

Public Document Pack

Mid Devon District Council

Scrutiny Committee

Monday, 3 December 2018 at 2.15 pm
Exe Room, Phoenix House, Tiverton

Next ordinary meeting
Monday, 14 January 2019 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 - 10)*
Members to consider whether to approve the minutes as a correct record of the meeting held on 5th November 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 FINANCE REPORT** *(Pages 11 - 14)*
The Committee to receive a position statement from the Cabinet Member for Finance providing an update on the areas within his portfolio.
- 9 **SAFEGUARDING POLICY AND PROCEDURES** *(Pages 15 - 28)*
To receive the revised Safeguarding Policy and Procedures from The Director of Corporate Affairs and Business Transformation previously presented the Community PDG on 20th November 2018.
- 10 **PERFORMANCE AND RISK** *(Pages 29 - 60)*
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.
- 11 **SCRUTINY OFFICER UPDATE** *(Pages 61 - 62)*
To receive a report from the Scrutiny Officer on topics he had been asked to investigate.
- 12 **COMMUNITY ENGAGEMENT WORKING GROUP REPORT** *(Pages 63 - 68)*
To receive a report on the work of the Community Engagement Working Group which fed into the Community Engagement Strategy and Action Plan presented to the Community PDG on 20th November 2018
- 13 **FORWARD PLAN** *(Pages 69 - 80)*
Members are asked to consider any items within the Forward Plan that they may wish to bring forward for discussion at the next meeting.

14 **IDENTIFICATION OF ITEMS FOR FUTURE MEETINGS**

Members are asked to note that the following items are already identified in the work programme future meetings:

Cabinet Member for Working Environment & Support Services Report

Policy Framework

Member Development update

Universal Credit update

Whistleblowing 6 month update

Performance & Risk

Financial Monitoring

Draft Budget

Scrutiny Officer update

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

Stephen Walford

Chief Executive

Friday, 23 November 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

Public Wi-Fi is available in all meeting rooms.

MID DEVON DISTRICT COUNCIL

MINUTES of a **MEETING** of the **SCRUTINY COMMITTEE** held on 5 November 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 and T W Snow

Apologies

Councillor(s)

N A Way

Also Present

Councillor(s)

C J Eginton, R L Stanley, R Evans and Mrs J B Binks

Present

Officer(s):

Stephen Walford (Chief Executive), Andrew Jarrett (Deputy Chief Executive (S151)), Jill May (Director of Corporate Affairs and Business Transformation), Andrew Pritchard (Director of Operations), Maria De Leburne (Solicitor), Mark Baglow (Group Manager for Building Services), Joanne Nacey (Group Manager for Finance), Kevin Swift (Public Health Officer) and Carole Oliphant (Member Services Officer)

87 APOLOGIES AND SUBSTITUTE MEMBERS (00.01.04)

Apologies were received from Cllr N A Way

88 DECLARATIONS OF INTEREST UNDER THE CODE OF CONDUCT (00.01.13)

No declarations were made.

89 PUBLIC QUESTION TIME (00.01.24)

There were no members of the public present.

90 MEMBER FORUM (00.01.43)

There were no issues raised under this item.

91 MINUTES OF THE PREVIOUS MEETING (00.02.03)

The minutes of the meeting held on 8th October 2018 were approved as a correct record and **SIGNED** by the Chairman.

92 DECISIONS OF THE CABINET (00.02.34)

The Chairman informed the Committee that Cllrs: Mrs J Roach, Cllr D J Knowles, Cllr F W Letch, Cllr R M Deed and Cllr R Wright had called in two decisions made by the Cabinet at its meeting on 25th October 2018 (with regard to the Medium Term Financial Plan and the Modernisation of Council Homes 2018-2023) for consideration by the Scrutiny Committee in accordance with the Council's Constitution.

To consider:

a) Medium Term Financial Plan

- This report is listed as having been 'noted', the proposals in paragraph 8.2 of the report be endorsed'. Paragraph 8.2 in the report contains possible actions the Council could take to remain solvent. There is little evidence to demonstrate how and why these might or could be adopted. Without clear objectives and an overall plan a satisfactory outcome is doubtful.
- An allocation of 11 million pounds for 75 affordable homes is an SPV project which appears to be funded by MDDC.
- On page 89, there is a further allocation of funds to the SPV for the Tiverton Roundhill site. Is MDDC funding the SPV or not?

The Chairman asked the lead member who had called in the decision for the reasons why she felt that a call in was appropriate.

The lead member explained that she had missed the member briefing and the Cabinet meeting and did not feel that the Medium Term Financial Plan or the allocation of funds to SPV had been sufficiently discussed.

The Deputy Chief Executive (S151) explained that two reports had been sent to Cabinet and a member briefing had been arranged which had detailed the funding arrangements for 3 Rivers Developments Ltd. He further explained that Full Council had been fully informed of the arrangements and that this had been approved. He reiterated that Council could borrow money at a low rate and this had been lent to 3 Rivers at the market rate which would see the Council realise a profit on the monies lent. The Council was not funding 3 Rivers Developments Ltd out of the General Fund. He explained he was happy to provide the member with further information if she required.

In answer to a question about the Deputy Chief Executive's (S151) role as both Finance Director for the Council and a Director of 3 Rivers Developments Ltd he explained that Members had approved the Memorandum of Association which had confirmed the governance arrangements between the two entities.

Members present who had attended the briefing about 3 Rivers Developments Ltd stated that they were clear of the governance arrangements and that they had full confidence in the Council and the Deputy Chief Executive (S151).

The Chairman recommended and the Committee agreed that the discussion about the funding for 3 Rivers Developments Ltd was closed at that point and no recommendation or proposal was made to the Cabinet.

With regard to the Medium Term Financial Plan the lead member of the call in stated that she had concerns that she could not see a long term strategy for the Council.

The Chairman again questioned the validity of a call in as the lead member was not questioning the process the Council took to approve the Medium Term Financial Plan.

The Deputy Chief Executive (S151) outlined the Medium Term Financial Plan and explained to members in further detail:

- A strong strategy and history of delivery
- Council had balanced its books against lower funding
- Services had remained the same or had been improved
- Clear strategy as evidenced in PDG papers
- Joint service agreement with DCC for waste was saving £200k per annum
- Investing to save with the refurbishment of leisure centres
- Reviewing current and future property asset requirements
- Maximisation of procurement contracts

The Chief Executive explained to the Committee that the Council would always be changing and evolving and that he worked closely with other authorities to share knowledge and best practice.

There was a general discussion on the commercial aspects of the Council and the need to make efficiencies due to less funding from Central Government.

The Chairman of the Audit Committee spoke to the Committee and stated that change management was now the norm and was to be expected. He explained to the Scrutiny Committee that he and the members of the Audit Committee had received very good guidance and advice prior to recommending the Medium Term Financial Plan to Cabinet. He explained that when compared to neighbouring authorities the Council was doing very well and was successful.

The Chairman recommended and the Committee agreed that no proposal or recommendation in relation to the call in be made to the Cabinet with regard to the Medium Term Financial Plan.

In response to

b) Modernisation of Council Homes 2018-2023

- A challenge in May to the way the kitchen contract had been awarded.
- This contract was for replacement kitchens and bathrooms and upgrading of electrical circuits. The report states that the Council is required to replace kitchens and bathrooms and sort electrical circuits. The same requirement of the May contract. Why is there a need to have two contracts with two different suppliers?

The lead member for the call in explained that she had now been informed of the difference between the two contracts, in that the May contract was to supply kitchens and the November contract was to install them. She said that she felt that this was

not made clear on the reports approved by Cabinet. She wanted to know how many kitchens formed part of the contract.

The Director of Operations explained that the contract awarded was an indicative spend and that the exact number of kitchens supplied and fitted could not be known in advance. The number of units supplied and fitted would depend on the need (or not) to change kitchens when properties were vacated and the desire of tenants to have the works done. He confirmed that the budget was sufficient for what was needed to be done based on historical numbers. He confirmed that the May contract was for the Supply of Kitchens and the November contract was for the Modernisation of Council Homes 2018-2023

At this point the lead member for the call in stated that she wanted to raise another point about the Modernisation of Council Homes 2018-2023 report appendix which had been provided to Cabinet on 25th October 2018 and the handling of exempt information related to the decision.

The Solicitor confirmed that the appendix was exempt information and that it remained exempt information and therefore could not be discussed in open session.

On advice of the Solicitor present discussion took place whether it was necessary to pass the following resolution to exclude the press and the public having reflected on Article 15 15.02(d) (a presumption in favour of openness) of the Constitution. The Committee decided that in all the circumstances of the case, the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

It was therefore:

RESOLVED that under Section 100A (4) of the Local Government Act 1972 the public be excluded from the next item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 5 respectively of Part 1 of Schedule 12A of the Act, namely information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.

(Proposed by the Chairman)

Discussion then took place regarding the incident and there were no recommendations or proposals made as a result of the discussions.

The meeting returned to open session.

93 **CHAIRMAN'S ANNOUNCEMENTS (00.41.21)**

The Chairman relayed responses he had received from the Member of Parliament about District Nurses and from the Leader, on behalf of the Cabinet, to the letter sent by the Scrutiny Committee about the decision to sell the Crediton Town Council offices to buyer 2 which had previously been circulated to Members.

94 **BUSINESS RATES RETENTION SCHEME (00.42.59)**

The Committee received and **NOTED** a briefing from the Group Manager for Finance in relation to Mid Devon being a trial area for the retention of Business Rates.

She outlined the scheme which was introduced by Central Government and how it had evolved over time. She provided further clarification on:

- Authorities had to bid to be accepted on the scheme
- Changes in the scheme since 2014
- Council was in a pool with other authorities in Devon
- Planning commission for 100% renewable schemes

She further explained that the Devon bid for 2019/2020 was unlikely to be successful as the Government had already awarded the scheme to the Greater London Authorities and that the Council had budgeted for this.

In response to a question about where the money from Business Rates was being spent she explained that the monies were not ring fenced for particular projects but any additional funds from economic growth would be spent on economic development. By growth she meant by new businesses or existing businesses expanding.

