

# Public Document Pack

**Mid Devon District Council**

## **Scrutiny Committee**

**Monday, 18 February 2019 at 2.15 pm**  
**Exe Room, Phoenix House, Tiverton**

**Next ordinary meeting**  
**Monday, 18 March 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 R M Deed  
Cllr Mrs G Doe  
Cllr Mrs S Griggs  
Cllr T G Hughes  
Cllr Mrs B M Hull  
Cllr F W Letch  
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 14<sup>th</sup> January 2019.
- 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 COMMUNITY WELL-BEING REPORT**  
*(Pages 11 - 20)*  
To receive a position statement from the Cabinet Member for Community Well-Being providing an update on the areas within his portfolio.
- 9       **PERFORMANCE AND RISK** *(Pages 21 - 52)*  
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.
- 10      **SCRUTINY OFFICER UPDATE** *(Pages 53 - 54)*  
To receive an update from the Scrutiny Officer including the Impact of Brexit.
- 11      **HOMELESSNESS WORKING GROUP FINAL REPORT** *(Pages 55 - 64)*  
To receive the final report of the Scrutiny Homelessness Working Group from the Scrutiny Officer.
- 12      **FORWARD PLAN** *(Pages 65 - 78)*  
Members are asked to consider any items within the Forward Plan March 2019 that they may wish to bring forward for discussion at the next meeting.
- 13      **IDENTIFICATION OF ITEMS FOR FUTURE MEETINGS**  
Members are asked to note that the following items are already identified in the work programme for future meetings.

Cabinet Member for Planning & Economic Regeneration

Broadband Provision

Statement of Community Involvement Review – Post Consultation

Community Engagement Working Group Update

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

**Stephen Walford**  
Chief Executive  
Friday, 8 February 2019

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

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

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

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

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

Tel: 01884 234209

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

Public Wi-Fi is available in all meeting rooms.

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## MID DEVON DISTRICT COUNCIL

**MINUTES** of a **MEETING** of the **SCRUTINY COMMITTEE** held on 14 January 2019 at 2.15 pm

### **Present**

#### **Councillors**

F J Rosamond (Chairman)  
Mrs H Bainbridge, Mrs F J Colthorpe, R M Deed,  
Mrs G Doe, Mrs S Griggs, T G Hughes, Mrs B M Hull,  
F W Letch and N A Way

### **Apologies**

#### **Councillor(s)**

Mrs C P Daw and T W Snow

### **Also Present**

#### **Councillor(s)**

R J Dolley, C J Eginton, R Evans, R L Stanley,  
Mrs M E Squires and Mrs N Woollatt

### **Present**

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

Stephen Walford (Chief Executive), Andrew Jarrett (Deputy Chief Executive (S151)), Jill May (Director of Corporate Affairs and Business Transformation), Kathryn Tebbey (Group Manager for Legal Services and Monitoring Officer), Maria De Leburne (Solicitor), Carole Oliphant (Member Services Officer) and Kevin Swift (Public Health Officer)

## **112 APOLOGIES AND SUBSTITUTE MEMBERS (00.01.00)**

Apologies were received from Cllr T W Snow & Cllr Mrs C P Daw.

## **113 DECLARATIONS OF INTEREST UNDER THE CODE OF CONDUCT (00.01.39)**

Cllr F W Letch declared a personal interest in item 9 on the agenda as he was Chairman of the Crediton Community Well-being Hub.

Cllr N A Way declared a personal interest in item 9 on the agenda as he was the Vice Chair of the DCC Health and Adult Care Scrutiny Committee.

Cllr F J Colthorpe declared a personal interest in item 17 on the agenda as she was Vice Chair of the DCC Corporate Infrastructure and Regulatory Services Scrutiny Committee to which the Head of Economy, Enterprise and Skills, Devon County Council reported to.

## **114 PUBLIC QUESTION TIME (00.02.56)**

There were no members of the public present.

## **115 MEMBER FORUM (00.03.05)**

There were no issues raised under this item.

#### 116 MINUTES OF THE PREVIOUS MEETING (00.03.21)

The minutes of the meeting held on 3<sup>rd</sup> December 2018 were approved as a correct record and **SIGNED** by the Chairman.

#### 117 DECISIONS OF THE CABINET (00.03.56)

The Committee **NOTED** that none of the decisions made by the Cabinet on 3<sup>rd</sup> January had been called in.

#### 118 CHAIRMAN'S ANNOUNCEMENTS (00.04.10)

The Chairman informed the Committee of the recent passing of Honorary Alderman Alan Griffiths who had been a long standing member of the Scrutiny Committee.

He and the Chief Executive had recently attended an awards ceremony at Tiverton Petroc College and they would both be attending a meeting at the College on 21<sup>st</sup> January 2019 to discuss future A-Level provision in Tiverton.

#### 119 CABINET MEMBER FOR FINANCE (00.05.19)

The Chairman advised that apologies had been received from the Cabinet Member for Finance and requested that the Cabinet Members report be presented by the Deputy Chief Executive (S151). This was agreed.

The Committee received and **NOTED** the \*report of the Cabinet Member for Finance presented by the Deputy Chief Executive (S151).

He outlined the main points in the report including:

- Excellent levels of collections
- Medium Term Financial Plan
- Draft Budget
- Budget monitoring position at October
- Highlights over the past 12 months
- Initiatives/changes/achievements
- Bid for 75% Business Rates retention (new pilot potential) and Fairer Funding

He explained the need for the council to focus on the delivery and growth agenda and that the council must accept an increased portfolio of risk as it explored more commercial opportunities.

Members asked for clarification on a statement on page 10 of the report and the Deputy Chief Executive (S151) confirmed that the statement should read as follows:

‘Secured more capital receipts from the sale of surplus assets (circa £1.6m in 2017/2018) – now utilising these funds for commercial acquisitions to help our budgetary position’.

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

## 120 CREDITON NHS HUB (00.13.20)

Councillor R M Deed had requested that a discussion take place with regard to the decision made on 18th December 2018. He stated that he fully supported the NHS Crediton Hub project but requested a discussion on the process used for the urgent decision.

He stated that he had asked for the discussion to be included within the agenda so that Members could:

- Fully understand the decision route
- Understand the project details
- Discuss the process for urgent decisions

The Committee discussed the reasons why the decision was urgent and the reason that it had not been presented to a Full Council meeting which was held the day after the urgent decision was made.

The Monitoring Officer explained that the urgent decision was made in line with the Constitution and that Full Council would not have had the power to make the decision as only the Cabinet could do this. Therefore there would have been no reason to raise this at the Full Council meeting when the urgent decision had already been made. She explained that if Members were unhappy with the urgent decision process they would need to amend the Constitution.

There was further discussion regarding the Crediton NHS Hub project and Members expressed their backing for the council to support the creation of the Crediton NHS Hub. Members expressed concerns about exactly which entity the council were lending money to and the due diligence that had taken place.

The Chairman of the Scrutiny Committee explained that before he had signed the decision he had been fully briefed by the Deputy Chief Executive (S151) and had been presented with a business case which outlined the due diligence that had already been completed and which was yet to be completed by both the council and the NHS before the decision was to be implemented. He explained that the urgent decision made was in principle.

Officers were questioned about the information stated on the published decision and requested that the declaration that planning permission had already been granted for the Hub be explained. The Deputy Chief Executive (S151) stated that the information would be clarified to Members.

In response to a question about why the council should be getting involved in this project, the Chief Executive explained that officers felt that this commercial decision was not only of low risk financially, but that he believed there to be significant policy alignment on the issue given that the NHS Hub was generally supported by Members, as had already been stated by members of the Committee.

The Chairman of the Audit Committee explained that the only reason that the decision could have been referred to the Audit Committee was to understand the risk and to ensure that the Constitution had been followed. He said that he did not feel

that members of the Audit Committee had enough experience to complete due diligence on their own and would have had to defer to the officers who had already completed this as part of the urgent decision business case.

#### **121 POLICY FRAMEWORK (01.01.11)**

The Committee received and **NOTED** a \*report from the Chief Executive detailing the policy framework which was due to be presented to Cabinet on 7th February 2019.

He explained that the policy framework detailed the Strategies and Policies that went through the council and was for Members to understand what was included within the framework. He stated that the framework could be used by the Committee to form a future work plan of what Scrutiny may wish to consider in the future.

Members asked when the Strategies for Cullompton and Crediton were going to be included within the framework and the Chief Executive indicated that he believed this would be after the relevant master planning work in those towns had been completed.

The Chairman informed the Committee that the policy framework would be included within a future informal meeting to discuss and agree what should be included within a future Scrutiny work plan.

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

#### **122 MEMBER DEVELOPMENT ANNUAL UPDATE (01.05.50)**

The Committee received and **NOTED** a \*report of the Member Services Manager presented by the Director of Corporate Affairs and Business Transformation.

She confirmed that the action plan for the South West Charter for Member Development stated that member development opportunities should be monitored.

She stated that Member Services were currently organising three potential councillor evenings in Tiverton, Cullompton and Crediton and she urged Members to encourage potential councillors to attend.

She explained that the induction programme was being constructed for the new council and confirmed that it had been designed with input from the Member Development Group.

She agreed to send out the details of the induction programme to all members when it had been completed.

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

#### **123 WHISTLEBLOWING 6 MONTHS UPDATE (01.11.59)**

The Group Manager for Performance, Governance and Data Security informed the Committee that there had been one potential whistle-blowing incident in the last 6 months and that the issues raised were looked into and found to be without substance so were not pursued.



In response to Members questions the Chief Executive gave assurances that individuals raising concerns would not be victimised.

#### 124 **SAFEGUARDING POLICY AND PROCEDURES (01.13.14)**

The Committee received and **NOTED** the revised \*Safeguarding Policy and Procedures from the Director of Corporate Affairs and Business Transformation who explained that they had previously been presented to and approved by the Community PDG on 20<sup>th</sup> November 2018.

