

**PERFORMANCE AND RISK REPORT**

**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 2019-20 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.

**Impact on Climate Change:** No impacts 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 2019-20 financial year. The Committee is invited to suggest measures they would like to see included in the future for consideration.
- 1.2 Appendix 6 shows the higher impact risks from the Corporate Risk Register. See 3.0 below.
- 1.3 Appendix 7 shows the risk matrix for the Council.
- 1.4 All appendices are produced from the Corporate Service Performance And Risk Management system (SPAR).
- 1.5 When benchmarking information is available it is included.

## 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**; all the waste KPIs on Appendix 1 are better than target apart from the recycling rate which is marginally below. These are yet to be verified by DCC as is usual.
- 2.2 Regarding the Corporate Plan Aim: **Reduce our carbon footprint**: The Exeter University benchmarking of MDDC's Carbon Footprint as at 2018/19, along with the other Devon districts, is due by the end of December.
- 2.3 The Net-Zero Task Force has been appointed by the Devon Climate Emergency Response Group - made up of Devon's councils, emergency services and business groups - to deliver the Devon Carbon Plan.
- 2.4 The Carbon Plan will lay out in stark terms what every resident, organisation and business has to do to reduce emissions and safeguard the planet for the next generation. The Call for Evidence is open to everybody, and every submission will be reviewed by the Task Force. Submissions will feed into the creation of the Carbon Plan, which includes a series of thematic hearings in November and December.
- 2.5 **Other**: Waste services are also performing well financially with increased income from trade waste and recycling and the shared saving scheme for waste with DCC showing a surplus.

### Homes Portfolio - Appendix 2

- 2.6 Regarding the Corporate Plan Aim: **Build more council houses**: The houses at Turner Rise, Palmerston Park are now fully occupied.
- 2.7 Regarding the Corporate Plan Aim: **Facilitate the housing growth that Mid Devon needs, including affordable housing: Bringing Empty homes into use** has already exceeded the annual target. **Number of affordable homes delivered** is just above target as at 30 September. Having been below target for several years, the figures have now been above target for the last 3 years.
- 2.8 Regarding the Corporate Plan Aim: **Planning and enhancing the built environment: Performance Planning Guarantee determined within 26 weeks** was just below target at 99% but all 4 speed and quality measures were well above the required target as at 30 September.
- 2.9 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 target of 14 days.

- 2.10 Housing performance remains in the top quartile compared with HouseMark. Financial performance of the Housing Revenue account is currently showing an underspend; mainly due to salary savings and new funding for delayed projects which will be earmarked for the future. General Fund housing has also received additional funding.

#### Economy Portfolio - Appendix 3

- 2.11 An Economic Development Service Update which covers specific projects identified as priority activities to progress the Corporate Plan is a separate item on this agenda.
- 2.12 Regarding the Corporate Plan Aims: **Attract new businesses to the District and Focus on business retention and growth of existing businesses**; we record **Businesses supported**; this includes new and existing businesses.
- 2.13 We also report the number of business rate accounts which now exceeds target increasing by almost 11% since we started reporting this figure in March 2016.
- 2.14 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**; it should be noticed that the vacancy count is done at the start of each quarter hence the figures for “December” are populated already.
- 2.15 According to the British Retail Gazette, the UK vacancy rate for town centre retail units hit 10.3% in July, so although only Cullompton currently has less empty units than target, all three towns are below the national vacancy rate.
- 2.16 **Other:** A report on the Local Plan main modifications went to Cabinet on 21 November prior to a further stage of public consultation.
- 2.17 A report on the position regarding the Greater Exeter Strategic Plan also went to Cabinet on 21 November; the revised timetable now envisages adoption in 2022.

#### Community Portfolio - Appendix 4

- 2.18 **Regarding the Corporate Plan Aim: Promote physical activity, health and wellbeing:** The pools and wetside facilities at Lords Meadow Leisure Centre in Crediton will be closed from 1:00pm on 29 November 2019 to 2 January 2020. This work is being scheduled as part of planned upgrades to replace the swimming pool infrastructure.
- 2.19 **Other:** The Council submitted a bid to Historic England for a share of the High Streets Heritage Action Zone, under the Government’s High Streets Programme. MDDC has successfully passed the first stage and will now need to submit a full programme design by January 2020 in discussion with Historic England.

- 2.20 Planning and Public Health account for most of the Community budget overspend with Revenues and Benefits and Leisure broadly on target.

Corporate - Appendix 5

- 2.21 **Working days lost due to sickness** is currently slightly below target but better than at this point last year. The revised sickness policy is in draft at present.
- 2.22 The **Response to FOI requests** have been 100% on time since April 2019. The new FOI information has been added as requested, with some information about the prior year for comparison. The extra FOI information did not start being published on the website until July 2018 when the new Cabinet FOI guidance was published.
- 2.23 The **% total Council Tax collected** and **% total NNDR collected** are both slightly below target.
- 2.24 Most of the support services are showing a small underspend as at September.

### **3.0 Risk**

- 3.1 The Corporate risk register is regularly reviewed by Group Managers' Team (GMT) and Leadership Team (LT) and updated as required.
- 3.2 Risk reports to committees include strategic risks with a current score of 10 or more in accordance with the Risk and Opportunity Management Strategy. (Appendix 6)
- 3.3 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.
- 3.4 Operational risk assessments are job specific and flow through to safe systems of work. These risks go to the Health and Safety Committee biannually with escalation to committees where serious concerns are raised.

### **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:** Leadership Team and Cabinet Member