In response to members questions she confirmed that business rates values were reassessed in 2017 and that businesses could ask for a re-evaluation at any time. She explained that many businesses in the district had received a grant to offset the increases in business rates and were likely to appeal when they were subjected to the full costs.

At a request from members the Deputy Chief Executive (s151) said he would provide details of the number of properties in Mid Devon who would be eligible for the small business discount.

95 **SCRUTINY OFFICER UPDATE (01.07.19)**

The Committee received and **NOTED** a verbal report from the Scrutiny Officer who gave an update on the following:

- AD Report – He was following up on the list of incidents and he would send the details to all members
- Trim Trails – the tender for supply had been secured and the installation date was anticipated before year end
- Community Engagement – the Working Group's final report was due to come before the Committee at the next meeting

96 **FORWARD PLAN (01.11.47)**

The Committee received and **NOTED** the *Forward Plan.

It was requested that the Scrutiny Committee have insight into the following items within the Plan which were due to be presented to Cabinet:

- Greater Exeter Strategic Plan & Proposals (22 Nov 2018)
- Improvements to Tiverton Town Centre (03 Jan 2019)
- Policy Framework (07 Feb 2019)
- Homelessness Strategy (04 Apr 2019)

The Committee also requested that the titles of some of the items be changed to reflect the content of the reports to be considered. Examples were:

- Establishment of a Member Development Delivery Advisory Group – the Group felt that this was confusing with the Member Development Group being run by Member Services
- Statement of Community Involvement Review 2018 – the Group felt that this was not clear whether it was with regard to the local development scheme and linked to the local plan
- Statement of Community Involvement Review 2018 – post consultation – the Group felt that this did not distinguish between a planning and a public consultation and needed to be clarified

Note: *Forward Plan previously circulated and attached to the minutes.

97 IDENTIFICATION OF ITEMS FOR THE NEXT MEETING (01.30.57)

The Committee identified the following items for consideration at future meetings:

- Consultations – a report was required of the plan on how public consultations were to be completed.
- Impact of Brexit on the authority and what preparations were being done for when the UK left the EU.
- Cullompton Train Station – A report on the current planning and proposals for the replacement of Cullompton train station.

With regard to the last item the Chief Executive explained that the Cabinet Member would have access to this information and that an update could be provided.

(The meeting ended at 3.56 pm)

CHAIRMAN

Update to Scrutiny Committee on 3 December 2018 from the Cabinet Member for Finance

Since my last briefing to this Committee in November 2017 the Finance Team has maintained its status as one of the fastest to close its Statutory Accounts. In addition the Council delivered all of its services within budget during 2017/18 (and within national prescribed performance indicators) and managed to increase a number of essential earmarked reserves. CTax, Business Rates and HRA rent collection continued to remain in the highest national quartile which reflects the effort of these teams. Our external auditors once again commented on our good delivery of value for money in terms of service provision.

Moving forward to 2018/19 we have again managed to set balanced budgets (apart from a very small use of NHB), maintained service provision and kept CTax to an acceptable level.

To remind Members this is set against a backdrop of Govt. reductions in Revenue Support Grant funding of circa £4.2m since 2010/11.

To give Members an overview funding context, our GF services cost a net £8.9m based on the 2018/19, but our overall gross expenditure is circa £40m. As far as how we fund this service provision our CTax receipts now amount to 5.6m – so account for around 63% of our net costs.

There are 3 very important committee reports that went to Cabinet in October that Members will be interested to read – an overview of the first 6 months of performance vs budget in 2018/19; followed by an updated MTFP, predicting a £1.4m budget gap by 2021/22 and finally; a draft 2019/20 budget paper with an estimated funding gap of £662k.

At this juncture I would like to remind Members of some of the highlights over the last 12 months since my previous attendance at Scrutiny, focusing on some of the initiatives/changes/achievements that have been introduced in order to reduce the operational costs of running MDDC and/or enhance the area:

- Benefitted from the DCC waste saving sharing agreement - £250k for 2018/19
- 1st year of Waste Transfer Station completed – successful cost avoidance
- Currently procuring Fleet Supply and Maintenance contract in association with Exeter CC
- Grounds maintenance relocated to Carlu Close
- Seen our Garden Waste customer base tip the 10,000 figure

- We bid for two tranches of Homes England (HIF) money and were successful in principle for both (£10m and £8.2m). We await their final decision.
- Nearly finished adding 30 HRA units to our stock at Palmerston Park and Bircham Lane. We will soon be delivering units at Burlescombe commissioned through our SPV
- Enhanced our green credentials with 2 electric charging points at each of our Leisure Centres receiving on average £1k per annum per unit
- Premier Inn have begun works on the new hotel and part of the Multi-Storey carpark has been demolished to enable this
- Continued to work with Town & Parish Councils to discuss ongoing service provision of: toilets, play parks, grass cutting, etc.
- Secured more capital receipts from the sale of surplus assets (circa £1.6m in 2017/18) - now utilising these funds for commercial acquisitions to help
- Frozen pricing strategy for P&D car parking charges for the second successive year
- Introduced cashless payments from 1 Dec to save money and provide a better service to customers
- SPV now in operation and bringing on line 6 units at Burlescombe. Contractor now on site at rear of Tiverton Town Hall bringing forward 39 marked houses.
- Continue to invest staffing to facilitate step change in economic and tourism areas to meet Corp objectives
- Continue to financially support key bodies in the District (Grand Western Canal, Museum, CAB, etc.)
- Our CCLA investment of £5m – last yr return of 4.48% = £224k
- Continued a shared Building Control service with North Devon
- Continued working on an economic and spatial planning strategy with Exeter, East Devon and Teignbridge
- 1st full year of the DAP audit arrangement
- Were successful in the 100% BR Pilot bid for 2018/19. Have applied again for 2019/20, this time 75% is on offer
- Changes to Housing legislation – homeless reduction act and return to rent of CPI+1% increases.

- Welfare reforms – Universal Credit now fully rolled in two tranches, July and Sept 2018
- Slight relaxing in CT capping levels – i.e. £5 or 3% for District Councils in 2018/19
- Continued work to enable/promote new housing and commercial developments based on current funding criteria for both NHB and business rates
- £1m invested in Exe Valley Leisure Centre improvements/extension which went live in Jan 2018. We also entered into a partnership for Gym Equipment with Matrix Leisure to fit out the new extension and dance studio
- £185k for refurbishment of the fitness suite at Lords Meadow Leisure Centre.
- For the first time in more than 10 years all the units in Market Walk are full.

Key note - Most of the above mentioned work has been completed within existing budgets and some will help deliver future savings and therefore help us deliver balanced budgets in the future. (in the knowledge that the RSG will be reduced to nil in the 2019/20 budget.

The future

The £1.4m Budget Gap challenge – by 2021/22!

Uncertainty – the new “norm”

Bid for 75% BR retention (new Pilot potential) and Fairer Funding

Removal of the HRA borrowing cap

Impact of Universal Credit and the Homeless Reduction Act

Delivery/growth agenda – and how much is in the Council’s control?

As we explore more commercial/new opportunities the Council must accept an increased portfolio of risk – which may be more subject to market/demand volatility – and hence need review current/future reserve levels. But must always undertake careful due diligence when entering in to these decisions.

We were offered a fixed 4yr grant settlement – which we accepted to give us a level of certainty in funding. 2019/20 is the last year of this settlement which leaves us with significant uncertainties around: Business Rates, Council Tax increases, changes to NHB, other new legislation on housing, homelessness and the impact of Universal Credit.

On this basis we are exploring more innovative ways of working, looking to increase income, share resources, prioritise budgets and take on new ways of delivering services.

This will all help move towards bridging our estimated funding gap. The finance team and service managers are currently working on scenarios to reduce the costs of their services by around 14% by 2021/22 in order to give our new Leadership Team options that can be discussed and explored by members to ensure the Council can continue to deliver excellent service provision at an affordable level.

Cllr P Hare-Scott

SCRUTINY COMMITTEE 3RD DECEMBER 2018

SAFEGUARDING POLICY, GUIDANCE AND PROCEDURES

Cabinet Member(s): Cllr Colin Slade, Cabinet Member for Community Well Being

Responsible Officer: Mrs Jill May, Director of Corporate Affairs & Business Transformation and Corporate Safeguarding Lead Officer

Reason for Report: To provide Members with the updated Safeguarding Policy and a review of best practice.

RECOMMENDATION: That the Scrutiny Committee considers the recommendation of the Community PDG held on 20th November 2018 to Cabinet

Relationship to Corporate Plan: The report helps the Council meet its legal responsibilities in respect to safeguarding and child protection and contributes to the Corporate Plan.

Financial Implications: To provide training for relevant staff.

Legal Implications: If we do not have appropriate policies and procedures in place we may not meet the requirements of relevant Safeguarding legislation i.e. the Children's Act 2004, Care Act 2014, etc.

Risk Assessment: Failure to have adequate policies and procedures in place may result in harm or injury to a child or vulnerable adults.

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

1.0 Introduction

1.0 The purpose of this report is to update you on the Council's Safeguarding Policy.

1.1 The revised policy is in response to the need to provide greater clarity of the roles and responsibilities of officers involved in safeguarding throughout the Council.

2.0 Safeguarding Policy

2.1 A recent review of the Council's existing Safeguarding Policy identified the opportunity to enhance the Council's capability to attend to any identified concerns. The revised policy set out in Appendix 1, provides greater clarity of the roles and responsibilities of officers throughout the Council.

2.2 Provide a framework for developing partnerships with appropriate external bodies e.g. The Devon Children and Families Partnership Devon (previously known as Safeguarding Children Board) and Devon Safeguarding Adults Board, to ensure that the policy continues to reflect legal and best practice requirements in respect of the responsibility of care of children, young people and adults with care and support needs.

2.3 There is still a commitment from the other Districts to work in partnership to promote best practice and share knowledge so that all the Districts are working towards the same standard.

3.0 The Devon Children and Families Partnership

3.1 The Devon Children and Families Partnership (DCFP) was established on the 1st July 2017. It merges the functions of the Devon Safeguarding Children Board (DSCB) and the Children, Young People and Families Alliance (Alliance). Devon LSCB's statutory duties are discharged through this new partnership.

