Public Document Pack

Mid Devon District Council

Scrutiny Committee

Monday, 5 November 2018 at 2.15 pm Exe Room, Phoenix House, Tiverton

Next ordinary meeting Monday, 3 December 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

AGENDA

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 - 8)

Members to consider whether to approve the minutes as a correct record of the meeting held on 8th October 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 BUSINESS RATES RETENTION SCHEME

To receive a briefing from the Deputy Chief Executive (S151) in relation to Mid Devon being a trial area for the retention of Business Rates.

9 SCRUTINY OFFICER UPDATE

To receive a verbal report from the Scrutiny Officer on items he had been asked to look into.

10 **FORWARD PLAN** (Pages 9 - 22)

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

11 IDENTIFICATION OF ITEMS FOR THE NEXT MEETING

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

Community Engagement Working Group Report

Cabinet Member for Finance

Member Development Update

Safeguarding Policy & Procedures

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

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.

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Tel: 01884 234209

E-Mail: coliphant@middevon.gov.uk

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Agenda Item 5

Mid Devon District Council

Scrutiny Committee

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Next ordinary meeting Monday, 5 November 2018 at 2.15 pm

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Membership

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AGENDA

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 10th 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.

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MID DEVON DISTRICT COUNCIL - NOTIFICATION OF KEY DECISIONS

November 2018

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

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Supply and Demand Policy 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
Partnership Plan Consider a review of the partnership plan.	Community Policy Development Group Cabinet	20 Nov 2018 3 Jan 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
Community Engagement Strategy (inc Action Plan) To receive a report from the Director of Corporate Affairs and Business Transformation updating Members on progress made with the Community Engagement Action Plan and to review the strategy and focus for	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

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
2018/2019.					
Safeguarding Policy Guidance and Procedures To provide Members with the updated policy and a review of best practice	Community Policy Development Group Cabinet	20 Nov 2018 3 Jan 2019	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
Policy To receive a *report of the Group Manager for Corporate Property and Commercial Assets presenting a policy regarding Illegal Encampment	Cabinet Council	22 Nov 2018 19 Dec 2018	Andrew Busby, Group Manager for Corporate Property and Commercial Assets Tel: 01884 234948	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open
Culm Garden Village - Cullompton To consider the project constraints, opportunities, issues (masterplanning)	Cabinet	22 Nov 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open

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)
Establishment of a Member Development Delivery Advisory Group To consider the establishment of such a group to deal with the delivery of development.	Cabinet	22 Nov 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Cullompton Town Centre Masterplan To consider the contract Gward O D	Cabinet	22 Nov 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Statement of Community Involvement Review 2018 Report to seek authority to consult on the draft revised text	Cabinet	22 Nov 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Local Development Scheme Update To consider an update to the Local Development Scheme	Cabinet	22 Nov 2018	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard	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)
				Chesterton)	
Greater Exeter Strategic Plan – Documents consideration procedure To consider the documents procedure for the GESP	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
Review Report No consider a report of the treasury performance during the first 6 months of the financial year.	Cabinet Council	22 Nov 2018 19 Dec 2018	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
ICT Strategy Report regarding a review of the ICT Strategy	Cabinet	22 Nov 2018	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open
Tiverton Eastern Urban Extension Area B Masterplanning To consider the outcome of the tender process	Cabinet	3 Jan 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard	Part exempt

