thought it should be reduced. One respondent thought it should be developed into a multi-storey car park with retail on the ground floor.

## **West Exe/Riverside**

Almost all respondents wanted to see good use made of the river frontage and its look improved and greened, with riverside walks being extended (20). Seven respondents gave ideas for activities on the river, including fishing, canoeing, walking, pubs, entertainment and restaurants (7). One respondent thought hydro power could become a feature.

Two respondents wanted to see a footbridge over the river.

One respondent thought much more could be done for West Exe, and one thought it important to retain its village atmosphere. Two respondents wanted to retain West Exe parking, one suggesting it should be free.

## **Western Gateway/Town Hall**

Half of respondents (13) did not want to see houses built on the site to the rear of the Town Hall. They thought it would prevent an opportunity to open up the river frontage for community and leisure space. One respondent commented that loss of the space by the river prevents its use for functions and receptions linked to the Town Hall. Four respondents thought the Town Hall should be developed further as a venue.

Two respondents wanted to see St Andrews Street North pedestrianised (except for access) and the entrance to the Museum and Town Hall improved. One respondent did not like the idea of public space in front of the Town Hall due to potential traffic and pedestrian conflicts, however, one respondent thought the area could become a hub for restaurants/coffee shops.

## **Fore Street**

There was some support for improving the public realm in Fore Street, including paving, road surfacing, street furniture, shopfronts, and the look of some of the buildings, streets and footpaths (5). One respondent thought the artist's impression was dated and did not reflect Tiverton's history, and the coloured pavements will become dirty, uneven and dangerous.

One respondent was concerned with empty retail units and wanted to see a reduction in business rates, and one respondent wanted to see Fore Street focus on food, art and literature rather than household and clothing retail.

One respondent wanted to see more to do in the evening with a more welcoming atmosphere. One wanted to see the theatre relocated into the town centre. Two respondents wanted to see better use made upper floors for housing.

One respondent thought traffic should be further restricted, and one thought it should not be restricted.

## **Beck Square**

Seven respondents commented that Tiverton Museum should be at the forefront of thinking for Beck Square. Half of respondents (13) wanted the Beck Square car park retained, as it provides level access to the town centre and visitor access to the Museum. Four

respondents suggested pedestrian links from Fore Street and Phoenix Lane to the Museum and Beck Square should be improve and/or greened.

Four respondents did not want to see development on Beck Square, particularly as it would reduce opportunities/visibility for the Museum, whilst one respondent thought Beck Square has unfulfilled potential.

### **Phoenix Lane**

Seven respondents commented that more should be made of the Phoenix Lane space in terms of providing seating, green areas, market stalls, and event and performance space; but clutter should be reduced (1) and the open feel of the space should be retained (2).

Four respondents wanted to keep the Burma Star Memorial Garden, and 3 thought it important to retain views of the hills/Iron Age Fort. Two respondents thought it important to retain historic buildings and protect their settings.

Seven respondents agreed with improving the cinema but thought it should retain its retro character.

### **Southern Gateway**

Two respondents wanted to retain the location for the bus station. One respondent thought that any relocation of the bus station should maintain current bus services and good access to the town centre, and one liked the café by the bus station. Three respondents wanted to see toilets at the bus station.

Two respondents wanted to see improved public access and ease of movement to the area around the southern gateway. One commented that car parking should be retained, and one that the multi-storey car park needs a facelift.

### **Other comments**

Four respondents commented that more should be made of the Old Blundells buildings and gardens, and four wanted to see improvements and a clear strategy for Lowman Green. One respondent wanted to see continued regeneration of Gold Street.

One respondent wanted the Tesco area included in the plan. One thought that allowing the Lidl development near Tesco would hamper attempts to focus on town centre, and one suggested renovating the land between Tesco and Travis Perkins for restaurants/cafés/bowling/skating.

One respondent suggested opening up a pedestrian route between the Pannier Market and Morrisons and the hospital, and two suggested Including Tiverton Castle in the plan.

### **6. Whilst there was no specific question about parking the questionnaire, many respondents comments on this.**

Two respondents comments that Tiverton needs convenient parking at affordable price; 8 respondents said parking was too expensive.

Eleven respondents objected to the loss of Beck Square as a car park as it has level access to the town and is close to the Museum; 4 respondents were concerned with the loss of spaces in the multi-storey car park.

Other suggests were: a park and ride from Tesco free car park (1); Council take over Tesco car park and shoppers claim back fee when they shop (1), new underground car park with bus and coach parking above accessed from Phoenix Lane (1).

One respondent wanted to keep small private car parks; and one thought there was a need for more car parking.

Two respondents highlighted the need for a proper parking strategy as a short term priority.

One respondent wanted to see electric vehicle charging points and suggested a free Tesla Supercharger Station installation.

**7. Respondents were asked “Where do you think the coach drop off point should be, and why”?**

Forty respondents answered this question. The suggested locations were: the bus station (9), William Street (4), Beck Square (3), near the Market (3), behind Banburys/Argos (2), Phoenix Lane (3) and with coach parking in Blundells Road (1), close to Tourist Information (1), at the multi-storey (1), by the river (1) and at Tesco (1). One respondent questioned the need to provide a coach drop-off point.

**8. Respondents were asked whether they agreed with the short, medium and long term priorities for the town centre.**

Twenty-two respondents answered this question. Of these, 10 respondents agreed with all 3 priorities, 3 respondents agreed only with the short term priorities, 2 respondents agreed with the short and medium term priorities only, one respondent agreed with the medium and long term priorities only, and 6 respondents did not agree with any of the priorities.

Comments received on the priorities included:

*Can Tiverton afford such schemes and where will the money come from?*

*Past development schemes/proposals have been carried out at great expense but did not proceed. Are these present proposals just an aspiration or are they real?*

*Simple things such as toilets, free parking and bus parking should be priorities; also replacing paving slabs in town centre.*

*Cut business rates to encourage new traders.*

*Long term approach needed - priority should not be given to making money immediately; craft units will need to be subsidised because they draw tourists in.*

*Could we have targets and dates and feedback on how it is going? Put boards up in the market as you have done for the masterplan, highlighting what has been done.*

## **Tiverton town centre regeneration**

### **Master plan and investment programme**

June 2018

#### **Public consultation feedback**

##### **Key themes**

Parking – locals want free or cheap parking around town the centre. Loss of Beck's square car park and that it should not be replaced with housing (7). With supermarket parking being free, there is a call for town centre parking to be also. (13)

River – need for improvements to the river corridor as a whole, and that any sites should not be developed just as housing. Suggestions for enhancement include: greening, creating social space with cafes and restaurants, open up and celebrate. Currently seen as grey and miserable with no attractive walkways that go anywhere. New links to other areas of the town could run along the river. West Exe should be encouraged to retain its 'distinct character' and 'village atmosphere' (12).