3.2 The Partnership is made up of an Executive Board and a Quality Assurance Group as well as sub/working groups who will report to the Executive and will be scrutinised by the Quality Assurance Group.

3.2 The DCFP has a new website:
<https://www.devonchildrenandfamiliespartnership.org.uk/> and has a new email address: childrenfamiliespartnership@devon.gcsx.gov.uk

4.0 Data Protection Act 2018

4.1 Data Protection Act 2018 has a new category of "child abuse data" which was defined as "*personal data consisting of information as to whether the data subject is or has been the subject of, or may be at risk of, child abuse*". Child abuse is defined as physical injury (other than accidental injury) to, and physical and emotional neglect, ill-treatment and sexual abuse of, an individual aged under 18.

4.2 It provides for a lawful ground for the processing of special category personal data – without consent if the circumstances justify it – where it is in the substantial public interest, and necessary for the purpose of:

(i) Protecting an individual from neglect or physical, mental or emotional harm; or

(ii) Protecting the physical, mental or emotional well-being of an individual where that individual is a child or an adult at risk (as defined in the Bill, but consistent with the expected definitions of, respectively, under 18 or having needs for care and support, experiencing or at risk of neglect or any type of harm, and unable to protect themselves).

- 4.3 It should be stressed that the amendment still expects the possibility of obtaining consent from an individual to be considered (and in these circumstances it would have to be explicit). However, if in the circumstances the consent cannot be given, or the data controller cannot reasonably be expected to obtain it – notably because obtaining it would prejudice the safeguarding purpose (i.e. the protection of the individual) – then the ground applies.

5.0 Training

- 5.1 With the introduction of the Learning Management System (LMS) all employees have been asked to complete the e-learning with a specified timeframe.
- 5.2 The safeguarding Officer reviews the LMS and with Line Managers the level of knowledge required in these areas.
- 5.4 Group Managers attended a Safeguarding and County Lines briefing session during December 2017.
- 5.5 The Safeguarding Officer gave an update on modern slavery, child exploitation and safeguarding presentation to Elected Members before full Council in October 2017.
- 5.6 As part of learning at work week, the Corporate Safeguarding Officer organised a training session for staff on child exploitation and online protection with an external partner.
- 5.7 Also during learning at work week, the Corporate Safeguarding Officer with the Community Safety Officer gave two Q & A sessions on subjects covered by County Lines; those who attended found this type of session beneficial.
- 5.8 The Corporate Safeguarding Officer together with the Training & Development Officer will be delivering safeguarding awareness training on 15 November 2018 to the Street Scene Service as it has been recognised the operatives do not have access to the LMS system.
- 5.9 The Corporate Safeguarding Officer will be delivering safeguarding training to the Tenants Together Group on 8 November 2018 on behalf of our Housing Service.

6.0 Internal Audit Report

- 6.1 Devon Audit Partnership carried out an initial audit of safeguarding and a review of procedures undertaken by the authority in meeting its safeguarding responsibilities.
- 6.2 It is the overall opinion of the auditor that the Safeguarding arrangements process is adequately controlled.

7.0 Development Plan

- 7.1 The District Wide Safeguarding Group has agreed to share best practice and work together to create safeguarding standards across Devon. One of the priorities is to improve officer knowledge around suicide and the prevention.
- 7.2 Suicide Prevention Toolkit – North Devon and Torridge have implemented a Suicide Intervention Toolkit to raise awareness of the subject
- 7.3 We will be creating an online version of the toolkit to raise awareness of the subject and to support Officers should they encounter someone disclosing to them their intention.
- 7.4 We will be providing awareness training over the next 12 months to services across the Council.
- 7.5 We acknowledge we will not be able to prevent someone suiciding however we may just make a difference to one person.

8.0 Monitoring

- 8.1 Over the year the number of referrals and allegations made by staff has been recorded. These are monitored to make sure services are passing on the relevant information to other partner agencies and to ensure/evidence the procedures put in place deliver. There were 6 incidents from April to September 2018 and 2 incidents advice was sought from the police – information is gathered on a six monthly basis.

Contact for more Information: Jill May Director of Corporate Affairs & Business Transformation.

Circulation of the Report: Leadership Team and Cabinet Member
List of Background Papers:

Appendix 1 - Revised MDDC Safeguarding Policy

Safeguarding Policy

Version Control Sheet

Title: **Safeguarding Policy**

Purpose: Mid Devon District Council believes that all children, young people and adults have the right to be safe, happy and healthy and deserve protection from abuse. The council is committed to safeguarding from harm all children, young people and adults with care and support needs using any council services and involved in any of their activities, and to treat them with respect during their dealings with the councils, our partners and contractors.

Owner: **Director of Corporate Affairs & Business Transformation**

Email: jmay@middevon.gov.uk

Telephone Number: **01884 234381**

Date: **20 November 2018**

Version Number: **3.0**

Status: **Final**

Review Frequency: **Every year**

Next review date: **20 November 2021 unless legislation has been amended**

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

Document History

This document obtained the following approvals and is valid on the date printed.

| Title | Date | Version Approved |
|-------------------------------------|-------------|-----------------------------|
| Safeguarding Policy – Community PDG | 20/11/2018 | 1 |
| | | |
| | | |

SAFEGUARDING POLICY

1. Introduction

- 1.1 Mid Devon District Council believes that all children, young people and adults have the right to be safe, happy and healthy and deserve protection from abuse. The council is committed to safeguarding from harm all children, young people and adults with care and support needs (see definition in point 3.1 relating to the Care Act 2014) using any council services and involved in any of their activities, and to treat them with respect during their dealings with the councils, our partners and contractors.
- 1.2 We aim to act as an exemplar of safeguarding practice providing strong leadership and improving safeguarding standards through having a robust safeguarding policy and monitoring system.

2. Aims of the Policy

- 2.1 The aims of the policy are to:

- Establish the roles and responsibilities of all parties within scope of the policy.
- Minimise chances of abuse through effective Council recruitment and selection procedures.
- Have procedures in place for dealing with concerns through the process of timely and appropriate reporting of issues to Devon County Council.
- Support the promotion of a safe working environment and a culture of care in which the rights of all children, young people and adults with care and support needs are protected and respected.
- Promote best practice in how employees, elected members and associated workers interact with children, young people and adults with care and support needs while providing Council services.
- Develop clear guidance and procedures for those employees, elected members and associated workers and ensure through training and support that they are aware of these and able to implement them.
- Provide a framework for developing partnerships with appropriate external bodies e.g. Devon Children and Families Partnership and Devon Safeguarding Adults Board, to ensure that the policy continues to reflect legal and best practice requirements in respect of the responsibility of care of children, young people and adults with care and support needs.

3. Scope of the Policy

- 3.1 The policy is in respect of District Council's responsibility towards:

- Children and young people, legally defined as any person under the age of 18. From this point the terms child or children will be used to refer to this group.

- Adults with care and support needs are defined under the Care Act 2014 and for the purposes of this policy, as anyone over the age of 18 who:
 - has needs for care and support (whether or not the local authority is meeting any of those needs) **and**;
 - is experiencing, or at risk of, abuse or neglect; **and**
 - as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.
- Further information on safeguarding adults and the types and indicators of abuse, can be found at:
<https://www.scie.org.uk/publications/ataglance/69-adults-safeguarding-types-and-indicators-of-abuse.asp>
- The employees of the council who have dealings with children, young people and adults with care and support needs and who are required to act in a position of trust and to act responsibly and within the law.
- The employees and elected members of the council who, while not required to act in a position of trust, will come into contact with members of these groups on a regular basis during the course of their work.
- Volunteers and other workers involved in the provision of council services but not employed by the council, including workers in organisations with whom the council has contracts for the delivery of services.

3.2 It covers all the functions and services of the council, its elected members, staff, partners and contractors.

3.3 This document is primarily concerned with protecting children, young people and adults with care and support needs from harm and providing guidance on how to deal with issues. However it is important to remember that safeguarding has a wider meaning which includes the promotion of welfare and taking action to enable all children, young people and adults with care and support needs to have the best life outcomes.

3.4 The policy does not cover health and safety issues related to safeguarding children such as use of play equipment or provision of food at events. Separate guidance on this and appropriate behaviours when dealing with children and adults with care and support needs, should be read in conjunction with this policy.

3.5 In accordance with this statutory framework, this policy should be read in conjunction with other Council policies which promote wellbeing.

4. Legal Framework

4.1 This policy is based on Mid Devon District Council's responsibilities under:

4.1.1 The Care Act 2014 in particular Sections 42 to 46 related to safeguarding, further information can be found at: <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

4.1.2 The Children Act 2004, specifically Section 11 which places a duty on key people and public bodies, including district councils, to make arrangements to ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children. Further information can be found at: <http://www.legislation.gov.uk/ukpga/2004/31/contents>

- 4.1.3 The Counter Terrorism Act 2015 section 26 which places a duty on certain bodies, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism. The Prevent Agenda is one of four strands which makes up the Governments counter-terrorism strategy. Further information can be found at:
<http://www.legislation.gov.uk/ukpga/2015/6/contents>
- 4.1.4 The Modern Slavery Act 2015. Further information can be found at:
<http://www.legislation.gov.uk/ukpga/2015/30/contents/enacted>
- 4.1.5 The Anti-Social Behaviour, Crime and Policing Act 2014 in particular Part 10 relating to forced marriage. Further information can be found at:
<http://www.legislation.gov.uk/ukpga/2014/12/contents/enacted>
- 4.1.6 The Serious Crime Act 2015 particularly Part 5 relating to female genital mutilation, child cruelty and domestic abuse. Further information can be found at:
<http://www.legislation.gov.uk/ukpga/2015/9/contents/enacted>
- 4.1.7 The policy is written with reference to the principle of Think Child, Think Parent, Think Family. Further information can be found at:
<https://www.devonchildrenandfamiliespartnership.org.uk/documents/2014/10/think-family-protocol.pdf/>

5. Supporting structures, policies and procedures

- 5.1 Responsibility for the maintenance and implementation of this policy is that of the Director of Corporate Affairs & Business Transformation (Corporate Safeguarding Lead Officer) who has overall responsibility for the organisation's safeguarding arrangements.
- 5.2 It is the responsibility of Group Managers/Service Leads to disseminate and discharge the policy within their area of responsibility, however accountability for the implementation of this policy lies at all levels of the Council.
- 5.3 In addition the council has appointed a Corporate Safeguarding Officer responsible for co-ordinating the implementation of the policy and providing a single point of contact.
- 5.4 The Corporate Safeguarding Officer has responsibility for:
- recommending to Leadership Team new/revised policies and procedures, so that the Council can safeguard children and adults in accordance with its legal obligations.
 - developing and implementing a performance framework and reporting on the Council's safeguarding performance to Committee.
 - promoting the policy within the Council.
 - procuring and directly providing training, so that officers can undertake their safeguarding roles successfully and efficiently.
 - ensuring there is a secure central record relating to allegations and investigations.
 - working with other district authorities to share best practice and create a shared culture for Devon.

