

**AUDIT COMMITTEE  
20 MARCH 2018**

**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 December at 285kg. We have been above target all year which means less residual waste but we are still a little below target for **% of household waste reused, recycled and composted** at 52.8% against a target of 53%.
- 2.2 Regarding the Corporate Plan Aim: **Reduce our carbon footprint**: The energy switching scheme went live on MDDC's website on 1 December 2017 and referrals are now also being made through the LEAP scheme. The first full quarter numbers will be available at the end of Q4 2017/18
- 2.3 Regarding the Corporate Plan Aim: **Protect the natural environment**: 18 of the 27 recommendations from the Street Cleansing review have now been implemented. All the priority activities for Street Scene for 2017/18 in the Corporate Plan have now been completed except the above.
- 2.4 In addition the draft outturn figures for 2017/18 indicate the Street Scene Service is comfortably on target to reduce the net cost of waste collection per household by 20% compared to 2014/15 by 2019/20 which is a real achievement especially considering residual waste has been reduced by 18% and the recycling rate increased by 5% at the same time.

### Homes Portfolio - Appendix 2

- 2.5 Regarding the Corporate Plan Aim: **Build more council houses**: No new **Council Houses** were completed however work is progressing on Birchen Lane and Palmerston Park, both due for completion in 2018/19.
- 2.6 Regarding the Corporate Plan Aims: **Facilitate the housing growth that Mid Devon needs, including affordable housing; and Planning and enhancing the built environment**: The independent review of the Local Plan Sustainability Appraisal Update 2017 has been completed and the consultants concluded that the work carried out for the proposed modifications to the Plan "was proportionate and appropriate to meet the Strategic Environmental Assessment regulations". This precautionary approach has caused delay to the examination hearings but the work undertaken was justified. It reflected due diligence by the Council in meeting its obligations and this would help the examination process and participants at the forthcoming hearings.

A proposed timetable was set out as follows:

6 week public consultation - February – April 2018

Submission of the suite of documents and consultation responses - April 2018

Officers estimate that examination hearings will take place during summer/autumn 2018 but it is for the Inspectorate to determine when the examination hearings should be reconvened.

- 2.7 **Percentage of Properties with a Valid Gas Safety Certificate (LGSR):** There are currently eight properties where MDDC has been unable to carry out the annual service and issue a Landlord Gas safety Record. Failure to renew the safety record was not due to inaction by the contractor but is centred on tenant issues that have prevented the contractor from delivery of the necessary works.

#### Economy Portfolio - Appendix 3

- 2.8 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 195, as at end of December, against an annual target of 250.
- 2.9 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.
- 2.10 The Tiverton Town Centre Masterplan went 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.
- 2.11 Regarding the Corporate Plan Aim: **Grow the tourism sector:** the Mid Devon Destination Management Plan for Tourism is on the agenda for this meeting.
- 2.12 Mid Devon is quite well placed economically; for example Mid Devon had lower than average income deprivation levels in 2015. The rate of unemployment for 2015/16 was less than half the average for England at 0.8% and for long term unemployment the figure is a quarter of the average. Educationally we do well too with a higher than average number of children attaining 5 or more A\* to C grades at GCSE (including English and Maths) at 62.2%.
- 2.13 For housing, according to the 2011 census, Mid Devon has half the average number of overcrowded houses but over double the number without central heating. Residents are quite healthy and live longer than the English average.

#### Community Portfolio - Appendix 4

- 2.14 An update on this meeting will be provided on the next report.

## Corporate - Appendix 5

- 2.15 **Working days lost due to sickness** is well below target but not higher than the average for English authorities according to LGA.
- 2.16 The **Response to FOI requests** is still well below target. However 87% have been on time in the 2 months since the new Information Management Officer started. The PIs for Customer First are all on or above target.
- 2.17 GDPR project; further updates have been given at team meetings, 2 workshops for privacy notices have been scheduled in March along with 2 for Business Continuity planning.
- 2.18 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.

### **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