

# Public Document Pack

**Mid Devon District Council**

## **Scrutiny Committee**

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

**Next ordinary meeting**  
**Monday, 15 April 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 18<sup>th</sup> February 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 PLANNING & ECONOMIC REGENERATION** *(Pages 11 - 26)*  
The Committee to receive a position statement from the Cabinet Member for Planning and Economic Regeneration providing an update on the areas within his portfolio.
- 9       **PERFORMANCE AND RISK** *(Pages 27 - 58)*  
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      **CREDITON TOWN CENTRE MASTERPLAN** *(Pages 59 - 68)*  
To consider a report of the Head of Planning Economy and Regeneration, presented to Cabinet on 7<sup>th</sup> March 2019, defining the scope for the commissioning of consultants to assist in the preparation of a Masterplan Supplementary Planning Document and Delivery Plan (SPD) for Crediton Town Centre in the budget year 20/21.
- 11      **SUPPORTING THE FORMATION OF SOUTH WEST MUTUAL** *(Pages 69 - 98)*  
To consider a report of the Chief Executive on supporting the formation of South West Mutual previously presented to Cabinet on 7<sup>th</sup> March 2019.
- 12      **COMMUNITY ENGAGEMENT WORKING GROUP UPDATE**  
To receive a verbal report from the Group Manager for Business Transformation and Customer Engagement giving an update on the customer service projects recommended by the work of the Scrutiny

Community Engagement Working Group.

13 **SCRUTINY OFFICER UPDATE** *(Pages 99 - 100)*

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

14 **FORWARD PLAN** *(Pages 101 - 114)*

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

15 **ACCESS TO INFORMATION - EXCLUSION OF THE PRESS AND PUBLIC**

During discussion of the following item(s) it may be necessary to pass the following resolution to exclude the press and public having reflected on Article 12 12.02(d) (a presumption in favour of openness) of the Constitution. This decision may be required because consideration of this matter in public may disclose information falling within one of the descriptions of exempt information in Schedule 12A to the Local Government Act 1972. The Cabinet will need to decide whether, in all the circumstances of the case, the public interest in maintaining the exemption, outweighs the public interest in disclosing the information.

To consider passing the following resolution so that financial information may be discussed.

**Recommended** that under Section 100A(4) of the Local Government Act 1972 the public be excluded from the next item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 respectively of Part 1 of Schedule 12A of the Act, namely information relating to the financial or business affairs of any particular person (including the authority holding that information)

16 **3 RIVERS DEVELOPMENT LTD BUSINESS PLAN** *(Pages 115 - 126)*

To consider a report of the Director of Finance, Assets & Resources presented to the Cabinet on 7<sup>th</sup> March 2019 and the 3 Rivers Development Limited Acting Managing Director requesting approval of the draft 5 year (21 February 2019) business plan for 3 Rivers Developments Limited.

17 **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 Working Environment and Support Services

Broadband Provision – Representative from DCC

Chairman's Draft Annual Report

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

on items raised.

**Stephen Walford**  
Chief Executive  
Friday, 8 March 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.

## MID DEVON DISTRICT COUNCIL

**MINUTES** of a **MEETING** of the **SCRUTINY COMMITTEE** held on 18 February 2019 at 2.15 pm

### **Present**

#### **Councillors**

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

### **Apologies**

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

R M Deed

### **Also Present**

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

C J Eginton, C R Slade and R L Stanley

### **Also Present**

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

Stephen Walford (Chief Executive), Jill May (Director of Corporate Affairs and Business Transformation), Claire Fry (Group Manager for Housing), Catherine Yandle (Group Manager for Performance, Governance and Data Security), Michael Parker (Housing Options Manager), Maria De Leburne (Solicitor), Kevin Swift (Public Health Officer) and Carole Oliphant (Member Services Officer)

## 131 **APOLOGIES AND SUBSTITUTE MEMBERS (00.00.43)**

Apologies were received from Cllr R M Deed.

## 132 **DECLARATIONS OF INTEREST UNDER THE CODE OF CONDUCT (00.0055)**

There were no declarations.

## 133 **PUBLIC QUESTION TIME (00.01.04)**

There were no members of the public present.

## 134 **MEMBER FORUM (00.01.15)**

There were no issues raised under this item.

## 135 **MINUTES OF THE PREVIOUS MEETING (00.01.28)**

The minutes of the meeting held on 14<sup>th</sup> January 2019 were approved as a correct record and **SIGNED** by the Chairman.

## 136 **DECISIONS OF THE CABINET (00.02.02)**

The Committee **NOTED** that none of the decisions made by the Cabinet on 7<sup>th</sup> February 2018 had been called in.

**137 CHAIRMAN'S ANNOUNCEMENTS (00.02.09)**

The Chairman informed the Committee that he had visited Petroc College with the Chief Executive. He explained that the College were looking into offering A levels alongside vocational studies but they would not be offering the same packages as before and were looking into a more targeted response to attract a wider range of students.

**138 CABINET MEMBER FOR COMMUNITY WELL-BEING REPORT (00.06.22)**

The Committee received and **NOTED** a \*report from the Cabinet Member for Community Well Being.

He outlined the contents of the report and stated that it was generally good news. He then took questions from Members.

In response to questions he explained that the policy was to offer the first Trim Trail in Amory Park in Tiverton. As Cabinet Member he had not received a formal request from Crediton Ward Members for the installation of a Trim Trail in that area but that S106 monies could be used for that purpose. He explained that developers in the district were being actively encouraged to install Trim Trails as part of new developments.

Members, referring to the taxi inspection figures contained within the report, requested further information on the types of inspections completed as some felt that some taxi's in the area were not of a high standard. The Cabinet Member confirmed that he would get officers to provide details of the taxi inspection process.

Members explained that since the Council had gone cashless they had received complaints from elderly residents. The Cabinet Member explained that the Council still accepted card payments or on line payments and people could still pay by cash through the post office or banks. The Director of Corporate Affairs and Business Transformation explained that people could still pay by cash through the kiosk.

There was a general discussion on concessions for elderly people using the Council leisure facilities and he explained that the concessions had moved from solely age based 12 months ago to people's ability to pay. He said that elderly people in receipt of benefits received concessions.

He explained the new triaging and co-ordination approach introduced to Public Health customer service requests which had made the service more efficient. The Public Health Officer confirmed that this meant that only complicated cases would be referred to more experienced staff for resolution therefore freeing up their time.

Members then discussed the standards that the Council used to register taxi drivers and that the Government was currently looking at new legislation which would prevent people who had already been refused a licence in one district from gaining licences in neighbouring authorities and continuing to work in the original district.

The Cabinet Member confirmed that the emergency plan, which was on the on line intranet, was district wide.

He explained the introduction of a noise app in early 2019 would enable people to record instances of noise nuisance, freeing up expensive monitoring equipment and officer time and confirmed that a similar antisocial behaviour app was soon to be introduced.

Members requested further details of the additional work being undertaken by the Public Health Community team to support Bereavement Services.

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

#### 139 **PERFORMANCE AND RISK (00.25.37)**

The Committee had before it and **NOTED** a \*report from the Group Manager for Performance Governance and Data Security providing 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.

She outlined the contents of the report highlighting the targets against the corporate plan aims and providing information from queries raised.

There was a general discussion about electric car charging points in the district and Members questioned how often they were used. The Chief Executive explained that the Council rented out the space to private companies and received a fixed fee regardless of usage. He further explained that although the Council was keen to have more charging points installed the private companies had not shown much interest and this could be down to the financial returns. Members asked if there was a protocol for people using the charging points as they felt that people could just park all day and prevent other vehicles using the spaces. The Cabinet Member for Housing informed the Committee that he would arrange for the number of uses and the protocol to be provided to Members.

The Chairman thanked the Group Manager for Performance, Governance and Data Security for the amount of work that went into the report.

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

#### 140 **SCRUTINY OFFICER UPDATE (00.38.26)**

The Committee received and **NOTED** a \*report from the Scrutiny Officer.

He explained that he had only received one response from Members about the issues of Broadband in their wards and that following this meeting there would be an informal discussion on the subject.

The Leader and Cabinet Member for the Environment stated that the State of the Debate was very well attended by the public and the speakers were excellent. He said that he felt that the public had found it very useful and that they were pleased that MDDC had raised the subject.

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

#### 141 **HOMELESSNESS WORKING GROUP FINAL REPORT (00.41.34)**

The Committee received and **NOTED** a \*report of the Scrutiny Officer outlining the scope and the work of the Homelessness Working Group.

He explained how the Homelessness Reduction Act had brought in changes to homelessness legislation and the requirements that the Council now had with regard to the treatment and timeframes of people presenting as homeless.

The Chairman of the Working Group said that it was a tribute to Cllr Mrs J Roach that the report was completed. He explained that the witnesses who attended the Group were very interesting and provided useful information.

He explained that the recommendations reflected the views of the Group.

The Group Manager for Housing and the Housing Options Manager explained that the Working Group had looked at the impact of the new legislation over the course of 18 months. The Council was required by law to have a Homelessness Strategy and the current strategy requires review. The Working Group recommended consultation with Members, Officers and external stakeholders to define the new strategy. They reminded Members that they were all invited to a meeting on 4<sup>th</sup> March 2019 to help define the strategy.

Members expressed concerns about the plight of male domestic violence victims and people with addiction issues accessing temporary housing in the district. The Group Manager for Housing said that these issues could be discussed and incorporated within the new homelessness strategy but Members needed to be a part of the consultation to ensure their concerns were addressed.

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

#### 142 **FORWARD PLAN (01.03.35)**

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

The Committee decided that it would like to be presented with the following reports once they had been seen by Cabinet:

Crediton Town Centre Masterplan  
Supporting the formation of a South West Mutual Bank  
3 Rivers Development Limited – Business Plan  
Cullompton Town Centre Masterplan – Contract Award

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



**143 IDENTIFICATION OF ITEMS FOR FUTURE MEETINGS (01.07.03)**

No items were identified.

(The meeting ended at 3.23 pm)

**CHAIRMAN**

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## **SCRUTINY COMMITTEE 18<sup>TH</sup> MARCH 2019**

### **REPORT ON THE PORTFOLIO OF THE CABINET MEMBER FOR PLANNING AND ECONOMIC REGENERATION.**

#### **THE SERVICE**

The service pulls together the Council's economic development, regeneration, growth, delivery and planning functions. The 2016-2020 Corporate Plan indicates concentration on the four priorities of homes, economy, community and environment with an emphasis on delivering growth to the local economy. The Council is creating strategic partnerships with other authorities within the Greater Exeter area in the areas of economy and planning and is working to a shared strategy for economic growth and prosperity. The Council is an active partner in the development of a Greater Exeter Strategic plan which will set out the vision and spatial aspirations for the area to 2040. There is a need to plan for, allocate, enable and ensure delivery of the growth agenda in a coordinated and focused way.

The structure of the service seeks to be responsive to the needs of this growth agenda and allow for this part of the organisation to adapt a more external facing and interventionist role in securing the delivery of growth and infrastructure including its funding.

#### **ECONOMIC DEVELOPMENT.**

##### **1.0 STRATEGIC CONTEXT**

##### **1.1 Heart of the SW Partnership**

The Heart of the SW Partnership (including the LEP, 17 local authorities, 2 national parks and 3 Clinical Commissioner Groups) published a jointly agreed green paper 'Driving productivity in the Heart of the South West' in order to stimulate debate about how we can drive economic growth in the area. This green paper is itself a response to the Government's Industrial Strategy which focuses on narrowing the productivity gap between the UK and other G7 countries. The LEP has finalised a Productivity Strategy in 2018 which replaces its Economic Strategy. The themes of work emanating from the Productivity Strategy are now being progressed. The Economic Development team have been assisting with this work particularly with regard to rural productivity.

The Heart of the SW Partnership is also producing a Local Industrial Strategy highlighting the importance of co-ordinated economic development activities. The Strategy will be consulted upon after the May local elections and finalised thereafter.

## **1.2 Mid Devon Economic Strategy**

The Growth, Economy and Delivery team has developed an Economic Strategy in partnership with the members of the Economy Policy Development Group. Strategy was agreed at the meeting of Cabinet 7<sup>th</sup> February 2019, together with a year 1 action plan. The strategy sets out the Council's ambitions to grow the local economy in the direction of creating higher waged, higher skilled jobs and outlines the measures that will be taken by the Council under the five themes of:

- Employment and skills
- Place
- Infrastructure
- Hi-tech, innovation and green energy
- Agriculture, Food and Drink.

With the overall objectives of

- Increasing wages
- Upskilling the workforce
- Increasing productivity
- Delivering the growth agenda

This strategy sets the context for economic interventions until 2033, together with year 1 outcomes, actions and objectives.

## **2.0 BUSINESS**

### **2.1 Supporting business growth and job creation**

There have been a number of notable successes during the last year:

- Hitchcock's Business Park won the RICS (Royal Institute of Chartered Surveyors) Best Commercial Development in the SW with support from the Economic Development Team.
- Mid Devon District Council shortlisted for the Local Government Chronicle's Awards 2019 for 'Driving Growth'.
- Destination Management Plan approved by the Council and an application to fund a Destination Website has also been approved.
- In September Mid Devon hosted the Heart of the South West Better Business for All, Regulatory Services conference.
- Assisted in getting external funding from the Art Council for artwork and art classes at the Market.

- Leader Funding fully allocated during the year.
- New Crediton work hub funded through the Devon Work Hubs programme.

## **2.2 Inward Investment – Attracting new business into the area**

Several employment sites have been brought forward for development, with premises being built at Mid Devon Business Park, Hitchcocks' Business Park and at various sites throughout Crediton, Cullompton and Tiverton. The Economic Development Officer has been supporting planning applications from inward investors and has been linking them with various funding streams to help incentivise them to invest locally. This has been a successful approach, and there is now a very strong rapport between the local authority and all allocated employment land owners. However, there is a shortage of units coming forward for development and at present there are fewer than 10 industrial units available across the district, in part because of our local successes. The Local Plan Review seeks to allocate further employment sites.

## **2.3 Mills Project update**

The Hydro Mills project aims to restore Mid Devon's historic mills, leats and weirs, to generate local, clean, sustainable energy for businesses, residents and public buildings. It aims to be a catalyst for attracting investment from the low carbon business sector, and addresses a number of issues of national significance, including flood risk mitigation and energy resilience.

A full feasibility of the Tiverton Weir project has now been completed. An application to the Environment Agency for the necessary permissions is now with the Agency for their authorisation. Work on the other Mill sites in Mid Devon is being taken forward by the Hydro Mills Group in parallel with our work in Tiverton.

## **2.4 Helping businesses access funding - LEADER update**

The Economic Development Team has assisted 214 businesses this financial year and supported businesses to access £186,591 of LEADER funding.

## **3.0 PLACE**

### **3.1 Cullompton Townscape Heritage Initiative**

An application to the Heritage Lottery Fund was made in December 2017 for £1.2m to support restoration of heritage buildings in the Cullompton Conservation Area. Although this was unsuccessful officers are currently working closely with Historic England with regard to other funding opportunities for Cullompton such as the Heritage Future High Street Fund. Feedback received indicates Historic England wish to see the Cullompton relief road project progressed in advance of committing their support.

### **3.2 Cullompton town centre investment and regeneration masterplan**

Cabinet has agreed to the commissioning of a Masterplan Supplementary Planning Document (SPD) for the town centre of Cullompton. This will support the regeneration of the town in conjunction with the provision of major infrastructure projects. A procurement process involving Mid Devon and Cullompton Town Council is currently being run in order to secure consultants to produce the masterplan on behalf of the Council. This will be subject to two stages of public consultation.

### **3.3 Tiverton town centre investment and regeneration masterplan**

The first of two stages of public consultation on the Tiverton Town Centre Masterplan has been completed. The production of a draft masterplan has nearly been completed by the consultants acting for the Council. Once the draft has been considered by officers and Cabinet as second public consultation will be held. This will take place later this year.

