

**COMMUNITY PDG  
20 August 2019**

**UPDATE REPORT OF CABINET MEMBER FOR COMMUNITY PDG**

Cabinet Member: Cllr Dennis Knows  
Responsible Officer: Various

**Reason for the report:** to update members on progress within those services that fall within the community portfolio.

**Strategic Grants:**

- The Council continues to fund a small number of community organisations whose work is seen to be of strategic importance to the Council. These are Citizen's Advice, Churches Housing Action Team (CHAT), Mid Devon Mobility, Age Concern Mid Devon, and INVOLVE – Voluntary Action in Mid Devon. The three year agreements for these organisations are due for review this autumn, and a report will be coming to the Community PDG in October outlining the process for reviewing funding for April 2020 onwards.

**ICT Services:**

- New 3 year Microsoft Enterprise Agreement started July 2019, this includes licenses for Office 365 and Enterprise Voice, which will enable MDDC to move to a Unified Communications platform in the near future.
- Phase 1 of the workstation refresh deployment is currently under way, replacing a mix of pc's, laptops and monitors.
- All desktop\laptop Operating Systems are being upgraded to Windows 10, this will need to be completed by the end of this calendar year as current system (Windows 7) has reached the end of support and can no longer be used.
- Completed replacement of all the Uninterruptible Power Supplies (UPS) which are used to ensure a 'clean' electrical supply to ICT Infrastructure hardware and provide short term power resilience.
- A major server and storage replacement project will take place during August – September, which will include Email servers, Virtual Server environment, Corporate SQL Database Server and shared drives. This refresh will provide improved system performance and capacity.

**Gazetteer Management Services:**

- Continue to maintain the gazetteer to a high standard achieving Gold at a national level and providing daily change updates to the national hub, thus ensuring our entitlement to the supply of "free at point of use" OS mapping data
- Continue to maintain property links to non-Uniform systems in the authority helping to ensure the integrity of associated data
- Continue the role out of QGIS as an open source (free) supplementary mapping system to the corporate ESRI ArcGIS software, widening the availability of spatial data to more officers in the authority

- Work towards the completion of the updating of the authority's property ownership database

### **Land Charges:**

- The Group Manager for Legal Services and Monitoring Officer has overall responsibility for the Land Charges team, although day-to-day management is carried out by Pauline Davey, Senior Local Land Charges Officer. The team is also responsible for street naming and numbering.
- The national programme of transferring land charges data to the Land Registry continues as part of a phased programme. The final aim is to create a new digital local land charges service through the Land Registry. However, local authorities will continue to be responsible for certain types of enquiries (CON29) and will have to deal with enquiries about the detail or accuracy of any data obtained from the Land Registry. It is fair to say that there is therefore some scepticism amongst practitioners and conveyancers as to the benefits of the programme. So far, the local land charges data of only 6 local authorities has been transferred. Quite how long it will take to get to Mid Devon is unclear, but we are not in the programme for 2019. Our land charges team continues to carry out the usual land charges function whilst completing a number of tasks in preparation for migration of data.
- There is new burdens funding available for certain costs associated with the transfer and this would be established in an agreement between the local authority and the Land Registry and the start of the transfer process. The precise implications on staffing are currently unknown – a local land charges service will remain, but it may well require fewer staff resources. This will only become clear at or (more likely) following the transfer stage.
- The Land Charges team must also be congratulated for yet another national award nomination in 2019. The team of Pauline Davey and Donna Oswald were successful in 2016 and 2018, so this shows that they continue to deliver a service of a consistently high quality which is recognised by users of the service.

### **Leisure:**

#### Front of House

- Membership and Sales Training carried out across site to continue to provide an excellent customer journey at all three sites.
- 100% response rate, 1 day response time for Facebook notifications
- New BACS procedure to implemented
- 'Mystery Shopper' programme continues

#### Wetside

- SWIMTAG remains popular amongst all ages with a total of 410 swimmers now signed up at EVLC
- LMLC hosted first Junior Duathlon event
- Re lining of the learner pool at EVLC completed
- LMLC pool maintenance project planned for winter 2019/20
- Sport England bid submitted for funding for SWIMTAG at LMLC

### Health & Fitness

- Development of Lord's Meadow Leisure Centre Fitness studio
- New indoor cycle bikes arrived at LMLC and CVSC
- Re-branding and refurbishments of fitness studios at all three centres planned
- Pilot course for Arthritis care at EVLC
- NHS group for Parkinson's hiring LMLC Dance Studio.

### Dryside

- CVSC refurbishment of sauna
- Tennis court enhancement at LMLC (they will retain the 4 tennis courts and have three new netball courts)
- "Kids who care" fun day, to be hosted at CVSC, conjunction with "Involve", Mid Devon on 15 August
- Hall curtain renewal at CVSC started

### **Public Health:**

#### Commercial Team (food hygiene, health and safety, licensing and infectious diseases)

- Record number of inspections and other interventions at food premises 18-19 (1291 vs 554 in the previous year)
- Number of on-going enforcement cases including potential prosecutions for health and safety and food hygiene offences at two separate commercial premises
- Approval for updated taxi licensing policy (Hackney Carriage and Private Hire) including new provisions to make safeguarding training mandatory for all licensed drivers and introduce rolling 6-monthly disclosure and barring checks (DBS)
- Our work on regulating our taxi providers including vehicle checks recently received positive media recognition locally
- Licensing officers successfully completed mandatory animal premises inspection qualifications under new, enhanced animal licensing regime

#### Community Team (environmental protection only)

- Recently concluded joint-working with Public Health England regarding a long running 'prejudicial to health' investigation in the Templeton area
- Successfully completed annual Air Quality report for Defra and making key progress on delivery of measures in the Air Quality Action Plan for Crediton and Cullompton
- Introduced new noise app for the public to record evidence and submit complaint information via their smartphones
- Recently reported to Scrutiny Committee on a the positive delivery of our Community Safety Partnership Action Plan for 18-19 and looking ahead at new duties for the partnership to produce a joint violent crime strategy

### Service lead level

- Completed a key emergency planning exercise to test the effectiveness of the MDDC Recovery Plan in the event of a major incident
- Successfully gained accreditation in investigative practice through completion of an Advanced Professional Certificate in Investigative Practice (APCIP)
- Introduced a new, comprehensive Operations Directorate Enforcement Policy underpinning the majority of the enforcement work undertaken by MDDC

### **Police and Crime Panel**

I attended the police and crime panel at Plymouth, on the 14th June 2019. Which discussed the yearly report by Alison Hernandez, and afterwards had a small meeting to arrange a programme of items to be debated over the next year.

I laid before the committee the subject of police on our streets and the opening of local police stations.

As and when this is debated, I will report back.

Cllr Dennis Knowles  
Cabinet Member for Community Wellbeing