- advocating the importance of safeguarding to partners, contractors and customers
- ensuring all safeguarding policies, procedures and guidelines are implemented and promoted

5.5 In addition the Corporate Safeguarding Officer chairs a Safeguarding Representatives Group made up of a number of staff across the different services of the council. This group will have an operational overview of safeguarding issues in service areas, together with actions that could be taken.

5.6 Safeguarding Representatives have responsibility for:

- Receiving concerns, discussing them with whoever has raised the concern and taking advice from the relevant partner agency/County Council service: this could include complex matters such as consent and whether parents/carers should be notified.
- Making a decision about how to proceed and whether to make a formal referral. If there is disagreement on the appropriate course of action to take then the corporate safeguarding officer has the final decision. Where staff are dissatisfied with the decision of the corporate safeguarding officer, they should report their concerns to their line manager in the first instance and can still make a referral if they have strong concerns.
- Ensuring the procedure is followed on such matters as making a referral, confidentiality and recording.
- Working with colleagues to improve practice across the organisation.
- In the event of an incident or query, should the corporate safeguarding officer not be available, staff should go straight to relevant Devon County Council service. They can be supported by a senior manager but details of any incident must not be shared unless absolutely necessary.
- Attending appropriate courses and updating of safeguarding legislation.

5.7 Any staff who have a safeguarding concern should in the first instance discuss the matter with any one of the Safeguarding Representatives who will make a decision whether or not to refer the matter to the appropriate external organisation. A suite of supporting procedural documents is made available to all staff on the council's sharepoint site.

5.8 Mid & East Devon Community Safety Partnership also deals with some safeguarding issues on a district wide basis such as Domestic & Sexual Violence and Abuse, Modern Slavery, Child Sexual Exploitation and Preventing Violent Extremism. The Community Safety Officer sits on the corporate safeguarding group so is able to ensure that the work of the Corporate Safeguarding Group supports that of the Community Safety Partnership and vice versa.

5.9 This policy should also be used in conjunction with the following documents:

- Disciplinary Procedure
- Grievance Procedure
- Whistle Blowing Policy
- IT Acceptable Use Policy
- Equality and Diversity Policy
- Complaints & Feedback Procedure
- Dignity at Work Policy

- Health & Safety at Work guidance
- Disclosure & Barring Policy

6. Responsibilities

6.1 Responsibility for the implementation of this policy lies at all levels of the council.

6.1.1 Members

Elected members are collectively responsible for ensuring that the council has a policy, which adequately provides protection for children and adults with care and support needs in receipt of its services and for the regular review of this policy in the light of changes to legislation or regulation.

Each Mid Devon District Councillor has the personal responsibility to comply with the policy.

Elected Members should report any concerns to the Corporate Safeguarding Lead or Corporate Safeguarding Officer or Safeguarding representative.

The Portfolio Holder for Community Wellbeing has lead responsibility for safeguarding.

6.2 Officers

All employees and particularly those working with children and adults with care and support needs are responsible for:

- Ensuring that they are familiar with and understand the policies and procedures relating to their work with or in the vicinity of children and adults with care and support needs.
- Ensuring that they feel confident in working within this environment and working with their managers to ensure that they have the knowledge and skills to carry out their tasks in this context.
- Treating all those children and adults with whom they come into contact while carrying out their work equally and with respect.
- Reporting to a Safeguarding Representative or make a MASH enquiry or Care Direct referral, if they have concerns about abuse or a lack of care of children and adults with care and support needs, either from other staff, carers, parents or those in place of a parent or between members of the group, providing they feel confident and competent to do so
- More information on making a MASH enquiry can be found at:
<https://new.devon.gov.uk/educationandfamilies/child-protection/making-a-mash-enquiry>
- Taking personal responsibility for their own welfare related to distressing or difficult disclosure of case outcomes and engaging in appropriate levels of support as required by the situation or the organisation.

6.3 Leadership team is required to ensure good governance of the organisation and has responsibility to make sure this policy is consistently applied and taken into account when setting strategic direction and reviewing performance.

Members of Leadership Team are also responsible for:

- Ensuring that all necessary procedures and practices are in place to provide adequate protection both for the individuals in these groups but also protection for the employees involved with them.
- Ensuring that the procurement framework for the authority includes expectations upon contractors to demonstrate effective safeguarding practices for all their staff.

6.4 The Corporate Safeguarding Lead, Corporate Safeguarding Officer and Human Resources are responsible for:

- Identifying those services and posts that are likely to have an involvement with children and adults with care and support needs, and undertaking an appropriate risk assessment of posts in respect of DBS disclosure requirements.
- Ensuring that those people appointed by them to the District Council, whose normal duties fall into the definition of Regulated Activity as defined in the Safeguarding Vulnerable Groups Act 2006 and amended by the Protection of Freedoms Act 2012, are subject to the appropriate level of DBS disclosure and are appropriately qualified and/or trained in working with these groups.
- Ensuring that proper records are kept of any incidents occurring within their service and that these are held securely and/or passed on to the Council's Human Resources team if the incident involves an employee.
- Ensuring that employees, volunteers and other workers dealing with these groups are adequately trained and aware of their responsibilities in this area.
- Ensuring that external contractors delivering council services are aware of the council's expectation that workers are aware of and abide by the standards of behaviour expected of council employees.
- Ensuring that any evidence or complaint of abuse or lack of care is reported to the appropriate body e.g. Devon County Council, Safeguarding Board or the Police, and to council's Human Resources team where employees, volunteers and contractors are involved and to the Monitoring Officer where elected members are involved.
- Ensuring that employees and others do not work with children or adults with care and support needs on regulated activities without an appropriate Disclosure & Barring Service (DBS) disclosure.
- Working with other associated agencies to ensure the proper transfer of information relating to dealings with children and adults with care and support needs, where necessary.
- Ensuring that adequate supervision and support is available to those who have been directly involved in dealing with safeguarding cases, including a debrief of the case and any relevant outcomes.

6.5 Human Resources are responsible for:

- Working with Group Managers / Service Leads in maintaining a record of those posts, requiring a DBS disclosure together with the level of disclosure required.

- Ensuring that recruitment procedures are robust and that information pertinent to working with these groups is obtained during the recruitment procedure.
- Ensuring that DBS Disclosures are carried out in compliance with legislation and DBS guidance.
- Supporting Group Managers / Service Leads in dealing with allegations of abuse or lack of care by staff.
- Referring information to the DBS and Local Authority Designated Officer (LADO) about employees who have been dismissed or removed from working with vulnerable groups (or would have been had they not left/resigned) as a result of a relevant caution/conviction, conduct that has harmed or put a child/vulnerable adult at risk of harm.

6.6 Volunteers, contractors, suppliers and consultants and other workers are responsible for:

- Working with employees of the council, to the same standard, in ensuring the safety and well-being of children and adults with care and support needs within their scope.
- Participating in any training or development opportunities offered to them to improve their knowledge of skills in this area.

6.6.1 A requirement to comply with equality legislation will be included in all contracts and service level/delivery agreements. Failure to comply may lead to the termination of contracts. Organisations doing business with us are welcome to adopt our safeguarding policy for their own use.

7. Events and land hire

- 7.1 Any organisation who has lease agreements or regularly hire out or lease council facilities or open spaces, should have appropriate safeguarding procedures in place. They should also ensure any volunteer or employee that has unsupervised contact with children, young people or adults with care and support needs undertakes a DBS check.
- 7.2 A positive disclosure is a certificate that shows cautions, warnings or convictions. They may show spent convictions and also unspent convictions and for enhanced checks, they will also show information that a police force deems relevant to disclose based on the nature of the job that the individual will be undertaking. The organisation will be required to use a positive DBS Disclosure Decision Sheet to make an assessment about a volunteers' suitability to be named as the safeguarding representative for the event.
- 7.3 Any safeguarding concerns on council land should be reported to Corporate Safeguarding Officer or a Safeguarding Representative. (Not negating a need to call Police in a safeguarding emergency) Safeguarding Representatives are able to provide further advice and support to groups or organisations.

8. Grant applications

- 8.1 All organisations seeking funding from the Council are expected to have appropriate safeguarding policies and procedures in place according to the level and type of their activities. Such policies should include DBS checks for all employees and volunteers working with children, young people and adults with care and support needs. Evidence of these policies and procedures may be requested as part of the grant making process.

- 8.2 As a minimum, an organisation will be expected to have a policy statement or procedure relating to safeguarding. Commissioned, contracted or grant funded organisations with minimal contact with children, young people and vulnerable adults may wish to adopt the councils Safeguarding Policy and procedures if deemed suitable.

9. Review

- 9.1 This policy and the related guidance will be reviewed annually or sooner if required whenever there is a change in the related legislation or an emerging risk is identified. This will include and on-going review of guidance, both nationally and locally, to ensure the Council meets requirements to safeguard children, young people and adults, and there are appropriate procedures and protocols in place.
- 9.2 The Council's scrutiny function will also have a role in scrutinizing and challenging the Corporate Safeguarding Policy and the work of the Corporate Safeguarding Group. An annual report will be submitted to the Community Wellbeing PDG.