### **3.4 Crediton town centre investment and regeneration masterplan**

Proposals for the scope and geographical area of the masterplan are being considered by Cabinet at the meeting on 7<sup>th</sup> March 2019. Once agreed, consultants will be engaged to deliver the proposed masterplan with work expected to commence on its production in 2020/21. It is intended to offer Crediton Town Council the opportunity to participate in the procurement process and stakeholder events. Their views over appropriate participants from the town and such events will also be sought.

### **3.5 Future High Streets Fund**

The Ministry of Housing, Communities and Local Government released a call for Expressions of Interest for a fund of £675 million that has been made available to support local areas to prepare long-term strategies for their high streets and town centres. Mid Devon is only eligible to apply for one town through the main fund. There is also a separate £55 million fund for regenerating heritage high streets. Expressions of interest must be received by the Government by 22<sup>nd</sup> March 2019. A report assessing the potential for an expression of interest has been considered by Cabinet on 7<sup>th</sup> March 2019. Subject to the resolution of Cabinet, officers will prepare an expression of interest for submission.

### **3.6 Tiverton Market**

Tiverton Market has increased its footfall for the first 6 months of the financial year (+3.9% over 2017/18) with increased market letting and new traders. Tiverton Night Market Events have expanded to include artisans and craft

stalls. In November 2018 a monthly Farmers Market at Tiverton Pannier Market was launched following demand and is proving popular.

A highly successful 'Poppy Day' event was held at Tiverton Market to commemorate the centenary of World War Two. This attracted over 2,000 poppies from 13 schools. The event also included a special remembrance service involving Councillors from the District and Tiverton Town Councils.

### **3.7 Launch of Tiverton Town Centre Partnership**

In September 2018 the new Tiverton Town Centre Partnership was formally constituted and is chaired by a local trader. The Vice Chairman is the Chair of the Council's Economy Policy Development Group. Although still in its infancy, this partnership of traders and business interests has already been very active. An example of this was the concerted efforts of businesses in opening on Sundays during December and working together to promote one another's businesses. Work is underway to organise other events during the year and plan for December 2019. The partnership includes representatives from local traders, MDDC councillors and officers, Town councillors, the Police and other local partners.

## **4.0 GARDEN VILLAGE PROJECT**

In the past year the following milestones have been achieved:

- Regular meetings of the Delivery Board, Community Stakeholder Forum and Landowner Forum have taken place.
- The Greater Exeter Strategic Plan policy context has been progressed with the GESP team.
- Four workshops with the Community Stakeholder Forum and technical officers have been held to inform the development of a garden village masterplan.
- Design Review Panel workshop held.
- Stage 1 consultation documents produced: a Vision and Concept document for a potential wider garden village and an Issues, Opportunities and Concepts document in respect of a Masterplan SPD for the East Cullompton Local Plan Review allocation (Phase 1 Garden Village).
- A 6 week public consultation on the Vision and Masterplan SPD documents has taken place. Exhibitions held in Cullompton and Kentisbeare were well attended. The consultation responses received are currently being analysed. 314 responses were received on the draft vision and concept document and 109 responses were received on the East Cullompton draft masterplan.
- Infrastructure requirements are being scoped and various potential funding streams are being investigated. A business case for J28 M5

improvement is being worked up to inform the proposed County Council submission for funding to the Large Local Majors Fund for local transport schemes.

- Three rounds of Government capacity funding to help support the project have been received, the latest being £300,000 to support the development of the garden village which will be used to project manage, commission work on the evidence base, masterplan the proposals and to support delivery.
- A garden village website has been developed and was launched in November 2018: <https://culmgardenvillage.co.uk/>.

Next steps for the project will be:

- Collate, summarise and analyse consultation responses.
- Prepare a draft masterplan for the East Cullompton allocation for public consultation in summer 2019.
- Greater Exeter Strategic Plan public consultation starting in June 2019 which is expected to include an allocation option for the wider garden village.
- Continue stakeholder and local engagement.
- Investigate delivery and stewardship mechanisms and produce a development viability model.
- Production of a design guide.

## **5.0 OTHER MAJOR DEVELOPMENT PROJECT WORK**

### **5.1 Tiverton Eastern Urban Extension (Tiverton EUE)**

In 2014 the Tiverton EUE Masterplan was adopted providing a comprehensive plan for the development of the area. In the last year this has been supported by the production and adoption of the Tiverton EUE Design Guide.

Works to the southern part of the A361 road junction have now been completed. This included works for this first part of the junction and a section of resurfacing. On 1<sup>st</sup> February 2018, the Government announced the successful awards of £8.2 million through the Housing Infrastructure Fund bid towards the northern part of the A361 road junction. The due diligence process with Homes England over this award has now been completed.

A reserved matters planning permission for the Braid Park development towards the north east of the Tiverton EUE has been approved and preparatory work has started on site. This will see 248 houses and three gypsy and traveller pitches being developed.



There is outline planning permission approved by Devon County Council for the primary school. The neighbourhood centre layout has now been agreed with partners. Work on planning for a community centre to serve the urban extension is underway and discussions are taking place with a third party that is interested in taking on ownership and management.

A tender process to commission the masterplanning of Area B is underway with expressions of interest having closed on 1<sup>st</sup> March. This work will complete the masterplanning of the whole of the EUE. This final masterplanning stage will require further public consultation as part of this process before adoption.

## **5.2 NW Cullompton Urban Extension**

Three planning applications have been received, two outline applications and one full application in respect of Phase 1 of the NW Cullompton allocation, each for 200 houses. The initial phase will deliver the new spine road through the allocation, land for a new primary school and community building, as well as public open space and green infrastructure and financial contributions towards wider infrastructure requirements including the Cullompton town centre relief road. It is anticipated that the applications will go to Planning Committee within the next few months. A special meeting will be held in Cullompton.

## **6.0 INFRASTRUCTURE AND FUNDING**

### **6.1 Cullompton town centre relief road**

Following consultation on alignment options for a Cullompton Town Centre Relief Road in Autumn 2018 and consideration of more detailed work undertaken by various specialist consultants and statutory partners, the Cabinet has taken a view as to a preferred route. The Cabinet agreed at the meeting on 31<sup>st</sup> January 2019 that its preferred route was Option B, subject to further verification work. Cabinet were keen that Devon County Council considers investigating realignment potential of option B at its southern end as suggested through the consultation and has authorised spend of collected S106 monies to fund the next stages of work. Devon County Council's Cabinet is due to have considered a preferred route at its March 2019 meeting.

### **6.2 Housing Infrastructure Fund**

The Council has been successful with both the Housing Infrastructure Fund bids. These were submitted last year and included £10m for improvements to J28 of the M5 at Cullompton (via delivery of the Cullompton town centre relief road), plus £8.2m to deliver the northern half of the A361 junction to serve the

Tiverton Eastern Urban Extension. Ministerial announcements were made on 1<sup>st</sup> February 2018. These schemes will assist in bringing forward housing development which is dependent on these highway improvements. A process of due diligence with Homes England has now concluded. Further engagement with Homes England over the funding is due to commence shortly.

### **6.3 Capacity funding**

The Council has been awarded several tranches of Government capacity funding to support the delivery of housing on strategic sites including the Culm Garden Village, other developments in Cullompton and the Tiverton Eastern Urban Extension. The most recent of these awards for the period 18/19 was £300,000 towards the garden village project. Priorities for its spend have been agreed by the Garden Village Delivery Board.

## **7.0 PLANNING**

### **7.1 Local Plan Review and Community Infrastructure Levy**

The Local Plan Review, proposed Community Infrastructure Levy (CIL) draft charging schedule and associated documents were submitted to the Planning Inspectorate for examination at the end of March 2017. Examination hearings into the Local Plan Review have now concluded, having taken place in September 2018 and February 2019.

In October 2018 the Inspector wrote to the Council with his conclusions following the preliminary hearings on land at J27 of the M5 and associated housing sites at TIV16 (Blundell's Road, Tiverton) and SP2 (Higher Town, Sampford Peverell):

- He was content that the examination process continues to main hearings.
- He saw no in principle difficulty with the J27 allocation and saw that a development of the nature proposed could take place without any significant adverse impacts, but had reservations about the detailed and specific drafting of the policy.
- In terms of SP2 he did not consider the process of site selection to be flawed and was content over the Council's conclusions on harm in relation to the Grand Western Canal Conservation Area. He wishes to consider some aspects of the detailed policy wording further.
- In terms of TIV16 he considered the allocation policy to be soundly based with need to tie it to the J27 policy.

The Inspector has now heard evidence at the main hearings and indicated his intention to write to the Council before the end of March with his conclusions

over the way forward with the plan. Examination hearing dates into the Community Infrastructure Levy are not yet known, but will be publicised for 6 weeks in advance. It is not expected that the timing of the CIL examination will affect the next steps for the Local Plan.

## **7.2 Greater Exeter Strategic Plan**

Mid Devon, East Devon, Exeter, and Teignbridge, in partnership with Devon County Council, are working together, engaging with stakeholders and communities, to prepare a joint strategic plan known as the Greater Exeter Strategic Plan. It will cover all of the four local authority areas, excluding Dartmoor National Park. By working together, the aim is to deliver the best possible outcomes for the provision of new homes, jobs and infrastructure for existing and future generations, while also protecting and enhancing the environment.

An initial public consultation has been held over the vision and strategic aims of the proposed plan and a call for sites undertaken. The preparation and commissioning of evidence to support the plan has continued through 2018 and the sites put forward for allocation through the call for sites are being assessed. It is proposed that draft policies and site options be issued for public consultation in June 2019 followed by further consultation on the draft plan as a whole in November 2019. Submission of the plan to the Planning Inspectorate is expected in July 2021.

## **7.3 Neighbourhood planning**

Neighbourhood planning areas have been designated in Cullompton (2014), Silverton (2014), Crediton (2014) and Tiverton - now without Halberton (2018). None have yet been submitted for examination, with the plans at different stages of production. Officers have been attending meetings with the neighbourhood planning groups to offer advice / guidance where requested.

The plans currently most advanced are Silverton Neighbourhood Plan which was produced in May 2017 and Cullompton Neighbourhood Plan which was produced in October 2017 for consultation. It is expected that the Cullompton Neighbourhood Plan be submitted for independent examination.

## **7.4 Self Build Register and Self Build Task Force**

The Government wants to enable more people to build their own home. The Council recognises the potential benefits of self-build in meeting the housing needs of Mid Devon residents. It can represent a more affordable housing

option for local people, support the construction industry and give people more choice in the housing market. The Council has a legal requirement to keep a register to holds a register of individuals who seek to acquire serviced self-build plots and to give permission for serviced plots to meet demand for self-build and custom housebuilding.

Support for the Council in meeting our obligations was considered by Cabinet in August 2018. A secondment of the Self Build Project Officer from Teignbridge District Council via the Right to Build Task force was agreed for 2 days per month over an initial 6 month period. This has been funded via a Government new burdens payment and commenced in August 2018. Work produced will include a series of workshops/seminars, written technical advice and site specific advice. The Council is looking to bring forward a self-build site within the District.

## **7.5 Mid Devon District Design Guide**

Good quality design is an integral part of sustainable development. The National Planning Policy Framework recognises that design quality matters and that planning should drive up standards across all forms of development. Achieving good design is about creating places, buildings, or spaces that work well for everyone, look good, last well, and will adapt to the needs of future generations. The Council has commissioned work on the production of a new District Design Guide. A draft of the guide is expected shortly and will be considered by the Planning Policy Advisory Group and Cabinet prior to public consultation. Its adoption is expected summer/autumn 2019.

## **7.6 Housing Delivery Test**

In February 2019, the Government announced the results of the Housing Delivery Test. The delivery test compares the total new homes delivered over a three year period against the total number of homes required for each Council over a three year period. Mid Devon's result of 135% indicates housing delivery exceeded the number of homes required over this period and being over 85%, means that no penalties are applied and no action plan is required. The Housing Delivery Test forms the means by which the Government will now assess the level of housing delivery against the requirement. The recent result means that in Mid Devon there is no longer 'significant under delivery' and accordingly a 5% rather than the previous 20% buffer to the housing land supply can be applied.

## **7.7 Housing land supply**

The Council has previously been found at appeal to not be able to demonstrate a 5 year housing land supply and as a result has experienced the receipt of speculative housing applications on unplanned sites. A report on this and its implications was brought before the meeting of Scrutiny Committee on 9<sup>th</sup> October 2017. A series of mitigation measures were identified within this report, first and foremost being advancing the Local Plan Review to adoption.

Our 5 year housing land supply requirement is currently set against local housing need which is established using the Government's standard methodology. This is due to our currently adopted strategic housing policies being more than five years old. With the publication of the results of the Housing Delivery Test for Mid Devon and by applying the standard methodology, we now consider that we have a 5 year housing land supply (together with a 5% buffer).

However, we have recently received legal advice in relation to the application of the strategic housing policies within the adopted local plan. Even with a 5 year housing land supply, these strategic housing policies within the Core Strategy remain out of date, being inconsistent with the National Planning Policy Framework. The implication is that they be accorded limited weight in planning decision making until they are replaced. When planning applications for housing are considered, we are still required to apply the 'tilted balance' in paragraph 11 of the NPPF (the Framework) which requires the grant of planning permission unless:

- i. the application of policies in this Framework that protect areas or assets of particular importance provides a clear reason for refusing the development proposed; or
- ii. any adverse impacts of doing so would significantly and demonstrably outweigh the benefits, when assessed against the policies in this Framework taken as a whole.

This will remain until the adoption of the new Local Plan (or indication by the Inspector that he is satisfied with the plan's 5 year housing land supply and strategic housing policies).

## **7.8 Gypsy and traveller forum**

A Mid Devon Gypsy and Traveller Forum was set up in 2018 to improve engagement with the community, aid policy development and to better understand the needs of that community. The Council has a public sector equalities duty (PSED) under the Equality Act 2010. This sets out that a public authority must in the exercise of its functions have due regard to the need to

eliminate discrimination and to advance equality of opportunity and to foster good relations between those who share protected characteristics and persons who do not share it. The Council is also required to have a 5 year land supply of deliverable housing sites and Gypsy and Traveller Pitches, as well as developing fair and effective strategies to meet longer term needs. The establishment of the Forum will assist in meeting these requirements and legal duties.

## 7.9 Application determination performance.

Performance results for quarters 1, 2 and 3 of 18/19 indicate that the national planning performance indicators for the speed and quality of planning application decision making continue to be met and exceeded by the service in the majority of areas.

### Speed:

- Majors: More than 60% of major applications determined within 13 weeks (over 2 year period). Mid Devon performance on this for the 2 year period to the end of December 2018 was **77%**.
- Non majors: More than 70% of non-major applications determined within 8 weeks (over 2 year period). Mid Devon performance on this for the last 2 years was **80%**.

### Quality:

- Majors: for applications determined over a 2 year period, no more than 10% of 'major' decisions to be overturned at appeal. The Mid Devon figure over the last 2 year period was **3%**.
- Non majors: This indicator of quality of decision making is measured over a 2 year assessment period: no more than 10% of 'non major' decisions to be overturned at appeal. The Mid Devon figure over the last 2 year period was **less than 1%**.

Development management performance against national and local indicators is set out below.

Planning Service Performance	Target	16/17	17/18	18/19		
				Q1	Q2	Q3
Major applications determined within 13 weeks	<b>60%</b>	90%	82%	75%	71%	60%
Minor applications determined within 8 weeks	<b>65%</b>	80%	85%	73%	72%	74%
Other applications determined within 8 weeks	<b>80%</b>	89%	90%	87%	77%	88%
Householder applications determined in 8 weeks	<b>85%</b>	98%	95%	78%	89%	94%
Listed Building Consents determined in 8 weeks	<b>80%</b>	84%	84%	73%	50%	74%

Enforcement site visits undertaken within 15 days of complaint receipt	<b>87%</b>	96%	92%	80%	85%	77%
Delegated decisions	<b>90%</b>	94%	93%	86%	98%	95%
No of applications over 13 weeks old without a decision	<b>Less than 45 apps</b>	29	44	68	75	68
Major applications determined within 13 weeks (over preceding 2 years)	<b>More than 60%</b>	82%	74%	86%	95%	77%
Major applications overturned at appeal as % of all major decisions (over preceding 2 years)	<b>Less than 10%</b>	7%	4%	3%	3%	3%
Non-major applications determined within 8 weeks (over preceding 2 years)	<b>More than 70%</b>	77%	79%	80%	79%	80%
Non-major applications overturned at appeal as % of all non-major decisions over preceding 2 years	<b>Less than 10%</b>	<1%	<1%	0%	0%	0%
Determine all applications within 26 weeks or with an extension of time (per annum –Government planning guarantee)	<b>100%</b>	100%	99%	100%	99%	99%

Over the last 6 months posts within the Development Management team have been vacant at various times. This part of the service is expected to be fully staffed from the beginning of March 2019.

