

**SCRUTINY COMMITTEE
18 FEBRUARY 2019:**

PERFORMANCE AND RISK FOR 2018-19

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

Reason for Report: To provide Members with an update on performance against the corporate plan and local service targets for 2018-2019 as well as providing an update on the key business risks.

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

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

Financial Implications: None identified

Legal Implications: None

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

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

1.0 Introduction

- 1.1 Appendices 1-5 provide Members with details of performance against the Corporate Plan and local service targets for the 2018-2019 financial year.
- 1.2 When benchmarking information is available it is included.
- 1.3 Appendix 6 shows the higher impact risks from the Corporate Risk Register. This includes Operational and Health & Safety risks where the score meets the criteria for inclusion. See 3.0 below.
- 1.4 Appendix 7 shows the risk matrix for the Council.
- 1.5 All appendices are produced from the Corporate Service Performance And Risk Management system (SPAR).

2.0 Performance

Environment Portfolio - Appendix 1

- 2.1 Regarding the Corporate Plan Aim: **Increase recycling and reduce the amount of waste:** The % of household waste reused, recycled and composted; the recycling rate for the year so far is 54.1% compared to 52.6% for the same period last year when in Q 1 & 2 street sweeping waste was sent to landfill until the transfer station was built. Since the opening of the transfer station all residual waste is now taken to the Energy from waste plant.
- 2.2 The recycling rate for the whole of England for 2017-18 was 44.8% (2016-17 45.1%). MDDC's rates were 51.9% for 2017-18 (2016-17 53.3%) so exhibiting the same pattern but much better results.
- 2.3 Regarding the Corporate Plan Aim: **Reduce our carbon footprint:** There are now 2 public electric car charging points at each leisure centre, additional chargers are being installed as part of the Premier Inn project.
- 2.4 Savings from the Anesco project are on target after 5 years of operation.
- 2.5 Regarding the Corporate Plan Aim: **Protect the natural environment:** There have been 12 Fixed Penalty Notices (FPNs) issued so far this year with one offender having appeared in court resulting in a fine of £800 for non-payment of the FPN.

Homes Portfolio - Appendix 2

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

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

Economy Portfolio - Appendix 3

- 2.7 Regarding the Corporate Plan Aim: **Focus on business retention and growth of existing businesses**: we record **Businesses assisted** which is above target; they have to be assisted for a minimum of an hour to be included in this figure. MDDC has also been instrumental in two successful bids for LEADER funding for Mid Devon businesses so far this year.
- 2.8 Regarding the Corporate Plan Aim: **Improve and regenerate our town centres with the aim of increasing footfall, dwell-time and spend in our town centres**: for Empty Shops, the vacancy rates have not been done yet for December but are expected to show an improvement over Q2.

Community Portfolio - Appendix 4

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

Corporate - Appendix 5

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

2.16 Our retail units at Market Walk were fully let out for Christmas 2018.

2.17 The cash collection project achieved the 1 December go live date.

3.0 Risk

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

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

4.0 Conclusion and Recommendation

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

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Circulation of the Report: Leadership Team and Cabinet Member