The Museum – large presence and importance in the town and has stronger role to play. The Museum has its own development plan that should be incorporated into the masterplan. It needs a stronger presence in the town and is well located. (11)

Shops – need for smaller units and areas for independent retailers and crafts to be available. Bigger retail stores could also be encouraged in Tiverton to aid footfall and prevent the need to travel to Exeter to 'make bigger purchases'. The presence of more and improved independent retail in the centre would counter the attraction of supermarkets and out of town retail. Improve what is currently in Tiverton town centre sensitively so not to clutter the town centre with the wrong uses. (8)

Market – support for overall vision. Need for sensitive design in keeping with the existing building. Unsure what the 'modern market town' looks like and there is a responsibility to achieve that wisely and successfully. (8)

Cycle ways – areas for cyclist and pedestrians to either take a leisurely ride/stroll or get across town. Designated area and route along the river. Need for improved connections to the train station. (7)

Funding – is funding available for the master plan and can the masterplan be delivered? Are the proposed retail uses necessary? (7)

Public toilets – improve and increase facilities across the town. (7)

Green infrastructure – major improvements suggested along the river. Natural England suggest the provision of parks, recreations, flood storage, trees and allotments to benefit the locals in their health and



## **Tiverton town centre regeneration**

### **Master plan and investment programme**

June 2018

wellbeing, and to aid biodiversity across the town. The existing parks need improvement. (6)

Dementia/Elderly friendly places – dementia friendly initiatives need to be considered across the town to make all spaces safe and readable. (5)

Town Hall – make the most of it as an attraction and to encourage visitors/ locals towards it. Sensitivity to building behind the town hall. (5)

Signage – needs to be improved if the town is to improve itself, and gain more visitors. (4)

Bus centre/drop off – different suggestions to the location of the coach drop off. Many believe the current location serves it well, facilities just need to be improved, but others suggest near the market and Blundell's Road. (5)

Cinema – needs to be improved, but not replaced. The character of the area and of the cinema itself should be kept, just brought into the 21<sup>st</sup> century slightly with improved facilities around the area especially at night. (4)

Clean up – Tiverton to be zero waste. Littering is a problem and there's a need for sufficient recycling facilities. A street clean-up alone will improve the town and repainting and repairing buildings is needed. (3)

Event and performance space – range of space to be provided for across the town.

Blundell's Road – to be developed rather than smaller areas being developed and struggling for open space. Parts are owned by national trust and are undeveloped/naturally enhanced which is a wasted opportunity. (2).

Site boundary – opportunity to widen it to include more of the town.

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## SCRUTINY 8 OCTOBER 2018

### Review of the Performance Indicators given to Elected Members

**Cabinet Member(s):** Clive Eginton  
**Responsible Officer:** Catherine Yandle Group Manager for Performance, Governance and Data Security

**Reason for Report:** At Scrutiny Committee on 1 August a member of the public asked the Committee 'please consider adding, to the list at Agenda item 7 a review of the performance indicators given to Elected Members'. In response the Chairman confirmed that this would be added to the list of items identified for future meetings.

**RECOMMENDATION:** That the contents of this report are noted.

**Relationship to Corporate Plan:** The use of effective performance indicators allows members to track corporate performance at a strategic level, and allows for scrutiny and challenge of operational effectiveness through the relevant Policy Development Groups (PDGs), the Council's Scrutiny Committee and its Audit functions (both internal and external). Importantly, it provides an evaluative feedback loop to ensure continual improvement by assessing whether decisions made by the Council are having the desired impact on service delivery or strategic outcomes for the residents, visitors and businesses of Mid Devon.

**Financial Implications:** None identified

**Legal Implications:** None identified

**Risk Assessment:** None identified

**Equality Impact Assessment:** None identified

### 1.0 Background

- 1.1. Performance monitoring across the Council has a varied history, with service-level data not always being brought to the attention of elected members to inform policy decisions. It was noted in the Annual Governance Statement Action Plan for 2011/12 that committees were no longer receiving regular performance and risk reports. As a result of this regular reporting was reinstated, at first twice and later being increased to 5-6 times a year.
- 1.2. In 2013 it was clear that many Members felt that the reports had become unhelpful, or of little benefit; they were too long and the measures included in them were not felt to be meaningful in many cases.
- 1.3. So a Scrutiny working group was set up which first met on 6 February 2014 and made their final report back to Scrutiny on 15 September 2014.

- 1.4. As a result of the Working Group's recommendations a revised selection was proposed to and agreed in time for the new Council and change to 4 PDGs in May 2015.

## 2.0 **Development**

- 2.1 The Corporate Plan is reviewed regularly, but specifically after each election to ensure that the Corporate Plan reflects the aspirations of the newly formed Council. The PIs reported on are also reviewed at this stage to ensure alignment with the council's aims and objectives.
- 2.2 More PIs are monitored by services than are reported corporately to Members, which means we usually have a variety of measures available and attempt, at the review stage, to match identified Corporate Plan Priorities with an appropriate measure.
- 2.3 Complete synergy is not always possible because, for example, suitable data may not have been collected yet or may be publically available but too out of date. Sometimes a decision is made to start collecting new data; in this instance there may be the statement no target or "for information only".
- 2.4 Performance management across local government utilises a number of nationally-agreed datasets and performance metrics, and these are supplemented by monitoring and management of data at the local level. Hence, the Council's performance indicators are a mixture of core service level information that allows us to be compared across the local government family (or subsets thereof), combined with metrics that have, at one time or another, been of significant importance to members in tracking performance.

## 3.0 **Response to specific issues referred to in the public question submitted**

- 3.1 The request to the Scrutiny committee arose in relation to one specific performance indicator for FOI request responses. This was introduced in 2011/12, and has been reported the same way ever since. That year the cumulative % for the whole year was 95%.
- 3.2 The results each year thereafter are as follows: 86%, 97%, 95%, 84%, 94%, 72%. The current year 2018/19 so far, from 1 April to 31 August, is 98% i.e. the highest recorded since this indicator was introduced.
- 3.3 The regular Performance and risk report for 2017/18 at Scrutiny on 18 June said:
- "The Response to FOI requests is still well below target. However 89% have been on time in the 3 months since the new Information Management Officer started. For April this figure was 97%."
- 3.4 The Leader's Annual review against the Corporate Plan for 2017/18 said
- "FOI: Recruitment for a replacement member of staff took place and the new member of staff started on 4 January performance has improved steadily 89%

have been on time in the 3 months since the new Information Management Officer started. This reached 99% by May 2018.”

3.5 From the minutes the reply given was:

“The Group Manager for Performance, Governance and Data Security provided the following answers to questions posed in public question time: the figures on the performance appendix were cumulative for the year to date; the cumulative percentage for the first 9 months to December 2017 was 67%. In the covering report and Leaders Report (agenda Item 10), the quoted figure of 89% was for the first 3 months of 2018 hence the different figures.

Discussion took place regarding the volume of FOI enquiries and the reasons why 100% of responses could not always be provided within the timescales allowed in statute.”

3.6 From the debate at Scrutiny Committee on 1 August 2018, it seemed the issue was whether this indicator (and presumably others besides) should be reported as individual monthly ‘actuals’, or whether cumulative figures were appropriate. At this point it is sufficient to reflect that the corollary of the observation of monthly actuals being more useful to members, would be to suggest that members would then be unsighted on what each month’s data did for performance overall (across the year). There are advantages and disadvantages to both – this is why members are involved in reviewing Performance Indicators as part of any Corporate Plan review and on an ongoing basis through PDGs, Scrutiny and Audit.

3.7 Due to the reaction at the meeting in June 2018 to having achieved 99% for May the decision was taken to report month by month so the consistently good performance can be seen and the PI has been reported to this Committee on this basis since August.

4.0 **Conclusion**

4.1 When each Performance and Risk report goes to committee feedback is asked for and actioned in time for the next reporting cycle, where applicable, or the next year if that is more suitable e.g. changes to targets.

4.2 In that way the active involvement of elected Members is sought on a regular basis. More involvement would be welcomed by the author in order to ensure that the Council is well-placed to manage performance rather than simply monitoring it.