## 7.10 Planning enforcement

The Local Enforcement Plan was agreed by Council on 21st February 2018. It sets out prioritisation criteria for compliant investigation together with performance standards. These are now the performance standards we will be monitoring and therefore this is the first quarterly performance report that reflects this agreed approach.

Activity within the enforcement part of the planning service by quarter is as follows:

Q ref	Details	Q1	Q2	Q3
PE01	Register and acknowledge all written complaints. Indicator – within 3 working days	98%	92%	90%
PE02	Highest priority complaint investigation. Indicator - 90% of first site visits before the end of the next working day following registration.	100%	100%	None reported
PE03	High priority complaint investigation. Indicator - First site visit within 3 working days of registration.	100%	100%	100%
PE04	Medium priority complaint investigation. Indicator - First site visit within 10 working days of registration.	94%	88%	100%
PE05	Low priority complaint investigation. Indicator - First site visit within 15 working days of registration.	97%	89%	76%
PE06	Initial response to complainant setting out progress or informing about a decision in cases where there is no breach. Indicator – within 5 working days of the date of the initial site visit.	92%	92%	91%
PE07	Notify complainant that Enforcement Notice has been served or decision that ‘no action’ will be taken. Indicator – within 5 working days of the issue of the notice [or decision to take no further action].	TBA	TBA	TBA
PE08	New enforcement cases registered (See PE01)	93	104	111
PE09	Enforcement cases closed (in quarter)	71	77	96
PE10	Committee authorisations sought	1	1	1
PE11	Total Notices Served	10	3	2
	<i>Planning contravention notices served (PCN)</i>	5	2	0
	<i>Breach of condition notices served</i>	0	1	0
	<i>Section 215 notice (untidy land)</i>	0	0	0
	<i>Section 330 notice (requisition for information)</i>	4	0	0

### 7.11 S106 governance and monitoring

An audit of the management of S106 funds in February 2018 identified a number of instances where controls and procedures required improvement. These issues and risk had been identified by the service in 2017 resulting in the procurement of a new software programme. Since receipt of the report significant work has been undertaken to comprehensively update the database of s106 monies, reconcile records and improve management information.



A review of governance procedures has been undertaken, addressing the allocation and spend of S106 contributions to ensure efficient controls are in place. Following consultation with Parish and Town Councils, S106 governance arrangements were considered at the March 2019 meeting of Cabinet.

## **8.0 BUILDING CONTROL.**

### **8.1 Building Control Partnership**

Mid Devon's Building Control service operates in partnership with North Devon Council as NMD Building Control. The partnership service has been operational since April 2017 and is delivered from offices in South Molton. A Joint Committee oversees the delivery of the functions of the partnership service. 2018 has seen a period of bedding in of the partnership service. Benefits of joint working are business resilience, updating systems, shared investment, marketing, cost reduction, skills and training.

- 8.2 The Building Control service has exceeded the performance target relating to the assessment of full plans applications. However, response times for plan checking have slipped outside of target due to staff resource constraints during 2018/19. None of these shortages were attributable to the formation or operation of the partnership, the arrangements for which have proved effective in increasing the resilience of the service during this challenging period of staffing. The recruitment process is now complete and plan checking figures are expected to increase as a result.

Key performance indicator	Year	2018/19		
	Target	Qu 1	Qu 2	Qu 3
Building Regulation Full Plan applications determined in 2 months	95%	99%	97%	96%
Building Regulation Applications examined within 3 weeks	95%	95%	92%	87%

- 8.3 2018 has been a period of considerable change for Building Control. A Quality Assurance Scheme was introduced by Local Authority Building Control in response to the Hackitt Inquiry into Building Control following the Grenfell Tower fire. NMD Building Control was one of the first authorities to gain ISO9001 accreditation as a pilot authority. This has required extensive work in terms of processes and quality management systems.

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## SCRUTINY COMMITTEE 18 MARCH 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 2018-19 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 2018-19 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: % of household waste reused, recycled and composted**; the recycling rate for the year so far is on target at 53% compared to 52.6% for the same period last year.
- 2.2 The residual waste continues to be better than target at 313.84Kg. The performance regarding missed collections remains the same with recycling better than refuse.
- 2.3 Regarding the Corporate Plan Aim: **Protect the natural environment**: There have been 13 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. All fly-tipping incidents are also being investigated, 120 in the last quarter.
- 2.4 Members of Cabinet have voted to recommend a preferred route for the Cullompton town centre relief road, which was option B.

### Homes Portfolio - Appendix 2

- 2.5 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.
- 2.6 Regarding the Corporate Plan Aim: **Facilitate the housing growth that Mid Devon needs, including affordable housing**: Last year was very successful with both measures well above target. This year the **Affordable homes** delivered figure is currently well below target but 10 units are due in Q4. Bringing **Empty homes** into use has now well exceeded the annual target.
- 2.7 Regarding the Corporate Plan Aim: **Planning and enhancing the built environment: Performance Planning Guarantee determined within 26 weeks** was just below target for Q3 but all 4 speed and quality measures were well above the required target. These are all reported quarterly.
- 2.8 Regarding the Corporate Plan Aim: **Other: % Properties with a valid Gas Safety Certificate**; one property's Gas Safety Certificate has expired; the tenant is deceased so this will be remedied while the property is void.
- 2.9 Rent Arrears: **Rent collected as % of Annual Rent Debit** is only just outside target at 99.9%. **Current tenant arrears** remain steady at around 1.3%.
- 2.10 The **Average days to re-let** remains better than 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

- 2.11 An Economic Development Service Update which covers specific projects is a separate item on this agenda.
- 2.12 Regarding the Corporate Plan Aim: **Focus on business retention and growth of existing businesses:** we record **Businesses assisted** which is above target; they have to be assisted for a minimum of an hour to be included in this figure. MDDC has also been instrumental in two successful bids for LEADER funding for Mid Devon businesses so far this year.
- 2.13 Regarding the Corporate Plan Aim: **Improve and regenerate our town centres with the aim of increasing footfall, dwell-time and spend in our town centres:** for Empty Shops, the vacancy rates in Tiverton and Cridton have improved for the last quarter but Cullompton's have deteriorated being the only PI on the appendix showing as "red".
- 2.14 Corporate projects to provide incubator space for businesses and the Tiverton Town Centre Improvements are progressing with MDDC's application being considered at Planning Committee on 6 March and tendering for the work by Cabinet on 7 March.
- 2.15 **Other:** The Local Plan Hearings concluded in February, the Planning Inspector's report is now awaited.

### Community Portfolio - Appendix 4

- 2.16 Regarding the Corporate Plan Aim: **Promote physical activity, health and wellbeing:** The first Trim Trail in Amory Park Tiverton has been completed.
- 2.17 **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.
- 2.18 Digital inclusion work has commenced with the Web Accessibility legislation impact being assessed. This is because of an EU directive regarding new website accessibility requirements being introduced over the next 2 years.

### Corporate - Appendix 5

- 2.19 The **Response to FOI requests** remains slightly below target despite reminders being sent to respondents. This is being actively monitored by Leadership Team.
- 2.20 The occupancy rate at Market Walk has now fallen back below 100% with 2 units empty and notice given on another 2 w.e.f. September 2019.
- 2.21 The cash collection project achieved the 1 December go live date. Some constituents have raised concerns with Councillors.

### **3.0 Risk**

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

### **4.0 Conclusion and Recommendation**

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

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

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

## Corporate Plan PI Report Environment

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

## Key to Performance Status:

Performance Indicators:

No Data

Well below target

Below target

On target

Above target

Well above target

\*

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

## Corporate Plan PI Report Environment

## Priorities: Environment

## Aims: Increase recycling and reduce the amount of waste

## Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
<u>Residual household waste per household (measured in Kilograms) (figures have to be verified by DCC)</u>	321.83 (10/12)		378.00	32.70	64.94	93.67	121.38	156.22	186.30	219.50	247.43	278.12	313.84				Stuart Noyce	(April - January) Social media campaigns and publicity encouraging recycling and reuse together with a convenient kerbside collection service has helped to ensure a continued reduction in residual waste tonnage. (LD)
<u>% of Household Waste Reused, Recycled and Composted (figures have to be verified by DCC)</u>	52.6% (10/12)		53.0%	54.3%	55.0%	56.5%	56.1%	54.5%	54.2%	53.8%	53.8%	53.1%	53.0%				Stuart Noyce	(January) An increase in the amount of dry recycling generated over the Christmas holidays together with higher leaf sweeping tonnage sent for composting has contributed to the recycling rate remaining on target. (LD)
<u>Net annual cost of waste service per household</u>			£45.31	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		n/a	Stuart Noyce	
<u>Number of Households on Chargeable Garden Waste</u>	9,330 (10/12)		9,500	9,613	9,848	9,912	9,953	9,978	10,034	9,967	9,837	9,688	9,712				Stuart Noyce	(January) The number of garden waste customers has increased by 382 compared to the same period last year. (LD)
<u>% of missed collections</u>	0.04% (10/12)		0.03%	0.02%	0.02%	0.03%	0.03%	0.03%	0.04%	0.04%	0.04%	0.04%	0.04%				Stuart Noyce	(January) Improving missed

**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 to Manager	Officer Notes
<u>reported (refuse and organic waste)</u>																		collection performance has been a focus for the newly appointed Operations Manager. (LD)
<u>% of Missed Collections logged (recycling)</u>	0.03% (10/12)		0.03%	0.01%	0.01%	0.01%	0.01%	0.02%	0.02%	0.02%	0.02%	0.02%	0.02%				Stuart Noyce	(January) The % of missed collections attributed to kerbside recycling remain on target for the year. (LD)

**Aims: Protect the natural environment****Performance Indicators**

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group to Manager	Officer Notes
<u>Number of Fixed Penalty Notices (FPNs) Issued (Environment)</u>	41 (10/12)			3	4	7	8	9	11	12	12	12	13				Stuart Noyce	



## Corporate Plan PI Report Homes

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

## Key to Performance Status:

Performance Indicators:

No Data

Well below  
target

Below target

On target

Above target

Well above  
target

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

## Corporate Plan PI Report Homes

## Priorities: Homes

## Aims: Build more council houses

## Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group to Manager	Officer Notes
<u>Build Council Houses</u>	0 (10/12)		26	0	0	0	0	0	0	0	4	4	4				Angela Haigh	(January) Birchen Lane complete (CY

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

## Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group to Manager	Officer Notes
<u>Number of affordable homes delivered (gross)</u>	72 (3/4)		80	n/a	n/a	8	n/a	n/a	12	n/a	n/a	13	n/a	n/a			Angela Haigh	
<u>Deliver homes by bringing Empty Houses into use</u>	111 (10/12)		72	13	19	26	29	56	70	92	107	121	134				Simon Newcombe	

## Aims: Other

## Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date
<u>% Decent Council Homes</u>	100.0% (10/12)		100.0%	99.8%	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%			
<u>% Properties With a Valid Gas Safety Certificate</u>	99.64% (10/12)		100.00%	99.69%	99.78%	99.73%	99.91%	99.91%	99.91%	99.87%	99.91%	100.00%	99.96%			
<u>Rent Collected as a Proportion of Rent Owed</u>	99.37% (10/12)		100.00%	95.34%	96.76%	97.09%	97.68%	99.26%	99.59%	99.40%	98.61%	100.24%	99.90%			
<u>Current Tenant Arrears as a Proportion of Annual Rent Debit</u>	1.28% (10/12)		1.00%	1.13%	1.17%	1.29%	1.34%	1.32%	1.31%	1.33%	1.51%	1.07%	1.31%			
<u>Dwelling rent lost due to voids</u>	0.5% (10/12)			0.71%	0.67%	0.70%	0.65%	0.57%	0.55%	0.52%	0.50%	0.50%	0.51%			
<u>Average Days to Re-Let Local Authority Housing</u>	16.0days (10/12)		14.0days	16.6days	15.9days	16.1days	15.6days	14.9days	14.2days	13.8days	13.9days	13.8days	13.9days			

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## Corporate Plan PI Report Economy

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

## Key to Performance Status:

Performance Indicators:

No Data

Well below  
target

Below target

On target

Above target

Well above  
target

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

## Corporate Plan PI Report Economy

## Priorities: Economy

## Aims: Attract new businesses to the District

## Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Manager Date	Group to Manager	Officer Notes
<u>Number of business rate accounts</u>	3,004 (10/12)		3,000	3,004	3,004	3,044	3,049	3,049	3,054	3,055	3,061	3,075	3,081				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
<u>Businesses assisted</u>	227 (10/12)		250	25	49	72	93	113	129	162	190	197	214				None	(February) current:5 (MF)

## 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
<u>Increase in Car Parking Vends</u>	51,051 (9/12)			49,410	51,507	51,931	53,629	53,627	51,547	52,273	51,821	50,589					Andrew Jarrett	
<u>The Number of Empty Shops (TIVERTON)</u>	21		18	n/a	n/a	22	n/a	n/a	21	n/a	n/a	20	n/a	n/a	18		Adrian Welsh	(Quarter 3) Vacancy Rate is 8.6% representing 20 vacant units (JB)
<u>The Number of Empty Shops (CREDITON)</u>	11		8	n/a	n/a	10	n/a	n/a	8	n/a	n/a	9	n/a	n/a	7		Adrian Welsh	(Quarter 3) A vacancy rate of 7.8 % representing 9 vacant units (JB)
<u>The Number of Empty Shops (CULLOMPTON)</u>	8		8	n/a	n/a	6	n/a	n/a	7	n/a	n/a	9	n/a	n/a	11		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
<u>Funding awarded to support economic projects</u>	£35,899 (3/4)			n/a	n/a	£0	n/a	n/a	£160,395	n/a	n/a	£160,395	n/a	n/a			Adrian Welsh	(Quarter 3) There was no new funding awarded in Q3 (JB)

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## Corporate Plan PI Report Community

Monthly report for 2018-2019

Arranged by Aims

Filtered by Aim: Priorities Community

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

For MDDC - Services

Key to Performance Status:

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

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

## Corporate Plan PI Report Community

## Priorities: Community

## Aims: Promote physical activity, health and wellbeing

## Performance Indicators

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
<u>GP Referrals</u>	22 (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 Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date	Group Manager	Officer Notes
<u>Number of social media communications MDDC send out</u>	133 (9/12)		30	69	66	66	75	77	86	125	160	94					Jane Lewis	(December) No. of Facebook Posts Published = 5 No. of Tweets Tweeted = 43 (MA)
<u>Number of web hits per month</u>	24,152 (9/12)			35,191	33,432	29,453	30,317	31,082	29,611	31,193	29,782	28,428					Jane Lewis	
<u>Compliance with food safety law</u>	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/preparing 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 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	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 entity is linked to the Aim by its parent Service

Corporate Plan PI Report Corporate																
Priorities: Delivering a Well-Managed Council																
Aims: Put customers first																
Performance Indicators																
Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date
% of complaints resolved w/in timescales (10 days - 12 weeks)	92% (10/12)		90%	94%	96%	89%	89%	90%	91%	93%	93%	94%	93%			
Number of Complaints	19 (10/12)			18	28	32	37	28	32	38	24	25	28			
New Performance Planning Guarantee determine within 26 weeks	99% (3/4)		100%	n/a	n/a	100%	n/a	n/a	100%	n/a	n/a	99%	n/a	n/a		
Major applications determined within 13 weeks (over last 2 years)	83% (3/4)		60%	n/a	n/a	86%	n/a	n/a	91%	n/a	n/a	86%	n/a	n/a		
Minor applications determined within 8 weeks (over last 2 years)	79% (3/4)		65%	n/a	n/a	73%	n/a	n/a	75%	n/a	n/a	77%	n/a	n/a		
Major applications overturned at appeal (over last 2 years)	4% (3/4)		10%	n/a	n/a	3%	n/a	n/a	3%	n/a	n/a	3%	n/a	n/a		
Minor applications overturned at appeal (over last 2 years)	0% (3/4)		10%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a	0%	n/a	n/a		
Response to FOI Requests (within 20 working days)	69% (10/12)		100%	97%	98%	98%	98%	98%	97%	97%	96%	95%	95%			
Working Days Lost Due to Sickness Absence	6.55days (9/12)		7.00days	0.64days	1.34days	2.17days	2.81days	3.49days	4.20days	4.86days	5.61days	6.36days				
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
% total Council tax collected - monthly	93.72% (10/12)		98.50%	11.32%	20.63%	29.48%	38.51%	47.43%	56.33%	66.14%	75.22%	84.11%	93.09%			
% total NNDR collected - monthly	89.31% (10/12)		99.20%	12.15%	23.60%	32.20%	40.39%	47.45%	56.32%	64.83%	70.81%	76.36%	88.27%			
Printed by: Catherine Yandle																
SPAR.net																
Print Date:																

**Corporate Plan PI Report Corporate****Priorities: Delivering a Well-Managed Council****Aims: Put customers first****Performance Indicators**

Title	Prev Year (Period)	Prev Year End	Annual Target	Apr Act	May Act	Jun Act	Jul Act	Aug Act	Sep Act	Oct Act	Nov Act	Dec Act	Jan Act	Feb Act	Mar Act	Actual to Date
<u>Number of visitors per month</u>	2,604 (10/12)		2,750	2,172	2,351	2,323	2,393	2,341	2,338	2,360	2,315	2,152	2,068			
<u>Satisfaction with front-line services</u>	97.14% (10/12)		80.00%	0.00%	0.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%			
<u>Increase Number of Digital payments</u>	68,383 (10/12)		70,960	6,908	14,226	20,885	27,772	34,330	40,987	51,144	60,233	66,265	72,781			

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Print Date: 0



## 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: Medium (12)**

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Jo Nacey

**Review Note:** We have addressed the original concerns we had regarding the accounting for the SPV. We will continue to consult with our technical adviser if there are any further queries.