Members expressed concerns that some of the wording in the document was grammatically incorrect and requested that the document was re-examined. The Director of Corporate Affairs and Business Transformation confirmed that officers would ensure the wording was corrected where required.

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

#### 125 **UNIVERSAL CREDIT UPDATE (01.17.38)**

The Committee received and **NOTED** a \*report from the Deputy Chief Executive (S151) on the impact of Universal Credit.

He outlined the contents of the report stating that it was still very early in the roll out of Universal Credit in the district so it was difficult to gauge the final impact. He confirmed that he would bring a more detailed analysis back to the Committee in six month time. He explained that he could only provide details of the finance and how it affected the council but not the detail on actually how it affected claimants but offered to invite a representative from the DWP to speak to the Committee.

Consideration was given to Members concerns about Alternative Payment Arrangements and the Deputy Chief Executive (S151) said he would provide members with additional information.

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

#### 126 **BUSINESS RATES REBATES (01.31.36)**

The Committee received and **NOTED** a \*report from the Deputy Chief Executive (S151) detailing the business rate rebates.

He explained that a TV item in December had named and shamed the council as giving back one of the lowest levels of rebates.

He explained the rules around the rebate process and that only businesses who had seen a significant level of increase could claim a rebate. The council had set limits of a maximum £1000 and minimum £100 rebate per business.

He further explained that once the policy had been agreed in November 2017 officers had written to the 177 eligible businesses in the district and had sent chaser letters to all non-responders in January 2018 to try to ensure all businesses who were entitled to rates relief had the opportunity to claim.

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

#### 127 **DRAFT BUDGET 2019-2020 (01.38.58)**

The Committee had before it and **NOTED** a report \* from the Deputy Chief Executive (S151) in order that the Scrutiny Committee review the draft 2019/2020 budget and make any necessary comments/recommendations to the Cabinet to be considered at its meeting on the 7<sup>th</sup> February 2019 and Full Council on 27<sup>th</sup> February 2019.

The officer outlined the contents of the report explaining that since the first round of Cabinet and PDG meetings the finance team and service managers had been revisiting a range of budgets to deliver more savings or increase income levels.

He explained that the initial £662k budget deficit had now been closed to £253k and that officers were continuing to work hard to reduce the deficit without reducing levels of service.

There were no recommendations or comments to Cabinet from Members of the Committee with regard to the draft 2019/2020 budget.

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

#### 128 **SCRUTINY OFFICER UPDATE (01.49.49)**

The Scrutiny Officer gave an update on the following:

- Community Engagement Working Group – An update on the progression of the recommendations of the working group would be brought to a future meeting
- Brexit – This was pending on what was happening nationally
- Broadband – A representative from DCC would be attending the March meeting to give an overview of broadband roll out across the district
- An informal meeting would be arranged after the February meeting to discuss Broadband roll out and to look at the policy framework for inclusion within a future work programme

#### 129 **FORWARD PLAN (01.53.57)**

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

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

#### 130 **IDENTIFICATION OF ITEMS FOR FUTURE MEETINGS (01.55.38)**

No items were identified.

(The meeting ended at 4.10 pm)

**CHAIRMAN**

## **Colin Slade- cabinet member report for Scrutiny Committee 18<sup>th</sup> Feb 2019**

### **Leisure Services**

#### **Summary Review:**

**Total Leisure Income YTD:** Increase of +4.09% when compared against the previous YTD

**Total Participation (excluding spectators):** YTD = 745,640 v PYTD = 550,832. This shows a +35% increase... However, some data was not recorded in the 2017/18 year, specifically for bookings such as; schools swimming lessons, swim clubs, and club football training on the outdoor pitches. These are now being recorded which will contribute to the massive increase, so I suggest a 'health warning' when reporting on the +35% increase alone. However, Fitness is not affected by these types of bookings, so you could report a corporate increase of +13% across all of the sites for fitness only.

#### **Leisure Project - Exe Valley (1 year on):**

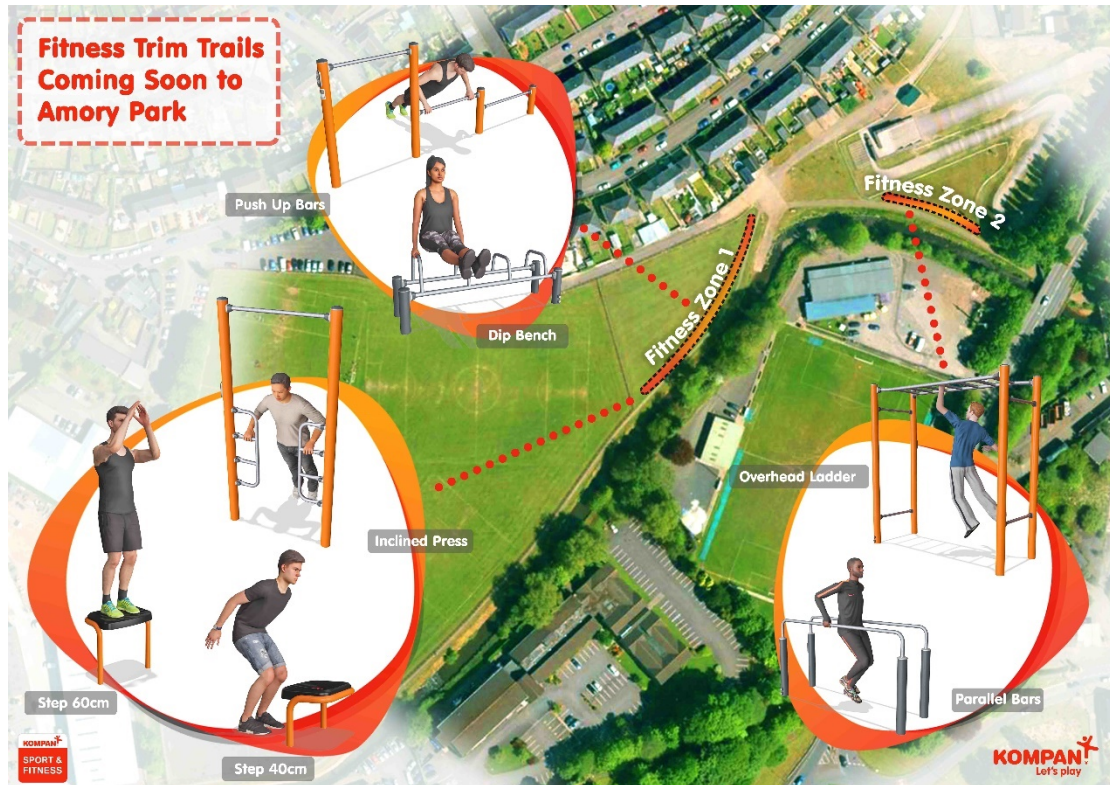
- Fitness Participation: +39% increase YTD
- Membership sales YTD: +11% increase in member numbers, achieving +17% more income against PYTD
- Total Fitness Income: +19.24 % against previous year to date – great result for the project and team!

#### **Leisure Project - Lords Meadow:**

- Participation: January 19 v January 18: an increase of 4.41% over the month period

## Trim Trail

The equipment will be installed in Amory Park as a short trail as indicated on the attached artist impression.



This takes away the grouping originally proposed, leaves the triangular grassed area essentially free for the uses that has and provides the linear trail originally discussed.

The equipment will be readily accessible from the path and will be provided with wear mats so that muddy patches don't develop.

This Trim Trail is the first in a District Council park and hopefully it will be well received. Installation is now scheduled for end of February.

## **Business Transformation**

Mid Devon District Council went “Cashless” at the beginning of December. This was well publicised and so seems to be working well with customers accepting and getting used to the new payment system.

Communications - Within the last twelve months we have made an investment in additional Communications staff and management.

We are now raising our profile as a Local Authority within the local community, and nationally, with a significant additional level of press and digital coverage celebrating success and encouraging engagement.

We are also working hard with services to help them do the same by creating and advising on communications plans and content. We will shortly be doing further work to encourage take-up of our digital subscription facility which allows customers to register interest in things such as Waste and Recycling, Planning, Licensing etc.

Digital Services – As well as providing internal solutions to minimise impact on staff and customers on going Cashless, the team worked with Street Scene to ‘mobilise’ the District Officers. This was done by integrating various systems and taking advantage of existing technologies.

The District Officer does not now need to keep returning to the office to pick up work and update systems when jobs are completed. The officers now have an app which their work is passed to. They are able to take photos, log actions and complete ‘on the go’. This means that they are out and about more and are saving time and money in not having to keep returning to the office.

## **Public Health and Regulatory Services**

Positive developments working across all our services and functions during 2018/19 include:

- Undertaken a successful service-wide restructure with new teams centred around customer type and combined problem-solving approaches.

- Introduced new triaging & coordination approaches to all Public Health customer service requests enabling us to build more effective business support functions and free up front-line enforcement resources.
- Appointed the first apprentice in Public Health who has already successfully achieved her Level 2 Business Admin and is currently studying for Level 3.

In respect of specific functions:

### **Licensing**

- Activity numbers - the main headlines for 2018 are as follows:

<b>Activity</b>	<b>Number</b>
Total applications received	1,007
Applications processed within target of 10 working days*	1,003
Number of taxi inspections	52
Number of premises inspections (i.e. pubs, off licences, village halls and clubs)	93
*this is from when all required documents and checks have been completed.	

- In policy terms, the team have reviewed new safeguarding provisions and training for taxi-drivers and other elements leading

to a revised Hackney Carriage and Private Hire Policy being adopted in 2018/19. Safeguarding training was successfully piloted with existing drivers during 2017/18. It is proposed to review the overarching taxi licensing policy in early 2018 with an option to make such training mandatory going forward.

