

**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 October was 224kg. We are still a little below target for **% of household waste reused, recycled and composted** but at 53.6% still did well compared to the mean for all English authorities on LG Inform which was 48.09% for Q2 2017/18.
- 2.2 90% of trade waste customers are now covered by the recycling service.
- 2.3 **Number of Households on Chargeable Garden Waste**; sales/renewals exceeded the target of 9,000 by the end of June. The number of customers peaked in September at 9,537 but has slightly decreased since due to the drop in garden waste produced during the winter. We now have 9,268 customers against 8,298 as at 30 November 2016.
- 2.4 Regarding the Corporate Plan Aim: **Reduce our carbon footprint**: We continue to put energy saving measures in place wherever we can; recent additions are low energy air handling and LED lighting in the EVLC extension.
- 2.5 The energy switching scheme went live on MDDC website on 1 December 2017. The Waste transfer station at Carlu Close was officially opened on 8 December.
- 2.6 Regarding the Corporate Plan Aim: **Protect the natural environment**: 12 of the 27 recommendations from the Street Cleansing review have now been implemented; some have been put on hold and will be considered with the proposed merger of the service with Grounds Maintenance.

### 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 Aims: **Facilitate the housing growth that Mid Devon needs, including affordable housing: and Planning and enhancing the built environment**: The Local Plan is of course key; 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.

- 2.9 **Percentage of Properties with a Valid Gas Safety Certificate (LGSR):** there are three expired properties, two are at injunction stage and one is empty and subject to possession proceedings by the tenancy service.
- 2.10 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

- 2.11 Regarding the Corporate Plan Aim: **Attract new businesses to the District:** The number of business rate accounts has increased since last year which indicates some positive movement into the District but will include extra accounts for existing businesses too.
- 2.12 Regarding the Corporate Plan Aim: **Focus on business retention and growth of existing businesses:** We are now recording **Businesses assisted** which is on target at 183, as at end of November, against an annual target of 250.
- 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**, counting takes place at the start of the quarter so we now have the final position for 2017/18 compared to 2016/17: 7 more empty shops for Tiverton, 1 more in Crediton and 1 more in Cullompton. Crediton appears to be in better shape which was also suggested by the Consultation Working Group report which went to Scrutiny on 4 December. (See item on this agenda)
- 2.14 The Tiverton Town Centre Masterplan is due to go to Cabinet on 1 March 2018 prior to stage 1 public consultation. A £1.2M bid was submitted to the Heritage Lottery fund to help restore historic buildings in Cullompton. We will know the outcome in May 2018.
- 2.15 Regarding the Corporate Plan Aim: **Grow the tourism sector:** the Mid Devon Destination Management Plan for Tourism is due to come before this PDG in March.
- 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 before the examination stage.

#### Community Portfolio - Appendix 4

- 2.17 Regarding the Corporate Plan Aim: **Promote physical activity, health and wellbeing:** The EVLC extension is complete with the official opening on 10 January.

- 2.18 Planning is underway for this year's South West Youth Games with a fundraising Skipathon taking place across Devon and Cornwall from 22-26 January.
- 2.19 **Other:** Cosy Devon is still live, however they are currently migrating the site over to DCC hosting. The LEAP project within the ECO funding is also still live and offers home energy visits and low-cost measures.

#### Corporate - Appendix 5

- 2.20 **Working days lost due to sickness** is well below target (there will be a verbal update at the meeting).
- 2.21 The **Response to FOI requests** is still well below target. Recruitment for a replacement member of staff has taken place and the new member of staff started on 4 January so performance should improve quite quickly now there is a member of staff with this responsibility. The PIs for Customer First are mostly on or above target.
- 2.22 The GDPR project is progressing; it has been a standing item on Group Managers' Team since inception and there are regular updates in the Link and for Members. After a bit of stagnation in December a well-attended Q and A session for more than 30 managers was held at Phoenix House on 3 January. Work is planned on Privacy Notices, with suppliers and on the contract register over the next couple of months.
- 2.23 The **Performance Planning Guarantee determined within 26 weeks** remains slightly below target but the 4 speed and quality measures are all well above the required target.
- 2.24 The large vacant unit at Market Walk (17) has been let and re-opened as Londis before Christmas. Unit 10 refurbishment is scheduled to be completed by the end of January, signwriting completed.
- 2.25 MDDC has completed on 2 further units in Fore Street bringing the total ownership to 5.

### **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