This policy should be read with the MDDC guides for managers and employees

This policy can be made available in large print and other formats such as printed on yellow paper, taped, Braille etc. as requested.

This page is intentionally left blank

SCRUTINY COMMITTEE 3 DECEMBER 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**; the recycling rate for the year so far is 53.8% compared to 52.5% for the same period last year when in Q 1 & 2 street sweeping waste was sent to landfill until the transfer station was built. Since the opening of the transfer station all residual waste is now taken to the Energy from waste plant. The number of missed collections was low but did rise slightly over Q2 in waste due to vacancies in the service. These positions have now been recruited to so performance should improve with route knowledge.
- 2.2 Regarding the Corporate Plan Aim: **Reduce our carbon footprint:** There are now 2 public electric car charging points at each leisure centre, additional chargers being installed as part of the Premier Inn project. Capital schemes for LED lighting are being identified.
- 2.3 Public Consultation on the options for delivering the Cullompton Eastern Relief Road continued until 25 October.

Homes Portfolio - Appendix 2

- 2.4 Regarding the Corporate Plan Aim: **Build more council houses:** No new **Council Houses** were completed; however work is progressing on Birchen Lane (4), due October 2018, Burlescombe (6) due March and Palmerston Park (26) due June 2019.
- 2.5 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 has almost reached the annual target as at September.
- 2.6 Regarding the Corporate Plan Aim: **Planning and enhancing the built environment: Performance Planning Guarantee determined within 26 weeks** is just below target for Q2 but all 4 speed and quality measures were well above the required target.
- 2.7 **% Properties with a valid Gas Safety Certificate:** 2 properties expired – both at legal stages due to access issues.
- 2.8 **Rent Arrears:** Performance improved during September with the month ending just outside target. The roll out of Universal Credit in Mid Devon has resulted in a far greater proportion of our tenants receiving their benefits directly and in arrears and consequently we have been expecting to see a reduction in the level of performance.

- 2.9 On 9 October 2018, the Housing Service hosted a regional meeting for TPAS, the Tenant Participation Advisory Service. The event was attended by 50 external attendees and four of our own involved tenants. Representatives from the Regulator for Social Housing and the Ministry of Housing, Communities and Local Government were also present. Three Officers and an involved tenant, David Taylor, gave a presentation about our approach to tenant involvement which was very well received.
- 2.10 Housing performance remains in the top quartile compared with HouseMark.

Economy Portfolio - Appendix 3

- 2.11 An Economic Development Service Update which covers specific projects is a separate item on this agenda.
- 2.12 Regarding the Corporate Plan Aim: **Focus on business retention and growth of existing businesses:** we record **Businesses assisted** which is above target; they have to be assisted for a minimum of an hour to be included in this figure. MDDC has also been instrumental in two successful bids for LEADER funding for Mid Devon businesses.
- 2.13 Regarding the Corporate Plan Aim: **Improve and regenerate our town centres with the aim of increasing footfall, dwell-time and spend in our town centres:** for **Empty Shops**, the vacancy rates have improved for Crediton and Cullompton for Q2, only Tiverton is below our target.

Community Portfolio - Appendix 4

- 2.14 Regarding the Corporate Plan Aim: **Promote physical activity, health and wellbeing:** A total refurbishment of the fitness studio at Lords Meadow Leisure Centre will be completed by the end of the year. Costing £185,000 the decision to revamp the facility was approved by Mid Devon District Council's Cabinet on 25th October.
- 2.15 **Other:** compliance with food safety law there has been some reclassification of premises which has reduced the number of higher risk premises this PI relates to.
- 2.16 Gigaclear made an announcement on 1 November that they are in significant delay in delivering superfast broadband across Devon and Somerset. They promise to keep communities informed of any decisions through their elected representatives.

Corporate - Appendix 5

- 2.17 **Working days lost due to sickness** remains well below target. The Sickness Absence Action Plan went to Leadership Team for approval in October.
- 2.18 The **Response to FOI requests** remains slightly below target. The new performance reporting requirements contained in the Cabinet Office Code of

Practice on FOI were published on our website for the first time as at September.

- 2.19 Complaints resolved within set timescales is slightly below target. The average number of complaints recorded each month by Customer First is 30.
- 2.20 Progress is steady with Premier Inn since the partial demolition of the car park started. Some progress has also been made with letting out our retail units.
- 2.21 The cash collection project is on target for the 1 December go live date.

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: Leadership 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) (figures have to be verified by DCC)</u> | 195.29 (6/12) | | 378.00 | 32.70 | 64.94 | 93.67 | 123.01 | 152.22 | 185.92 | | | | | | | | Stuart Noyce | (April - September) The amount of residual household waste has decreased by 1.93% compared to Q1 and is 4.4% under target. (LD) |
| <u>% of Household Waste Reused, Recycled and Composted (figures have to be verified by DCC)</u> | 52.5% (6/12) | | 53.0% | 54.3% | 55.0% | 56.5% | 56.0% | 54.8% | 53.8% | | | | | | | | Stuart Noyce | (September) The rise is mainly due to an increase in organic waste of 186.58 tonnes and mirrors the rise in garden waste customers together with an increase in the amount of street sweeping residue sent for composting. (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> | 9,537 (6/12) | | 9,500 | 9,613 | 9,848 | 9,912 | 9,953 | 9,978 | 10,034 | | | | | | | | Stuart Noyce | (September) The number of garden waste customers has increased by 5.21% compared to the same period last year and exceeds the target by 534 customers. Although this |

| 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 |
| | | | | | | | | | | | | | | | | | | number may change as the majority of renewals are carried out during the months of October and November. (LD) |
| <u>% of missed collections reported (refuse and organic waste)</u> | 0.03% (6/12) | | 0.03% | 0.02% | 0.02% | 0.03% | 0.03% | 0.03% | 0.04% | | | | | | | | Stuart Noyce | (September) The % is 0.01% above target for the year. This has increased due to vacancies in service which are currently being recruited. (LD) |
| <u>% of Missed Collections logged (recycling)</u> | 0.03% (6/12) | | 0.03% | 0.01% | 0.01% | 0.01% | 0.01% | 0.02% | 0.02% | | | | | | | | Stuart Noyce | (September) The % of missed collections attributed to kerbside recycling remain on target for the year. (LD) |

| Aims: Protect the natural environment | | | | | | | | | | | | | | | | | | |
|--|-----------------------|---------------------|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------|------------------|--|
| Performance Indicators | | | | | | | | | | | | | | | | | | |
| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Group Manager | Officer Notes |
| <u>Number of Fixed Penalty Notices (FPNs) Issued (Environment)</u> | 21 (6/12) | | | 3 | 4 | 7 | 8 | 9 | 11 | | | | | | | | Stuart Noyce | (September) One offender has appeared in court resulting in a fine of £800 for non payment of Penalty Notice. (LD) |

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 to Manager | Officer Notes |
|-----------------------------|--------------------|---------------|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------------|------------------|---|
| <u>Build Council Houses</u> | 0 (6/12) | | 26 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | Angela Haigh | (May) Birchen Lane due May (CY), (September) Birchen Lane revised due completion October (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 to Manager | Officer Notes |
|--|--------------------|---------------|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------------|------------------|---------------|
| <u>Number of affordable homes delivered (gross)</u> | 59 (2/4) | | 80 | n/a | n/a | 8 | n/a | n/a | 12 | n/a | n/a | | n/a | n/a | | | Angela Haigh | |
| <u>Deliver 15 homes per year by bringing Empty Houses into use</u> | 43 (6/12) | | 72 | 13 | 19 | 26 | 29 | 56 | 70 | | | | | | | | 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 to Manager | Officer Notes |
|--|--------------------|---------------|---------------|----------|----------|----------|----------|----------|----------|---------|---------|---------|---------|---------|---------|----------------|------------------|---------------|
| <u>% Decent Council Homes</u> | 100.0% (6/12) | | 100.0% | 99.8% | 99.9% | 99.7% | 99.9% | 99.9% | 99.9% | | | | | | | | Angela Haigh | |
| <u>% Properties With a Valid Gas Safety Certificate</u> | 99.91% (6/12) | | 100.00% | 99.69% | 99.78% | 99.73% | 99.91% | 99.91% | 99.91% | | | | | | | | Angela Haigh | |
| <u>Rent Collected as a Proportion of Rent Owed</u> | 98.73% (6/12) | | 100.00% | 95.34% | 96.76% | 97.09% | 97.72% | 99.34% | 99.70% | | | | | | | | Angela Haigh | |
| <u>Current Tenant Arrears as a Proportion of Annual Rent Debit</u> | 1.30% (6/12) | | 1.00% | 1.13% | 1.17% | 1.29% | 1.34% | 1.32% | 1.32% | | | | | | | | Angela Haigh | |
| <u>Dwelling rent lost due to voids</u> | 0.5% (6/12) | | | 0.71% | 0.67% | 0.70% | 0.65% | 0.57% | 0.55% | | | | | | | | Angela Haigh | |
| <u>Average Days to Re-Let Local Authority Housing</u> | 16.8days (6/12) | | 14.0days | 16.6days | 15.9days | 16.1days | 15.6days | 14.9days | 14.2days | | | | | | | | Angela Haigh | |

Corporate Plan PI Report Homes**Priorities: Homes**

Printed by: Catherine Yandle

SPAR.net

Print Date: 29 October 2018 09:26

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> | 2,963 (6/12) | | 3,000 | 3,004 | 3,004 | 3,044 | 3,049 | 3,049 | 3,054 | | | | | | | | 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> | 137 (6/12) | | 250 | 25 | 49 | 72 | 93 | 113 | 128 | | | | | | | | None | (September) Provisional (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> | 54,734 (6/12) | | | 49,410 | 51,507 | 51,931 | 53,629 | 53,627 | 51,547 | | | | | | | | Andrew Jarrett | |
| <u>The Number of Empty Shops (TIVERTON)</u> | 25 (2/4) | | 18 | n/a | n/a | 22 | n/a | n/a | 21 | n/a | n/a | n/a | n/a | n/a | | | Adrian Welsh | (Quarter 2) July 2018 slight improvement - 21 vacant units representing 9% of available units (JB) |
| <u>The Number of Empty Shops (CREDITON)</u> | 8 (2/4) | | 8 | n/a | n/a | 10 | n/a | n/a | 8 | n/a | n/a | n/a | n/a | n/a | | | Adrian Welsh | (Quarter 2) 8 units representing 6.8% of the total retail units (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 | n/a | | | Adrian Welsh | (Quarter 2) Vacancy rate on 17th July was 8.2% (7 vacant units) (JB) |

