

**SCRUTINY COMMITTEE  
5 AUGUST 2019:**

**ANNUAL REVIEW AGAINST THE CORPORATE PLAN FOR 2018/19**

**Cabinet Member** Cllr Bob Deed  
**Responsible Officer** Chief Executive, Stephen Walford

**Reason for Report:** To provide Members with an update on performance against the corporate plan and local service targets for 2018/19.

**RECOMMENDATION:** That the Committee reviews the performance and feeds back any areas of concern to Cabinet.

**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.

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

## **1.0 Introduction**

1.1 The Current Corporate Plan covers the period from April 2016 until March 2020; it was approved by Cabinet at its meeting on 11 February 2016. This is the third Annual Report on progress against this plan.

1.2 Progress is monitored throughout the year by reporting against the declared Aims for each Priority identified.

## **2.0 Environment PDG – Appendix 1**

### **Aim 1- Increase recycling and reduce the amount of waste**

2.1 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 The number of households paying for the chargeable garden waste service exceeds the target of 9,500 customers.

### **Aim 2 – Reduce our carbon footprint**

- 2.5 From May 2018 all residual waste accepted at the Waste Transfer Station at Carlu Close was transported to Energy from Waste (EfW) plants. We also shared savings with DCC, from this and other measures, amounting to £250,000.
- 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.
- 2.7 The Environmental Strategy at Tiverton Pannier Market has initiatives targeting all three aims of the Environment strand of the Corporate Plan; the market has an aim of being a zero waste market.
- 2.8 On 29 August 2018 at Full Council a motion was carried whereby MDDC agreed to reduce or remove the use of single use plastic where practicable with a stated aim to add agreed actions as and when viable solutions are available.

### **Aim 3 – Protect the natural environment**

- 2.9 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.
- 2.10 As part of a new commitment to make the towns of Mid Devon safe and attractive for residents and visitors, the Council has prioritised the clearing of weeds in the centres of the three main towns in Mid Devon. Alongside the removal of weeds, their responsibilities include the clearing of litter and dog fouling.
- 2.11 The Local Plan Review has progressed significantly over the past year and has now completed its examination hearings and received initial feedback from the Inspector via a post examination hearing note. The plan provides for sustainable development up to 2033 and contains policies for the protection and enhancement of the natural as well as built environment.

### **3.0 Homes PDG – Appendix 2**

#### **Aim 1 – Build more council houses**

- 3.1 Birchen Lane (4 units) was completed in November 2018 and work continues on Palmerston Park which is due for handover of all 26 units in August 2019.
- 3.2 3 Rivers Developments, our wholly owned subsidiary, delivered its first development at Burlescombe. This was 6 units completed in March 2019.

#### **Aim 2 – Facilitate the housing growth that Mid Devon needs, including affordable housing**

- 3.3 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.
- 3.4 MDDC held its second Landlord Networking Event aimed at improving private rented accommodation on 19th September at the beautiful [Paschoe House](#). A total of 114 people attended and judging by the feedback received from the delegates and exhibitors, the event succeeded in delivering these aims.

#### **Aim 3 – Planning and enhancing the built environment**

- 3.5 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.
- 3.6 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 supply 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.
- 3.7 In February 2018 MDDC was successful with two bids for infrastructure funding, under the Housing Infrastructure Fund, worth £18.2 million. The money, which is designed to unlock housing delivery, is split between two projects with firstly £10 million proposed to deliver or infrastructure funding under the Housing Infrastructure Fund, in Cullompton.
- 3.8 The other £8.2 million formed a second bid for Tiverton's Eastern Urban Extension. Phase one of the A361 junction work to create the southern side slip roads was completed by DCC in 2018/19; the funding will implement the second phase of the junction comprising an overbridge and northern side slip roads.
- 3.9 Work has now commenced on the first phase of residential development at Tiverton Eastern Urban Extension (EUE) and the first homes are now under

construction. This is a step forward for this strategic site which will ultimately deliver much of Tiverton's housing growth together with new employment, highway improvements and community facilities including a new primary school. Masterplanning of the south-eastern area of the site will commence shortly.

### **Other**

- 3.10 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.
- 3.11 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.
- 3.12 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.
- 3.13 Housing performance remains in the top quartile compared with HouseMark.

## **4.0 Economy PDG – Appendix 3**

### **Aim 1 - Attract new businesses to the District**

- 4.1 Demand for business space continues to be strong, particularly along the M5 corridor, with significant investment interest at sites in Cullompton and Willand. The Council has been working with landowners for all of the District's allocated employment sites to bring land forward for commercial development. We have also been facilitating discussions between land owners and businesses to support indigenous growth and inward investment, both at a local level and from around the world.
- 4.2 Corporate projects to provide incubator space for businesses and the Tiverton Town Centre Improvements are progressing.

### **Aim 2 - Focus on business retention and growth of existing businesses**

- 4.3 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.

