

**AUDIT COMMITTEE**  
**24 MARCH 2020**

**PERFORMANCE AND RISK REPORT**

**Cabinet Member** Cllr Bob Deed, Leader of the Council  
**Responsible Officer** Catherine Yandle, Group Manager for Governance, Performance and Data Security

**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 now and for the same period last year. These are yet to be verified by DCC as is usual.
- 2.2 Regarding the Corporate Plan Aim: Reduce our carbon footprint: The Carbon Emissions Baseline figure has been calculated and was reported to Cabinet at its meeting on 19 December, a recommendation has been made for the Environmental PDG working group to prioritise actions as the next stage. Comparison with other districts has been considered and discounted at this stage as direct comparisons are not useful where in-house services are different, which is generally the case. MDDC is the only district council with all services in-house in Devon so would tend to have a higher intrinsic footprint regardless of measures taken.
- 2.3 Other: As at 31 December, Waste Services were also performing well financially with increased income from trade waste and recycling and the shared saving scheme for waste with DCC showing a surplus. Public Health had an income reduction of £30k.

### Homes Portfolio - Appendix 2

- 2.4 Regarding the Corporate Plan Aim: **Build more council houses:** Whilst no additional houses have reached the planning stage at present, work continues on the feasibility of further development within our own estates and elsewhere.
- 2.5 Regarding the Corporate Plan Aim: **Facilitate the housing growth that Mid Devon needs, including affordable housing: Bringing Empty homes into use** has already well exceeded the annual target and the number of affordable homes delivered was well above target @ 31 December.
- 2.6 Regarding the Corporate Plan Aim: **Planning and enhancing the built environment:** the Cullompton Masterplan and Delivery Plan consultation runs from 25 February until 15 April and the Tiverton Eastern Urban Extension consultation runs from 27 February to 9 April.
- 2.7 The 6 week public consultation on the Local Plan main modifications finished on 17 February 2020. 75 representations were received, these were sent to the Inspector for his consideration on 28 February.
- 2.8 **Other:** most measures were either on or above target except for **Average days to re-let** which was just outside the target of 14 days and **Properties with a valid gas safety certificate**. For this @ 31 January there were 5 properties referred to Legal services to gain access in accordance with MDDC procedure.

- 2.9 Housing performance remains in the top quartile compared with HouseMark.

Economy Portfolio - Appendix 3

- 2.10 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.
- 2.11 We also report the **Number of business rate accounts** which exceeds target increasing by over 4% since this time last year.
- 2.12 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: car parking vends** are reported as a proxy for visitor numbers.
- 2.13 **Empty Shops**; it should be noticed that the vacancy count is done at the start of each quarter. The total number of units in each town @ Q3 are as follows: Tiverton 242, Cullompton 89 and Crediton 118. This will be added to the notes for the Pls.

Community Portfolio - Appendix 4 and 8

- 2.14 Other: Public Health Officers from Mid Devon District Council attended Exeter Magistrates on Thursday, 27 February 2020 to hear the sentencing of The White Hart At Cullompton Ltd.
- 2.15 The Council's Land Charges team have won the Digital Data Award at the Land Data Local Land Charges Awards 2020. The Digital Data Award recognises the importance of high quality data and focuses on the five characteristics of high quality information; accuracy, completeness, consistency, uniqueness and timeliness.

Corporate - Appendix 5

- 2.16 **Working days lost due to sickness** is below target but still better than at this point last year. This is likely to deteriorate because of Covid 19.
- 2.17 The **Response to FOI requests** have been 100% on time since April 2019.
- 2.18 The **% total Council Tax collected** and **% total NNDR collected** are both slightly below target.

**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