**Contact for more Information:** Catherine Yandle Group Manager for Performance, Governance and Data Security Contact details: 01884 234975 cyandle@middevon.gov.uk

**Circulation of the Report: Scrutiny Committee and Clive Eginton**

**List of Background Papers: None**

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## SCRUTINY COMMITTEE 8 OCTOBER 2018:

### PERFORMANCE AND RISK FOR 2018-19

**Cabinet Member**                      Cllr Clive Eginton  
**Responsible Officer**              Director of Corporate Affairs & Business Transformation,  
Jill May

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

**RECOMMENDATION:** That the Committee reviews the Performance Indicators and Risks that are outlined in this report and feeds back any areas of concern.

**Relationship to Corporate Plan:** Corporate Plan priorities and targets are effectively maintained through the use of appropriate performance indicators and regular monitoring.

**Financial Implications:** None identified

**Legal Implications:** None

**Risk Assessment:** If performance is not monitored we may fail to meet our corporate and local service plan targets or to take appropriate corrective action where necessary. If key business risks are not identified and monitored they cannot be mitigated effectively.

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

#### 1.0 Introduction

- 1.1 Appendices 1-5 provide Members with details of performance against the Corporate Plan and local service targets for the 2017-18 financial year.
- 1.2 When benchmarking information is available it is included.
- 1.3 Appendix 6 shows the higher impact risks from the Corporate Risk Register. This includes Operational and Health & Safety risks where the score meets the criteria for inclusion. See 3.0 below.
- 1.4 Appendix 7 shows the risk matrix for the Council.
- 1.5 All appendices are produced from the Corporate Service Performance And Risk Management system (SPAR).

## 2.0 Performance

### Environment Portfolio - Appendix 1

- 2.1 Regarding the Corporate Plan Aim: **Increase recycling and reduce the amount of waste:** The % of household waste reused, recycled and composted; remains just below the target of 53.0% at 52.6%. The number of missed collections is very low and performance is good.
- 2.2 Regarding the Corporate Plan Aim: **Reduce our carbon footprint:** From May 2018 all residual waste accepted at the Waste Transfer Station at Carlu Close can now be transported to the Exeter Energy from Waste (EfW) plant.
- 2.3 We have installed heat pumps at Unit 10 Market Walk as part of the refurbishment. The number of public electric car charging points at the Leisure centres has been doubled. There are now 2 at each centre.
- 2.4 Condition surveys of Council owned facilities have been carried out as part of phase 1 of the Asset Management Plan 2016-2020- Energy assessment.

### Homes Portfolio - Appendix 2

- 2.5 Regarding the Corporate Plan Aim: **Build more council houses:** No new **Council Houses** were completed; however work is progressing on Birchen Lane (4), due September 2018, Burlescombe (6) due March and Palmerston Park (26) due June 2019.
- 2.6 Regarding the Corporate Plan Aim: **Facilitate the housing growth that Mid Devon needs, including affordable housing:** Last year was very successful with both measures well above target. The Affordable homes delivered figure is reported quarterly. Bringing empty homes into use is again above target.
- 2.7 Regarding the Corporate Plan Aim: **Planning and enhancing the built environment: Performance Planning Guarantee determined within 26 weeks** is now on target for Q1 and all 4 speed and quality measures were well above the required target.
- 2.8 Local Plan update: The Inspector has confirmed that the preliminary hearings into Policy J27 Land at Junction 27 and associated policies SP2 Higher Town, Sampford Peverell and TIV16 Blundells School, will take place on 20 and 21 September 2018.
- 2.9 **Average Days to re-let:** This is a very challenging target; having achieved <16 days for the last 3 years the target has been reduced to 14 days. Whilst this has not been reached yet our performance on voids has been so good that peers have asked how we have achieved this.
- 2.10 **Rent Arrears:** It has been predicted for some time that rent arrears are likely to increase with welfare reform. Although outside target, performance remains in the top quartile when compared to that of other providers. Officers are

currently devoting more time to income collection and are giving it greater priority.

#### Economy Portfolio - Appendix 3

- 2.11 Regarding the Corporate Plan Aim: **Focus on business retention and growth of existing businesses:** we record **Businesses assisted** which is on target; they have to be assisted for a minimum of an hour to be included in this figure.
- 2.12 Regarding the Corporate Plan Aim: **Improve and regenerate our town centres with the aim of increasing footfall, dwell-time and spend in our town centres:** for **Empty Shops**, although the vacancy rates are below our target they still are better than the national average vacancy rate which was 11.2% at the end of 2017. The South West region had the 4<sup>th</sup> highest loss of Retail High Street units in 2017, so we could be considered to have done well as a District.

#### Community Portfolio - Appendix 4

- 2.13 **Other:** Although responsibility for legal compliance will always rest with the business, MDDC's responsibility is to carry out the food premises inspections required (for A & B - High Risk premises). The figure for premises compliant with food safety law has been consistently at 85% so far this year.

#### Corporate - Appendix 5

- 2.14 **Working days lost due to sickness** is well below target but not higher than the average for English authorities according to the LGA. The Sickness Absence Action Plan has been drafted and will go to Leadership Team for approval this month.
- 2.15 The **Response to FOI requests** is still below target. The Information Management Team has taken steps to try to improve performance such as using generic email addresses, giving more guidance over responses and checking with staff that a request belongs to a service before it is assigned.

### **3.0 Risk**

- 3.1 The Corporate risk register is reviewed by Management Team (MT) and updated; risk reports to committees include risks with a total score of 10 or more. (Appendix 6)
- 3.2 Appendix 7 shows the risk matrix for MDDC for this quarter. If risks are not scored they are included in the matrix at their inherent score which will be higher than their current score would be.

#### **4.0 Conclusion and Recommendation**

- 4.1 That the Committee reviews the performance indicators and any risks that are outlined in this report and feeds back any areas of concern.

**Contact for more Information:** Catherine Yandle Group Manager for Performance, Governance and Data Security ext 4975

**Circulation of the Report:** Management Team and Cabinet Member



## Corporate Plan PI Report Environment

Monthly report for 2018-2019  
 Arranged by Aims  
 Filtered by Aim: Priorities Environment  
 For MDDC - Services

## Key to Performance Status:

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

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

Corporate Plan PI Report Environment																		
Priorities: Environment																		
Aims: Increase recycling and reduce the amount of waste																		
Performance Indicators																		
Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
<u>Residual household waste per household (measured in Kilograms)</u>	98.56 (3/12)		378.00	32.90	63.00	96.80											Stuart Noyce	(April - July) July 2018 data has not yet been received from Devon County Council (LD)
<u>% of Household Waste Reused, Recycled and Composted</u>	51.3% (3/12)		53.0%	50.0%	52.9%	52.6%											Stuart Noyce	(July) July 2018 data has not yet been received from Devon County Council (LD)
<u>Net annual cost of waste service per household</u>			£45.31	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		n/a	Stuart Noyce	
<u>Number of Households on Chargeable Garden Waste</u>	9,107 (3/12)		9,500	9,613	9,848	9,912											Stuart Noyce	
<u>% of missed collections reported (refuse and organic waste)</u>	0.03% (4/12)		0.03%	0.02%	0.02%	0.03%	0.03%										Stuart Noyce	(July) % of missed collections continue to be on target (LD)
<u>% of Missed Collections logged (recycling)</u>	0.03% (4/12)		0.03%	0.01%	0.01%	0.01%	0.01%										Stuart Noyce	(July) % of missed collections remain under target (LD)

