

Community & Leisure Portfolio

**Update for Scrutiny Committee
15th April 2024**

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Key functions

Cabinet

Digital Transformation
ICT Services
Information Management
(GDPR, FOI, and Security)
Gazetteer Management
Land Charges

Community PDG

Air quality
Anti-Social Behaviour & CCTV
Contaminated Land
Community Engagement
Community Development
Community Safety
Grants and Funding
Equalities
Food and Water Control
External Health & Safety
Local Welfare Assistance
Mid Devon Leisure

Licensing Committee

Licensing and
Regulation

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Licensing Committee

Licensing and
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Information Governance

- We hold a lot of data about our residents
- We carry the responsibility to use that data correctly – **and within the law**
- There can be severe penalties if we get it wrong – for MDDC and for individuals
- The victims of a data breach
- Security is everybody's business

“Information governance balances the risk that information presents with the value that information provides.”

What is Personal Data?

Both GDPR and DPA state:

- “Personal data” means any information relating to an identified or identifiable living individual. Identifiable living individual means a living individual who can be identified, directly or indirectly, in particular by reference to,
 - a) an identifier such as a name, an identification number, location data or an online identifier, or
 - b) one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of the individual.

What is a Data Breach?

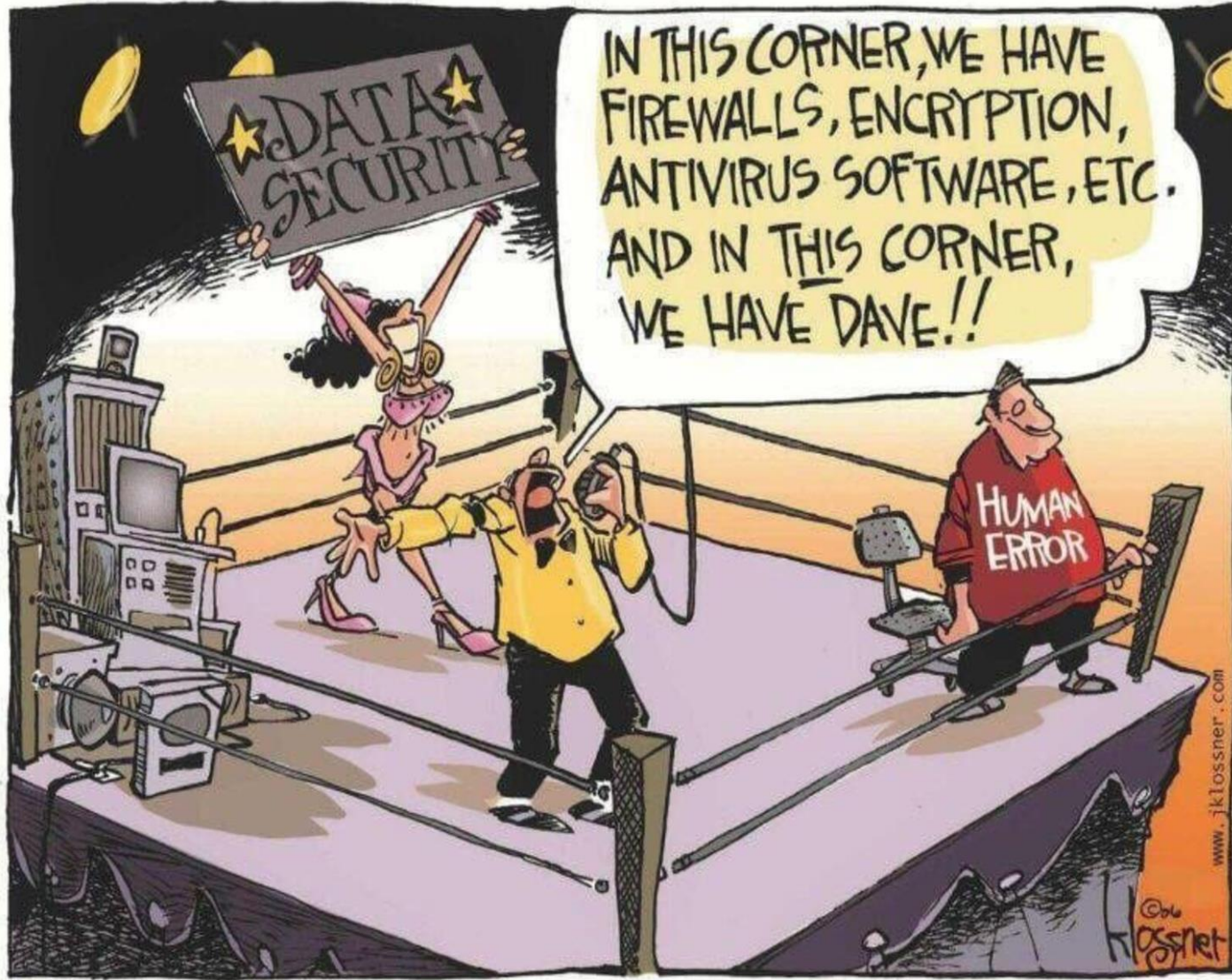
- A data breach is a security violation, where sensitive, protected or confidential data is **copied, transmitted, viewed, stolen, altered or used by an individual unauthorised to do so.**
- A deliberate data breach by a person who has access to the information, typically for political purposes, is more often described as a "leak".

