

PERFORMANCE AND RISK FOR 2017-18

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

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

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

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

Financial Implications: None identified

Legal Implications: None

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

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

1.0 Introduction

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

2.0 Performance

Environment Portfolio - Appendix 1

- 2.1 Regarding the Corporate Plan Aim: **Increase recycling and reduce the amount of waste**: The Council is broadly on track with **Residual household waste per household (measured in Kilograms)** until the end of August of just under 167kg against a profiled target of 175kg. We are still a little below target for **% of household waste reused, recycled and composted** and the % tends to be lower later in the year due to the reduction in garden waste tonnage. Last year August was the peak in performance for 2016/17 at 56.7%.
- 2.2 The 2-3% reduction in the recycling rate for quarters 1 and 2 was due to the loss of mechanical sweeping material being composted. The material could not be accepted from April 2017 until the new transfer station was operational due to DCC contractual changes.
- 2.3 The transfer station at Carlu Close has been completed and is now accepting food, garden and residual waste. The amount of residual waste accepted will gradually increase in tonnage until December 2018. All residual waste accepted at the site is then transported to the Exeter Energy from waste plant.
- 2.4 **Number of Households on Chargeable Garden Waste**; sales/renewals exceeded the target of 9,000 by the end of June. We would expect the increase in numbers to slow now the peak growing season has passed but we still had an extra 984 customers in September!
- 2.5 Regarding the Corporate Plan Aim: **Reduce our carbon footprint**: The new split garden and food waste vehicles have now been delivered and this means two HGVs have been replaced by smaller 7.5T vehicles reducing fuel usage and carbon emissions.
- 2.6 Regarding the Corporate Plan Aim: **Protect the natural environment**: The Air Quality Action Plan, for the District, 2017-21 was presented to the Community PDG on 26 September; after useful discussion, it was referred back for further information to be brought to the next meeting on 28 November.

Homes Portfolio - Appendix 2

- 2.7 Regarding the Corporate Plan Aim: **Build more council houses**: No new **Council Houses** were completed in 2016/17 nor so far in 2017/18 however work is progressing on Birchen Lane and Palmerston Park, both due for completion in 2018.
- 2.8 Regarding the Corporate Plan Aim: **Facilitate the housing growth that Mid Devon needs, including affordable housing**: 43 **empty homes** have been brought back into use in the first 6 months against an annual target of 25 for 2017/18 which is excellent.

- 2.9 Regarding the Corporate Plan Aim: **Planning and enhancing the built environment:** The Local Plan is of course key to this; having taken legal advice and reviewed the statements of participants who would take part in the hearings a deferment has been requested to allow an independent review of the major modifications stage sustainability appraisal. This has been commissioned but a delay in the order of 6 months is expected.
- 2.10 **Percentage of Properties with a Valid Gas Safety Certificate (LGSR):** the two expired properties are subject to possession proceedings by the tenancy service. MDDC are unable to cap the gas supply of occupied properties even where the LGSR has expired.
- 2.11 As predicted the impact of welfare reform is now being felt and arrears are increasing; the service will be looking at ways to mitigate this in the Service Business Plan for next year. As the effects of the introduction of Universal Credit bite we cannot expect to continue achieving collection rates of 100%.

Economy Portfolio - Appendix 3

- 2.12 Regarding the Corporate Plan Aim: **Attract new businesses to the District:** The Economic Development team has been dealing with a number of enquiries from businesses looking to locate and grow within Mid Devon. Working with our Planning team and other services across the local authority, we have been able to find solutions for most of these. Examples include: a fibre manufacturer occupying an initial employment site of over 60,000sq.ft. in Cullompton and a new 35,000 sq.ft. unit at Hitchcock's Business Park with other sites seeking planning approval in the near future.
- 2.13 Regarding the Corporate Plan Aim: **Focus on business retention and growth of existing businesses:** The target for the number of **Apprentice starts** is the government target calculated as 2.3% of FTEs. We had 9 apprentices @ 31 March 2017 and had 5 starters in September. The Council is holding an apprenticeship event at Phoenix House on 14 November to promote apprenticeships to existing staff as a way of upskilling and enhancing career progression while also utilising the apprenticeship levy the Council pays.
- 2.14 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: Empty Shops** were discussed at the last meeting as they are input at the start of the quarter.
- 2.15 Regarding the Corporate Plan Aim: **Grow the tourism sector:** Tiverton Pannier Market will have its last Electric Nights event for this year on 2 December with its Santa Spectacular.
- 2.16 Other: The Local Plan; having taken legal advice and reviewed the statements of participants who would take part in the hearings a deferment has been requested to allow an independent review of the major modifications stage

sustainability appraisal. This has been commissioned but a delay in the order of 6 months is expected.