Aims: Protect the natural environment																		
---------------------------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Corporate Plan PI Report Environment****Priorities: Environment****Aims: Protect the natural environment****Performance Indicators**

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
<b><u>Number of Fixed Penalty Notices (FPNs) Issued (Environment)</u></b>	13 (4/12)			3	4	7	8										Stuart Noyce	

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## Corporate Plan PI Report Homes

Monthly report for 2018-2019  
Arranged by Aims  
Filtered by Aim: Priorities Homes  
For MDDC - Services

## Key to Performance Status:

Performance Indicators:

No Data

Well below  
target

Below target

On target

Above target

Well above  
target

\*

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

## Corporate Plan PI Report Homes

## Priorities: Homes

## Aims: Build more council houses

## Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
<u>Build Council Houses</u>	0 (5/12)		26	0	0	0	0	0									Angela Haigh	(May) Birchen Lane due May (CY)

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

## Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
<u>Number of affordable homes delivered (gross)</u>	26 (1/4)		80	n/a	n/a	14	n/a	n/a		n/a	n/a		n/a	n/a			Angela Haigh	
<u>Deliver 15 homes per year by bringing Empty Houses into use</u>	23 (4/12)		72	13	19	26	29										Simon Newcombe	

## Aims: Other

## Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
<u>% Decent Council Homes</u>	99.9% (4/12)		100.0%	97.3%	99.9%	99.7%	99.9%										Angela Haigh	
<u>% Properties With a Valid Gas Safety Certificate</u>	99.82% (4/12)		100.00%	99.69%	99.78%	99.73%	99.91%										Angela Haigh	
<u>Rent Collected as a Proportion of Rent Owed</u>	96.87% (4/12)		100.00%	95.34%	96.76%	97.09%	97.72%										Angela Haigh	
<u>Current Tenant Arrears as a Proportion of Annual Rent Debit</u>	1.30% (4/12)		1.00%	1.13%	1.17%	1.29%	1.34%										Angela Haigh	
<u>Dwelling rent lost</u>	0.5% (4/12)			0.71%	0.67%	0.70%	0.65%										Angela Haigh	

Corporate Plan PI Report Homes																			
Priorities: Homes																			
Aims: Other																			
Performance Indicators																			
Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group to Manager	Officer Notes	
<u>due to voids</u>																			
<u>Average Days to Re-Let Local Authority Housing</u>	15.8days (4/12)		14.0days	16.6days	15.9days	16.1days	15.6days										Angela Haigh		

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## Corporate Plan PI Report Economy

Monthly report for 2018-2019  
 Arranged by Aims  
 Filtered by Aim: Priorities Economy  
 For MDDC - Services

## Key to Performance Status:

Performance Indicators:

No Data

Well below  
target

Below target

On target

Above target

Well above  
target

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

## Corporate Plan PI Report Economy

## Priorities: Economy

## Aims: Attract new businesses to the District

## Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group to Manager	Officer Notes
<u>Number of business rate accounts</u>	2,942 (3/12)		3,000	3,004	3,004	3,044											Andrew Jarrett	

## Aims: Focus on business retention and growth of existing businesses

## Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group to Manager	Officer Notes
<u>Businesses assisted</u>	92 (4/12)		250	25	49	69	89										None	(July) Estimated (JB)

## Aims: Improve and regenerate our town centres

## Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group to Manager	Officer Notes
<u>Increase in Car Parking Vends</u>	54,086 (3/12)			49,410	51,507	51,931											Andrew Jarrett	
<u>The Number of Empty Shops (TIVERTON)</u>	19 (1/4)		18	n/a	n/a	22	n/a	n/a		n/a	n/a		n/a	n/a			Adrian Welsh	(Quarter 1) 22 vacant units representing a vacancy rate of 9.4% (JB)
<u>The Number of Empty Shops (CREDITON)</u>	8 (1/4)		8	n/a	n/a	10	n/a	n/a		n/a	n/a		n/a	n/a			Adrian Welsh	(Quarter 1) 10 vacant units representing a vacancy rate of 8.5% (JB)
<u>The Number of Empty Shops (CULLOMPTON)</u>	9 (2/4)		8	n/a	n/a	6	n/a	n/a	7	n/a	n/a		n/a	n/a			Adrian Welsh	(Quarter 1) 6 vacant units representing a vacancy rate of 7.1% (JB)

## Aims: Other

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

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group to Manager	Officer Notes
<u>Funding awarded to support economic projects</u>	£0 (1/4)			n/a	n/a	£0	n/a	n/a		n/a	n/a		n/a	n/a			Adrian Welsh	(Quarter 1) Applications amounting to £431,200 have been submitted with support from EDR, but the outcome these awards is not yet known (JB)

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## Corporate Plan PI Report Community

Monthly report for 2018-2019

Arranged by Aims

Filtered by Aim: Priorities Community

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

For MDDC - Services

Key to Performance Status:

Performance Indicators:

No Data

Well below  
target

Below target

On target

Above target

Well above  
target

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

## Corporate Plan PI Report Community

## Priorities: Community

## Aims: Promote physical activity, health and wellbeing

## Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
<u>GP Referrals</u>	22 (5/12)			22	22	22	22	22									Corinne Parnall	(August) 22 (K)

## Aims: Other

## Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
<u>Number of social media communications MDDC send out</u>	152 (5/12)		30	69	66	66	75	77									Jane Lewis	(August) No. of Facebook Posts Published = 36 No. of Tweets Tweeted = 41 (MA)
<u>Number of web hits per month</u>	27,028 (5/12)			35,191	33,432	29,453	30,317	31,082									Jane Lewis	
<u>Compliance with food safety law</u>	90% (5/12)		90%	85%	85%	85%	85%	85%									Simon Newcombe	

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## Corporate Plan PI Report Corporate

Monthly report for 2018-2019

Arranged by Aims

Filtered by Aim: Priorities Delivering a Well-Managed Council

For MDDC - Services

Key to Performance Status:

Performance Indicators:

No Data

Well below target

Below target

On target

Above target

Well above target

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

## Corporate Plan PI Report Corporate

## Priorities: Delivering a Well-Managed Council

## Aims: Put customers first

## Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
% of complaints resolved w/in timescales (10 days - 12 weeks)	92% (5/12)		90%	94%	96%	89%	89%	86%									Lisa Lewis	(August) Report run at end of August, will check figures again at the end of the 12 week period for more accurate figures. (RT)
Number of Complaints	27 (5/12)			18	28	32	37	28									Lisa Lewis	
New Performance Planning Guarantee determine within 26 weeks	99% (1/4)		100%	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a				Jenny Clifford, David Green	
Major applications determined within 13 weeks (over last 2 years)	83% (1/4)		60%	n/a	n/a	86%	n/a	n/a	n/a	n/a	n/a	n/a	n/a				Jenny Clifford, David Green	
Minor applications determined within 8 weeks (over last 2 years)	79% (1/4)		65%	n/a	n/a	73%	n/a	n/a	n/a	n/a	n/a	n/a	n/a				Jenny Clifford, David Green	
Major applications overturned at appeal (over last 2 years)	4% (1/4)		10%	n/a	n/a	3%	n/a	n/a	n/a	n/a	n/a	n/a	n/a				Jenny Clifford, David Green	
Minor applications overturned at appeal (over last 2 years)	0% (1/4)		10%	n/a	n/a	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a				Jenny Clifford, David Green	
Response to FOI Requests (within 20 working days)	73% (5/12)		100%	97%	99%	99%	97%	96%									Catherine Yandle	(August) 68 replies, 3 late (CY)
Working Days Lost	3.12days (5/12)		7.00days	0.64days	1.34days	2.18days	2.82days	3.42days									Jane Cottrell	