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)
				Chesterton)	
Proposals for improvements to Tiverton Town Centre To receive a presentation on proposals for improvements to Tiverton Town Centre, seeking authority to go out to tender with a view to progress project work'.	Cabinet	3 Jan 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Housing (Councillor Ray Stanley)	Fully exempt
Cehicle Maintenance Contract Co consider the maintenance contract.	Cabinet	3 Jan 2019	Stuart Noyce, Group Manager for Street Scene and Open Spaces Tel: 01884 244635	Leader of the Council (Councillor Clive Eginton)	Open
Tax Base Calculation To consider the Tax Base Calculation using information as at 30 November.	Cabinet Council	3 Jan 2019 27 Feb 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
Economic Strategy To receive the Council's draft Economic Strategy for approval	Economy Policy Development Group	10 Jan 2019	Stephen Walford, Chief Executive Tel: 01884 234201	Cabinet Member for Planning and Economic Regeneration (Councillor	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
	Cabinet Council	7 Feb 2019 27 Feb 2019		Richard Chesterton)	
Market Rights Policy A report proposing the adoption of a new Market Colors O D 14	Economy Policy Development Group Cabinet Council	10 Jan 2019 7 Feb 2019 27 Feb 2019	Adrian Welsh, Group Manager for Growth, Economy and Delivery Tel: 01884 234398	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Market Schedule of Tolls To receive a report recommending a schedule of market tolls for 2018/19.	Economy Policy Development Group Cabinet	10 Jan 2019 7 Feb 2019	Adrian Welsh, Group Manager for Growth, Economy and Delivery Tel: 01884 234398	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Charging admin fees for grant applications To receive a report regarding	Economy Policy Development		Stephen Walford, Chief Executive Tel: 01884 234201	Cabinet Member for Planning and Economic	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)
the proposal to charge administration fees for the processing of grant applications by the Economic Development Team.	Group Cabinet	10 Jan 2019 7 Feb 2019		Regeneration (Councillor Richard Chesterton)	
Shop Front Scheme	Economy Policy Development Group Cabinet	10 Jan 2019 7 Feb 2019	Stephen Walford, Chief Executive Tel: 01884 234201	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Yoid Management Policy To receive a report from the Group Manager for Building Services presenting the revised Void Management Policy.	Homes Policy Development Group Cabinet	15 Jan 2019 7 Feb 2019	Mark Baglow, Group Manager for Building Services Tel: 01884 233011	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Corporate Asbestos Policy To receive a report from the Group Manager for Building Services presenting the revised Corporate Asbestos Policy.	Homes Policy Development Group Cabinet	15 Jan 2019 7 Feb 2019	Mark Baglow, Group Manager for Building Services Tel: 01884 233011	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Housing Assistance Policy, Devon Wide	Homes Policy Development Group	15 Jan 2019	Andrew Pritchard, Director of Operations Tel:	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)
	Cabinet	7 Feb 2019	01884 234950	Stanley)	
Public Health Enforcement Policy To receive the 2 yearly review of the Public Health Enforcement Policy from Group Manager for Public Health and Regulatory Services.	Community Policy Development Group Cabinet	22 Jan 2019 7 Feb 2019	Simon Newcombe, Group Manager for Public Health and Regulatory Services Tel: 01884 244615	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
Pesign Supplementary Planning Document To consider a report seeking approval to consult on the draft Supplementary Planning Document.	Cabinet	7 Feb 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Cleaning Contractors To approve the outcome of the procurement exercise.	Cabinet	7 Feb 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
National Non-Domestic Rates	Cabinet	7 Feb 2019	Andrew Jarrett, Deputy Chief	Cabinet Member for Finance	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
To consider a report requesting approval of the NNDR1	Council	27 Feb 2019	Executive (S151) Tel: 01884 234242	(Councillor Peter Hare-Scott)	
Budget To consider proposals for the General Fund and HRA for 2019/20	Cabinet Council	7 Feb 2019 27 Feb 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
Approval of the Capital Programme of 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
Establishment To consider a report outlining the overall structure of the Council.	Cabinet Council	7 Feb 2019 27 Feb 2019	Jane Cottrell, Group Manager for Human Resources Tel: 01884 234919	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
Policy Framework To consider a report requesting endorsement of the Policy Framework.	Cabinet Council	7 Feb 2019 27 Feb 2019	Stephen Walford, Chief Executive Tel: 01884 234201	Leader of the Council (Councillor Clive Eginton	Open

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)
Bereavement Services Fees & Charges To receive the annual review of Bereavement Services Fees & Charges from the Director of Operations.	Environment Policy Development Group Cabinet	5 Mar 2019 4 Apr 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Leader of the Council (Councillor Clive Eginton)	Open
Play Area Safety Inspection Policy To receive a 3 year review Com the Director of Operations of the Play Area Cafety 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
Statement of Community Involvement Review 2018 - post consultation To consider the review post consultation and make recommendation to Council	Cabinet Council	7 Mar 2019 24 Apr 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
Design Supplementary Planning Document - post consultation To consider the Supplementary Planning Document post consultation	Cabinet	7 Mar 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open

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)
Treasury Management Strategy and Annual Investment Strategy To consider the proposed Treasury Management Strategy and Annual Investment Strategy for 2019/20	Cabinet Council	7 Mar 2019 24 Apr 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
ASB Policy and Procedures To receive a report from the Procedure for Housing Presenting the revised Anti- Social Behaviour Policy and Procedures.	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
Tenancy Strategy To consider a report regarding the revised strategy.	Homes Policy Development Group Cabinet	12 Mar 2019 4 Apr 2019	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Homelessness Strategy To receive a report from the Group Manager for Housing presenting the revised Homelessness Strategy.	Homes Policy Development Group Cabinet	12 Mar 2019 4 Apr 2019	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open

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)
Allocations Policy and Procedures To receive a report from the Group Manager for Housing presenting the revised Housing Allocations Policy and Procedure.	Homes Policy Development Group Cabinet	12 M ar 2019 4 Apr 2019	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open
Regulation of Investigatory Powers To receive the 3 yearly Deview of Regulation of Physiciatory Powers from Ple 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
Corporate Health & Safety Policy To receive the annual review of the Corporate Health & Safety Policy from the Director of Corporate Affairs and Business Transformation.	Community Policy Development Group Cabinet	19 Mar 2019 4 Apr 2019	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires) Margaret Squires)	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
Pay Policy Report setting out the legislative requirements under the Localism Act relating to senior pay.	Cabinet Council	5 Apr 2018 25 Apr 2018	Jane Cottrell, Group Manager for Human Resources Tel: 01884 234919	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
Greater Exeter Strategic Plan for Consultation To consider a report of the Plead of Planning, Economy And Regeneration regarding a draft strategic plan.	Cabinet Council	Not before 30th May 2019 Not before 6th Jun 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open