

**AUDIT COMMITTEE
17 NOVEMBER 2020**

PERFORMANCE AND RISK REPORT

Cabinet Member Cllr Bob Deed
Responsible Officer Catherine Yandle, Group Manager for Performance, Governance and Data Security

Reason for Report: To provide Members with an update on performance against the corporate plan and local service targets for 2020-21 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.

The Committee is invited to review the measures suggested for inclusion in the Corporate Plan Performance framework and recommend their approval to Cabinet. (Appendix 8)

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

Budget and Policy Framework: Produced in accordance with the Risk and Opportunity Management Strategy.

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 2020-21 financial year.
- 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

Please note that for all areas of the Council the results since March will have been understandably impacted by the effects of the Covid 19 pandemic. There are specific comments on the attached appendices reflecting this.

Environment Appendix 1A

2.1 Regarding the Corporate Plan Aim: **Increase recycling and reduce the amount of waste**; Covid 19 had an impact on the amount of waste created by households particularly for Q1. The recycling rate is also very slightly below target.

2.2 The number of garden waste has conversely benefited from the “Stay at Home” guidance so the target has been increased.

2.3 A campaign is being undertaken over the next few weeks to promote recycling called “Make Your Metal Matter” the Council has teamed up with Devon County Council and AluPro to launch this campaign.

Climate Change Appendix 1B

2.4 Progress is being made on the Climate Change agenda; a set of proposed measures is included as appendix 1B to this report. These are all new measures reflecting the new corporate plan aims so there are no comparatives with last year.

Homes Portfolio - Appendix 2

2.5 Regarding the Corporate Plan Aim: **Deliver Housing**: The targets for annual housing completions of most types have been updated to reflect the Local Plan targets.

2.6 Regarding the Corporate Plan Aim: **Private Sector Housing: Bringing Empty homes into use** is a now well above target. **Inspections of HMOs** are now up to date.

2.7 Drivehall Ltd, the owner of 1B Brook House, in Cullompton has been fined £18,000 plus costs for breaches in regulations pertaining to the Housing Act 2004, following a hearing on 7 August 2020. The case was put forward for prosecution by the Council’s Legal and Public Health teams following an inspection of the flat in January 2020. Private Sector Housing Officers found that the four-bedroomed flat was occupied by up to 16 migrant workers.

- 2.8 Regarding the Corporate Plan Aim: **Council Housing:** all measures are either at or just below target. In terms of gas servicing compliance this has been affected by Covid 29 and we currently have 19 properties with expired LGSRs. This was 25 properties when last reported, access continues to be difficult.
- 2.9 Regarding the Corporate Plan Aim: **Support and grow active tenancy engagement:** The tenant census has had a good response. Work has commenced on analysing the results.

Economy Portfolio - Appendix 3

- 2.10 Regarding the Corporate Plan Aim: **Identify strategic and tactical interventions to create economic and community confidence and pride in the places we live. This includes a continued focus on Town Centre Regeneration: Empty shops;** we are now giving data on retail units owned by MDDC, occupancy rates are reasonable.
- 2.11 There has been positive movement on the number of Business rate accounts and empty NNDR properties.
- 2.12 Regarding the Corporate Plan Aim: **Work with local stakeholders to initiate delivery of the new garden village at Culm:** Engagement with the various stakeholder groups has re-started with 2 Stakeholder Forum events on the subjects of Building with Nature, held on 11 August and Connecting the Culm project (9 September). The project team will be focusing on preparing a draft masterplan over the next 6-12 months, and considering the planning policy context.
- 2.13 Regarding the Corporate Plan Aim: **Work with developers and DCC to deliver strategic cycle routes between settlements and key destinations:** Walking and cycling provision needs to be prioritised as set out in the Culm garden village vision and objectives.

Community Portfolio - Appendix 4

- 2.14 We now have some KPIs identified for this PDG as shown at appendix 4 and on the Corporate Plan spreadsheet at appendix 8. These are mostly new PIs and progress on most has been affected by Covid 19. It is to be hoped that more progress will be seen over the next few months.
- 2.15 Several of the corporate plan aims will require partnership working with Devon County Council, the NHS and Town and Parish Councils and lobbying activity. Targets for these remain to be developed.

Corporate - Appendix 5

- 2.16 **Working days lost due to sickness** is better than expected for the first 2 quarters of 2020 despite the Covid 19 pandemic, it has been suggested that this is due in part to the number of members of staff working from home.

- 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. This has deteriorated due to the pandemic. Staff have concentrated on processing small business grants and the council tax relief hardship fund for the first 6 months of the year.

3.0 Risk

Some risk scores have increased due to the Covid 19 pandemic especially as regards financing, homelessness and the economic outlook.

- 3.1 The Corporate risk register is regularly reviewed by Group Managers and Leadership Team 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.
- 4.2 The Committee is invited to review the measures suggested for inclusion in the Corporate Plan Performance framework and recommend their approval to Cabinet. (Appendix 8)

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