Corporate Plan PI Report Corporate																		
Priorities: Delivering a Well-Managed Council																		
Aims: Put customers first																		
Performance Indicators																		
Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
<u>Due to Sickness Absence</u>																		
<u>Return on Commercial Portfolio</u>			7.5%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		n/a	Andrew Busby	
<u>% total Council tax collected - monthly</u>	51.60% (5/12)		98.50%	11.32%	20.63%	29.48%	38.51%	47.43%									Andrew Jarrett	
<u>% total NNDR collected - monthly</u>	50.41% (5/12)		99.20%	12.15%	23.60%	32.20%	40.39%	47.45%									Andrew Jarrett	
<u>Number of visitors per month</u>	2,724 (5/12)		2,750	2,172	2,351	2,323	2,393	2,341									Lisa Lewis	
<u>Satisfaction with front- line services</u>	97.59% (5/12)		80.00%	0.00%	0.00%	100.00%	100.00%	100.00%									Lisa Lewis	
<u>Increase Number of Digital payments</u>	31,703 (5/12)		70,960	6,908	14,226	20,885	27,772	34,330									Lisa Lewis	

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## Risk Report Appendix 6

Report for 2018-2019

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

For MDDC - Services

Filtered by Performance Status: Exclude Risk Status: Low  
Not Including Risk Child Projects records or Mitigating Action records

Key to Performance Status:

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

### Risk Report Appendix 6

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

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

Not making a commercial ROI

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

**Causes (Likelihood):** • Mismanagement of stocks and stores

**Service:** Property Services

**Current Status:** Medium  
(12)

**Current Risk Severity:** 3 -  
Medium

**Current Risk Likelihood:** 4 -  
High

**Service Manager:** Andrew Busby

**Review Note:** Capital Asset Management Strategy on the website

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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service:** Planning

**Current Status:** Medium  
(10)

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

**Current Risk Likelihood:** 2 -  
Low

**Service Manager:** Jenny Clifford

**Review Note:** LT review

**Risk: Contingency - Business Continuity** Having an ineffective Business Continuity Plan in place to complement the Emergency Plan, Disaster Recovery Plan and Risk Management Plan leading to service failure and loss in reputation.

**Effects (Impact/Severity):** • Staff are not enabled or adequately prepared to deal with incidents in the event that senior managers are unavailable

- Poor management of a major incident will affect the Council's reputation

## Risk Report Appendix 6

- There is a risk to decision-making processes and maintaining quorate committees in the event of loss of Members.
- Software Failure, leading to potential inability to pay staff, creditors, benefits etc and inability to access key data affecting service delivery and customer experience
- Increase in workforce homeworking

**Causes (Likelihood):** • Severe weather including snow, flooding and heatwaves can cause disruption to normal service operation

- Severe space weather can cause disruption to a range of technologies and infrastructure, including communications systems, electronic circuits and power grids.
- Fuel strikes
- Industrial action

Failure to plan for this and implement contingency procedures will affect service delivery.

**Service: Governance**

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Catherine Yandle**

**Review Note:** Service BCP added to template for Service Business Plans due by end of September. This risk will be reviewed again in October.

**Risk: Corp RA - Recycling Income** Reduction in material income levels due to market forces.

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: Street Scene Services**

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Stuart Noyce**

**Review Note:**

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

There are risks that some equipment may produce electromagnetic interference with pace-makers.

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

**Causes (Likelihood):** medium if procedures followed.

**Service: Property Services**

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Andrew Busby**

**Review Note:**

## Risk Report Appendix 6

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

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

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

- A lack of inward investment
- Uncertain economic recovery, impact on employment and infrastructure development

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

**Service: Community Development**

**Current Status: No Data**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Adrian Welsh**

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

**Risk: Evictions** Tenants being evicted could become violent.

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: Housing Services**

**Current Status: Medium (10)**

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

**Current Risk Likelihood: 2 - Low**

**Service Manager: Claire Fry**

**Review Note:** The assessment of the risk remains the same, as the Housing Service is required to house vulnerable people with complex needs who may exhibit challenging behaviour if they feel threatened. An eviction can be a very traumatic event for such people.

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

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

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

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

**Service: Planning**

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Jenny Clifford**

**Review Note:** LT review

## Risk Report Appendix 6

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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Governance

**Current Status: Medium**  
(10)

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

**Current Risk Likelihood: 2 -**  
Low

Service Manager: Catherine Yandle

**Review Note:** Information Audit Action Plan agreed today

**Risk: H&S RA - Carlu Close Depot** Inherent risk at Carlu Close site - highest scoring risk

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Street Scene Services

**Current Status: Medium**  
(10)

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

**Current Risk Likelihood: 2 -**  
Low

Service Manager: Stuart Noyce

**Review Note:** Changes have been made to operations at Carlu Close such as not idling engines inside the building, varying fan use, leaving main doors open to improve ventilation etc. Further air quality testing results are awaited.

**Risk: H&S RA - Enforcement Officer** Enforcement Officer Risk assessment

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Street Scene Services

**Current Status: Medium**  
(10)

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

**Current Risk Likelihood: 2 -**  
Low

Service Manager: Stuart Noyce

**Review Note:** Limited access to support while working alone -  
Emergency help button installed on hand held device with direct relay to depot.  
Officers registered with Taunton Deane Lone Worker programme

**Risk: H&S RA - Litter picking** Litter picking - Risk of accident/injury from vehicles when working roadside

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Grounds Maintenance

**Current Status: Medium**  
(10)

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

**Current Risk Likelihood: 2 -**  
Low

Service Manager: Darren Beer

**Review Note:** Per email 20 August 2018

## Risk Report Appendix 6

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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Street Scene Services

**Current Status: Medium (10)**

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

**Current Risk Likelihood: 2 - Low**

Service Manager: Stuart Noyce

**Review Note:** SSoW/designated walkways/PPE/Reversing Assistants/Equipment servicing. Regular alarm testing and equipment checks/flammable materials outside.

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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Street Scene Services

**Current Status: Medium (10)**

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

**Current Risk Likelihood: 2 - Low**

Service Manager: Stuart Noyce

**Review Note:** SSoW/Training & Instruction/Mobile phones

**Risk: H&S RA - Street Cleansing Operative** Risk assessment for role - highest risk from role - Risk of accident/injury when working roadside

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Street Scene Services

**Current Status: Medium (10)**

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

**Current Risk Likelihood: 2 - Low**

Service Manager: Stuart Noyce

**Review Note:**

## Risk Report Appendix 6

**Risk: H&S RA - Tractor Operations** Tractor with Side Arm Flail Operations (Where applicable this RA is to be used in conjunction with the Working by roadside RA and the Hand Held Hedge Cutter RA)

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Grounds Maintenance

**Current Status: Medium  
(10)**

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

**Current Risk Likelihood: 2 -  
Low**

Service Manager: Darren Beer

**Review Note:**

**Risk: H&S RA - Tree Operations including the use of chainsaws** Tree operations including the use of chainsaws

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Grounds Maintenance

**Current Status: Medium  
(12)**

**Current Risk Severity: 4 -  
High**

**Current Risk Likelihood: 3 -  
Medium**

Service Manager: Darren Beer

**Review Note:**

**Risk: H&S RA - Use of GM vehicles (inc. loading, tipping, trailers and use of water bowser)** Loading vehicles + unloading on site

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Grounds Maintenance

**Current Status: Medium  
(10)**

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

**Current Risk Likelihood: 2 -  
Low**

Service Manager: Darren Beer

**Review Note:**

**Risk: H&S RA - Working at height** Use of Ladders

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Grounds Maintenance

**Current Status: Medium  
(12)**

**Current Risk Severity: 4 -  
High**

**Current Risk Likelihood: 3 -  
Medium**

Service Manager: Darren Beer

**Review Note:** Per email on 20 August



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**Risk: H&S RA - Working by Roadside Urban/Rural** Carrying out activities and tasks by the roadside.