- Another significant issue was the introduction of new legislation for animal licensing in October (The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018). This basically introduced new law and conditions for dog breeding, dog boarding, cat boarding, pet shops and riding establishments. It also introduced a 'star rating' system for these premises and we have, to date, carried out 22 inspections under these new regulations.
- Other performance targets have been met/exceeded with 100% of licenses issued on time in 2017/18 and currently 99% for 2018/19 to date (target 97%). Temporary Event Notices (TENs) issued on time are 100% for both the previous and current financial/reporting year performance to date (target of 99%). The new performance target for the number of taxi-inspections is currently slightly over target, with 52 completed against a target of 48 for 2018/19.
- The workload of the team is increasing, in part due to the required move to risk-based inspections but also due to rising numbers license applications themselves. TENs and new/varied premises applications up slightly in comparison with 2016. Numbers of animal boarding establishments are also increasing as a result of the changes outlined above.

#### Environmental Health (EH)

- Increased performance (income) targets agreed for private water supply work 2018/19 onwards have not been met due to staff sickness earlier in 2018/19, nonetheless we have retained the income target for 2019/20 and are reviewing our service delivery.

- Currently reviewing our charges for food export certificates and revised charges for private water supplies, other food safety work and exhumations.
- New fees for request re-inspections under the Food Hygiene Rating Scheme (Scores on doors) are also currently under review with adoption planned for 2018/19.
- Food hygiene 'Scores on Doors' continues to be effective with over 500 premises in the scheme with 97% rated 4 or 5 (of 5) – 'good' or 'very good' which is exceptional and on par with the previous year.
- High-risk food safety premises inspections met its 100% target for 2017/18 and is on track for 2018/19.
- Environmental Health staff formally responded to nearly 400 planning applications and a similar number of licensing applications during 2018 - providing professional opinion on matters ranging from air and land quality constraints, drainage, nuisances, water quality and health and safety
- Following the our major successful illegal meat food safety prosecution and use of Proceeds of Crime Act (POCA) legislation, the lead EHO investigator was short-listed for an international 'Best Environmental Health Practitioner' award by the Chartered Institute of Environmental Health (CIEH). This work was also featured on BBC Countryfile in 2018.
- On-going digital transformation in place investing in business process improvements and updated software and increased performance monitoring across the functions. This includes new mobile tablet/app technology for food inspectors.
- The Community team has recently taken on new areas of work by supporting Bereavement in taking a professional lead in exhumations and assistance burials in addition to high hedge enforcement work.



- Trialled the implementation of the 'Noise App' using modern technology to simplify the customer experience in recording and reporting noise nuisance, freeing up expensive monitoring equipment and officer time for more complex cases. Full launch coming soon in 2019 incorporating a second app for anti-social behaviour reporting.

#### Corporate Risk work

- Established a dedicated corporate risk team to carry out asbestos surveys, communal fire risk assessments, legionella sampling and leisure pool monitoring across our housing and corporate property portfolio

#### Emergency Planning

- Updated our Emergency Plan procedures following lessons learned from Storm Emma and rolled-out our new Response Plan in the event of a major incident. Updated Rest Centre and Recovery Plans coming in 2019.

#### Public Health Plan and Strategy, Community Safety and Private Sector Housing (PSH)

The wider work of the unit in respect of Community Safety, ASB, the Public Health Plan/Strategy and addressing health inequalities comes under the remit of Cllr Margaret Squires. A separate update will be provided through that portfolio.

PSH team reports through Cllr Ray Stanley and the housing portfolio.

#### **ICT and GMS Annual Scrutiny update 2018\19**

##### **ICT**

ICT restructure completed April 18, enabling the creation of the newly formed Digital Services Team.

Although ICT head count has been reduced significantly, service delivery is still being maintained to a good standard, with an ever-increasing demand on cyber security and awareness training.

Upgrades and new systems implemented;

- Implementation of new mobile repairs system (Agile 365) – extended to include property services
- Major hardware and software upgrade of the Revenues & Benefits system
- Routine upgrade to Uniform currently in test
- Implementation of new GDPR solution for Uniform, awaiting training from Idox
- Planned upgrade to Idox DMS (March -> May)
- Desktop estate refresh
- Routine pre-annual billing upgrade to Revs & Bens currently being tested
- ICT assistance with implementation of Going Cashless project
- Supporting the project for external access to MyView
- Core ICT Infrastructure upgrades to commence mid Q1 2019
- Completed off-site disaster recovery testing

Statistics;

- Service requests received\incidents logged;
  - 6300
- Performance indicators:
  - >90% of incidents resolved within agreed SLA
  - >90% of service requests resolved within agreed SLA

### **Gazetteer Management Services**

- Continued to maintain the corporate LLPG at gold standard, meeting increased national criteria which are introduced annually
- Commenced work on digitising paper Street Naming and Numbering records and creating links to the LLPG
- Completed major piece of work with Housing Services to introduce GIS into their service area
- Commenced work on updating property ownership records which is likely to continue well into 2019
- Took back responsibility for applying large scale mapping updates in the IDOX Uniform system and further general system support

- Commenced work on the provision of plans for Polling District Review which is likely to continue well into 2019
- Also continued to provide:
  - Uniform Spatial system administration and user training
  - ArcGIS and QGIS system administration and user training
  - Numbering plans and schedules to support the statutory Street Naming and Numbering function

**Colin Slade**

**Cabinet Member for Community Wellbeing**

**February 2019.**

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## SCRUTINY COMMITTEE 18 FEBRUARY 2019:

### 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 2018-2019 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 2018-2019 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 54.1% compared to 52.6% 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.
- 2.2 The recycling rate for the whole of England for 2017-18 was 44.8% (2016-17 45.1%). MDDC's rates were 51.9% for 2017-18 (2016-17 53.3%) so exhibiting the same pattern but much better results.
- 2.3 Regarding the Corporate Plan Aim: **Reduce our carbon footprint:** There are now 2 public electric car charging points at each leisure centre, additional chargers are being installed as part of the Premier Inn project.
- 2.4 Savings from the Anesco project are on target after 5 years of operation.
- 2.5 Regarding the Corporate Plan Aim: **Protect the natural environment:** There have been 12 Fixed Penalty Notices (FPNs) issued so far this year with one offender having appeared in court resulting in a fine of £800 for non-payment of the FPN.

### Homes Portfolio - Appendix 2

- 2.1 Regarding the Corporate Plan Aim: **Build more council houses:** Birchen Lane (4 units) is completed and the first tenants have moved in. Burlescombe (6 units) is due March 2019 and for Palmerston Park; practical completion is due in March for 12 units with handover of all 26 units due August 2019.
- 2.2 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. This year the **Affordable homes** delivered figure is currently well below target. But bringing **Empty homes** into use has now well exceeded the annual target.
- 2.3 Regarding the Corporate Plan Aim: **Planning and enhancing the built environment: Performance Planning Guarantee determined within 26 weeks** was just below target for Q2 but all 4 speed and quality measures were well above the required target. These are all reported quarterly.
- 2.4 Regarding the Corporate Plan Aim: **Other: % Properties with a valid Gas Safety Certificate;** two properties' Gas Safety Certificates have expired; both at legal stages (due to access issues) but with appointments. One which had taken a long time to access was finally serviced in November but was immediately replaced by another unfortunately.

- 2.5 Rent Arrears: Performance deteriorated a little, ending outside target for **current tenant arrears**; however, traditionally the position improves in December with the 2 rent-free weeks.
- 2.6 The **Average days to re-let** remains below target. This is reflected in the **Dwelling rent lost due to voids** which has decreased steadily throughout the year and is now at the same level as this time last year i.e. 0.5%.

#### Economy Portfolio - Appendix 3

- 2.7 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 so far this year.
- 2.8 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 not been done yet for December but are expected to show an improvement over Q2.

#### Community Portfolio - Appendix 4

- 2.9 Regarding the Corporate Plan Aim: **Promote physical activity, health and wellbeing**: A total refurbishment of the fitness studio at Lords Meadow Leisure Centre has been completed; the official opening ceremony for the facility was on 10 January 2019.
- 2.10 Trim trail commissioning is on target for Q4 2018/19.
- 2.11 **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.
- 2.12 Mid Devon community groups are reminded that the deadline to apply for funding from round two of the Communities Together Fund (CTF) is fast approaching. Community groups must apply to the Communities Together Fund by the 21 February 2019 deadline.

#### Corporate - Appendix 5

- 2.13 **Working days lost due to sickness** remains well below target. The Sickness Absence Action Plan was approved by Leadership Team in October.
- 2.14 The **Response to FOI requests** remains slightly below target despite reminders being sent to respondents. This will be escalated to the Group Manager Team.
- 2.15 Complaints resolved within set timescales is above target. The average number of complaints recorded each month by Customer First is 29.

