

AUDIT COMMITTEE
25 JUNE 2019

PERFORMANCE AND RISK FOR 2018-19

Cabinet Member Cllr Bob Deed
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 final result for the recycling rate for the year was just above target at 53.2% compared to 51.9% last year. MDDC do very well with our recycling rates, the English average for 2018/19 was 45%.
- 2.2 The residual waste is correspondingly better than target at 364.40Kg against the target of 378Kg and last year's final result of 381.4Kg per household. The English average for 2018/19 was 466.53Kg.
- 2.3 The performance regarding missed collections remains the same with recycling better than refuse, although both are very low, as is the target. The Service is just outside its target of annual cost of £45.31 per household for 2018/19 but has exceeded its target to reduce the cost of collection by at least 20% (from 2014/15 outturn) a year early. This is a fantastic result.
- 2.4 Regarding the Corporate Plan Aim: **Protect the natural environment**: There have been 17 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, 166 in the last quarter.
- 2.5 Regarding the Corporate Plan Aim: **Reduce our carbon footprint**: From May 2018 all residual waste accepted at the Waste Transfer Station at Carlu Close was transported to the Exeter Energy from Waste (EfW) plant.
- 2.6 We installed heat pumps at Unit 10 Market Walk as part of the refurbishment. The number of public electric car charging points at the Leisure centres has been doubled; there are now 2 at each centre. Additional chargers are being installed as part of the Premier Inn project. Capital schemes for LED lighting are being identified.

Homes Portfolio - Appendix 2

- 2.7 Regarding the Corporate Plan Aim: **Build more council houses**: Birchen Lane (4 units) was completed in November 2018, Burlescombe (6 units) was completed in March 2019 and Palmerston Park is due for handover of all 26 units in August 2019.
- 2.8 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 same has been achieved with the **Number of Affordable homes** just above target and **Bringing Empty homes** into use well exceeding the annual target.

- 2.9 Regarding the Corporate Plan Aim: **Planning and enhancing the built environment: Performance Planning Guarantee determined within 26 weeks** was just below target for the year but all 4 speed and quality measures were well above the required target. These are all reported quarterly.
- 2.10 Local Plan update: The Inspector has confirmed he is content with the overall housing need figure for Mid Devon for the period to 2033 (7,860 in total, 393 per year). However, he has requested more information about projected housing delivery to address a concern over sufficient housing in the early years of the plan, to ensure the Council has the required five year housing land supply.
- 2.11 Regarding the Corporate Plan Aim: **Other**: all measures are either on or above target except for **Average days to re-let** which was just outside the very challenging target of 14 days, this is a great result.
- 2.12 Whilst the target has not been quite reached our performance on voids has been so good that peers have asked how we have achieved this.
- 2.13 On 9 October 2018, the Housing Service hosted a regional meeting for TPAS, the Tenant Participation Advisory Service. The event was attended by 50 external attendees and four of our own involved tenants. Representatives from the Regulator for Social Housing and the Ministry of Housing, Communities and Local Government were also present. Three Officers and an involved tenant, David Taylor, gave a presentation about our approach to tenant involvement which was very well received.
- 2.14 Housing performance remains in the top quartile compared with HouseMark.

Economy Portfolio - Appendix 3

- 2.15 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 four successful bids for LEADER funding for Mid Devon businesses this year.
- 2.16 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 Crediton have improved for the last quarter but Cullompton's have deteriorated being the only PI on the appendix showing as "red". The national average vacancy rate was 11.5% at the end of 2018.
- 2.17 Corporate projects to provide incubator space for businesses and the Tiverton Town Centre Improvements are progressing.
- 2.18 Local Plan update: The Inspector has confirmed he is content with the Council's proposals for mixed tourism and shopping development at J27 and does not propose policy changes.

Community Portfolio - Appendix 4

- 2.19 Regarding the Corporate Plan Aim: **Promote physical activity, health and wellbeing**: A total refurbishment of the fitness studio at Lords Meadow Leisure Centre costing £185,000 was completed, the official opening ceremony for the facility was on 10 January 2019. The decision to revamp the facility was approved by Cabinet on 25 October.
- 2.20 The first Trim Trail, in Amory Park Tiverton, has been completed.
- 2.21 **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.
- 2.22 Gigaclear made an announcement on 1 November 2018 that they are in significant delay in delivering superfast broadband across Devon and Somerset.
- 2.23 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

- 2.24 **Working days lost due to sickness** is well below target but not higher than the average for English authorities according to the LGA. The Sickness Absence Action Plan went to Leadership Team for approval in October.
- 2.25 The **Response to FOI requests** remains slightly below target despite reminders being sent to respondents. This is being actively monitored by Leadership Team and performance has been 100% since April 2019. The new performance reporting requirements contained in the Cabinet Office Code of Practice on FOI were published on our website for the first time as at September.
- 2.26 Progress is steady with Premier Inn since the partial demolition of the car park started. Our retail units at Market Walk were fully let out for Christmas 2018. However the occupancy rate has now fallen back below 100% with 2 units empty and notice given on another 2 with effect from September 2019.
- 2.27 The **% total Council Tax collected** is slightly below target at 97.79% (98.50%) while **% total NNDR collected** is slightly above target at 99.29% (99.20%).
- 2.28 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 Leadership Team (LT) 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