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: Grounds Maintenance**

**Current Status: Medium (10)**

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

**Current Risk Likelihood: 2 - Low**

**Service Manager: Darren Beer**

**Review Note:**

**Risk: H&S RA -Waste Collection - Health and Safety** Inadequate training with regards to Manual Handling and workplace hazards (eg contact with broken glass) could result in Health and Safety risks

**Effects (Impact/Severity):**

**Causes (Likelihood):** - Increasing demand and service costs due to increasing population, consumer society and an increasing amount of waste

**Service: Street Scene Services**

**Current Status: Medium (10)**

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

**Current Risk Likelihood: 2 - Low**

**Service Manager: Stuart Noyce**

**Review Note:**

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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: Housing Services**

**Current Status: Medium (10)**

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

**Current Risk Likelihood: 2 - Low**

**Service Manager: Claire Fry**

**Review Note:** The assessment of the risk remains the same but it should be noted that the Housing Service works closely with partners including the Devon and Somerset Fire and Rescue Service to help those who hoard to understand the possible consequences of their behaviour and to help them to commence addressing the issues.

**Risk: Homelessness** Insufficient resources to support an increased homeless population could result in failure to meet statutory duty to provide advice and assistance to anyone who is homeless.

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

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

## Risk Report Appendix 6

intervention.

- Possible increase in temporary accommodation usage.

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

- Lack of private sector housing.

**Service: Housing Services**

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Claire Fry**

**Review Note:**

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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: Housing Services**

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Claire Fry**

**Review Note:**

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

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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: I C T**

**Current Status: No Data**

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

**Current Risk Likelihood: 4 - High**

**Service Manager: Alan Keates**

**Review Note:**

## Risk Report Appendix 6

### **Risk: Legionella** Legionella

#### **Effects (Impact/Severity):**

#### **Causes (Likelihood):**

**Service: Leisure Services**

**Current Status: Medium (10)**

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

**Current Risk Likelihood: 2 - Low**

**Service Manager: Darren Beer, Heather Hargreaves**

**Review Note:** Extensive review done, annual chlorination on a planned basis re-introduced which provides extra protection in addition to other measures introduced.

### **Risk: Leisure Income Generation** Inability to compete with neighbouring leisure centres could result in reduced custom/use which could challenge the service's ability to achieve its income target.

#### **Effects (Impact/Severity):** • Reduced income levels

**Causes (Likelihood):** • Discretionary spend nature of leisure sector in economic recession  
 • The set-up of budget gyms in Mid Devon is unlikely but could impact on our income if they did  
 • Smaller leisure businesses are more likely to set up in Mid Devon and their impact on our service could be reduced if internal communication processes are improved so as to notify Leisure Managers of any potential competitors in the area

**Service: Leisure Services**

**Current Status: No Data**

**Current Risk Severity: 3 - Medium**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Lee Chester**

**Review Note:** The baseline income target from the actual achieved in 2016/17 was £2,460,020, and so a budget was set for 2017/18 at £2,655,500 incorporating; price increases, growth and a development sum for the fitness extension at Exe Valley. Although the income target was missed by £42,841, (consideration for closures due to snow, flooding of outdoor pitches, south west water closing a large section of Tiverton, maintenance issues with Culm Valley's main hall ceiling and with Exe Valley's Learner Pool bottom, Lords Meadow car park works, and the entire disruption to Exe Valley during the fitness development and car park works development, are instances where we have missed out on income, or had service compromised) as a service an increase of just under £154k was achieved which is an improvement of 6.26% over the previous year.

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

#### **Effects (Impact/Severity):**

#### **Causes (Likelihood):**

**Service: Planning**

**Current Status: No Data**

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

**Current Risk Likelihood: 2 - Low**

**Service Manager: Jenny Clifford**

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

## Risk Report Appendix 6

**Risk: Localism Act - Community Right to Buy / Challenge** Transference of services to the community could enable the Council to identify cost savings

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Financial Services

**Current Status: Medium (12)**

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Jo Nacey

**Review Note:**

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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Property Services

**Current Status: Medium (12)**

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Andrew Busby

**Review Note:** Health & Safety Officer trailing new Lone Working equipment.

**Risk: Management of Legionella within Corporate Assets** The risk assessment covers the Management control, including practises and procedures, of Legionella across all Commercial Assets

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Property Services

**Current Status: High (15)**

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Service Manager: Andrew Busby

**Review Note:** Lots of work and training has been undertaken. The SLA is still in draft but we have a clear plan in place. The Housing Team are also working through our corporate stock removing cold water tanks etc. which immediately lowers the risk.

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

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

- Failure to meet targets in Development Plan

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

**Causes (Likelihood):**

Service: Planning

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**Current Status: Medium**  
(12)

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager:** Jenny Clifford

**Review Note:**

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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service:** Financial Services

**Current Status: High**  
(15)

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

**Current Risk Likelihood: 3 - Medium**

**Service Manager:** Jo Nacey

**Review Note:** There is continuing pressure due to ongoing funding reductions. Further discussion has taken place centrally on changing the mechanism re NHB funding which will have an impact if implemented

**Risk: Palmerston Park** Development of 26 houses - liquidator exploring a claim against us regarding losses and damages re previous contractor.

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service:** Property Services

**Current Status: Medium**  
(10)

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

**Current Risk Likelihood: 2 - Low**

**Service Manager:** Andrew Busby

**Review Note:** At this point in time we are confident we can re-buff the claim. We had appropriate legal advice before we terminated the contract with the contractor. We have also had to carry out remedial works and have established losses.

**Risk: Plant Room** Plant Room

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service:** Leisure Services

**Current Status: Medium**  
(10)

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

**Current Risk Likelihood: 2 - Low**

**Service Manager:** Darren Beer, Heather Hargreaves

**Review Note:**

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

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### **Risk: Pool Inflatable** Pool Activities

#### **Effects (Impact/Severity):**

#### **Causes (Likelihood):**

Service: Leisure Services

**Current Status: Medium**  
(10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Darren Beer, Heather Hargreaves

#### **Review Note:**

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

#### **Effects (Impact/Severity):**

#### **Causes (Likelihood):**

Service: Property Services

**Current Status: High**  
(15)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Service Manager: Andrew Busby

**Review Note:** Demolition RA received and circulated, comments sent to developer and mitigations amended as instructed by us. Insurance company advised.  
Risk increased to reflect the fact demolition due to commence this month.