- 2.16 Our retail units at Market Walk were fully let out for Christmas 2018.
- 2.17 The cash collection project achieved 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
Residual household waste per household (measured in Kilograms) (figures have to be verified by DCC)	255.24 (8/12)		378.00	32.70	64.94	93.67	121.38	156.22	186.30	219.50	247.43						Stuart Noyce	
% of Household Waste Reused, Recycled and Composted (figures have to be verified by DCC)	52.7% (8/12)		53.0%	54.3%	55.0%	56.5%	56.1%	54.5%	54.2%	54.1%	54.0%						Stuart Noyce	
Net annual cost of waste service per household			£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	n/a	Stuart Noyce	
Number of Households on Chargeable Garden Waste	9,268 (8/12)		9,500	9,613	9,848	9,912	9,953	9,978	10,034	9,967	9,837						Stuart Noyce	
% of missed collections reported (refuse and organic waste)	0.04% (8/12)		0.03%	0.02%	0.02%	0.03%	0.03%	0.03%	0.04%	0.04%	0.04%						Stuart Noyce	
% of Missed Collections logged (recycling)	0.03% (8/12)		0.03%	0.01%	0.01%	0.01%	0.01%	0.02%	0.02%	0.02%	0.02%						Stuart Noyce	
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
	31 (8/12)			3	4	7	8	9	11	12	12							
Number of Fixed Penalty Notices (FPNs) Issued (Environment)																	Stuart Noyce	

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# Corporate Plan PI Report Homes

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

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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\* Indicates that an entry 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 Aot	May Aot	Jun Aot	Jul Aot	Aug Aot	Sep Aot	Oct Aot	Nov Aot	Dec Aot	Jan Aot	Feb Aot	Mar Aot	Actual to Date	Group to Manager	Officer Notes
Build Council Houses	0 (8/12)		26	0	0	0	0	0	0	0	4						Angela Haigh	(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 Aot	May Aot	Jun Aot	Jul Aot	Aug Aot	Sep Aot	Oct Aot	Nov Aot	Dec Aot	Jan Aot	Feb Aot	Mar Aot	Actual to Date	Group to Manager	Officer Notes
Number of affordable homes delivered (gross)	55 (2/4)		80	n/a	n/a	8	n/a	n/a	12	n/a	n/a		n/a	n/a			Angela Haigh	
Deliver 16 homes per year by bringing Empty Houses into use	94 (8/12)		72	13	19	28	29	55	70	92	107						Simon Newcombe	

Aims: Other

Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Aot	May Aot	Jun Aot	Jul Aot	Aug Aot	Sep Aot	Oct Aot	Nov Aot	Dec Aot	Jan Aot	Feb Aot	Mar Aot	Actual to Date	Group to Manager	Officer Notes
% Decent Council Homes	100.0% (8/12)		100.0%	99.8%	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%						Angela Haigh	
% Properties With a Valid Gas Safety Certificate	99.87% (8/12)		100.00%	99.69%	99.78%	99.73%	99.91%	99.91%	99.91%	99.87%	99.91%						Angela Haigh	
Rent Collected as a Proportion of Rent Owed	98.85% (8/12)		100.00%	95.34%	95.76%	97.09%	97.68%	99.26%	99.59%	99.40%	98.61%						Angela Haigh	
Current Tenant Arrears as a Proportion of Annual Rent Debt	1.33% (8/12)		1.00%	1.13%	1.17%	1.25%	1.34%	1.32%	1.31%	1.33%	1.51%						Angela Haigh	
Dwelling rent lost due to voids	0.5% (8/12)			0.71%	0.67%	0.70%	0.65%	0.57%	0.55%	0.52%	0.50%						Angela Haigh	
Average Days to Re-Let Local Authority Housing	16.6days (8/12)		14.0days	16.6days	15.9days	15.1days	15.6days	14.9days	14.2days	13.8days	13.9days						Angela Haigh	

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# Corporate Plan PI Report Economy

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

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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\* Indicates that an entity is linked to the Aims 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 Manager Date	Group to Manager	Officer Notes
Number of business rate accounts	2,963 (7/12)		3,000	3,004	3,004	3,044	3,049	3,049	3,054	3,055							Andrew Jarrett, Fiona Wilkinson	
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 Manager Date	Group to Manager	Officer Notes
Businesses assisted	195 (8/12)		250	25	49	72	93	113	129	162	190						None	
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 Manager Date	Group to Manager	Officer Notes
Increase In Car Parking Vends	53,420 (7/12)			49,410	51,507	51,931	53,629	53,627	51,547	52,273							Andrew Jarrett	
The Number of Empty Shops (TIVERTON)	23 (3/4)		18	n/a	n/a	22	n/a	n/a	21	n/a	n/a	20	n/a	n/a			Adrian Welsh	(Quarter 3) Vacancy Rate is 8.6% representing 20 vacant units (JB)
The Number of Empty Shops (CREDITON)	8 (3/4)		8	n/a	n/a	10	n/a	n/a	8	n/a	n/a	9	n/a	n/a			Adrian Welsh	(Quarter 3) A vacancy rate of 7.8 % representing 9 vacant units (JB)
The Number of Empty Shops (CULLOMPTON)	9 (3/4)		8	n/a	n/a	6	n/a	n/a	7	n/a	n/a	9	n/a	n/a			Adrian Welsh	(Quarter 3) 10.6 % vacancy rate representing 9 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 Manager Date	Group to Manager	Officer Notes
Funding awarded to support economic projects	£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	

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Corporate Plan PI Report Community  
 Monthly report for 2018-2019  
 Arranged by Aims  
 Filtered by Aim: Priorities Community  
 Filtered by Flag: Exclude: Corporate Plan Aims 2016 to 2020  
 For MDDC - Services

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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\* Indicates that an entry is linked to the Aims 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 Aot	May Aot	Jun Aot	Jul Aot	Aug Aot	Sep Aot	Oct Aot	Nov Aot	Dec Aot	Jan Aot	Feb Aot	Mar Aot	Actual to Manager Date	Officer Notes
GP Referrals	22 (9/12)			22	22	22	22	22	22	22	22	22				Corinne Parnall	(December) 22 (K)
Aims: Other																	
Performance Indicators																	
Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Aot	May Aot	Jun Aot	Jul Aot	Aug Aot	Sep Aot	Oct Aot	Nov Aot	Dec Aot	Jan Aot	Feb Aot	Mar Aot	Actual to Manager Date	Officer Notes
Number of social media communications MDDC send out	133 (9/12)		30	69	66	66	74	77	84	126	160	94				Jane Lewis	(December) 1 of Facebook Posts Published = 5 No. of Tweets Tweeted = 42 (MA)
Number of web hits per month	24,152 (9/12)			35,191	33,432	29,453	30,317	31,082	29,611	31,193	29,782	28,428				Jane Lewis	
Compliance with food safety law	89% (9/12)		90%	85%	85%	85%	85%	85%	86%	86%	87%	87%				Simon Newcombe	(April - August) The reduction to 85% compliance is 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/prepared food and require deregistration. Such low-risk premises (e.g. village halls/pre-prepared food) have the most straightforward compliance targets and typically score above 90% as a result. Having fewer such premises means the overall % compliance across the district is now

Corporate Plan PI Report Community																		
Priorities: Community																		
Aims: Other																		
Performance Indicators																		
Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Aot	May Aot	Jun Aot	Jul Aot	Aug Aot	Sep Aot	Oct Aot	Nov Aot	Dec Aot	Jan Aot	Feb Aot	Mar Aot	Actual to Manager Date	Group to Manager	Officer Notes
																		lower. The higher risk premises are still performing as before and the number of food retail premises scoring 4 or 5 on Scores-on-door remain unaffected. (CY)



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 entry 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 Aot	May Aot	Jun Aot	Jul Aot	Aug Aot	Sep Aot	Oct Aot	Nov Aot	Dec Aot	Jan Aot	Feb Aot	Mar Aot	Actual to Date	Group Manager
% of complaints resolved w/in timescales (10 days - 12 weeks)	93% (9/12)		90%	94%	96%	89%	89%	90%	91%	93%	93%	91%					Lisa Lewis
Number of Complaints	15 (9/12)			18	28	32	37	28	32	38	24	25					Lisa Lewis
New Performance Planning Guarantee determine within 28 weeks	99% (2/4)		100%	n/a	n/a	100%	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a			Jenny Clifford, David Green
Major applications determined within 13 weeks (over last 2 years)	83% (2/4)		60%	n/a	n/a	86%	n/a	n/a	91%	n/a	n/a	n/a	n/a	n/a			Jenny Clifford, David Green
Minor applications determined within 8 weeks (over last 2 years)	75% (2/4)		65%	n/a	n/a	73%	n/a	n/a	75%	n/a	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	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	n/a			Jenny Clifford, David Green
Response to FOI Requests (within 20 working days)	67% (9/12)		100%	97%	98%	98%	98%	98%	97%	97%	96%	95%					Catherine Yandle
Working Days Lost Due to Sickness Absence	5.70days (8/12)		7.00days	0.64days	1.34days	2.18days	2.82days	3.42days	4.13days	4.79days	5.54days						Nicola Cuskeran
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% (5/12)		98.50%	11.32%	20.63%	29.48%	38.51%	47.43%	56.33%								Andrew Jarrett
% total NNDR collected - monthly	57.38% (5/12)		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 Aot	May Aot	Jun Aot	Jul Aot	Aug Aot	Sep Aot	Oct Aot	Nov Aot	Dec Aot	Jan Aot	Feb Aot	Mar Aot	Actual to Manager Date	Group to Manager
<u>Number of visitors per month</u>	2,714 (8/12)		2,750	2,172	2,351	2,323	2,393	2,341	2,338	2,360	2,315						Lisa Lewis
<u>Satisfaction with front-line services</u>	97.14% (8/12)		80.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%						Lisa Lewis
<u>Increase Number of Digital payments</u>	55,854 (8/12)		70,960	6,908	14,226	20,885	27,772	34,330	40,987	51,144	60,233						Lisa Lewis

## 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 countermending 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** 3 Rivers are unable to service and repay the loan from MDDC, this 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:** No further mitigating actions or incidents since the last review.

**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: 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: Funding** Insufficient resources to deliver growth aspirations of Corporate Plan.

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

Local impact on service provision to Mid Devon businesses resulting in reduced opportunities for those businesses, which other Districts may be able to offer = business migration

**Causes (Likelihood):** Loss of EU funding

Loss of Central Government funding

Changes to funding priorities

Service: Growth, Economy and Development

**Current Status: Medium**  
(12)

**Current Risk Severity: 4 -**  
High

**Current Risk Likelihood: 3 -**  
Medium

Service Manager: Adrian Welsh

**Review Note:** Multiple work streams requiring staff resource and wide skill set, lack of success to lever in funding to deliver growth and associated infrastructure.

Consequence: Failure to realise growth aspirations, hampers economic growth, insufficient housing to meet needs, lack of progress on strategic sites, failure to secure business rate growth, Garden Village project does not happen or does not meet GV quality aspirations.