Aims: Other

Performance Indicators

| Title | Prev Year (Period) | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Actual to Date | Group to Manager | Officer Notes |
|-----------------------------------|--------------------|---------------|---------------|---------|---------|---------|---------|---------|----------|---------|---------|---------|---------|---------|---------|----------------|------------------|--|
| <u>Funding awarded to support</u> | £25,459 (2/4) | | | n/a | n/a | £0 | n/a | n/a | £160,395 | n/a | n/a | | n/a | n/a | | | Adrian Welsh | (Quarter 2) £133,178 LEADER funding awarded to Newton Equine Services £27,217 LEADER funding |

| 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>economic projects</u> | | | | | | | | | | | | | | | | | | awarded to Harefield Barn, Shobrooke (JB) |

Printed by: Catherine Yandle

SPAR.net

Print Date: 30 October 2018 14:56

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 Manager Date | Group to Manager | Officer Notes |
|---------------------|-----------------------|------------------|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------------------------|---------------------|------------------|
| <u>GP Referrals</u> | 22 (7/12) | | | 22 | 22 | 22 | 22 | 22 | 22 | 22 | | | | | | | Corinne Parnall | (October) 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 Manager Date | Group to Manager | Officer Notes |
|--|-----------------------|------------------|------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------------------------|---------------------|--|
| <u>Number of social media communications MDDC send out</u> | 175 (7/12) | | 30 | 69 | 66 | 66 | 75 | 77 | 86 | 125 | | | | | | | Jane Lewis | (October) No. of Facebook Posts Published = 60 No. of Tweets Tweeted = 65 (MA) |
| <u>Number of web hits per month</u> | 27,804 (7/12) | | | 35,191 | 33,432 | 29,453 | 30,317 | 31,082 | 29,611 | 31,193 | | | | | | | Jane Lewis | |
| <u>Compliance with food safety law</u> | 89% (6/12) | | 90% | 85% | 85% | 85% | 85% | 85% | 86% | | | | | | | | Simon Newcombe | (April - August) The reduction to 85% compliance is a statistical issue. The cycle of inspection and interventions has meant a 3-yearly review of the lowest category risk premises has been completed this financial year. This has resulted in a number being identified as no longer active/preparing food and require deregistration. Such low-risk premises (e.g. village halls/pre-prepared food) have the most straight-forward compliance targets and typically score above 90% as a result. Having fewer such premises means the overall % compliance across the district is now lower. The higher risk |

| Corporate Plan PI Report Community | | | | | | | | | | | | | | | | | | |
|------------------------------------|-----------------------|---------------------|------------------|------------|------------|------------|---------|------------|------------|------------|------------|------------|------------|------------|------------|----------------------|------------------------|---|
| Priorities: Community | | | | | | | | | | | | | | | | | | |
| 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 |
| | | | | | | | | | | | | | | | | | | premises are still performing as before and the number of food retail premises scoring 4 or 5 on Scores-on-door remain unaffected. (CY) |

Printed by: Catherine Yandle

SPAR.net

Print Date: 02 November 2018 15:00

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 | Office Notes |
|--|-----------------------|---------------------|------------------|----------|----------|----------|----------|----------|----------|----------|------------|------------|------------|------------|------------|----------------------|--------------------------------------|-----------------|
| % of complaints resolved w/in timescales (10 days - 12 weeks) | 93% (6/12) | | 90% | 94% | 96% | 89% | 89% | 90% | 87% | | | | | | | | Lisa Lewis | |
| Number of Complaints | 38 (6/12) | | | 18 | 28 | 32 | 37 | 28 | 32 | | | | | | | | Lisa Lewis | |
| New Performance Planning Guarantee determine within 26 weeks | 99% (2/4) | | 100% | n/a | n/a | 100% | n/a | n/a | 100% | n/a | n/a | | n/a | n/a | | | Jenny Clifford, David Green | |
| Major applications determined within 13 weeks (over last 2 years) | 83% (2/4) | | 60% | n/a | n/a | 86% | n/a | n/a | 91% | n/a | n/a | | n/a | n/a | | | Jenny Clifford, David Green | |
| Minor applications determined within 8 weeks (over last 2 years) | 79% (2/4) | | 65% | n/a | n/a | 73% | n/a | n/a | 75% | n/a | n/a | | n/a | n/a | | | Jenny Clifford, David Green | |
| Major applications overturned at appeal (over last 2 years) | 4% (2/4) | | 10% | n/a | n/a | 3% | n/a | n/a | 3% | n/a | n/a | | n/a | n/a | | | Jenny Clifford, David Green | |
| Minor applications overturned at appeal (over last 2 years) | 0% (2/4) | | 10% | n/a | n/a | 0% | n/a | n/a | 0% | n/a | n/a | | n/a | n/a | | | Jenny Clifford, David Green | |
| Response to FOI Requests (within 20 working days) | 78% (6/12) | | 100% | 97% | 98% | 98% | 98% | 98% | 97% | | | | | | | | Catherine Yandle | |
| Working Days Lost Due to Sickness Absence | 4.66days (7/12) | | 7.00days | 0.64days | 1.34days | 2.18days | 2.82days | 3.42days | 4.13days | 4.79days | | | | | | | Jane Cottrell | |
| Return on Commercial Portfolio | | | 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 | |
| % total Council tax collected - monthly | 56.69% (6/12) | | 98.50% | 11.32% | 20.63% | 29.48% | 38.51% | 47.43% | 56.33% | | | | | | | | Andrew Jarrett | |
| % total NNDR collected - monthly | 57.38% (6/12) | | 99.20% | 12.15% | 23.60% | 32.20% | 40.39% | 47.45% | 56.32% | | | | | | | | Andrew Jarrett | |

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 | Office Notes |
|--|-----------------------|---------------------|------------------|---------|---------|---------|---------|---------|---------|---------|------------|------------|------------|------------|------------|----------------------|------------------|-----------------|
| <u>Number of visitors per month</u> | 2,703 (6/12) | | 2,750 | 2,172 | 2,351 | 2,323 | 2,393 | 2,341 | 2,338 | | | | | | | | Lisa Lewis | |
| <u>Satisfaction with front-line services</u> | 97.14% (6/12) | | 80.00% | 0.00% | 0.00% | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | | Lisa Lewis | |
| <u>Increase Number of Digital payments</u> | 38,810 (6/12) | | 70,960 | 6,908 | 14,226 | 20,885 | 27,772 | 34,330 | 40,987 | | | | | | | | Lisa Lewis | |

Printed by: Catherine Yandle

SPAR.net

Print Date: 02 November 2018 15:3

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: 3 Rivers Disclosure requirements The disclosure arrangements for the new wholly owned SPV are posing technical accounting questions which are exercising our external auditors and Finance department

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: We have enlisted the help of a technical expert who advises CiPFA to ensure we get this right

Risk: 3 Rivers Governance Arrangements Maintaining arms-length status and not falling foul of state aid legislation, successfully countermanning challenge.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Governance

Current Status: High (15)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Service Manager: Catherine Yandle

Review Note: Lots of scrutiny and FOIs at the moment, likely to continue into 2019

Risk Report Appendix 6

Risk: 3 Rivers Loan Ability to service and repay the loan from MDDC will depend on Economic factors and their success in the marketplace commercially.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Financial Services

Current Status: High (16)

Current Risk Severity: 4 - High

Current Risk Likelihood: 4 - High

Service Manager: Jo Nacey

Review Note: Dependent on ability to win contracts and compete in a low margin environment

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: Local Plan Review identifies employment land.

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
- There is a risk to decision-making processes and maintaining quorate committees in the event of

Risk Report Appendix 6

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: High (16)

Current Risk Severity: 4 - High

Current Risk Likelihood: 4 - High

Service Manager: Catherine Yandle

Review Note: Local authorities have been warned to prepare for up to three months of disruption in the event of a no-deal Brexit.

We are also coming into the season when inclement weather is likely.

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: Culm Garden Village Financial risk if bid for capacity funding fails as costs are being incurred already

Effects (Impact/Severity):

Causes (Likelihood):

Service: Planning

Current Status: High (15)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Service Manager: Jo Nacey

Review Note: needed

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,

Risk Report Appendix 6

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: Economic Development Service Failure to promote economic activity within the District could reduce the potential for new jobs, new businesses 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: Growth, Economy and Development

Current Status: Medium (8)

Current Risk Severity: 4 - High

Current Risk Likelihood: 2 - Low

Service Manager: Adrian Welsh

Review Note: Work on the Economic Strategy is well underway. The Economic Strategy will identify where the EDR team can intervene to support Economic Growth and will indicate improved ways to monitor progress

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

Risk Report Appendix 6

and less infrastructure / coordination compared with allocated sites.

- Objections

- Pressure on major application appeal performance (Government indicator of quality of decision making). Risk of intervention: loss of fee and less local control over major application decision making.

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

Service: Planning

Current Status: High (15)

Current Risk Severity: 3 - Medium

Current Risk Likelihood: 5 - Very High

Service Manager: Jenny Clifford

Review Note: Adoption of Local Plan Review will re-establish housing land supply.

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: Higher level risk have now been updated

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 Report Appendix 6

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:

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:

Risk Report Appendix 6

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): New legislation implemented in April 2018 introduced new statutory duties and as a result the numbers of people presenting as homeless are increased, having an impact upon workloads.

Service: Housing Services

Current Status: Medium (12)

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Claire Fry

Review Note: In mitigation of the risk, we have implemented a restructure to build capacity and we are planning to convert an existing property to provide more temporary accommodation. However, the risk assessment remains the same because there is only a limited number of units available within our own stock to house those to whom we have a duty and whilst there is a budget for to meet the cost of accommodating clients elsewhere, there is a risk that this might not be enough should there be a large increase in the numbers of people who need to be housed on a temporary basis. New software has been procured and is in use.