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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Governance

**Current Status: High (15)**

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Service Manager: Catherine Yandle

**Review Note:** Being closely monitored internally and by our External auditors. Aware of relevant legislation

**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 (15)**

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Service Manager: Jo Nacey

## Risk Report Appendix 6

**Review Note:** We continue to monitor the progress of the projects relating to the loans we have advanced. An impairment review will take place at year end as part of new accounting standards IFRS 9. Our position on the risk of default will need to be agreed with the auditors.

**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:** When local plan adopted this will assist supply. GED team working proactively with businesses and landowners to assist in signposting.

**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 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.

## Risk Report Appendix 6

- Fuel strikes

- Industrial action

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

**Service: Governance**

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Catherine Yandle**

**Review Note:** Carried out a useful controlled live exercise on 25/26 February. Important issues identified and action plan in preparation; will be discussed at GMT on Monday 11 March.

**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: No Data**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Stuart Noyce**

**Review Note:** Process monitored each month. Prices seem to have stabilised a possible effect of Brexit.

**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:** A decision would need to be made about future funding and the appetite to proceed with the Project.

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

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

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

**Service: Property Services**

## Risk Report Appendix 6

**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: No Data**

**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: No Data**

**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:**

## Risk Report Appendix 6

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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

**Service: Street Scene Services**

**Current Status: No Data**

**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: No Data**

**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: No Data**

**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:** SS of W 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 only complete work on small or fallen trees from the ground.  
SSOW in place for Tree Operations

**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:** SS of W in place for 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:** Using a MWEF removed from current practice  
SSOW in place for Working at Height



## 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:** SS of W in place for working at 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:** No  
Data

**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.

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

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



## Risk Report Appendix 6

intervention.

- Possible increase in temporary accommodation usage.

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

**Service: Housing Services**

**Current Status: Medium (12)**

**Current Risk Severity: 4 - High**

**Current Risk Likelihood: 3 - Medium**

**Service Manager: Claire Fry**

**Review Note:** 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 (6)**

**Current Risk Severity: 3 - Medium**

**Current Risk Likelihood: 2 - Low**

**Service Manager: Claire Fry**

**Review Note:** Managed migration of all benefit claimants onto Universal Credit has been delayed, there are approximately 230 Current Tenants in receipt of this benefit at the present time and this is being managed effectively following the restructure of the Neighborhood Teams. Although we anticipate that the Government will introduce a new form of tenure these plans appear to have been delayed due to other pressing matters.

**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

### **Risk: Legionella** Legionella

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

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

Service: Leisure Services

Current Status: No Data

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 2 - Low

Service Manager: Darren Beer, Heather Hargreaves

#### **Review Note:**

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

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

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

Service: Financial Services

Current Status: Medium (12)

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Jo Nacey

#### **Review Note:**

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

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

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

Service: Property Services

Current Status: Medium (12)

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Andrew Busby

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

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

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

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

Service: Property Services

Current Status: High (15)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Service Manager: Andrew Busby

**Review Note:** Updated for improvement potential - refer to comments submitted 07.03.19

## Risk Report Appendix 6

**Risk: Multi Storey Car Park** Injury may result from vehicle movements

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Property Services

**Current Status: High (15)**

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Service Manager: Andrew Busby

**Review Note:** The MSCP is now 24/7 opening that has resulted in numerous instances of anti social behavior, vandalism and mis-use of the building. Meeting held 06.03.19 with various agencies to produce an action plan, the Police were present.

**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: High (15)**

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 3 - Medium

Service Manager: Andrew Busby

**Review Note:** Protocol being followed - meeting taken place and detailed response letter(s) sent.

**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:** No Change

## 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:** No Change

### **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**  
(6)

**Current Risk Severity: 3 - Medium**

**Current Risk Likelihood: 2 - Low**

**Service Manager:** Andrew Busby

**Review Note:** Demolition work complete - construction phase underway that includes a crane being erected on site. Contractor has control measures in place, alongside project management.

### **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

**Review Note:** We continue to search for efficiencies within our services to bring forth savings. Due to the savings we have implemented in the past the scope for further savings is limited. We have a significant gap to close for 2020/2021 and this will be a difficult challenge.

## Risk Report Appendix 6

**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**

<b>Current Status: High (16)</b>	<b>Current Risk Severity: 4 - High</b>	<b>Current Risk Likelihood: 4 - High</b>
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**Service Manager: Jo Nacey**

**Review Note:** We now receive no RSG and the upcoming Fair Funding Review makes planning more difficult until we receive notification of what this means to our funding. We are unlikely to see significant increases in our Central Government funding and therefore we may have to look to our own funding streams and at our discretionary services to see if they are viable.

**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**

<b>Current Status: Medium (10)</b>	<b>Current Risk Severity: 5 - Very High</b>	<b>Current Risk Likelihood: 2 - Low</b>
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**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**

<b>Current Status: Medium (10)</b>	<b>Current Risk Severity: 5 - Very High</b>	<b>Current Risk Likelihood: 2 - Low</b>
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**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: No Data

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: Safeguarding Young Persons and Vulnerable Adults** Safeguarding/Child Protection associated risks, including accusations of, in situations where a person may come into contact with children or vulnerable adults. Also, psychological and emotional impact on officer in contact with such situation as well as having robust policies and knowledge of by officers and Members when faced with a safeguarding/child protection situation.

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

**Causes (Likelihood):** medium due to supervisory arrangements

Service: Property Services

Current Status: Medium (12)

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Andrew Busby

**Review Note:** Activities in the MSCP are increasing this risk at present a multi agency plan is being formulated.

**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:** No Change

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

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Housing Services

Current Status: Medium (12)

Current Risk Severity: 4 - High

Current Risk Likelihood: 3 - Medium

Service Manager: Claire Fry

## Risk Report Appendix 6

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

### Risk: Swimming Lessons Swimming Lessons

**Effects (Impact/Severity):**

**Causes (Likelihood):**

Service: Leisure Services

**Current Status: Medium (10)**

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

**Current Risk Likelihood: 2 - Low**

Service Manager: Darren Beer, Heather Hargreaves

**Review Note:** No Change

### 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:** No Change

### 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	3 Risks	2 Risks	1 Risk	2 Risks
	3 - Medium	No Risks	2 Risks	10 Risks	14 Risks	9 Risks
	2 - Low	1 Risk	24 Risks	48 Risks	32 Risks	16 Risks
	1 - Very Low	4 Risks	7 Risks	10 Risks	14 Risks	16 Risks
		1 - Very Low	2 - Low	3 - Medium	4 - High	5 - Very High
Risk Severity						

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## SCRUTINY COMMITTEE

18<sup>th</sup> March 2019

### REPORT OF THE HEAD OF PLANNING, ECONOMY AND REGENERATION FOR CABINET 7<sup>TH</sup> March 2019

#### CREDITON TOWN CENTRE MASTERPLAN

**Cabinet Member**

**Responsible Officer**

**Cllr Richard Chesterton**

**Mrs Jenny Clifford, Head of Planning, Economy and  
Regeneration**

**Reason for the Report:** To define the scope for the commissioning of consultants to assist in the preparation of a Masterplan Supplementary Planning Document and Delivery Plan (SPD) for Crediton Town Centre in the budget year 20/21.

#### RECOMMENDATION

- i) That the scope and geographical area of the Masterplan be agreed.
- ii) That delegated authority be given to the Head of Planning, Economy and Regeneration in consultation with the Cabinet Member for Planning and Economic Regeneration to engage consultants to assist with the preparation of a Crediton Town Centre Masterplan and Delivery Plan in the budget year 20/21.

**Relationship to Corporate Plan:** To ensure delivery of key plans for Mid Devon, including a thriving economy, better homes, empowering local communities and caring for the environment.

**Financial Implications:** The cost of engaging consultants would be in the region of £60,000. The funding will be identified within the 20/21 service budget.

**Legal Implications:** In order for the masterplan to be adopted as a Supplementary Planning Document, two stages of public consultation need to take place in accordance with the requirements of the Council's Statement of Community Involvement. Whilst not forming part of the Development Plan, once adopted it will be a material consideration in the determination of planning applications.

**Risk Assessment:** There are few risks with regard to this report. However there is a risk that failure to undertake Masterplanning for Crediton could hamper the town's ability to meet its potential. Furthermore there is a risk that without a masterplan identifying opportunities for improvements the town could deteriorate. For the masterplan to be successful it needs to have achievable actions. To ensure that this happens it is proposed that the Masterplan would include identified interventions which will need to be assessed to demonstrate their deliverability.

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

## **1. BACKGROUND.**

- 1.1. The Mid Devon Core Strategy 2007 sets the direction of growth for Mid Devon for the plan period to 2026. It focuses development on the three main towns: Tiverton, Cullompton and Crediton. Crediton is the smallest of the three towns in Mid Devon but serves a large rural population. Crediton is strategically located on the A377, Exeter to Barnstaple Road.
- 1.2. Policy COR15 of the Core Strategy identifies Crediton as continuing to develop as a small market town with aims to increase the self-sufficiency of the town by reducing the need to travel to Exeter by widening and expanding employment opportunities, enhancing retail provision and improving access to housing and services for its population. It requires the Council to promote a reduction in traffic on congested streets within Crediton, improve local air quality by enhancing walking and cycling opportunities and implementing initiatives within the air quality action plan. This includes the provision of a link road between the A377 and Lords Meadow Industrial Area (completed in 2014). It also seeks to promote public transport improvements and manage the town centre so that economic regeneration and heritage complement one other by promoting new homes, shops, leisure, offices and other key town centre uses which are well designed and contribute to the vitality and viability of the town.
- 1.3. The emerging Local Plan Review 2013-2033 identifies Crediton as a small and vibrant market town. Policy S12 states that:

*“Policy S12 Crediton*

*Crediton will continue to develop in its role as a small and vibrant market town, serving a rural hinterland in the western part of the district. The strategy aims to improve access to housing within the town, expand employment opportunities and improve the quantity and quality of the existing retail provision. Proposals will provide for approximately 786 dwellings, of which 220 will be affordable and 14,700 gross square metres of commercial floorspace over the plan period.*

*The following development will be supported over the plan period:*

*a) Proposals which support the economic regeneration of the town centre, including the provision of new homes, commercial development, cultural facilities and other key town centre uses which support the town centre’s viability and vitality. Particular support will be given for proposals which improve the quantity and quality of existing retail provision within the town centre. All proposals within the town centre will need to play a positive role in sustaining and enhancing the significance of the area’s heritage;*

- b) Proposals which respect the setting provided by the open areas of hillside and the adjoining historic parklands of Creedy Park, Shobrooke Park and Downes;*
- c) Continuation of measures to support the implementation of the Crediton Air Quality Action Plan, including enhanced walking and cycling opportunities around the town;*
- d) Enhance the tourism facilities and visitor role of the town and surrounding area; and*
- e) Community and education facilities and other infrastructure to support the development proposed. “*

1.4. The Local Plan Review builds on existing strategic allocations in the adopted Local Plan. The Allocations and Infrastructure DPD (AIDPD) allocated a number of sites for residential and employment development including the completed Link Road between the A377 and Lords Meadow site. Policies CRE1-CRE10 of the Emerging Local Plan Review re-allocate or introduce new sites to support Policy S12. Policies CRE1-CRE10 of the emerging Local Plan Review propose to allocate a total of 62.04 hectares within the settlement limit of Crediton; to provide 768 dwellings and 9,820sqm of commercial development.

1.5. In addition, Policy CRE11 of the Emerging Local Plan identifies that funds secured through development proposals along with other external sources of funding will support the delivery of the physical regeneration and enhancement of the town:

*“Crediton Infrastructure*

*The Council will use Community Infrastructure Levy and planning obligations where appropriate, seek external sources of funding and work with partners to deliver the following infrastructure for Crediton:*

- a) Enhanced pedestrian and cycle facilities to serve development;*
- b) Bus service enhancements;*
- c) Air quality improvements;*
- d) Expansion and improvement of primary and secondary education facilities;*
- e) Public open space and green infrastructure;*
- f) Expansion of emergency fire and rescue services;*
- g) Library reconfiguration to provide Devon Centre;*
- h) Extra care housing;*
- i) Community facilities including provision for children / youth;*
- j) Potential highway improvements; and*
- k) Provision of works to reduce flood risk.”*

1.6. There are air quality issues within Crediton town centre which are having an adverse effect on living conditions and the attractiveness of the town centre. Part IV of the Environment Act 1995 requires local authorities to review and assess the current and likely future air quality in their areas against those objectives in the National Air Quality Strategy. Where objectives are not likely to be met then the local authority is required to designate an Air Quality Management Area (AQMA) at the relevant locations. The local authority must then draw up an action plan setting out the measures it intends to take in

pursuit of the air quality objectives within the area covered by the AQMA. Crediton has been designated as an AQMA. An action plan was produced in 2006 and reviewed in 2018.