Mitigation: Prioritisation of staff resource, bids and expression of interest submissions to suitable Government funding streams to deliver infrastructure, unlock sites and cover costs of staff resource, effective utilisation of s106 monies, develop collaborative and partnership working



## Risk Report Appendix 6

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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Governance

**Current Status: Medium (10)**

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

**Current Risk Likelihood: 2 - Low**

Service Manager: Catherine Yandle

**Review Note:** Information audit work now suspended until the New Year, Several departments have been reviewed Building control and Street scene next priorities.

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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Street Scene Services

**Current Status: Medium (10)**

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

**Current Risk Likelihood: 2 - Low**

Service Manager: Stuart Noyce

**Review Note:** Changes have been made to operations at Carlu Close such as not idling engines inside the building, varying fan use, leaving main doors open to improve ventilation etc. Air Quality testing results prove CO2 readings are at an acceptable level.

**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:** Alert system updated (new provider)

**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:** SSoW/Induction training /PPE - High viz conforming to Class 3 requirements. No working in peak hours 7am -10am & 4pm - 7pm

## Risk Report Appendix 6

Operatives to litter pick facing against traffic/Warning beacons on vehicle/Warning signage must be used in correct locations

**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 assessment for role - highest risk from role - Risk of accident/injury when working roadside. Work is carried out following Chapter 8 Guidance



## 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:** SSOW in place for tractor operations

**Risk: H&S RA - Tree Operations including the use of a chainsaw** Tree Operations

**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:** Team no longer complete any work at height.  
Team only complete work on small or fallen trees from the ground.

**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:** SSOW in place for use of MDDC vehicles

**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:** Working at Heights training carried out by staff 15.11.2018  
Using a MWEF removed from current practice

## 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:** SSOW in place for working by roadside

**Risk: H&S RA -Waste Collection - Health and Safety** Risk of other vehicle users becoming involved in RTA's

**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 and instruction/Accident and incident reporting system/Mobile phone communication

**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.

## Risk Report Appendix 6

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

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

- Possible increase in temporary accommodation usage.

**Causes (Likelihood):** 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:** The new referral procedure implemented in accordance with the provisions of the Homelessness Reduction Act is now resulting in more cases, therefore we monitor this risk as a matter of routine. Mitigating factors are still effective and the team is managing the work load.

**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

**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 Report Appendix 6

<b>Risk: Legionella</b> Legionella		
<b>Effects (Impact/Severity):</b>		
<b>Causes (Likelihood):</b>		
Service: Leisure Services		
<b>Current Status: Medium (10)</b>	Current Risk Severity: 5 - Very High	Current Risk Likelihood: 2 - Low
Service Manager: Darren Beer, Heather Hargreaves		
<b>Review Note:</b>		

<b>Risk: Localism Act - Community Right to Buy / Challenge</b> Transference of services to the community could enable the Council to identify cost savings		
<b>Effects (Impact/Severity):</b>		
<b>Causes (Likelihood):</b>		
Service: Financial Services		
<b>Current Status: Medium (12)</b>	Current Risk Severity: 4 - High	Current Risk Likelihood: 3 - Medium
Service Manager: Jo Nacey		
<b>Review Note:</b>		

<b>Risk: Lone Working</b> Risks associated with working alone (eg on site visits, call-outs, evening, weekend and emergency work and working from home).		
<b>Effects (Impact/Severity):</b>		
<b>Causes (Likelihood):</b>		
Service: Property Services		
<b>Current Status: Medium (12)</b>	Current Risk Severity: 4 - High	Current Risk Likelihood: 3 - Medium
Service Manager: Andrew Busby		
<b>Review Note:</b> Health & Safety Officer trailing new Lone Working equipment.		

<b>Risk: Management of Legionella within Corporate Assets</b> The risk assessment covers the Management control, including practises and procedures, of Legionella across all Commercial Assets		
<b>Effects (Impact/Severity):</b>		
<b>Causes (Likelihood):</b>		
Service: Property Services		
<b>Current Status: High (15)</b>	Current Risk Severity: 5 - Very High	Current Risk Likelihood: 3 - Medium
Service Manager: Andrew Busby		
<b>Review Note:</b> 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		

## Risk Report Appendix 6

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:

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

### Effects (Impact/Severity):

### Causes (Likelihood):

Service: Property Services

**Current Status: Medium (10)**

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Andrew Busby

**Review Note:** 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: Medium (8)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 2 - Low**

**Service Manager: Andrew Busby**

**Review Note:** Demolition complete and remaining section now being worked on. Risk reduced due to major demolition works being completed.

### **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** Failure in handling a disaster/mistake properly

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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Housing Services

**Current Status: Medium (12)**

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Claire Fry

**Review Note:** 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 Report Appendix 6

### **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

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# Risk Matrix

Report  
For MDDC - Services  
Current settings

Risk Likelihood	5 - Very High	No Risks	No Risks	No Risks	No Risks	No Risks
	4 - High	No Risks	4 Risks	2 Risks	3 Risks	3 Risks
	3 - Medium	No Risks	2 Risks	18 Risks	15 Risks	7 Risks
	2 - Low	1 Risk	25 Risks	42 Risks	25 Risks	26 Risks
	1 - Very Low	4 Risks	7 Risks	10 Risks	13 Risks	21 Risks
		1 - Very Low	2 - Low	3 - Medium	4 - High	5 - Very High
Risk Severity						

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## Scrutiny Officer update 18<sup>th</sup> February 2019

### 1. Homelessness Working Party Report

Members will be aware that the group has been deliberating since July 2017. In that time Housing services have restructured and new legislation (Homelessness Reduction Act) has been introduced by the national government. A new homelessness strategy is due for completion in March 2019 and the report provides recommendations on how the consultation process will be carried out.

### 2. Broadband in Mid Devon

Following the formal part of this Scrutiny meeting Members will have the opportunity to discuss informally broadband roll-out in Mid Devon in preparation for the upcoming visit by Keri Denton, Head of Economy, Enterprise and Skills, Devon County Council. All Members have been asked to submit any questions in preparation for the visit.

### 3. Scrutiny Workplan

Members will recall that at the previous committee meeting the Policy framework was presented. This document may provide some points of discussion in relation to the Scrutiny Committee workplan for the coming year during which time there will be a new committee.

### 4. State of the District Debate - summary

Held on 24<sup>th</sup> January speakers the following guest speakers provided their view of how Brexit was having an impact:

- Linda Middleton-Jones, Mid Devon Business Forum/International Trade Matters
- Charles Baughan, Westaways Sausages
- Andrew Butler, NFU
- Darren Beaven, Gregorys

Linda Middleton-Jones raised concerns about borrowing money, stockpiling, the country was far from being self-sufficient and businesses being reliant on the migrant workforce. Filling vacancies with local people and teaching business how to export goods and services were challenges and potential opportunities.

Charles Baughan quoted that 17% of employment in the west was tied to food and drink. He raised concerns about time sensitive products being delayed at ports. Though he currently exports to Europe he stated that his company may need to wait until things settle and concentrate on other markets such as China.

Andrew Butler from the NFU stated that between 800-900 farms drove the local economy. Farming required a good Brexit deal which meant frictionless trade and free movement of labour. The farming industry was heavily entwined with Europe via regulations and financial support. A no deal scenario could lead to trade embargoes, rising prices and inflation.

Darren Beaven from Gregorys Transport employs around 2,600 people in 26 sites. The company no longer covered Europe however new trucks and parts were all manufactured in Europe. A potential big impact on the business would be fluctuations in the exchange rate and they had a big reliance on EU drivers. Support for the migrant workforce with any potential new process would be important for his company though he did have concerns about a shortage of drivers. Darren also noted that some stockpiling was already taking place by firms and there had been a big demand for additional warehouse space.

Consideration was then given to the following issues:

- What would happen on 29 March?
- The long term implications of staying in the EU
- The impact on local businesses such as Lloyd Maunder
- The impact on tourism and health
- The fact that migrant workers were already planning to leave the country before 29 March
- The need to support and care for migrant workers and share best practice on this issue
- Whether farmer cooperatives should be encouraged
- Whether local people were aware of the impact of Brexit on their jobs when they voted in 2016
- The fact that people voted on headlines and whether they were misinformed
- What would be a good deal
- The need for free movement and continued trade
- Whether the Government would continue to support the subsidies paid by the EU
- The impact of Brexit on the local economy
- Whether another referendum would change the outcome and whether the EU would further negotiate with the UK
- Whether the recruitment of UK born staff would be encouraged and would these staff be able to replace seasonal workers

## **Homelessness Working Group Report January 2019**

### **1. Membership**

Councillors Jenny Roach (Chair), Rosemary Berry, Heather Bainbridge, Nick Way, Gill Doe, Frank Rosamond

### **2. Officers supporting the Working group**

Claire Fry (Group Manager for Housing), Mike Parker (Housing Options Manager), Carole Oliphant (Member Services Officer) and Kevin Swift (Public Health and Scrutiny Policy Research Officer)

### **3. Rationale**

The number of homeless and the likelihood these numbers would rise.  
Looking at existing service provision and whether the service provided meets the needs of the homeless.

### **4. Scope**

The new act and the implications for Mid Devon.  
Identify what is being done and what the potential barriers are.  
Explore existing initiatives and determine if they are appropriately joined up.  
Compare our policies with those of a neighbouring authority.

### **5. Desired Outcomes**

To try to prevent homelessness using legislation on homelessness prevention.  
To explore alternative ways of working with a view to delivering efficiencies.  
Provide recommendations to council on how to move forward with the homeless strategy.  
To ensure the authority complies with legislation.  
Being sure that existing provision is cost effective.

### **6. Approach and Methodology**

Calling witnesses such as Shelter, neighbouring authorities, from Devon Somerset, CHAT, CAB, Alison Mawson from Devon and Cornwall, Housing Options Partnership.  
Consider report from Housing Options at MDDC.

### **7. Target body for report**

Scrutiny Committee and then directed to the Homes Policy Development Group.

### **8. The Homelessness Reduction Act**

The new Act was the biggest change to homelessness legislation in 20 years.  
It will result in more people presenting to the Council and the authority would have a duty to prevent homeless up to 56 days in advance, which could result in having to accommodate the homeless person(s).