### **Risk: Reduced Funding - Budget Cuts** We are subject to continuing budget reductions. If we concentrate on short term cost savings, it may increase long term impact of decisions

**Effects (Impact/Severity):** • Increased workforce stress and declining morale can add to the dangers of a major incident if staff come under pressure as budget cuts force changes in operational models

- Budget cuts may limit the financial resources that we can dedicate to network security potentially making us more vulnerable to cyber-attacks
- Use of reserves to supplement reduced funding for budgets could put a strain on reserves in future, with inability to maintain them
- The Council could significantly over or underspend against budget on the provision of Council services
- There may be inefficient use of public money and a failure to comply with the Council's objectives
- The relative scale of impact in an incident will be higher due to decreased organisational resilience as a result of diminishing financial reserves and workforce response capacity

**Causes (Likelihood):** • Severe financial pressure caused by a significant reduction to the Council's Revenue Support Grant

- Ceasing of other grants

Service: Financial Services

**Current Status: High**  
(20)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 4 - High

Service Manager: Jo Nacey

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**Review Note:** We have managed to balance the budget in previous years with limited use of reserves. This will become increasingly difficult and we will need to continue to implement longer term savings.

**Risk: Reduced Funding - Service Cuts** With continued reductions in funding, there may be a long-term need to plan reduced or cease non-statutory services.

**Effects (Impact/Severity):**

- With the economic downturn there is risk of balancing reduced services with customer expectations in an increasing demand-led environment.
- Financial costs arising from reduced services (eg insurance claims due to flicking stones when cutting long grass)

**Causes (Likelihood):** • Severe financial pressure caused by a significant reduction to the Council's Revenue Support Grant

**Service: Financial Services**

**Current Status: High**  
(16)

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 4 - High**

**Service Manager: Jo Nacey**

**Review Note:**

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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: Communications**

**Current Status: Medium**  
(10)

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

**Current Risk Likelihood: 2 - Low**

**Service Manager: Jane Lewis**

**Review Note:** Now that there is a full time Communication Officer in post this provides the council with improved social media monitoring and we are more likely to respond in a timely manner. The media policy and social media guidelines are also currently being reviewed and will be taken to the Community PDG in November 2018.

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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: Housing Services**

**Current Status: Medium**  
(10)

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

**Current Risk Likelihood: 2 - Low**

**Service Manager: Claire Fry**

**Review Note:** the assessment of the risk remains the same but there are adopted policies and procedures which should mitigate the risk of a disaster happening. Furthermore, we have trained and experienced staff.



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**Risk: S106 Agreement** Inability of the legacy systems to provide a full overview of the 'trigger points' for all of the s106 agreements

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Planning

**Current Status: High (15)**

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Service Manager: None

**Review Note:**

**Risk: School Swimming Sessions** School Swimming Sessions

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Leisure Services

**Current Status: Medium (10)**

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Darren Beer, Heather Hargreaves

**Review Note:**

**Risk: Stress** Legal work is often high stakes and relatively urgent, with little control over the timing of instructions and work volumes. Officers in the team have to change priorities on a daily basis, leading to frustration and discord with services. The time allowed to do the work properly first time is almost always underestimated, leading officers to feel that they are on a conveyer-belt with little appreciation.

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Legal Services

**Current Status: Medium (9)**

Current Risk Severity: 3 - Medium

Current Risk Likelihood: 3 - Medium

Service Manager: Kathryn Tebbey

**Review Note:**



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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Housing Services

**Current Status: Medium**  
(12)

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

Service Manager: Claire Fry

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

**Risk: Swimming Lessons** Swimming Lessons

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Leisure Services

**Current Status: Medium**  
(10)

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

**Current Risk Likelihood: 2 - Low**

Service Manager: Darren Beer, Heather Hargreaves

**Review Note:**

**Risk: Swimming Pool** Swimming pool & spectator walkway

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Leisure Services

**Current Status: Medium**  
(10)

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

**Current Risk Likelihood: 2 - Low**

Service Manager: Darren Beer, Heather Hargreaves

**Review Note:**

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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Housing Services

**Current Status: Medium**  
(12)

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

Service Manager: Claire Fry

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

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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: Housing – Building Maintenance**

**Current Status: No Data**

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

**Current Risk Likelihood: 1 - Very Low**

**Service Manager: Mark Baglow**

**Review Note:** All flats are subjected to an annual fire risk assessment and recommendations implemented. All alarms, emergency lighting and other fire prevention equipment is tested in accordance with legislation. We have introduced a new fire risk policy for the flats that requires all stairwells and common area to be kept clear with no storage or flammable items including floor coverings. All external cladding has been tested and found to present a trivial risk of fire.

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# Risk Matrix

## Report For MDDC - Services Current settings

<b>Risk Likelihood</b>	<b>5 - Very High</b>	<b>No Risks</b>	<b>No Risks</b>	<b>No Risks</b>	<b>No Risks</b>	<b>No Risks</b>
	<b>4 - High</b>	<b>No Risks</b>	<b>1 Risk</b>	<b>2 Risks</b>	<b>1 Risk</b>	<b>2 Risks</b>
	<b>3 - Medium</b>	<b>No Risks</b>	<b>1 Risk</b>	<b>10 Risks</b>	<b>15 Risks</b>	<b>5 Risks</b>
	<b>2 - Low</b>	<b>2 Risks</b>	<b>14 Risks</b>	<b>38 Risks</b>	<b>21 Risks</b>	<b>24 Risks</b>
	<b>1 - Very Low</b>	<b>4 Risks</b>	<b>6 Risks</b>	<b>8 Risks</b>	<b>9 Risks</b>	<b>16 Risks</b>
		<b>1 - Very Low</b>	<b>2 - Low</b>	<b>3 - Medium</b>	<b>4 - High</b>	<b>5 - Very High</b>
		<b>Risk Severity</b>				

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## **Scrutiny Officer update 8<sup>th</sup> October 2018**

### **1. District and Community nurse retention**

Following up on Cllr Roach's concerns about the recruitment and retention of district nurses an email has been sent to the NEW Devon CCG to provide a picture of what is happening in our locality. The Chair has also sent letters to our two Members of Parliament highlighting the issue.

We do have figures for across the whole NHS which indicates a reduction in District Nurses from Sep 2009 (7,643) to April 2018 (4,287).

### **2. Community Engagement Working Group**

The Working Group has received reports from key officers and has viewed a draft of the Community Engagement Strategy which will be presented to the Community PDG in November. The group also noted the results of the Town and Parish Council survey which overall was positive. Feedback to the councils will be provided at the Annual Clerks meeting on Wednesday 26<sup>th</sup> September at Phoenix House.

A report from the Working Group will be presented to Scrutiny in December.

### **3. Trim Trails timetable**

Cllr Letch asked a question at the Scrutiny meeting in July regarding trim trails roll out at other locations.

There is no strict timetable to install trim trails across the district. Future installations are dependent upon negotiations between Mid Devon District Council and those Town/Parish Councils who have expressed an interest in them.

We will also be monitoring the Tiverton trim trail to assess its usage. It is anticipated that the installation will commence late October 2018.