- 1.7. One key air quality objective was the implementation of the Lords Meadow Link Road to take traffic away from the town centre. The completion of the link road has provided significant benefits for the town centre including air quality, a reduction in traffic noise and congestion. The Emerging Local Plan continues to support further air quality improvements (Policy CRE11) through Community Infrastructure Levy and planning obligations, where appropriate.
- 1.8. In addition to Mid Devon planning policy, Mid Devon District Council agreed, at a meeting on 2 July 2014, to designate the 'Crediton Neighbourhood Area' for the purposes of preparing a Neighbourhood Development Plan by Crediton Town Council under Section 61G of the Town and Country Planning Act 1990 (as amended). The Neighbourhood Plan during the course of its adoption will seek to represent the community's vision and priorities for how they would like to see the Crediton area develop in the coming years. The Draft Neighbourhood Plan sets out a number of policies to be taken into account when proposals for development come forward in the town. They cover issues such as open space / green infrastructure, principles of site layout and design, sustainable modes of transport, community and other infrastructure facilities. Town centre policies include the re-use of above ground floor accommodation for residential use, promoting pedestrian / cycle priority and routes, shop front enhancement and redevelopment of ground floor accommodation where it enhances vitality and viability, retention / redevelopment of existing town centre employment sites and new development to positively contribute to the historic streetscape. Once adopted, the Neighbourhood Plan will form part of the Development Plan for Mid Devon.
- 1.9. In 2018 Crediton Town Council commissioned a 'Crediton Traffic & Urban Realm Feasibility Study'. This study was informed by previous traffic and streets advice given to the Town Council. It sought to fully analyse the current traffic and urban realm conditions within the town centre and main approach roads. This study included the creation of a vision for the High Street. The study also presented a series of conceptual designs for various parts of the High Street and its approaches.
- 1.10. The 2012 Retail Study identified that 43% of frequent visitors' main purpose for visiting was shopping. Shopping habits nationally have changed. It is suggested that within the Masterplan scope it could be considered how Crediton could respond to changing shopping habits. It would be sensible to draw upon work such as the Grimsey Review 2 (2018) to inform consideration on how Crediton could respond to the National trend of changing High Streets in order to enhance the quality of the environment and attract more visitors.
- 1.11. The 2016 Household Survey indicates that 81% of Crediton residents undertake their main food shopping trip outside of the town centre. The convenience retail offer in the town centre appears to be mainly supported by 'top up' food shopping trips. Due to the relatively small size of convenience

shops in the town centre the majority of the centre's main and top-up food market share is leaking to the out of centre Tesco and Morrisons stores. Conversely the comparison goods retail offer performs generally better, which predominantly comprises independent antique and second hand goods shops, although some sectors such as clothing and audio visual equipment are generally subservient to Exeter. Despite the centre having a below average representation of service goods retailers, Crediton still has two national high street banks and a number of cafes, restaurants and takeaways. The vacancy rate also remains below the national average. It is suggested that the scope of this Masterplan includes consideration of these issues.

- 1.12. The Greater Exeter Authorities are currently considering the health of town centres. Early indications from that work suggest that Crediton is performing as a reasonably healthy town centre despite its proximity and access to Exeter city centre.
- 1.13. There has been a great deal of positive feedback with regard to the town in recent years however there is still a great deal that could be done to help the town reach its full potential. Crediton is a town that benefits from good community activity and higher town centre business occupancy rates than the other Mid Devon towns. However the town still has potential to reduce the need to travel to Exeter by widening and expanding employment opportunities, enhancing retail provision and improving access to housing and services for its population. Crucially attention is needed to enhance the built environment and local heritage. Crediton has some wonderful buildings and yet there are a number of buildings within the Conservation Area which could benefit from enhancements. Similarly gateway treatments could be considered along with improving the quality of some of the public spaces. There is potentially more that can be done to strengthen the town's identity and celebrate its culture and its historic associations. An example could be greater promotion of Crediton being the birthplace of St Boniface (Patron Saint of Germany).

## **2. THE ROLE AND PURPOSE OF A MASTERPLAN.**

- 2.1. Key to delivery of the regeneration of the town centre is the development of a masterplan to guide the process. A masterplan is a comprehensive plan that acts as a blueprint for the development of an area: setting out principles for the way in which it will develop on a comprehensive basis, coordinating policy and planning requirements. It is considered essential that the town centre is the subject of a masterplanning process to ensure that the development, regeneration and enhancement of the town centre develops in tandem with housing and employment growth elsewhere in and around the town.
- 2.2. Once the masterplan is finalised it will set out the firm direction for the regeneration of the town and provide the basis for detailed consultation with all interested parties.

- 2.3. It is proposed that the masterplan includes a delivery plan to ensure that the masterplan outcomes are deliverable. This would include details of potential incentives and funding opportunities.
- 2.4. The masterplan would be adopted as a Supplementary Planning Document (SPD). Whilst the SPD will not in itself form part of the Development Plan, it is a material consideration in the determination of planning applications. The preparation of an SPD requires two stages of public consultation in accordance with Mid Devon's Statement of Community Involvement. The Masterplan SPD would work within the framework of policies S12 and CRE11 of the Local Plan Review and also focus on implementation and delivery of the key priorities envisaged by those policies. It is anticipated that the work on this SPD would be completed during the financial year 20/21.

### **3. AIM AND SCOPE OF THE CREDITON TOWN CENTRE REGENERATION MASTERPLAN AND DELIVERY PLAN.**

- 3.1. The aim of the masterplan is to provide a clear strategy to ensure that Crediton town centre meets its full potential as an attractive, thriving vibrant place with a strong economic function, now and into the future.
- 3.2. Crediton town centre should be a place of choice and quality, with a good range of shops, services, cultural and leisure opportunities, offering something different to nearby centres, set within an attractive and pleasant environment reflecting the history and character of the place. It will provide a comprehensive masterplan for the town centre which addresses the key issues, makes recommendations for regeneration and enhancement of the town centre, as well as a wider focus on transport infrastructure and set out delivery and funding options.
- 3.3. The masterplan should seek to strengthen the economy by creating new opportunities for businesses, jobs, shops, leisure, heritage and culture, and public spaces to make the town a more attractive place to shop, relax and stay, strengthening the town's role as a growing market town. It should also consider sustainable transport options, movement and links.
- 3.4. The key objectives of the masterplan are considered to be:
  - Improving the quality of the town centre in terms of heritage, public realm, air quality and traffic congestion.
  - Improving sustainable transport, walking and cycling within the town and physical links to and from existing and new housing and employment developments.
  - Consideration of transport management initiatives and rationalising car parking. Identification of how these may deliver public realm benefits.
  - Improving the retail, leisure, cultural and tourism offerings within the town centre.
  - Improving the economic function of the town centre so that it is able to compete with / complement new business, retail and leisure offerings.



- Achieving a prosperous town centre developed in harmony with significant planned housing growth.
  - Improving the identity, character and visitor experience.
  - Improving the evening economy.
  - Identifying development opportunities within / adjacent to the town centre.
- 3.5. The masterplan would sit alongside and supplement other initiatives such as the Neighbourhood Plan.
- 3.6. The suggested geographical area of the masterplan is shown in **Appendix 1**. This incorporates the town centre and areas identified by the Town Council's 2018 study. The Council wishes the local community to have a key role in the development of the masterplan and the masterplan should build on the aspirations for the town set out in the emerging Neighbourhood Plan. It should draw upon work such as the Grimsey Review 2 of High Streets (2018) and local studies such as the recent Crediton Town Council commission on Traffic and Public Realm (2018). This will involve engagement with stakeholders such as the Town Council, Neighbourhood Plan Steering Group, the Highway Authority and Chamber of Commerce as well as at least two stages of public consultation.
- 3.7. It is envisaged that the masterplan would be developed in two stages: an initial scoping exercise leading to the development of options, followed by the development of a draft masterplan with delivery and funding options.
- 3.8. It is intended to commission consultants to assist in the preparation of this masterplan during the financial year 20/21. This report seeks authority to do so and sets out the intended scope of the geographical area to be covered.

#### **Contact for more Information:**

Christie McCombe, Area Planning Officer, (Major Projects, Tiverton EUE)  
01884 234277 [cmccombe@middevon.gov.uk](mailto:cmccombe@middevon.gov.uk)

Adrian Welsh, Group Manager, Growth, Economy and Delivery  
01884 234398 [awelsh@middevon.gov.uk](mailto:awelsh@middevon.gov.uk)

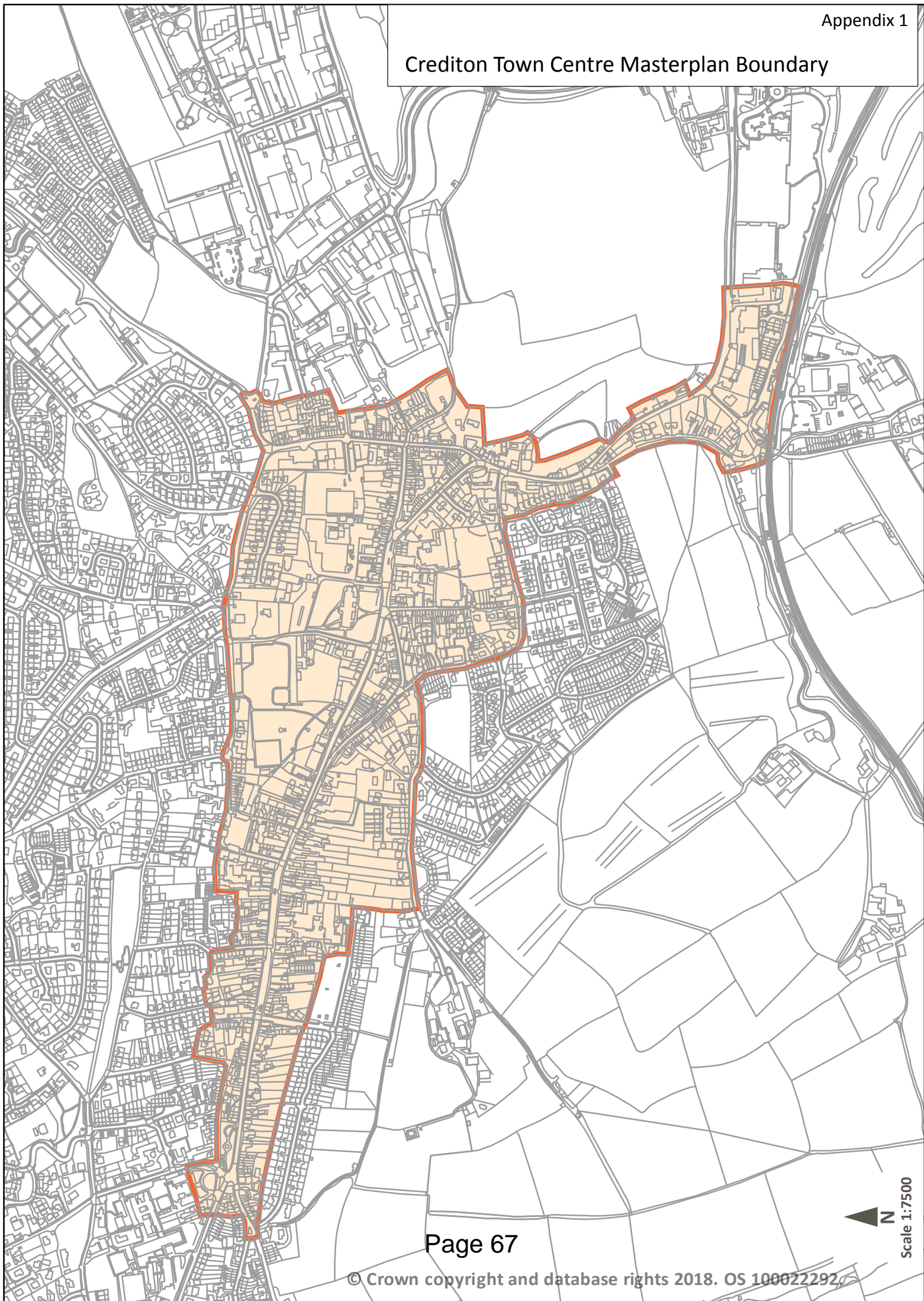
#### **List of Background Papers:**

Emerging Local Plan Review  
Draft Neighbourhood Plan (Crediton)  
Crediton Traffic and Urban Realm Feasibility Study (2018)

**Circulation of the Report:** Members of Cabinet

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# Crediton Town Centre Masterplan Boundary



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## CABINET

7 MARCH 2019

### SUPPORTING THE FORMATION OF SOUTH WEST MUTUAL

**Cabinet Member** Councillor Clive Eginton (Leader)  
**Responsible Officer** Stephen Walford, Chief Executive

**Reason for Report:** To seek approval to invest £49,995 to support the next stage in the setting up of South West Mutual as detailed in Section 3 and Appendix A, and confidential Appendices B and C (exempt information) to this report.

#### **RECOMMENDATION: That the Cabinet recommend to Full Council:**

1. To approve the investment of £49,995 in South West Mutual for the reasons set out in this report, the investment to be funded from the additional funds received from the 100% Business Rates Pilot Scheme.
2. Delegate authority to the Deputy Chief Executive (S151) to conclude the ordinary share acquisition.

**Financial Implications:** These are outlined throughout the report.

**Legal Implications:** If the investment is not covered by the Council's current investment strategy, it is outside the Policy Framework and therefore requires a recommendation to Council.

The proposal is consistent with the Council's powers to invest under the Local Government Act 2003 and the Localism Act 2011.

South West Mutual is a co-operative society registered with the Financial Conduct Authority, but yet to commence trading. The rules have been examined. If the Society is wound up, the members of the Society have no liability to contribute to its assets and no personal responsibility for settling its debts and liabilities. The liability of a shareholder is limited to the value of its shareholding i.e. it stands to lose out on its investment. A shareholder is not automatically a member of the Society – an application has to be made. The Board of the Society has the right to cancel any shares held by non- members without repaying the principal amount. The shares are non-withdrawable – this means that the Council cannot withdraw its share capital from the Society.

There are no state aid implications from the proposed investment. It is not aid, because it is not assistance which confers an advantage from the state – it is an investment being offered on the same terms to all with the share price fixed in the Society's rules. It is therefore a financial relationship in the normal course of business.

Members should note that there are two appendices which are classified as exempt information under paragraph 3 of Schedule 12A to the Local Government Act 1972 (Access to information: exempt information). Accordingly, if they wish to discuss this information in Cabinet (and/or subsequently at Full Council), it will be necessary to pass a resolution to move into Part II business for that part of the discussion.

**Risk Assessment:** [start text here and continue without indenting]

**Equality Impact Assessment:** No equality issues identified for this report. The project could provide a positive contribution by making banking services more readily available in the district.

**Relationship to Corporate Plan:** The proposal supports the Corporate Plan priority of Economy, encouraging business development and growth and also Community by helping the local community to access banking services, which are disappearing from the high streets across the District.

## **1.0 Introduction/Background**

- 1.1 On 19 December 2018 Tony Greenham, of South West Mutual, delivered a presentation to Mid Devon District Council Cabinet Members and Leadership Team about the proposal to form South West Mutual – a regional bank for inclusive growth. A copy of the presentation can be found at Appendix A.
- 1.2 It is envisaged that this economic grant would align with the Corporate Plan priorities. See Appendix A, Page 15.
- 1.3 A series of questions have been answered by the Mutual as part of the Council's due diligence. The responses can be found at Confidential Appendix C. Members should note that this contains exempt information and is not for disclosure.

## **2.0 Proposals**

- 2.1 The mutual is seeking an initial investment of £500,000 in order to progress its Banking licence application. It will then need to find an estimated £2.5m in 2019 to set up operations and complete the banking authorisation process, and finally a further investment of £17.5m in 2020 to capitalise the bank and enable it to commence trading.
- 2.2 It is envisaged that local authorities within the South West, who believe in the ethos behind the mutual and the benefits this could bring to the local economy, may wish to participate in all stages of investment including capitalising the bank once a provisional banking licence has been granted and the investment carries a lower risk.
- 2.3 South West Mutual launched its initial fundraising on 19 November 2018 seeking investment from private and institutional investors within the region. It is considered that the commitment of local authorities to invest in the initial Founder Share Offer will reinforce the confidence of private sector investor, make a significant statement of support for the social and economic mission of South West Mutual, and potentially shorten the timetable to opening branches and commencing trading within Mid Devon and the wider South West region.
- 2.4 The issue of retail banking disappearing from local communities across the district is one that has been highlighted at various council committees, with a

strong view that this disproportionately hits rural communities and rural businesses who need access to banking facilities. It is considered that supporting the formation of a new mutual bank would provide an opportunity to see new banking options come to fruition for local communities that might see branches of the big retail banks disappearing.