Current legislation from 1996 and amended in 2002 stated that anyone could approach the local authority for advice if homeless and if in a priority group (such as vulnerable young/old, medical issues, dependent children) had to be provided with

accommodation. Those not in a priority group did not have to be provided with accommodation.

Under the new Act if someone approached the authority that was at risk of becoming homeless, the council has to make investigations. If it was established that there was a threat, they have a duty to work with that person for 56 days to help prevent them becoming homeless. This could include helping them to find accommodation. This was one duty and there were about 11 appeal processes, which were all in law.

Once the 56 days expired and the person became homeless there was another 56 days to relieve them from being homeless. So in total 112 days could be spent with one person. This help could include helping them to find private accommodation and again there was an appeal process if they were not being helped.

Currently costs might extend to a couple of nights' accommodation (approximately £500 per week to provide) new legislation could be 56 days at £500 a week for a single person. B and B costs were around £35 - £55 a night. Officers currently used B & B accommodation that included Premier Inn, Travel Lodges etc. and 17 units of 1 bedroom flats plus 3 shared room units from the Housing Service for temporary accommodation. The Council also had a duty to protect belongings which could include putting dogs in kennels. One homelessness family could have a big impact on the budget.

It was recognised that the budget would need to be managed carefully following the implementation of the new legislation because of the additional duties which could be costly to implement. Authorities that had started implementing the new methods had found that the number of people in temporary accommodation increased by about 140% and approaches for help increased by around 150%.

The new legislation would result in a need to replace current software systems. The current system that had been built in house would not be sufficient and the IT service did not have the capacity to build a new system. Officers were looking with other authorities to hopefully save costs and it was considered that an 'off the shelf' system might be the most cost effective. There was no allocated budget for this.

A number of challenges were highlighted including:

- the lack of B and B accommodation available in the area;
- Devon Home Choice and the banding used for those threatened with homelessness;
- a lack of shared housing in the district and plans to encourage house sharing;
- working with the private sector to get empty homes back into use;
- working with Housing Associations using affordability checks to make sure that tenants would be able to afford rent;
- current Housing benefit payments for the under 35s were not sufficient to cover rent and it was anticipated that this would cause future problems;
- Universal Credit would be implemented in 2018 which could result in rent payment delays to landlords, potentially resulting in even less accommodation being available.



## **9. Budget and service delivery information**

### **9.1 Partnerships and joined up-working**

The Devon and Cornwall Partnership included all local authorities and provided joined up working regarding new policy to put forward a joint approach. The partnership funded an officer and work undertaken saved a lot of officer time.

The Domestic Violence Partnership provided a safe house for women and children escaping domestic violence.

Funds from Department of Communities and Local Government (DCLG) were ring-fenced for homelessness and DCC currently funded an officer working with youth.

Homelessness was increasing, particularly with youngsters. 16 and 17 year olds could not be placed in B and B so the authority relied on projects in Exeter to place them. Under 35's could only claim rent for a room so often could not afford properties that were available. Mediation was available to help if young people had been kicked out of their homes by parents.

### **9.2 Mid Devon**

£40k was set aside for discretionary rent allowance. This could be used to help people find alternative accommodation by providing rent and deposit in advance. Sums lent varied between £1k and £1.5k. An overspend was anticipated but this was a better investment than paying for B and B which could be the alternative. These funds were a loan and would need to be paid back. There was currently just over £200k outstanding.

There was currently a grant of £10K which was ring fenced for homeless prevention. This was being used to undertake early intervention work with landlords, asking them to let the council know at an early stage of the eviction process so that the council could work with the family. However, the funding provided did not cover the workload.

There were no grants paid to the Churches Housing Action Team (CHAT) from the Housing Service, although they did receive a grant of £12,500 from the Corporate Grant scheme. From next year there would be an obligation for the authority to provide homelessness advice and therefore CHAT would need to divert customers to the council for their entitlement. CHAT did not provide accommodation in their new Hub but could provide showers which could help homeless people find employment.

It was estimated that it would cost £100k a month to accommodate every homeless person in B and B and currently only the Travelodge at Junction 27 would accept bookings from the team. Officers were working with the Procurement Team to try and build a network of providers.

Should the temperature drop below freezing for 3 consecutive nights the authority would provide overnight accommodation as good practice. Most homelessness situations had some form of mental health issues or drink and/or drug problems.

The authority had issued 52 DARS (Deposit and Advanced Rent Scheme) in the previous financial year to date (2017/18).

## **10. Presentations from other agencies**

10.1 Exeter City Council/Teignbridge District Council and Community Housing Aid Chris Stocks of Exeter City Council and Teignbridge District Council and Stuart Hooper of Community Housing Aid provided their perspectives on homelessness to the Working group. A number of issues were raised and information provided as follows:

- Universal Credit and the potential issues it could create;
- Homelessness numbers increasing year on year;
- Impossible to know true numbers such as those sofa surfing;
- Street Link was a national campaign to which homeless people could be directed;
- Julian House and the work it carried out;
- Services not available to stop people getting into crisis in the first place;
- Lack of rehab care in prisons;
- The benefits of shared housing (HMO) and the need to encourage landlords to do this;
- Hostels and the amount it cost in housing benefit, making it prohibitive for people to work if they were within this system;
- The need to educate people to eat healthily as they often did not even when provided with facilities;
- Gabriel House in Exeter, the waiting list for this and the Red House at Crediton;
- Train tickets being purchased to send people back to their home towns.

### **10.2 Churches Housing Action Team (CHAT)**

Stella Beever, Team Leader from CHAT explained that their service dealt with the front line; helping people that were in housing crisis or were homeless. They provided advice, as well as issuing sleeping bags, tents, fuel top ups and referrals to other charities.

They were finding it more and more difficult to find landlords that would accept people who were homeless. They could offer a deposit guarantee scheme but this was often not enough. When there was a history of housing issues applicants would be expected to engage with tenancy support.

Housing benefit levels did not meet the cost of local housing. Ms. Beever explained that it was illegal for letting agents to discriminate against people on benefits but that this was common place.

CHAT would soon be implementing an assisted tenancy scheme whereby they would help someone that had no other hope of getting housing by guaranteeing the landlord his rent.

### 10.3 Devon and Cornwall Housing Options Partnership Manager

Alison Mawson from the Devon and Cornwall Housing Options Partnership explained that she worked with 11 housing authorities that met bi-monthly and her work involved carry out actions from a work plan set out by the group. The purpose of the partnership was to bring together any work that could be done collectively. Work undertaken included providing feedback on the code of guidance, consultations such as supported housing and domestic abuse and a severe winter weather protocol. Mid Devon contributed £5k to the pot.

Family breakdown was considered a key contributor to homelessness and that it was important to get better at working with children's services. Drug and alcohol abuse along with mental health issues were also main contributors.

### 10.4 Citizens Advice

Vikki Phillips from Citizens Advice (CA) explained that housing was one of their main enquiry areas. They could help by providing guidance to the process, help look at eligibility, provide debt and guidance support and look into other issues such as employment.

Ms Phillips stated that she would like to do more preventative work, helping with financial capability, rather than being reactive. She would also like to be able to provide home visits.

Universal Credit was of course an area of concern. Other areas of the country that had already implemented it had seen a huge increase in the number of visits to the local CA centres.

## 11. Public Sector Housing (MDDC)

Approximately 650 private ownership properties had been identified as vacant by the Public Sector Housing team. There were many complex reasons for this including a slow housing market, complex probate issues, properties in very poor condition or in very remote locations on unadopted roads and those with agricultural ties. Those that had remained empty in excess of two years were classed as long term. In 2016, 33 empty properties had been brought back into use rising to 128 properties in 2017.

There were various schemes available for owners to bring properties back into use such as lower rates for DIY loans. MDDC also had powers to compulsory purchase empty properties in extreme cases and an officer group had been set up to explore the options for these properties.

In relation to empty properties there were a number of products available to home owners including some which were mandatory such as the Disability Facilities Grants. Loans could also be offered to home owners and landlords for home improvements.

## 12. Resources for dealing with homelessness

A report was provided to the Working group in October 2018 (Appendix A) by the Housing Options Manager providing a comprehensive picture of the impact of the new Act, the homelessness situation in Mid Devon, and the changes to staffing that has occurred to address this challenge.

### **13. Recommendations**

The Housing Options Manager to commence consultation regarding the new homelessness strategy by:

Setting up a series of workshops with stakeholders:

- 1 The Housing Options team
- 2 Members with an interest in the subject
- 3 Colleagues from the Neighbourhood teams, Revenues and Benefits team and the Private Sector Housing team
- 4 Other agencies which work with those who are rough sleeping such as staff from Julian House, the Police, CHAT, the CA etc

Each workshop to think about the following strands:

- Preventing homelessness including rough sleeping
- Partnership working
- Reducing the use of temporary accommodation
- Supporting those with complex needs

Each workshop to consider:

- What does the Council do well in relation to this area of work?
- What can we do better?
- Challenges
- What additional work can be done?
- What work should be prioritised?

This initial consultation will inform the draft of the new strategy.