### **Aim 3 - Improve and regenerate our town centres with the aim of increasing footfall, dwell-time and spend in our town centres**

- 4.4 For Empty Shops, the vacancy rates in Tiverton and Cullompton 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.
- 4.5 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.

#### **Aim 4 - Grow the tourism sector**

- 4.6 The Electric Nights events for 2018/19 started with "Magical Midsummer Blues" on 2 June at Tiverton Pannier Market.
- 4.7 In partnership with the Tourist Information Service (TIS) and Tiverton Museum LEADER funding was secured for a Destination website – Visit Mid Devon. The project will create a central website for the promotion of leisure related activities to attract visitors to Mid Devon and inform residents of the range of local activities and attractions available to them. The website will be managed by the TIS and allow them to coordinate marketing efforts and maintain up to date information for Mid Devon in the future.

#### **Other**

- 4.8 Work is also either underway or commencing on masterplans for the regeneration of our town centres in Tiverton and Cullompton. A Cabinet decision has also been made to commission a masterplan for the regeneration of Cullompton town centre to commence in 2020/21.
- 4.9 Mid Devon District Council has submitted an Expression of Interest to the Government's Future High Streets Fund. If successful MDDC will be given the funds to develop a more detailed business proposal for the town as part of the second phase of the bidding process. This would complement the Masterplan work currently underway with regard to the town centre.

#### **5.0 Community PDG – Appendix 4**

##### **Aim 1- Work with local communities to encourage them to support themselves**

- 5.1 The Council continues to support key 3<sup>rd</sup> party organisations with strategic grants of around £75,000 per annum.

##### **Aim 2 – Work with Town and Parish Councils**

- 5.2 MDDC's Monitoring Officer provides training to parish and town councils on request and also attended a number of their meetings. She also receives regular requests for advice from parish clerks.

### **Aim 3 – Promote physical activity, health and wellbeing**

- 5.3 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.
- 5.4 The first Trim Trail, in Amory Park Tiverton, has been completed.

#### **Other**

- 5.5 A record breaking number of food hygiene interventions have been carried out across Mid Devon this past year. The team at Mid Devon District Council carried out 1,291 food hygiene interventions in 2018/19 compared to a previous total of 554.
- 5.6 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.
- 5.7 During this year's National Democracy Week a ceremony was held to commemorate the suffrage movement and the passing of The Representation of the People Act 1918. The event, which was hosted by the Chairman of the Council, Peter Heal, centred on the planting of a tree in Tiverton's People's Park. The tree planting was led by the Council's oldest serving female member, Councillor Eileen Andrews, along with other female members who also took part in laying some soil.

### **6.0 Corporate – Appendix 5**

#### **Overarching priorities:**

- 6.1 At a meeting of Mid Devon District Council's full Council on 27 February 2019 Members set the budget for the financial year 2019/20 including the district precept for council tax. Next financial year the average Band D property will pay £203.84 to Mid Devon District Council, which is an increase of 2.99%.
- 6.2 Our collection rates remain very high with NNDR achieving target at 99.3% and council tax just below target at 97.8% (target 98.5%).
- 6.3 We also joined the Devon wide business rates retention pilot in 2018/19 which allowed us to keep an additional £230,000 rates.
- 6.4 FOI: 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.

- 6.5 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.
- 6.6 In support of the National Apprenticeship Service and National Apprenticeship Week 2019, Mid Devon District Council now offers Upskilling Apprenticeships to its staff. We currently have 9 staff undergoing Upskilling Apprenticeships within our organisation and we've chosen to offer these as we recognise the return investment to our business, in terms of productivity, growth and overall success.
- 6.7 The cash collection project achieved the 1 December go live date and is predicted to save £20,000 a year. Some constituents have raised concerns with Councillors.
- 6.8 All senior officers at Mid Devon District Council have pledged their support to provide a safe place to be "out" at work. After working closely with the Devon County Collective LGBT+'s team the district's Chief Executive, Leadership Team and Group Managers recently got together to sign the declaration pledge of support.

## **7.0 Awards**

- 7.1 A CCTV supervisor working for Mid Devon District Council was praised by Devon & Cornwall Police for his part in bringing an offender to justice.
- 7.2 Mid Devon District Council was shortlisted for the LGC Award for Councils Driving Economic Growth. The award is for councils that are proactively driving growth; influencing and shaping the market, intervening as necessary and working collaboratively across boundaries and structures to enable and encourage growth.
- 7.3 An environmental health officer from Mid Devon District Council was shortlisted for a national award; the Commercial Team Lead Officer was recently shortlisted for the Chartered Institute of Environmental Health Excellence Awards 2018 in the category of Outstanding Environmental Health Professional. The award recognises an individual who has delivered a significant improvement to health, wellbeing and the environment.
- 7.4 Mid Devon District Council Land Charges team have again been shortlisted in the national Land Data awards for 2019, we were nominated in the Customer Satisfaction for Local Authority Searches and Best Performing National Land Information Service Level 3 Local Land Charges Department categories.

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

**Circulation of the Report:** Leadership Team and Cabinet Member