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: Universal Credit full service has now started in Mid Devon and the number of tenants in receipt of this is increasing. This is having an impact upon our revenue stream. For this reason, the risk assessment remains the same although we now have a team in place which is dedicated to income recovery and we are also reviewing our procedures in order to streamline them.

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

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

Effects (Impact/Severity):

Causes (Likelihood):

Service: I C T

Current Status: High (20)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 4 - High

Service Manager: Alan Keates

Risk Report Appendix 6

Review Note: Although technical controls are in place to help to mitigate this risk, there is still a high probability that human error could potentially cause a severe data breach or malware infection. User awareness training is regularly taking place to help reduce this risk.

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:

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

Risk Report Appendix 6

Service Manager: Andrew Busby

Review Note: The Environmental team are now regularly taking water samples from the corporate assets and the h&s officer has passed a legionella management course to assist with producing schematics of the HWS and CWS systems. The risk remains the same until we have completed a review across all sites as reported to the h&s Committee.

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
(12)

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Andrew Busby

Review Note: Development of 26 houses - liquidator exploring a claim against us regarding losses and damages re previous contractor. A response to this claim has been submitted to those representing the liquidator and the Council despite chasing have not received a reply in accordance with the construction protocol.

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:

Risk Report Appendix 6

Risk: Pool Inflatable Pool Activities

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium (10)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Darren Beer, Heather Hargreaves

Review Note: improvement through increased staffing resources, or removing the activity. Staff training is undertaken for this activity in addition to the NPLQ qualification

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

Risk Report Appendix 6

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.

Risk Report Appendix 6

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: Jenny Clifford

Review Note: Project to update records is progressing and will allow better tracking of payments due /made and trigger dates.

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: Improvement possible by increased staffing resources

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: No Data

Current Risk Severity: 3 - Medium

Current Risk Likelihood: 3 - Medium

Service Manager: Kathryn Tebbey

Review Note:

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

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

Current Status: Medium (12)

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Claire Fry

Risk Report Appendix 6

Review Note: The risk assessment remains the same due to the nature of the work. Whilst we have a strong supervision framework in place, provide appropriate training and access to support as necessary, Officers are often required to work with challenging people, make key decisions which can have a profound impact upon individuals and juggle conflicting priorities.

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: Improvement possible with increased staffing resources

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: Improvement possible by increased staffing resources

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: The risk assessment remains the same because vulnerable people may need support and may also exhibit challenging behaviour which could impact staff wellbeing. We provide appropriate training for staff and have good links with other agencies including the Police, social services, Wiser£money, CHAT, the CA etc

This page is intentionally left blank

Risk Matrix

Report For MDDC - Services Current settings

| | | | | | | |
|--------------------|---------------|---------------|----------|------------|----------|---------------|
| Risk Likelihood | 5 - Very High | No Risks | No Risks | 1 Risk | No Risks | No Risks |
| | 4 - High | No Risks | 2 Risks | 1 Risk | 3 Risks | 2 Risks |
| | 3 - Medium | No Risks | 2 Risks | 12 Risks | 13 Risks | 7 Risks |
| | 2 - Low | 1 Risk | 21 Risks | 35 Risks | 20 Risks | 22 Risks |
| | 1 - Very Low | 4 Risks | 7 Risks | 8 Risks | 11 Risks | 20 Risks |
| | | 1 - Very Low | 2 - Low | 3 - Medium | 4 - High | 5 - Very High |
| | | Risk Severity | | | | |

Printed by: Catherine Yandle

SPAR.net

Print Date: 02 November 2018
16:27

This page is intentionally left blank

Scrutiny Officer update 3rd December 2018

1. Community Engagement Working Group

The Working Group has completed its final report which has been circulated to Members of the full Scrutiny Committee.

2. Statement of Community Involvement

At the previous meeting Cllr Roach queried the consultation process undertaken for the Tiverton Masterplan and other consultations such as the Cullompton Relief Road.

In light of these queries it has been suggested the proposed revised Statement of Community Involvement be tabled at the February Scrutiny meeting prior to Cabinet (March) and Full Council (April).

3. Impact of Brexit

This may be a topic for future consideration once the national picture unfolds. In the meantime Members may wish to look at the top issues for Councils identified by the Local Government Association (procurement, food safety and standards, waste, state aid).

https://www.local.gov.uk/sites/default/files/documents/5.39%20Brexit_v06WEB.pdf

The impact on local councils if there was no deal has also been explored.

<https://www.local.gov.uk/parliament/briefings-and-responses/brexit-no-deal-briefing-councils>

Devon County Council also provided a report last January to the Corporate Infrastructure and Regulatory Services Scrutiny Committee that looks at the potential impact (EES/18/1 attached).

Members will also be aware that Brexit will be the topic covered in the State of Debate in January.

This page is intentionally left blank

Community Engagement Working Group Report November 2018

1. Membership

Councillors N Way (Chair), Mrs C P Daw, Mrs G Doe, Mrs J Roach and F J Rosamond and F W Letch

2. Officers supporting the Working Group

Jill May (Director of Corporate Affairs and Business Transformation), Jane Lewis (Communications and Engagement Manager), Lisa Lewis (Group Manager for Business Transformation and Customer Engagement), Kevin Swift (Public Health and Policy Research Officer), Carole Oliphant (Member Services Officer), and Sally Gabriel (Member Services Manager)

3. Rationale

The Council has a duty to consult and engage effectively with residents, partners, employees and other stakeholders when deciding about future changes to services and new developments.

As a council we must offer value for money and customer satisfaction, therefore engagement is an essential part of a service review in order to meet this criteria.

4. Scope

Look at current ways of working when customer first makes contact and make suggestions for improvements.

Explore ways of keeping the customer informed across the whole process.

Investigate customer behaviours to see if the current strategy needs improvement.

Feed into the Community Engagement Strategy being presented to the Community PDG.

Build better working relationships with Town & Parish Councils and feed important and relevant information to them on a regular basis.

Assess the introduction of mobile units to district parishes.

Assess the need for improved communications between back office services and Members.

5. Methodology and Approach

Members will meet every 3 months to review and feed into the draft Communication and Engagement Strategy before it goes to Community PDG and then Cabinet.

A survey will be sent to all parishes. The results will feed into the Communication and Engagement Strategy and will be fed back to the Annual Clerks Meeting on 26th September.

6. Briefing Paper

The Working Group considered the Community Engagement Working Group Briefing Paper and the following items (grouped) were raised:

6.1 Customer interactions and complaints

- Concerns that customer complaints were not being logged as official complaints, were not being passed to the correct officers to deal with and customers were not being kept informed of the progress or outcomes of their complaints;
- Officers were not acting on customers issues that had been passed to them by Customer First in a timely manner causing customers to have to call again and chase this up;
- The need for a central customer record to be created which logged all customer interaction and with which departments they had been in contact with so that this could be used to direct them to the correct officers;
- Calls being misdirected by Customer First to Town or Parish Councils to deal with issues they had no powers over;
- The possibility of a one stop Devon wide call centre where people could go to find out which council to contact;
- There was a need to have champions for customers who wanted to be able to contact the Council on line and have issues dealt with there and then in real time;

In response to these issues officers reported that they were looking into how complaints were logged, the type of communication taking place and the need to achieve a customer centric service. A Project Initiation Document (PID) was being prepared which would detail what the Council did with the information when it was received. The Council had professional skilled officers answering calls that could be dealt with by the Customer First Team by giving front end staff more knowledge to answer simple queries. This could also result in financial savings.

6.2 Reaching out to and keeping residents informed

- The possibility of a mobile officer to be able to go out and look at issues that customers had raised on the ground and deal with the issues there and then;
- Existing mobile officers to report issues immediately that were not in their jurisdiction whilst on their rounds, litter or parking problems for example;
- The possibility of a mobile unit going out to Parishes to keep people in touch with what the Council were doing;
- The introduction of face to face surveys where officers went door to door to gather public opinion;
- The possibility of customer surveys being sent out with rent demands;
- Good practice was observed with Bereavement Services Model but concerns that not enough people knew this service existed;
- The introduction of a District Council contact booklet which explained to the public who and where to contact, similar to the Devon County Council booklet.
- The possible use of community noticeboards to communicate information instead of relying on people going on line;

- Members and Officers could work together to help prepare something for surgeries and there was a need to use Members in a better way to get the message out there;

6.3 Using our existing networks, particularly Town and Parish Councils

- Use of Parish councils and community groups to carry out surveys on the Councils behalf;
- The Council could contact the editors of Parish magazines so that information could be communicated through this channel; and
- That our residents need to know all tiers of local government - to know who was responsible for what;

Officers agreed to conduct a survey with Town and Parish Councils to identify any changes or improvements that could be made.

7. **Communications and Engagement Strategy**

The group discussed and reviewed a draft of the strategy and provided feedback with officers providing answers and insights.

7.1 Relationship with local press and benefits of media training

Media Training should be included within new Member development training.

7.2 Concerns about relations between Staff and Members (from the staff survey)

Results may reflect the fact that some officers had limited interaction with Members. An Action Plan has been produced in terms of the staff survey results via Group Managers.

7.3 Communication to staff

The Group requested that other forms (other than digital) of communication with staff be considered as not all employees had access to the system. It was felt there needed to be an avenue for staff to bypass their immediate managers to inform senior managers of issues and concerns.

7.4 Town and Parish Charter

The Group requested that the Town and Parish Charter be included within the document.

The Group Manager for Business Transformation and Customer Engagement explained that all forms of internal communication were being looked at and the Communication and Engagement Strategy and Action Plan detailed how the Council were going to change communication with the public and the Town and Parish Councils.

7.5 Community Panel

The role of the Community (Citizens) Panel was raised and it was noted that the Council needed a good cross section of the population to be involved and were mindful of equality. Council needed to ensure that everyone had access to respond and not to exclude anyone. The Working Group asked to consider having a pool of

translators available so that people, for who English was not their first language, could also be involved.