#### 14. Appendix A – Homelessness Statistics 2012/13-2017/18

Number of housing approaches:

	2012/13				2013/14				2014/15				2015/16				2016/17				2017/18			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Total Number of Housing Options Approaches</b>	151	151	133	183	158	136	94	127	96	124	106	131	104	103	92	109	104	140	103	119	130	103	110	112

Homeless decision based upon old legislation:

	2012/2013				2013/2014				2014/2015				2015/2016				2016/2017				2017/2018			
<b>Homeless Decisions: (During Quarter)</b>	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Advice Only	95	72	66	98	97	75	50	24	62	97	87	79	58	34	38	33	58	50	37	53	55	33	60	44
Intentional	5	5	3	3	2	2	0	4	2	1	3	0	1	1	4	4	5	4	3	5	2	2	0	2
Not In Priority Need	11	23	19	18	13	10	13	8	2	4	3	2	5	4	2	2	3	8	5	7	8	7	8	4
Accepted	4	7	4	0	5	3	3	7	2	5	8	5	8	11	3	8	15	12	10	8	12	8	4	7
Not Homeless	32	42	39	55	34	21	14	21	1	4	5	6	28	18	13	14	16	25	40	28	31	23	29	30
Ineligible	0	0	2	0	2	2	0	0	0	0	2	0	0	0	0	1	0	0	0	0	0	0	1	1
<b>Total</b>	147	149	133	174	153	113	80	64	69	111	108	92	100	68	60	62	97	99	95	101	108	73	102	88

Snapshot of households placed into B&B at the end of each quarter:

	2012/2013				2013/2014				2014/2015				2015/2016				2016/2017				2017/2018			
<b>Snapshot of B&amp;B (End of quarter)</b>	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
REF:p3 E6 p1e B&B	1	0	1	1	1	1	3	1	3	2	0	0	1	1	0	5	9	7	3	1	3	2	0	2
Own Stock	4	7	6	6	4	4	5	8	10	9	11	7	11	12	11	11	17	16	14	11	10	14	12	14
<b>Total</b>	5	7	7	7	5	5	8	9	13	11	11	7	12	13	11	16	26	23	17	12	13	16	12	16

Number of deposit and advance rent issued during quarter:

	2012/2013				2013/2014				2014/2015				2015/2016				2016/2017				2017/2018			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Number of Deposit and Advance Rent Issued</b>	9	11	19	17	17	13	14	10	19	14	9	4	10	8	15	13	12	11	24	11	19	12	11	17

Homelessness reasons summary:

	2012/2013				2014/2015				2014/2015				2015/2016				2016/2017				2017/2018			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Homeless Reasons: All approaches)</b>																								
0. Emergency	0	0	1	0	2	3	0	1	3	0	1	0	1	2	0	1	0	0	2	1	0	0	1	1
1. Parents no longer willing or able to accommodate	19	24	27	24	19	17	7	16	16	16	12	23	14	22	17	6	11	13	22	12	19	15	12	11
2. Other relatives or friends no longer willing or able to accommodate	22	16	10	17	20	20	16	21	7	8	14	17	10	7	4	11	6	10	6	7	7	8	12	5
3. Non-violent breakdown of relationship with partner	25	20	13	31	22	15	15	10	5	10	15	16	12	12	7	14	14	22	7	13	14	8	10	10
4. Violence																								
a. Violent breakdown of relationship involving partner	2	5	7	8	5	7	12	7	7	10	3	9	10	8	7	8	6	7	11	7	7	7	7	4
b. Violent breakdown of relationship involving associated persons	1	1	2	0	3	4	0	1	0	2	1	1	4	2	1	5	4	2	4	1	2	2	2	3
c. Racially motivated violence	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2	0	0	0	2	3	0
d. Other forms of violence	1	0	1	0	0	0	0	2	1	0	1	1	1	1	3	2	1	0	2	1	1	4	4	2
5. harassment, threats or intimidation																								
a. Racially motivated harassment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
b. Other forms of harassment	1	0	0	1	0	1	1		0	1	2	4	2	0	0	0	5	0	0	6	4	0	0	5
6. Mortgage arrears (repossession or other loss of home)	4	7	2	11	5	4	2	2	1	1	2	1	0	4	2	0	0	0	0	0	3	0	0	0
7. Rent arrears on :																								
a. Local authority or other public sector dwellings	6	13	14	4	8	10	4	4	1	3	2	1	3	4	4	4	1	7	3	1	1	2	0	2
b. Registered Provider dwellings	1	1	6	1	2	2	0	2	0	0	1	2	2	0	1	4	0	1	3	0	0	0	0	0
c. Private sector dwellings	3	0	3	2	0	1	1	2	0	3	1	2	4	4	5	8	3	7	3	12	3	0	3	4
8. Loss of rented or tied accommodation due to :																								
a. Termination of assured shorthold tenancy	23	27	10	43	31	20	21	34	22	26	21	18	18	13	5	13	9	24	11	21	15	13	11	23
b. Reasons other than termination of assured shorthold tenancy	10	11	6	7	10	4	6	15	12	16	9	15	7	9	10	11	17	20	10	9	9	8	12	16
9. Required to leave acc. provided by the Home Office as asylum support	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10. Left an Institution or LA care:																								
a. Left prison/on remand	0	1	4	0	2	1	0	0	0	0	0	1	2	0	2	2	0	2	0	0	2	0	1	1
b. Left hospital	2	0	0	0	0	1	0	1	0	1	0	0	1	1	2	1	0	0	2	2	5	1	0	0
c. Left other institution or LA care	2	1	1	1	0	1	0	0	1	0	0	0	0	1	0	0	2	0	1	1	1	0	2	
11. Other reason for loss of last settled home																								
a. Left HM Forces	0	0	0	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
b. Other reason	29	24	26	33	28	25	8	9	20	27	18	19	13	13	21	17	27	20	17	25	37	32	32	23
<b>Total</b>	<b>151</b>	<b>151</b>	<b>133</b>	<b>183</b>	<b>158</b>	<b>136</b>	<b>94</b>	<b>127</b>	<b>96</b>	<b>124</b>	<b>104</b>	<b>131</b>	<b>104</b>	<b>103</b>	<b>91</b>	<b>109</b>	<b>104</b>	<b>140</b>	<b>103</b>	<b>119</b>	<b>130</b>	<b>103</b>	<b>110</b>	<b>112</b>

Homelessness preventions or reliefs for quarter:

	2012/2013				2013/2014				2014/2015				2015/2016				2016/2017				2017/2018			
Prevention Remain	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mediation	1	2	0	0	0	0	1	0	0	1	0	2	2	0	0	1	2	0	1	1	0	2	3	0
Conciliation	1	0	1	1	1	2	1	0	1	0	0	1	0	1	0	0	0	1	3	1	1	1	2	1
Financial payments	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	1	0	1	1	1	1	1	0	1
Debt advice	0	1	0	0	0	0	1	1	0	0	0	0	0	1	0	1	0	0	0	2	0	0	0	0
Resolving Housing Benefit	16	37	53	32	50	80	84	78	35	41	73	48	22	40	51	21	19	10	20	16	27	8	19	26
Resolving Rent/Service Charge	0	0	0	0	0	0	0	0	0	0	1	2	2	0	0	2	2	0	1	0	0	0	0	0
Sanctuary Scheme	0	1	0	0	1	0	0	0	0	1	0	0	0	2	0	0	1	0	3	0	3	0	5	3
Crisis intervention	0	0	0	0	0	0	0	1	0	1	1	3	3	3	6	3	5	7	5	3	6	13	5	6
Negotiation or legal advocacy	1	0	1	0	0	0	0	1	0	2	6	0	0	1	1	0	1	3	2	3	10	2	1	20
Providing other assistance	0	0	1	2	0	0	1	3	2	7	4	5	1	0	3	4	10	12	9	0	6	9	11	7
Mortgage arrears interventions	0	0	0	0	0	0	1	1	0	1	0	0	0	6	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0
<b>Total</b>	<b>19</b>	<b>41</b>	<b>57</b>	<b>35</b>	<b>52</b>	<b>82</b>	<b>89</b>	<b>85</b>	<b>38</b>	<b>54</b>	<b>86</b>	<b>62</b>	<b>31</b>	<b>54</b>	<b>61</b>	<b>33</b>	<b>40</b>	<b>34</b>	<b>45</b>	<b>30</b>	<b>54</b>	<b>36</b>	<b>46</b>	<b>64</b>

	2013/2014				2013/2014				2014/2015				2015/2016				2016/2017				2017/2018			
Prevention Alternative	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Hostel or HMO	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	1	0	2	1	1	0	1	0	1
Private rented sector with Cash incentive	4	6	9	16	8	5	8	10	15	11	5	3	7	3	8	8	5	7	13	4	16	7	10	10
Private rented sector no Cash incentive	5	0	4	0	4	3	1	7	2	11	6	6	5	5	7	4	6	3	5	1	10	5	8	5
Accommodation with friends	0	1	0	1	0	0	0	2	0	3	1	1	4	6	2	0	2	2	5	1	1	2	2	4
Supported Accommodation	1	2	2	1	2	1	1	0	0	0	1	1	3	6	3	3	4	2	9	1	4	2	6	4
Social Housing Management move	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	1	2	2	0	0
Housing Part 6 Offer	1	0	0	1	1	2	5	4	4	8	4	4	14	12	6	10	12	14	9	3	12	5	4	15
Housing offer outside Part 6	2	0	1	1	0	1	2	1	0	2	1	4	1	0	1	0	1	0	1	1	0	0	5	1
Home Ownership	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>13</b>	<b>9</b>	<b>16</b>	<b>20</b>	<b>15</b>	<b>12</b>	<b>17</b>	<b>24</b>	<b>21</b>	<b>35</b>	<b>18</b>	<b>19</b>	<b>37</b>	<b>32</b>	<b>27</b>	<b>26</b>	<b>30</b>	<b>32</b>	<b>43</b>	<b>13</b>	<b>45</b>	<b>24</b>	<b>35</b>	<b>40</b>

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# MID DEVON DISTRICT COUNCIL – NOTIFICATION OF KEY DECISIONS

March 2019

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

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
<b>Future High Streets Fund</b> To consider the scope of an expression of interest under this fund	Cabinet	7 Mar 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
<b>Moorhayes Community Centre, Tiverton</b> To consider options for the disposal of an asset.	Cabinet	7 Mar 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Housing (Councillor Ray Stanley)	Fully exempt
<b>Vehicle Maintenance Contract</b> To consider the maintenance contract.	Cabinet	7 Mar 2019	Stuart Noyce, Group Manager for Street Scene and Open Spaces Tel: 01884 244635	Leader of the Council (Councillor Clive Eginton)	Open
<b>Crediton Town Centre Masterplan</b> To consider the scope of the proposed masterplan	Cabinet	7 Mar 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor	Open