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# MID DEVON DISTRICT COUNCIL – NOTIFICATION OF KEY DECISIONS

October 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)
<b>Unauthorised Encampment Policy</b> To receive a *report of the Group Manager for Corporate Property and Commercial Assets Presenting a policy regarding illegal Encampment	Community Policy Development Group  Cabinet  Council	18 Sep 2018  25 Oct 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
<b>Complaints Policy</b> To receive a review of the Complaints Policy from Group Manager for Business Transformation and Customer Engagement	Scrutiny Committee  Cabinet	8 Oct 2018  25 Oct 2018	Lisa Lewis, Group Manager for Business Transformation and Customer Engagement Tel: 01884 234981	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
<b>Town Centre Masterplan following public consultation</b> To consider that masterplan.	Cabinet	25 Oct 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
				Chesterton)	
<b>Planning Section 106 Governance</b> To consider a report regarding the governance of S106 contributions	Cabinet	25 Oct 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
<b>Culm Garden Village - Cullompton (c)</b> To consider the project constraints, opportunities, issues (masterplanning)	Cabinet	25 Oct 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
<b>Establishment of a Member Development Delivery Advisory Group</b> To consider the establishment of such a group to deal with the delivery of development.	Cabinet	25 Oct 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
<b>Cullompton Town Centre Masterplan</b> To consider the contract award	Cabinet	25 Oct 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel:	Cabinet Member for Planning and Economic Regeneration	Open



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Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
			01884 234346	(Councillor Richard Chesterton)	
<b>Statement of Community Involvement Review 2018</b> Report to seek authority to consult on the draft revised text	Cabinet	25 Oct 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
<b>Medium Term Financial Plan</b> To consider the MTFP.	Cabinet	25 Oct 2018	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
<b>Draft 19/20 General Fund and Capital Programme</b> To consider options available in order for the Council to set a balanced budget for 2019/20.	Cabinet	25 Oct 2018	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
<b>Information Security</b> To consider a revised policy	Cabinet	25 Oct 2018	Catherine Yandle, Group Manager for Performance, Governance and Data Security Tel: 01884 234975	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
<b>Information Security Incident</b> To consider a revised policy	Cabinet	25 Oct 2018	Catherine Yandle, Group Manager for Performance, Governance and Data Security Tel: 01884 234975	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open
<b>Modernisation of Council Homes 2018-2023</b> To consider the outcome of the tender process.	Cabinet	25 Oct 2018	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Part exempt
<b>Fitness Equipment at Lords Meadow Leisure Centre</b> To consider a refit of the Lords Meadow Leisure Centre.	Cabinet	25 Oct 2018	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open
<b>Schedule of Meetings 2019/20</b> To consider the Schedule of Meetings.	Cabinet Council	25 Oct 2018 19 Dec 2018	Stephen Walford, Chief Executive Tel: 01884 234201	Leader of the Council (Councillor Clive Eginton)	Open
<b>Market Rights Policy</b> 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:	Cabinet Member for Planning and Economic Regeneration	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
	Cabinet Council	22 Nov 2018 19 Dec 2018	01884 234398	(Councillor Richard Chesterton)	
<b>Economic Strategy</b> 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			
<b>Void Management Policy</b> To receive a report from the Group Manager for Building Services presenting the revised Void Management Policy.	Homes Policy Development Group	13 Nov 2018	Mark Baglow, Group Manager for Building Services Tel: 01884 233011	Cabinet Member for Housing (Councillor Ray Stanley)	Open
	Cabinet	22 Nov 2018			
<b>Corporate Asbestos Policy</b> To receive a report from the Group Manager for Building Services presenting the revised Corporate Asbestos	Homes Policy Development Group	13 Nov 2018	Mark Baglow, Group Manager for Building Services Tel: 01884 233011	Cabinet Member for Housing (Councillor Ray Stanley)	Open
	Cabinet	22 Nov 2018			

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
Policy.					
<b>Asbestos Management Plan</b> To receive a report from the Group Manager for Building Services presenting the revised Asbestos Management Plan.	Homes Policy Development Group  Cabinet	13 Nov 2018  3 Jan 2019	Mark Baglow, Group Manager for Building Services Tel: 01884 233011	Cabinet Member for Housing (Councillor Ray Stanley)	Open
<b>Supply and Demand Policy</b> To receive a report from the Group Manager for Housing presenting the revised Supply and Demand Policy.	Homes Policy Development Group  Cabinet	13 Nov 2018  22 Nov 2018	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open
<b>Severe Weather Emergency Protocol and Extended Winter Provision Protocol</b> To receive a report from the Group Manager for Housing presenting an updated Severe Weather Emergency Protocol and Extended Winter Provision Protocol.	Homes Policy Development Group  Cabinet	13 Nov 2018  22 Nov 2018	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open
<b>Community Safety Partnership Plan</b> To consider a review of the	Community Policy Development		Andrew Pritchard, Director of Operations Tel:	Cabinet for the Working Environment and	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
partnership plan.	Group Cabinet	20 Nov 2018 3 Jan 2019	01884 234950	Support Services (Councillor Margaret Squires)	
<b>Community Engagement Strategy (inc Action Plan)</b> 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
<b>Safeguarding Policy Guidance and Procedures</b> 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
<b>Tiverton Eastern Urban Extension Area B Masterplanning</b>	Cabinet	22 Nov 2018	Jenny Clifford, Head of Planning, Economy and	Cabinet Member for Planning and Economic	Part exempt

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To consider the outcome of the tender process			Regeneration Tel: 01884 234346	Regeneration (Councillor Richard Chesterton)	
<b>Treasury Management Strategy and Mid Year Review Report</b> 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
<b>ICT Strategy</b> 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
<b>Proposals for improvements to Tiverton Town Centre</b> To receive a presentation on proposals for improvements to Tiverton Town Centre, seeking authority to go out to tender with a view to progress project work'.	Cabinet	22 Nov 2018	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Housing (Councillor Ray Stanley)	Fully exempt

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<b>Design Supplementary Planning Document</b> To consider a report seeking approval to consult on the draft Supplementary Planning Document.	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
<b>Vehicle Maintenance Contract</b> 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
<b>Tax Base Calculation</b> 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
<b>Statement of Community Involvement Review 2018 - post consultation</b> To consider the review post consultation and make recommendation to Council	Cabinet Council	3 Jan 2019 27 Feb 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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<b>Public Health Enforcement Policy</b> 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
<b>Cleaning Contractors</b> 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
<b>National Non-Domestic Rates</b> 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
<b>Budget</b> 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



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<b>Capital Programme</b> 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
<b>Establishment</b> 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
<b>Policy Framework</b> 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
<b>Bereavement Services Fees &amp; Charges</b> To receive the annual review of Bereavement Services	Environment Policy Development Group	5 Mar 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Leader of the Council (Councillor Clive Eginton)	Open

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Fees & Charges from the Director of Operations.	Cabinet	4 Apr 2019			
<b>Play Area Safety Inspection Policy</b> To receive a 3 year review from the Director of Operations of the Play Area Safety Inspection Policy	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
<b>Design Supplementary Planning Document - post consultation</b> 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
<b>Treasury Management Strategy and Annual Investment Strategy</b> 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
<b>ASB Policy and Procedures</b> To receive a report from the	Homes Policy Development Group	12 Mar 2019  4 Apr 2019	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)
Group Manager for Housing presenting the revised Anti-Social Behaviour Policy and Procedures.	Cabinet		234920	Stanley)	
<b>Tenancy Strategy</b> 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
<b>Regulation of Investigatory Powers</b> To receive the 3 yearly review of Regulation of Investigatory Powers 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
<b>Corporate Health &amp; Safety Policy</b> 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

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
<b>Greater Exeter Strategic Plan</b> To consider a report of the Head of Planning, Economy and Regeneration regarding a draft strategic plan.	Cabinet Council	Not before 20th May 2019  Not before 31st May 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open