- 2.5 It is proposed that the Council uses funds from the predicted business rate pilot dividend to invest in the Mutual. In return for this investment of £49,995, the Council will receive 3,333 ordinary shares. Members will recognise that the investment may not necessarily be returned to the Council. This should not be viewed as a normal investment made for purely financial return but one which supports the local economy. Hence, at this stage, officers **do not recommend investing in the mutual explicitly to derive a financial return** as this is deemed too much of a financial risk.
- 2.6 These shares will receive a dividend of 7.5% if the new bank becomes profitable and this dividend will rise over time if South West Mutual is successful. In view of the higher risk of investment at this early stage, if a banking licence is obtained and the bank starts trading, Founder Shareholders will also receive an additional 2 shares for every share held. The combination of these two returns generates an estimated “internal rate of return” (being a measure of investment returns widely used within business and finance) of approximately 20% per annum.
- 2.7 Members will appreciate that this investment is risky, but without the funding, the proposed benefits to the local economy may never be realised.
- 2.8 It is envisaged that the Council would be one of the first to provide support to the mutual. At the time of writing this report three other authorities have signed up for Founder shares.

### 3.0 Conclusion and Recommendations

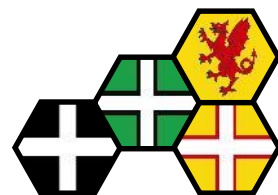
- 3.1 There are risks that should not be discounted. Members will need to be satisfied that the investment of £49,995 to South West Mutual, in return for 3,333 ordinary founder shares is consistent with the Council’s corporate strategy.
- 3.2 As the Council will receive ordinary shares, over the long term this initiative could be considered as an investment. However, this transaction should be viewed in the short term as akin to an economic grant.
- 3.3 Members recognise that this transaction is not without risk and therefore do not expect to re-coup the grant, nor a profit on any shares acquired. Confidential Appendix B contains the detailed Founder Share Offer document – members are to note that this document is exempt information and not for disclosure.
- 2.4 By making this “investment”, the Council will be forgoing potential return on the business rate pilot gain monies. The current investment return achieved by the Council is circa. 0.8% per annum. This equates to forgoing £400 per annum, if interest rates and returns were to remain the same.

- 2.5 The **recommendations** are therefore to approve the investment of £49,995 to support the further establishment of South West Mutual as a founder shareholder and to fund this through the use of the “dividend” from being a Business Rates Pilot Authority in 2018/19. We estimate this Business Rates dividend to be in the region of £330k.
- 2.6 The second recommendation is to delegate authority to the Deputy Chief Executive (S151) to complete the documentation associated with the share acquisition. The form is shown at Confidential Appendix B which is exempt information.

**Contact for more Information:** Andrew Jarrett, Deputy Chief Executive (S151)  
01884 23(4242) [ajarrett@middevon.gov.uk](mailto:ajarrett@middevon.gov.uk)  
Jo Nacey, Group Manager for Financial Services  
01884 23(4254) [jnacey@middevon.gov.uk](mailto:jnacey@middevon.gov.uk)

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



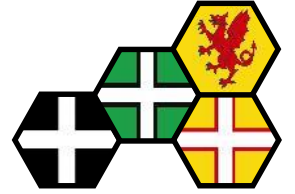


# South West Mutual

Regional banking for inclusive growth

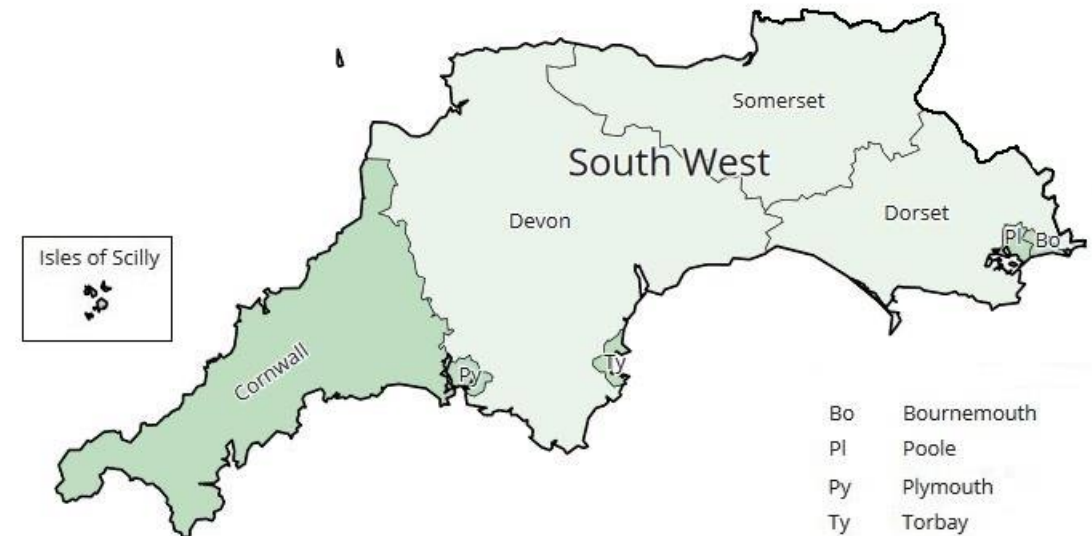


# Introducing South West Mutual



**Mission-led business promoting sustainable and equitable prosperity for the South West**

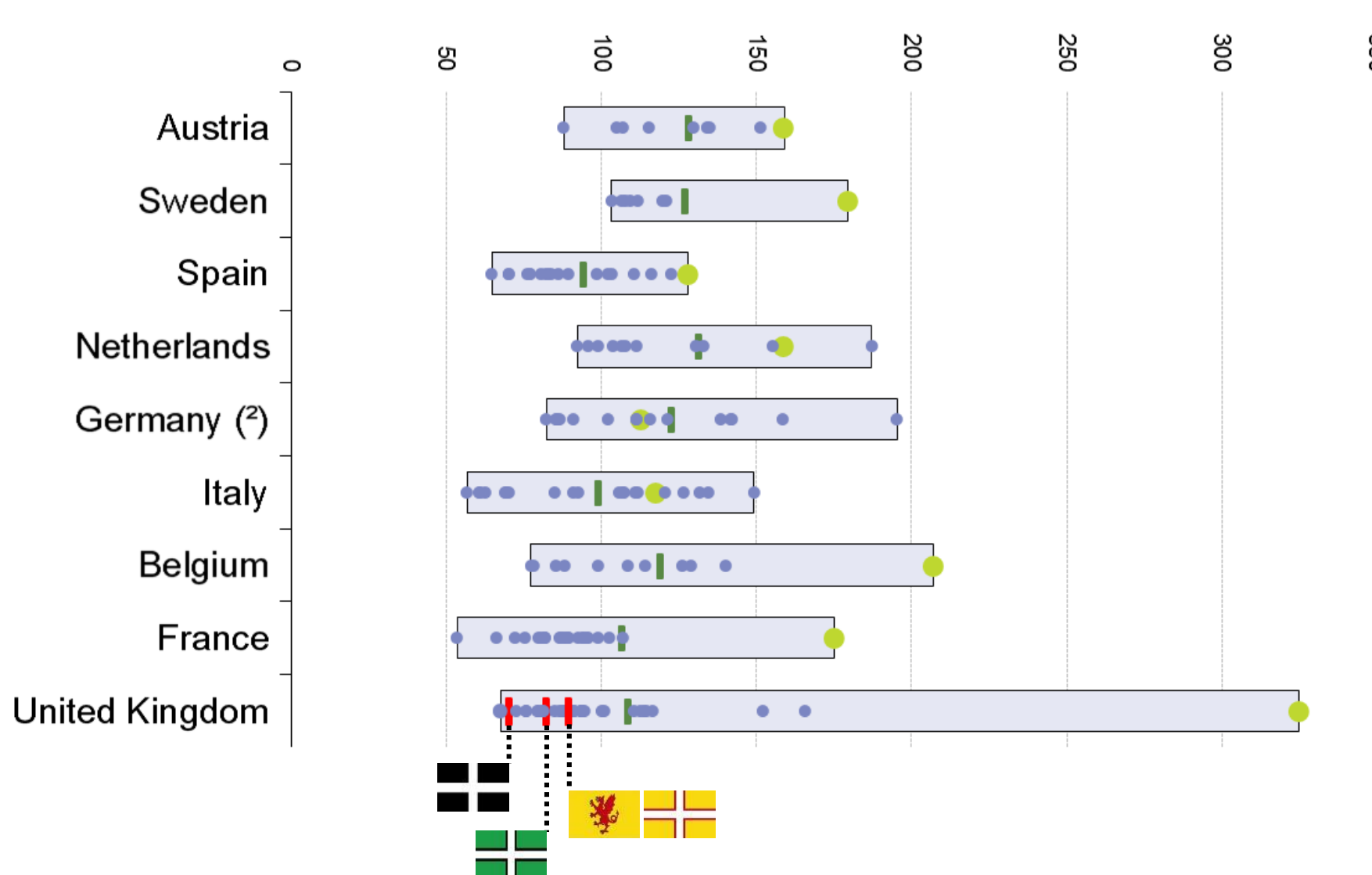
- First **customer-owned** full service bank
- **Financial inclusion** in the rules
- **SME and social enterprise** focus
- Multi-channel, committed to **branches** and **relationship banking**
- **Scale and efficiency** – part of the CSBA network
- **Financial strength**: Profits £15m pa / loan book £380m by year 9





# Helping tackle regional inequalities

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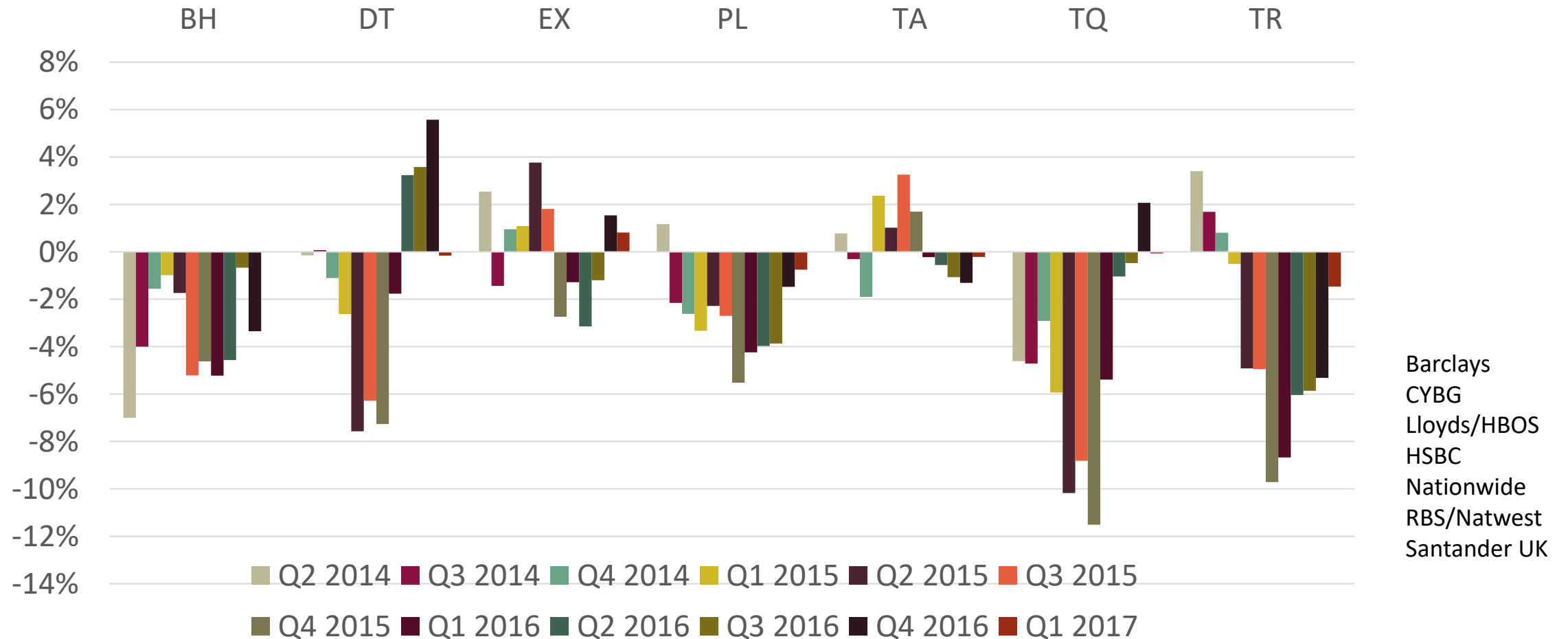
**SWM is an anchor institution**

**Supporting equitable and sustainable prosperity for the South West is our mission**

# SME finance is an ongoing issue

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YoY change in total SME loans by postcode area