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
				Richard Chesterton)	
<b>S106 Governance</b> To agree governance arrangements for S106 agreements	Cabinet	7 Mar 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
<b>Costs in the Planning Service.</b> To consider a report on the outcomes of the recent assessment of costs in the Planning Service	Cabinet	7 Mar 2019	David Green, Group Manager for Development	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
<b>Statement of Community Involvement Review 2018</b> To consider the review of the Statement of Community Involvement	Cabinet Cabinet Council	7 Mar 2019 30 May 2019 24 Jul 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
<b>Discretionary fee setting in Development Management</b> To consider and agree fees	Cabinet	7 Mar 2019	David Green, Group Manager for Development	Cabinet Member for Planning and Economic	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
for discretionary services and activities.				Regeneration (Councillor Richard Chesterton)	
<b>Supporting the formation of a South West Mutual Bank</b> To consider some grant support for the set up of a South West Mutual Bank	Cabinet	7 Mar 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
<b>3 Rivers Development Limited - Business Plan</b> To consider the business plan	Cabinet	7 Mar 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Housing (Councillor Ray Stanley)	Fully exempt
<b>Housing Assistance Policy, Devon Wide (to include an update on the Energy Company Obligation)</b> To consider a revised policy.	Homes Policy Development Group  Cabinet	12 Mar 2019  4 Apr 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open
<b>Deposit and Rental Scheme (DARS)</b> To consider a report from the Director of Operation reviewing the Deposit and Rental Scheme (DARS)	Homes Policy Development Group  Cabinet	12 Mar 2019  4 Apr 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
<b>Private Sector Housing Fees and Charges 2019/20</b> To receive a report updating the annual fees and charges in relation to the Private Sector Housing Fees and Charges for 2019 / 2020.	Homes Policy Development Group  Cabinet	12 Mar 2019  4 Apr 2019	Simon Newcombe, Group Manager for Public Health and Regulatory Services Tel: 01884 244615	Cabinet Member for Housing (Councillor Ray Stanley)	Open
<b>Market Schedule of Tolls</b> To receive a report recommending a schedule of market tolls for 2019/20.	Economy Policy Development Group  Cabinet	14 Mar 2019  4 Apr 2019	Adrian Welsh, Group Manager for Growth, Economy and Delivery Tel: 01884 234398	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
<b>The Grand Western Canal and The Exe Rail Projects</b> To consider funding arrangements.	Economy Policy Development Group  Cabinet	14 Mar 2019  4 Apr 2019	Adrian Welsh, Group Manager for Growth, Economy and Delivery Tel: 01884 234398	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
<b>Commercialisation in Growth and Economy Delivery Service</b> To consider a report from the Chief Executive and Director of Growth setting out a more	Economy Policy Development Group  Cabinet	14 Mar 2019  4 Apr 2019	Stephen Walford, Chief Executive Tel: 01884 234201	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)
commercial approach.				Chesterton)	
<b>Market Rights Policy</b> A report proposing the adoption of a new Market Policy.	Economy Policy Development Group  Cabinet  Council	14 Mar 2019  4 Apr 2019  24 Apr 2019	Adrian Welsh, Group Manager for Growth, Economy and Delivery Tel: 01884 234398	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
<b>Operations Directorate Enforcement Policy</b> To receive the 2 yearly review of the Operations Directorate Enforcement Policy formally known as the Public Health Enforcement Policy from the Group Manager for Public Health and Regulatory Services.  Joint Meeting of PDG's	Joint Policy Development Group  Cabinet	15 Mar 2019  4 Apr 2019	Simon Newcombe, Group Manager for Public Health and Regulatory Services Tel: 01884 244615	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
<b>Regulation of Investigatory Powers</b> To receive the 3 yearly review of Regulation of Investigatory Powers from the Director of Corporate Affairs and Business Transformation.	Community Policy Development Group  Cabinet	19 Mar 2019  4 Apr 2019	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
<b>Corporate Health &amp; Safety Policy</b> To receive the annual review of the Corporate Health & Safety Policy from the Director of Corporate Affairs and Business Transformation.	Community Policy Development Group  Cabinet	19 Mar 2019  4 Apr 2019	Jill May, Director of Corporate Affairs and Business Transformation Tel: 01884 234381	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
<b>Cullompton Town Centre Masterplan</b> To consider the contract award	Cabinet	4 Apr 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
<b>Tiverton Eastern Urban Extension Area B Masterplanning</b> To consider the outcome of	Cabinet	4 Apr 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel:	Cabinet Member for Planning and Economic Regeneration	Part exempt

Title of report and summary of decision	Decision Taker	Date of Decision	Officer contact	Cabinet Member	Intention to consider report in private session and the reason(s)
the tender process			01884 234346	(Councillor Richard Chesterton)	
<b>Beech Road, Tiverton - Design and Build Tender</b> To consider the award of the tender	Cabinet	4 Apr 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Housing (Councillor Ray Stanley)	Part exempt
<b>Tiverton Regeneration Scheme - works to Fore Street and the market access - Award of Contract</b> To approve the outcome of the procurement exercise.	Cabinet	4 Apr 2019	Andrew Busby, Group Manager for Corporate Property and Commercial Assets Tel: 01884 234948	Cabinet Member for Housing (Councillor Ray Stanley)	Part exempt
<b>Design Supplementary Planning Document</b> To consider a report seeking approval to consult on the draft Supplementary Planning Document.	Cabinet	4 Apr 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
<b>Greater Exeter Strategic Plan for Consultation</b> 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)	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)	
<b>Play Area Safety Inspection Policy</b> To receive a 3 year review from the Director of Operations of the Play Area Safety Inspection Policy	Environment Policy Development Group  Cabinet	11 Jun 2019  25 Jul 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Leader of the Council (Councillor Clive Eginton)	Open
<b>Homelessness Strategy</b> To receive a report from the Group Manager for Housing presenting the revised Homelessness Strategy.	Homes Policy Development Group  Cabinet	18 Jun 2019  27 Jun 2019	Claire Fry, Group Manager for Housing Tel: 01884 234920	Cabinet Member for Housing (Councillor Ray Stanley)	Open
<b>Pets and Animals Policy</b> To consider a revised policy.	Homes Policy Development Group  Cabinet	18 Jun 2019  27 Jun 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open
<b>National Assistance Burial Procedure</b> 3 yearly review	Environment Policy Development Group  Cabinet	11 Jun 2019  27 Jun 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Leader of the Council (Councillor Clive Eginton)	Open



<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
<b>Housing Revenue Account Asset Management Strategy</b> To consider a revised strategy.	Homes Policy Development Group  Cabinet	18 Jun 2019  27 Jun 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open
<b>Hoarding Policy</b> To consider a revised policy.	Homes Policy Development Group  Cabinet	18 Jun 2019  27 Jun 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open
<b>Harassment Policy</b> To consider a revised policy.	Homes Policy Development Group  Cabinet	18 Jun 2019  27 Jun 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open
<b>Domestic Abuse Policy</b> To consider a revised policy.	Homes Policy Development Group  Cabinet	18 Jun 2019  27 Jun 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open
<b>Allocations Policy and Procedures</b>	Homes Policy Development Group  Cabinet	18 Jun 2019  27 Jun 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
<b>Tenancy Strategy</b>	Homes Policy Development Group  Cabinet	18 Jun 2019  27 Jun 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open
<b>Data Protection Policy</b> To consider the policy as part of an annual review	Cabinet	27 Jun 2019	Catherine Yandle, Group Manager for Performance, Governance and Data Security Tel: 01884 234975	Leader of the Council (Councillor Clive Eginton)	Open
<b>Freedom of Information Policy</b> To consider the policy as part of an annual review	Cabinet	27 Jun 2019	Catherine Yandle, Group Manager for Performance, Governance and Data Security Tel: 01884 234975	Leader of the Council (Councillor Clive Eginton)	Open
<b>Design Supplementary Planning Document - post consultation</b> To consider the Supplementary Planning Document post consultation	Cabinet	25 Jul 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
<b>Income Management Policy</b> To consider a revised policy.	Homes Policy Development Group  Cabinet	13 Aug 2019  22 Aug 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open
<b>Tenancy Policy</b> To consider a revised policy.	Homes Policy Development Group  Cabinet	13 Aug 2019  22 Aug 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open
<b>Design Supplementary Planning Document for adoption</b> To consider the SPD following consultation for adoption	Cabinet	22 Aug 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open
<b>Compensation Policy</b> To consider a revised policy.	Homes Policy Development Group  Cabinet	1 Oct 2019  23 Oct 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open
<b>Community Safety Partnership</b> Outlining the Council's Community Safety Action	Community Policy Development Group	8 Oct 2019	Simon Newcombe, Group Manager for Public Health and Regulatory Services	Cabinet Member for Community Well Being (Councillor Colin	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
Plan, and to seek Members recommendation to acknowledge and accept the priorities action plan	Cabinet	17 Oct 2019	Tel: 01884 244615	Slade)	
<b>Cleaning Contractors</b> To approve the outcome of the procurement exercise.	Cabinet	17 Oct 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet for the Working Environment and Support Services (Councillor Margaret Squires)	Open
<b>Improvements to Council Property Policy</b> To consider a revised policy.	Homes Policy Development Group  Cabinet	3 Dec 2019  19 Dec 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open
<b>ASB Policy and Procedures</b>	Homes Policy Development Group  Cabinet	3 Dec 2019  19 Dec 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Cabinet Member for Housing (Councillor Ray Stanley)	Open
<b>Leasehold Management Policy</b>	Homes Policy Development Group	3 Dec 2019	Andrew Pritchard, Director of Operations Tel:	Cabinet Member for Housing (Councillor Ray	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
	Cabinet	19 Dec 2019	01884 234950	Stanley)	

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