7.6 Other stakeholders and events

The Working Group also noted a lack of direct communication with schools and schoolchildren and pointed out that the Action Plan did not include Local Democracy Week or State of the Debate and they felt that this should be promoted. Officers agreed to include this in the Action Plan.

8. Customer First

The Group Manager for Business Transformation and Community Engagement reported on a number of initiatives that would be occurring in Customer First.

- Working practices to be improved to enable the majority of calls to be handled at first point of contact.
- The possible introduction of a Customer Relationship Management (CRM) system so that all the different IT systems currently being used could be joined up to enable officers to update members of the public on any queries that they have raised. This was currently being reviewed.
- Encourage customers to use the digital platform whilst still maintaining face to face contact for people who could not access it. A business case was being prepared for purchase of the new system but this was not the only avenue being considered.
- Revised Customer Care Policy and Channel Access Strategy.

The Working Group discussed how the CRM system could be funded if this was the route taken and it was explained that the intention was to retrain staff and when there was natural wastage from people leaving voluntarily staff savings could be made by moving the excess resource around.

The Working Group highlighted ongoing issues with the current telephone systems and felt that other organisations seemed better able to direct calls effectively. It was acknowledged that currently the Council had a training deficit and that Officers all had different skill sets which were not interchangeable and that more staff needed to be cross trained to enable them to answer more of the queries they were presented with first time.

9. Town and Parish Council Survey

Local councils provided feedback to the District about communication flow via a survey sent to each Town and Parish clerk. 22 of the 62 councils (35%) responded.

Although most of the Parish Councils were happy with the communication they received from Mid Devon District Council and with District Members there were still instances where queries raised by them had appeared to have been lost in the system. Other points highlighted included:

- Communication between Parishes around planning applications needed improving.
- Timeliness of responses from various departments was a concern and required follow up.
- Visible improvements as a result of the new Parish Liaison Officer in post.
- Direct contact with key officers would be useful.

- Balance of volume/type of communication (papers, reports, Comms) was good though some was irrelevant.
- Very good support from Members.

Feedback has been provided back to the local councils at the Clerks Annual Meeting held in September 2018.

10. Conclusions and Recommendations

1. That the Communication and Engagement Strategy is recommended and includes references to the Town and Parish Charter, Local Democracy Week or State of the Debate and schools.
2. That media training will be offered within new Member induction program.
3. That consideration is given to launching a representative community panel, similar to the previous Citizen Panel. This panel would need to be inclusive and accessible with clear objectives. The feedback from such a panel would need to be meaningful and be able to be acted upon within current budget levels.
4. That the Council assess the potential to promote communication with our customers through the use of mobile units and officers where resources are available, face-to-face surveys, community noticeboards, Members' surgeries and using Town and Parish Councils.
5. That a Customer Relationship Management system is progressed and reviewed.

This page is intentionally left blank

MID DEVON DISTRICT COUNCIL – NOTIFICATION OF KEY DECISIONS

November December 2018/January 2018

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

| Title of report and summary of decision | Decision Taker | Date of Decision | Officer contact | Cabinet Member | Intention to consider report in private session and the reason(s) |
|--|---|-------------------------------|---|--|---|
| Community Safety Partnership Plan To consider a review of the partnership plan. | Community Policy Development Group Cabinet | 20 Nov 2018 3 Jan 2019 | Andrew Pritchard, Director of Operations Tel: 01884 234950 | Cabinet for the Working Environment and Support Services (Councillor Margaret Squires) | Open |
| Community Engagement Strategy (inc Action Plan) To receive a report from the Director of Corporate Affairs and Business Transformation updating Members on progress made with the Community Engagement Action Plan and to review the strategy and focus for 2018/2019. | Community Policy Development Group Cabinet | 20 Nov 2018 3 Jan 2019 | Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381 | Cabinet Member for Community Well Being (Councillor Colin Slade) | Open |
| Safeguarding Policy Guidance and Procedures To provide Members with the updated policy and a review | Community Policy Development Group | 20 Nov 2018 | Jill May, Director of Corporate Affairs and Business Transformation Tel: | Cabinet for the Working Environment and Support Services | 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) |
|--|-----------------------|---------------------------|---|---|--|
| of best practice | Cabinet | 3 Jan 2019 | 01884 234381 | (Councillor Margaret Squires) | |
| Unauthorised Encampment Policy To receive a *report of the Group Manager for Corporate Property and Commercial Assets presenting a policy regarding legal Encampment | Cabinet Council | 3 Jan 2019 27 Feb 2019 | 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, Stage 1 Consultation - Vision, Principles and Concepts The establishment of the vision and framework for masterplanning | Cabinet | 3 Jan 2019 | Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346 | Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton) | Open |
| East Cullompton Masterplan SPD (Culm Garden Village phase 1)– Stage 1 Consultation - Issues and Opportunities The proposed allocation area taking the form of a | Cabinet | 3 Jan 2019 | Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346 | Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton) | 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) |
|--|--|--|---|--|--|
| masterplan supplementary planning document for consultation. | | | | | |
| 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 |
| 3 Rivers Developments Limited - Performance Report To consider a performance report from 3 Rivers Developments Limited | Cabinet | 3 Jan 2019 | Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242 | Cabinet Member for Housing (Councillor Ray Stanley) | Fully exempt |
| Economic Strategy To receive the Council's draft Economic Strategy for approval | Economy Policy Development Group Cabinet Council | 10 Jan 2019 7 Feb 2019 27 Feb 2019 | Stephen Walford, Chief Executive Tel: 01884 234201 | Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton) | Open |
| Market Rights Policy A report proposing the adoption of a new Market Policy. | Economy Policy Development Group | 10 Jan 2019 | Adrian Welsh, Group Manager for Growth, Economy and Delivery Tel: | Cabinet Member for Planning and Economic Regeneration | Open |

Page 72

| 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 | 01884 234398 | (Councillor Richard Chesterton) | |
| 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 the proposal to charge administration fees for the processing of grant applications by the Economic Development Team. | 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 |
| Shop Front Scheme To consider the 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 |

| 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) |
|--|--|--|--|--|--|
| Policy Framework To consider a report requesting endorsement of the Policy Framework. | Scrutiny Committee Cabinet Council | 14 Jan 2019 7 Feb 2019 27 Feb 2019 | Stephen Walford, Chief Executive Tel: 01884 234201 | Leader of the Council (Councillor Clive Eginton) | Open |
| Void 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 |
| 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 | 15 Jan 2019 7 Feb 2019 | Claire Fry, Group Manager for Housing Tel: 01884 234920 | 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 |
| Proposals for Improvements to Tiverton Town Centre To receive an overview of the presentation to Cabinet on proposals for improvements to Tiverton Town Centre. | Scrutiny Committee Cabinet | 14 Jan 2019 7 Feb 2019 | Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242 | Cabinet Member for Housing (Councillor Ray Stanley) | Fully exempt |
| Vehicle Maintenance Contract To consider the maintenance contract. | Cabinet | 7 Feb 2019 | Stuart Noyce, Group Manager for Street Scene and Open Spaces Tel: 01884 244635 | Leader of the Council (Councillor Clive Eginton) | Open |
| Tiverton Eastern Urban Extension Area B Masterplanning | Cabinet | 7 Feb 2019 | Jenny Clifford, Head of Planning, Economy and | Cabinet Member for Planning and Economic | Part exempt |

Page 7

| 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 the outcome of the tender process | | | Regeneration Tel: 01884 234346 | Regeneration (Councillor Richard Chesterton) | |
| Cullompton Town Centre Masterplan To consider the contract award | 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 |
| ICT Strategy Report regarding a review of the ICT Strategy | Cabinet | 7 Feb 2019 | Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381 | Cabinet Member for Community Well Being (Councillor Colin Slade) | Open |
| Design 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) | Cabinet for the Working Environment and | 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) |
|---|-----------------------|---------------------------|--|--|--|
| | | | Tel: 01884 234242 | Support Services (Councillor Margaret Squires) | |
| National Non-Domestic Rates To consider a report requesting approval of the NNDR1 | Cabinet Council | 7 Feb 2019 27 Feb 2019 | Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242 | Cabinet Member for Finance (Councillor Peter Hare-Scott) | Open |
| Budget To consider proposals for the General Fund and HRA for 2019/20 | Cabinet Council | 7 Feb 2019 27 Feb 2019 | Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242 | Cabinet Member for Finance (Councillor Peter Hare-Scott) | Open |
| Capital Programme To consider a report seeking approval of the Capital Programme for 2019/20. | Cabinet Council | 7 Feb 2019 27 Feb 2019 | Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242 | Cabinet Member for Finance (Councillor Peter Hare-Scott) | Open |
| 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 |

| 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) |
|--|---|--|--|---|--|
| Statement of Community Involvement Review 2018 To consider the review post consultation and make recommendation to Council | Cabinet Scrutiny Committee Cabinet Council | 7 Feb 2019 18 Feb 2019 4 Apr 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 |
| 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 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 |
| 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 | 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) | |
| Treasury Management Strategy and Annual Investment Strategy To consider the proposed Treasury Management Strategy and Annual Investment Strategy for 2019/20 | Cabinet Council | 7 Mar 2019 24 Apr 2019 | Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242 | Cabinet Member for Finance (Councillor Peter Hare-Scott) | Open |
| ASB Policy and Procedures To receive a report from the Group Manager for Housing 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 | Homes Policy Development Group | 12 Mar 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) |
|---|---|-------------------------------|---|--|--|
| Homelessness Strategy. | Cabinet | 4 Apr 2019 | | | |
| Allocations Policy and Procedures To receive a report from the Group Manager for Housing presenting the revised Housing Allocations Policy and Procedure. | Homes Policy Development Group Cabinet | 12 Mar 2019 4 Apr 2019 | Claire Fry, Group Manager for Housing Tel: 01884 234920 | Cabinet Member for Housing (Councillor Ray Stanley) | Open |
| Regulation of Investigatory Powers To receive the 3 yearly review of Regulation of Investigatory Powers from the Director of Corporate 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) | 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 Head of Planning, Economy and Regeneration regarding a draft strategic plan. | Cabinet Council | Not before 30th May 2019 Not before 6th Jun 2019 | Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346 | Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton) | Open |