# Lending to the real economy where you live

SME deposits and loans in  
Devon districts

Deposits **£853m**

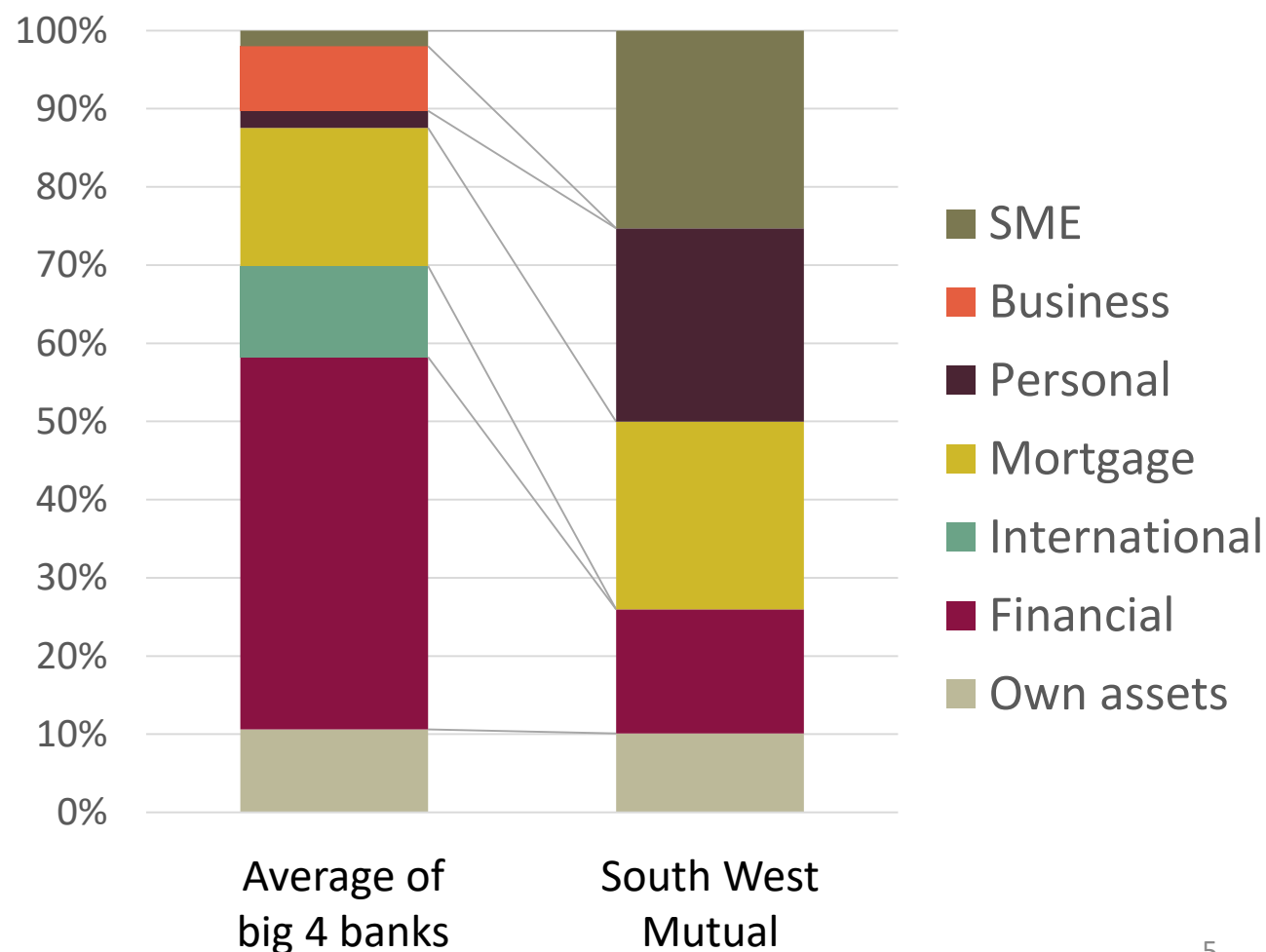
Loans **£462m**

Net outflow **£390m**



**SWM keeps money  
flowing within the  
region's economy**

*Real economy impact – SWM lending vs UK Big 4*



# Commitment to financial inclusion

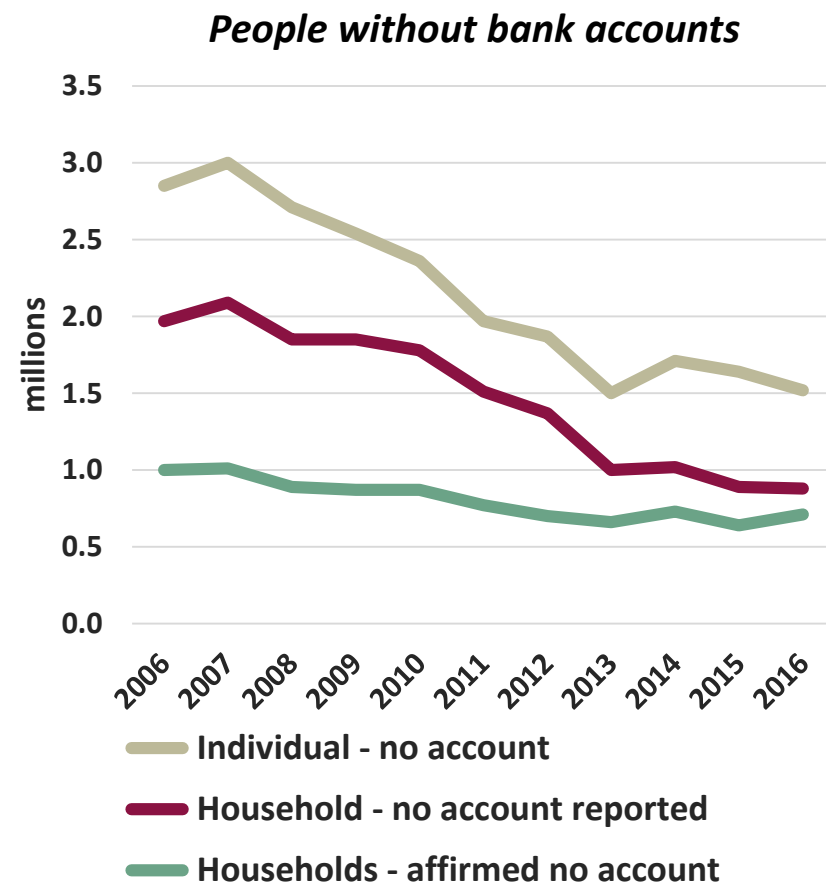
In Devon districts there are approximately\*:

- 21,000 individuals without bank account
- 106,000 non-users of the internet
- 33,000 entirely dependent on cash
- 46% uncomfortable using digital only banks
- £8 million poverty premium



**SWM will provide full current account to any resident**

*\*Source: Pro-rata on population of 642,000 adults , from HMT report on cash March 2018, and CHASM Financial Inclusion Report 2016*



Source: FINANCIAL INCLUSION  
ANNUAL MONITORING REPORT 2017

# Branches and local managers

- Losing 60 branches / 300 cash machines a month
- Branch access still important for many customers
  - eg trading businesses; some older/vulnerable people
- Evidence confirms 'soft information' is vital for safe local lending



- **SWM has Branch Directors and staff with decision making power**
- **We use modern technology to deliver a low-cost branch solution**

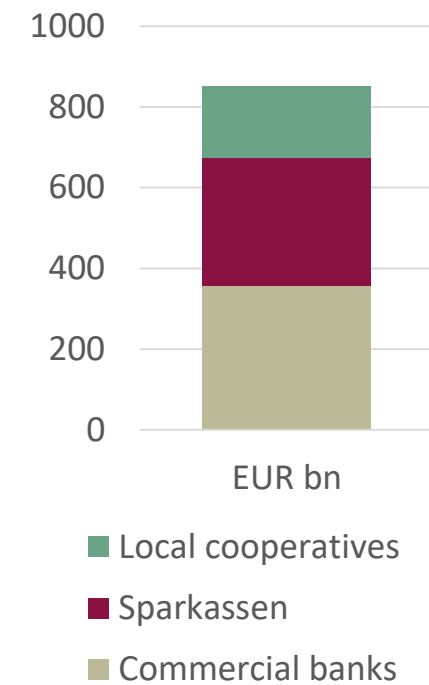
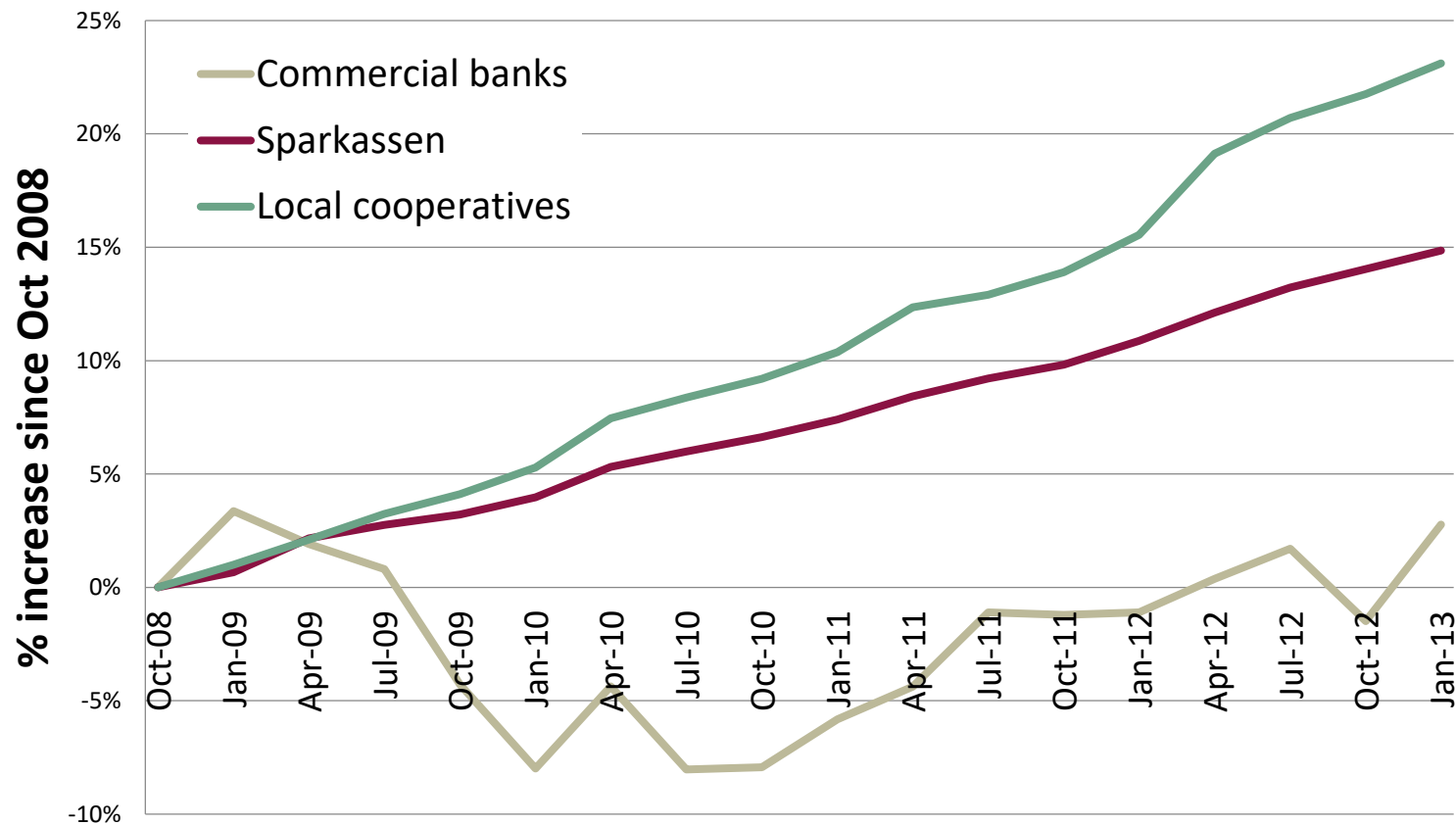
**Branch Closures 2015-18**



	RBS/ NW	Lloyds	Barclays	HSBC	Co-Op	Other	Total
East Devon	5	2	3	1	1		12
Exeter	2	4		1		1	8
Mid Devon	2	1	2				5
North Devon	3	4	1	2	1		11
South Hams	4	4	1	2		2	13
Teignbridge	3	4		1	1		9
Torridge	3	1	2				6
West Devon	3	1	1	1	1		7
<b>Grand Total</b>	<b>25</b>	<b>21</b>	<b>10</b>	<b>8</b>	<b>4</b>	<b>3</b>	<b>71</b>

# Economic resilience: 'no more boom and bust'?

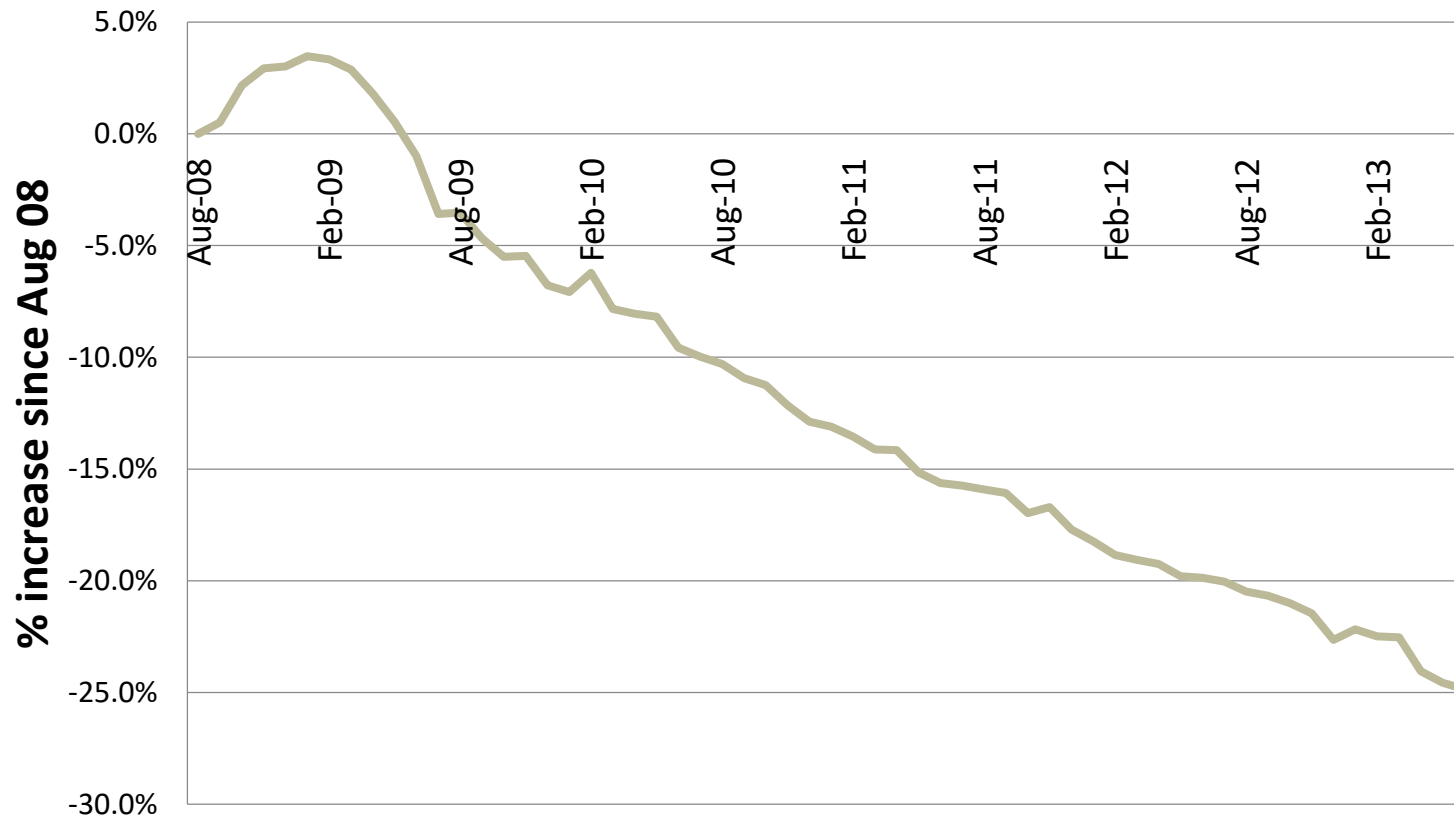
## German bank lending to domestic enterprises and self-employed





# Economic resilience: the UK's Achilles heel?

Total UK bank lending to non-financial corporates



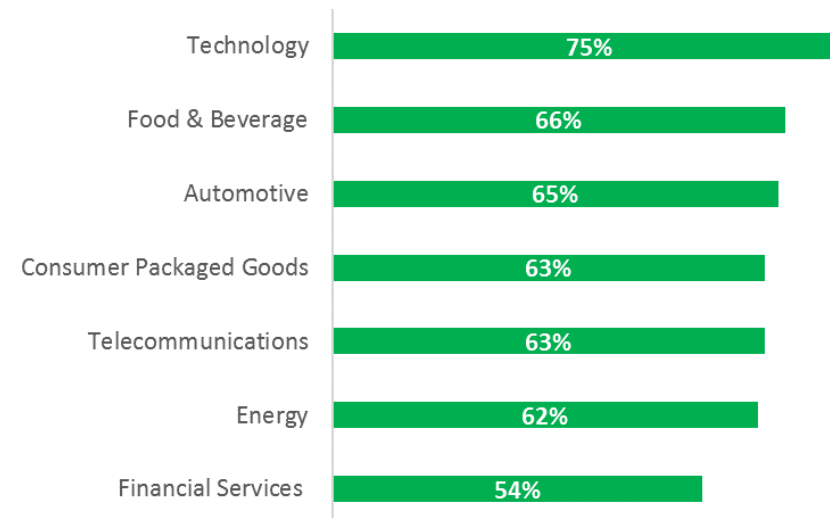
**SWM is committed to the region. We won't chase the booms so we are still there during the busts.**

# Restoring trust in banking

- Our customers are our shareholders
- We will not engage in financial trading and speculation
- No bonuses or sales incentives paid to staff
- Living wage employer
- Maximum 10x pay ratio
- Board directly accountable to customers
- One member one vote
- Simple, honest and transparent charging structure
- No pressure to cross-sell financial products

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Edelman Trust Barometer  
2017 Results

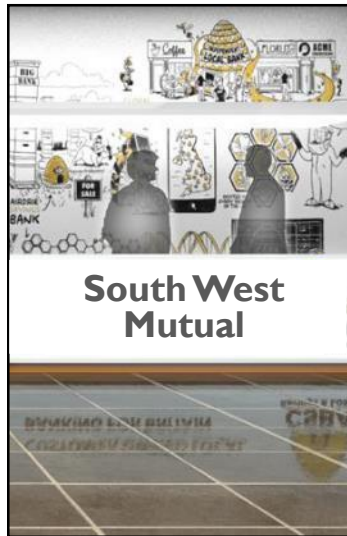


Do you trust your bank?	TRUST
Keeping my money safe	48%
Protecting my personal and financial information	43%
Providing me with truly unbiased advice suited to my needs	25%
Telling me if there is a better product for my needs/ situation even it means less money for them	21%

Source: EY Global bank survey 2016: Without it you're just another bank

# Full range of services competing with high street banks

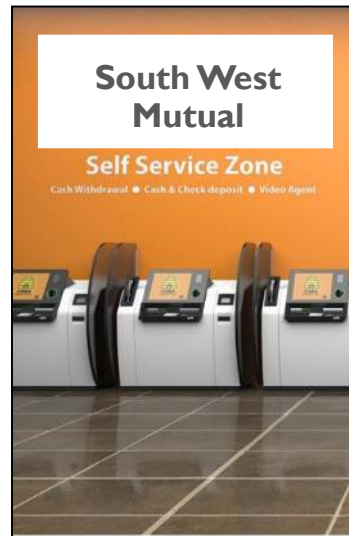
## Local HQ



Sub-regional hub  
with staff and  
Branch Director.