Community Portfolio - Appendix 4

- 2.17 Regarding the Corporate Plan Aim: **Work with local communities to encourage them to support themselves:** Private Sector Housing have organised a Landlord Networking event at Muddiford Court on 8 November there will be 24 stands, 4 occupied by MDDC services, with representatives from local property service businesses, letting agents etc. Nearly 100 delegates are expected as well as the stall holders; the emphasis will be on promoting the benefits of investing in their properties.
- 2.18 MDDC is also hosting the Involve Mid Devon AGM on 7 November; as over 20 organisations are attending, the opportunity has been taken to run a networking event before the AGM with Councillors and staff attending.
- 2.19 Regarding the Corporate Plan Aim: **Work with Town and Parish Councils:** MDDC hosted the Town and Parish Council AGM at Phoenix House on 5 October; over half the Councils were represented and it was very well received. Training on Standards from the Monitoring Officer was offered on 30 October.
- 2.20 Regarding the Corporate Plan Aim: **Promote physical activity, health and wellbeing:** The EVLC extension Phase 1 is complete with the Dance Studio official opening on 9 November.
- 2.21 The Leisure Service has taken a strategic partnership approach to the procurement of the equipment for the new EVLC extension, the design and supply contract was awarded to Matrix after a tender exercise which included presentations from the short listed companies.
- 2.22 **Other:** In the light of the Guardian Newspaper and ITN News investigation into food hygiene and labelling concerns at the 2 Sisters Food Group plant at West Bromwich, Neil Parish MP and Chair of the Environment, Food and Rural Affairs Select Committee asked what action MDDC Environmental Health would be taking to ensure the highest possible animal welfare and food standards are adhered to at the Willand plant.
- 2.23 MDDC Environmental Health have no direct regulatory role at the plant but were holding regular dialogue with the Food Standards Agency (FSA), who enforce food safety, and Trading Standards, who enforce composition and labelling, over operational matters. The FSA decided to extend its investigations to include the Willand site and on 6 October 2017 the Lead Officer for Environmental Health accompanied the FSA Audit Veterinary Leader for a 6-hour audit of the plant. The findings for this inspection were feed into a report for a meeting held between the FSA Chief Operating Officer and the 2 Sisters Directors.

2.24 On the 25 October the Environment, Food and Rural Affairs Select Committee held two sessions for its inquiry into the allegations of food safety breaches at 2 Sisters Food Group. The inquiry will look into the role and performance of the FSA, Sandwell Metropolitan Council and accreditation bodies and will also explore the potential ramifications of the allegations made against 2 Sisters for the poultry sector and the wider food chain. MDDC Environmental Health staff continue to work closely with the FSA and Trading Standards over this matter.

Corporate - Appendix 5

2.25 The **working days lost due to sickness** is a little below target.

2.26 The **Response to FOI requests** is still well below target. At present there is no dedicated member of staff, Customer First are maintaining the service, recruitment for a replacement member of staff is expected to take place this month. The PIs for Customer First are all on or above target.

2.27 The **Performance Planning Guarantee determined within 26 weeks** is slightly below target but the 4 speed and quality measures are all above the required target.

2.28 Two units at Market Walk have been let, subject to contract.

3.0 Risk

3.1 The Corporate risk register is reviewed by Management Team (MT) and updated. Risk reports to committees include risks with a total score of 10 or more. (Appendix 6)

3.2 Appendix 7 shows the risk matrix for MDDC for this quarter. If risks are not scored they are included in the matrix at their inherent score which will be higher than their current score would be.

4.0 Conclusion and Recommendation

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

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

Circulation of the Report: Management Team and Cabinet Member