Safety deposit boxes.

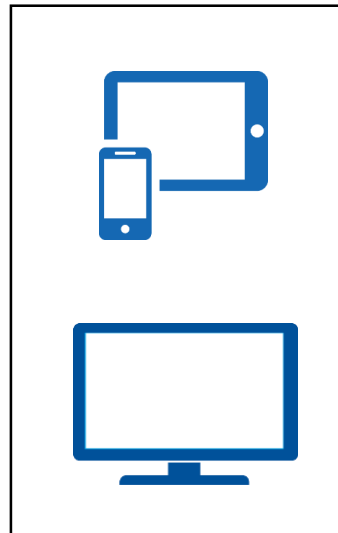
## Satellite branches



24/7 video linked  
full service  
automated branch.

Some staffed times

## Digital channels



Online and  
app.

## Current accounts



Fixed, transparent and  
simple membership fee:

Personal: £5 pcm  
Organisation: £10 pcm

- Expense analysis
- 'Jam jar' functionality
- Interest on whole balance
- Additional member benefits tbc

# Why a monthly charge? Free banking does not exist

- Free-if-in-credit (FIIC) accounts are NOT free
- 90% of customers with FIIC accounts effectively pay charges
- Our model simple, transparent and honest
- Allows us to be inclusive
- and to maintain branch access
- Better value for money for many customers

"I do not advocate the ending of free-if-in credit banking. Why? Because there is no such thing to start with, so it cannot be abolished as such."

Nothing in life is free  
– sorry to disappoint."

Andrew Bailey, Chief Executive FCA  
29th June 2017



Bank	SWM	Lloyds	NW
		Classic	Select
Monthly membership fee	(5.00)	-	-
Interest on £1,000 in current a/c	1.22	-	-
Interest on £4,000 in current a/c	4.88	-	-
Cost of £500 overdraft for 15 days	(1.94)	(10.65)	(9.74)

- 44% of Free-If-In-Credit accounts attract overdraft charges
- 80% of consumers do not know what their overdraft charges are
- £2.9 billion paid in overdraft fees in 2014
- £4.3 billion interest foregone in 2014

# Community Savings Bank Association

- Highly experienced Board
- 'Bank in a box' service
- 18 regional banks
- Test and training facility



# Investment in Shares of South West Mutual

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RETURNS	Financial	<p>Dividend of 7.5% by year 6</p> <p>Growing dividend yield as profits rise</p> <p>Moderate share price growth over the medium term</p>
	Economic	<p>Supporting local enterprises, business rates and employment</p> <p>Boosting economic resilience during recessions, protecting jobs and incomes</p> <p>Inclusive growth: spreading opportunities for locally driven business and employment</p> <p>Recycling more spending and savings back into the Devon economy</p>
	Social & environmental	<p>Tackling financial exclusion and problem debt</p> <p>Improving financial capability and wellbeing</p> <p>Restoring trust and building civic participation</p> <p>Improved environmental and social performance</p>
EXIT ROUTE		<p>Trade with approx. 90,000 members projected by year 9 on a share trading platform</p>

*This is not investment advice; it is non-binding and it is subject to T&Cs that are to be agreed separately*

# Strategic alignment



<p><b>We will focus on:</b></p> <ul style="list-style-type: none"><li>✓ Bringing new businesses into the District</li><li>✓ Business development and growth</li><li>✓ Improving and generating our town centres</li><li>✓ Growing the tourism sector</li></ul>	<p><b>We will focus on:</b></p> <ul style="list-style-type: none"><li>✓ Building more council houses</li><li>✓ Facilitating the housing growth that Mid Devon needs, including affordable homes</li><li>✓ Planning and enhancing the built environment</li></ul>	<p><b>We will focus on:</b></p> <ul style="list-style-type: none"><li>✓ Working with local communities to encourage them to support themselves</li><li>✓ Working with town and parish councils</li><li>✓ Promoting physical activity, health and wellbeing</li></ul>	<p><b>We will focus on:</b></p> <ul style="list-style-type: none"><li>✓ Increasing recycling and reducing the amount of waste</li><li>✓ Reducing our carbon footprint</li><li>✓ Protecting the natural environment</li></ul>
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# Local authority investment

Guidance from Arlingclose (Treasury Advisors)

## Local Government Act 2003

“Investments made by local authorities can be classified into one of two main categories:

- Investments held for treasury management purposes; and
- Other investments”

“Local authorities should disclose the contribution that all **other investments** make towards the **service delivery objectives** and/or **place making role** of that local authority.”

## Localism Act 2011

The general power of competence allows local authorities in England to do “**anything that individuals generally may do**”



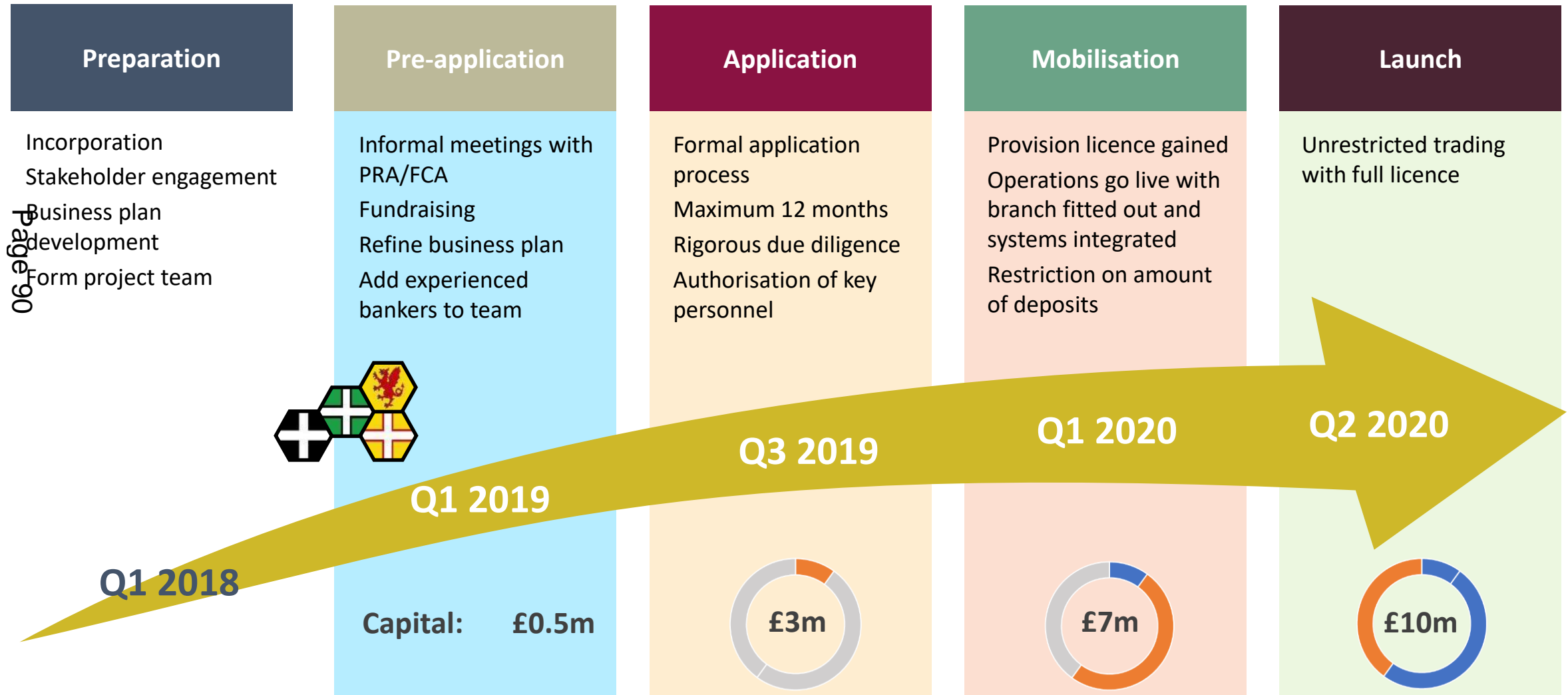
# Local authority investment - precedents

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Bank	Authority	Notes
<b>South West Mutual</b>	West Devon Borough Council - £50k	Approved on 4 Dec 18
	South Ham DC - £50k	Approved on 5 Dec 18
<b>Hampshire Community Bank (Note 1)</b>	Portsmouth BC - £5m Winchester - £250k Test Valley - £500k	Capex funded by unsupported Prudential Borrowing / Capital receipts reserve. 'Spend to save' project. Economic development powers / general power of competence in S1 Localism Act 2011
<b>Cambridge and Counties Bank</b>	Cambridgeshire Local Government Pension Scheme	£8m in deferred shares for 50% 50:50 with Trinity College Cambridge
<b>Cambridgeshire Building Society</b>		£15 million core capital deferred shares carrying only 1 vote
<b>Redwood Bank</b>	Warrington BC £30m	Bank will open a northern regional office in Warrington. Shortlisted in 'Innovation in Finance' category of 2017 MJ Local Government Achievement Awards

Note 1 – Hampshire Community Bank is not part of the CSBA network and has not been licensed yet. It is possible that the regulators consider it to be too small scale as a stand alone bank.

# Timeline for banking licence and launch



# In conclusion...

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## South West Mutual

[www.southwestmutual.co.uk](http://www.southwestmutual.co.uk)

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

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of the Local Government Act 1972.

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

### 1. Broadband in Mid Devon

We received correspondence (1/3/19) from Keri Denton, Head of Economy, Enterprise and Skills, Devon County Council. Unfortunately she has withdrawn from attending the March Scrutiny meeting however will re-arrange for a future date.

Keri has asked Gigaclear to provide an indication of the latest dates for first connections and build complete for communities in Mid Devon which will be shared with the committee. Keri has also promised to look into a number of questions that Members have raised about specific locations.

### 2. Community Engagement update

Members will recall that the Community Engagement report was presented to the committee in December 2018 with a number of recommendations. Lisa Lewis, Group Manager for Business Transformation and Customer Engagement will provide an update on progress.

### 3. Trim Trail at Amory Park

The trim trail has now been installed at Amory Park. The installation is comprised of 7 individual pieces of kit. A report will be prepared in 6 months identifying any issues and assessing its overall durability and community impact.

<https://www.devonlive.com/news/local-news/fit-healthy-tiverton-thanks-launch-2596290>

<https://www.middevonnewscentre.info/trim-trail-coming-to-amory-park-tiverton/>

Town and Parish Councils, at the request of the Community PDG, have been provided with information and guidance about trim trails (via the Town and Parish newsletter) to help inform their own planning for a trim trail should they be considering it.

<https://www.middevon.gov.uk/media/346878/town-parish-newsletter-march-2019.pdf>

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# MID DEVON DISTRICT COUNCIL – NOTIFICATION OF KEY DECISIONS

April 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>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	Simon Newcombe, Group Manager for Public Health and Regulatory Services Tel: 01884 244615	Cabinet Member for Housing (Councillor Ray Stanley)	Open
<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>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>The Grand Western Canal and Devon and Exeter Rail Project</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>Cost-recovery and Commercialisation in the Growth, Economy and Delivery Service</b> To consider a report from the Chief Executive and Director of Growth setting out a more commercial approach.	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 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 Meeting of PDG's  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>Environmental Health Fees and Charges 2019/20</b> A report from the Group Manager for Public Health and Regulatory Services presenting the Environmental Health Fees and Charges 2019/20	Community Policy Development Group  Cabinet	19 Mar 2019  4 Apr 2019	Simon Newcombe, Group Manager for Public Health and Regulatory Services Tel: 01884 244615	Cabinet Member for Community Well Being (Councillor Colin Slade)	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)	Fully exempt
<b>Moorhayes Community Centre, Tiverton</b> To consider options for the disposal of an asset.	Cabinet	4 Apr 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Housing (Councillor Ray Stanley)	Fully exempt
<b>Statement of Community Involvement Review 2018</b> Report to seek authority to consult on the draft revised text	Cabinet  Council	4 Apr 2019  24 Apr 2019	Jenny Clifford, Head of Planning, Economy and Regeneration Tel: 01884 234346	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	Open

<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>Tiverton Eastern Urban Extension Area B Masterplanning</b> To consider the outcome of the tender process	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)	Part exempt
<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>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>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>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 Chesterton)	Open
<b>Environment Educational Enforcement Policy</b> To receive a report from the Group Manager of Street Scene and Open Spaces on the updates to the Environment Education and Enforcement Policy	Environment Policy Development Group  Cabinet	11 Jun 2019  27 Jun 2019	Stuart Noyce, Group Manager for Street Scene and Open Spaces Tel: 01884 244635	Cabinet Member for the Environment	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>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  27 Jun 2019	Andrew Pritchard, Director of Operations Tel: 01884 234950	Leader of the Council (Councillor Clive Eginton)	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>Market Rights Policy</b> To receive a report presenting the Market Rights Policy	Economy Policy Development Group  Cabinet  Council	13 Jun 2019  27 Jun 2019  24 Jul 2019	Stephen Walford, Chief Executive Tel: 01884 234201	Cabinet Member for Planning and Economic Regeneration (Councillor Richard Chesterton)	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



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<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>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>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>Boarding 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>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>Allocations Policy and Procedures</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>Tenancy 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>Corporate Asbestos 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>Regulation of Investigatory Powers</b> To receive the annual review of Regulation of Investigatory Powers from the Director of Corporate Affairs and Business Transformation.	Community Policy Development Group  Cabinet	25 Jun 2019  25 Jul 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 &	Community Policy Development Group	25 Jun 2019	Jill May, Director of Corporate Affairs and Business Transformation Tel:	Cabinet for the Working Environment and Support Services	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>
Safety Policy from the Director of Corporate Affairs and Business Transformation.	Cabinet	25 Jul 2019	01884 234381	(Councillor Margaret Squires)	
<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>Revenue and Capital Outturn</b> To consider a report presenting the revenue and capital outturn figures for the financial year 2018/19	Cabinet	27 Jun 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	Open
<b>Annual Treasury Management Report</b> To consider a report providing members with a review of activities and the actual prudential treasury indicators.	Cabinet Council	27 Jun 2019 24 Jul 2019	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	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>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>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>Single Equalities Policy and Equality Objective</b> To receive the annual review	Community Policy Development		Jill May, Director of Corporate Affairs and Business	Cabinet for the Working Environment and	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
of the Single Equalities Policy and Equality Objective from the Director of Corporate Affairs and Business Transformation	Group Cabinet	20 Aug 2019 19 Sep 2019	Transformation Tel: 01884 234381	Support Services (Councillor Margaret Squires)	
<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> To consider a report from the group Manager for Public Health and Regulatory Services outlining the Council's Community Safety Action Plan, and to seek Members recommendation to	Community Policy Development Group Cabinet	8 Oct 2019 17 Oct 2019	Simon Newcombe, Group Manager for Public Health and Regulatory Services Tel: 01884 244615	Cabinet Member for Community Well Being (Councillor Colin Slade)	Open

<b>Title of report and summary of decision</b>	<b>Decision Taker</b>	<b>Date of Decision</b>	<b>Officer contact</b>	<b>Cabinet Member</b>	<b>Intention to consider report in private session and the reason(s)</b>
acknowledge and accept the priorities action plan					
<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>Treasury Management Strategy and Mid Year Review</b> To consider a report with information regarding the treasury performance in the first 6 months of the municipal year.	Cabinet Council	21 Nov 2019 8 Jan 2020	Andrew Jarrett, Deputy Chief Executive (S151) Tel: 01884 234242	Cabinet Member for Finance (Councillor Peter Hare-Scott)	
<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	3 Dec 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>
	Cabinet	19 Dec 2019			
<b>Leasehold Management Policy</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





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