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- Mid Devon have had 28 breaches over the last 12 months, including a combination of user error and hardware loss.
 - 1 breach was notified to the ICO
 - The affected numbers/risk is relatively low

Who is responsible for security?

- Most data breaches are not deliberate.
 - 82% of all breaches are caused by human error.
 - Common causes are mistakes with email addresses, or using Cc/Bcc.
 - Ask yourself “does this information need to be shared with this person?”
- Report all data breaches
 - dpo@middevon.gov.uk



When things go wrong

- Leicester City Council are currently recovering from a serious cyber attack over a month ago.
- They were targeted by a known ransomware group who have hit a number of government, education and health organisations around the world, and are part of a global criminal investigation.
- So far 1.3 terabytes of stolen data has been published
- All website and phones were taken offline

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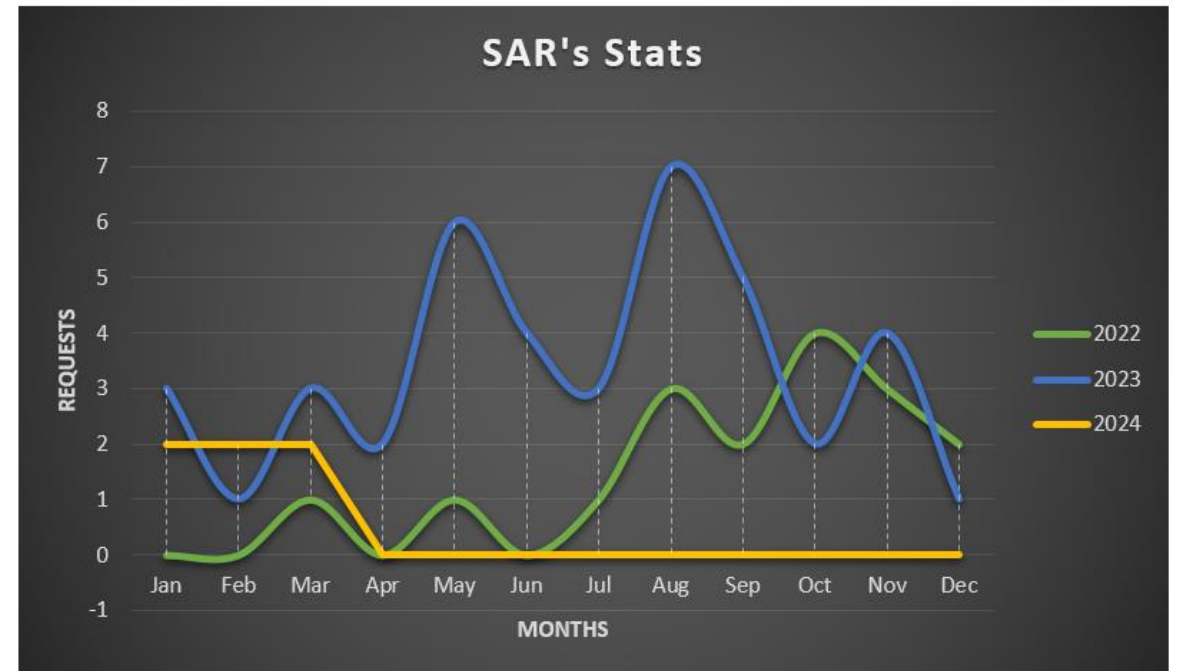
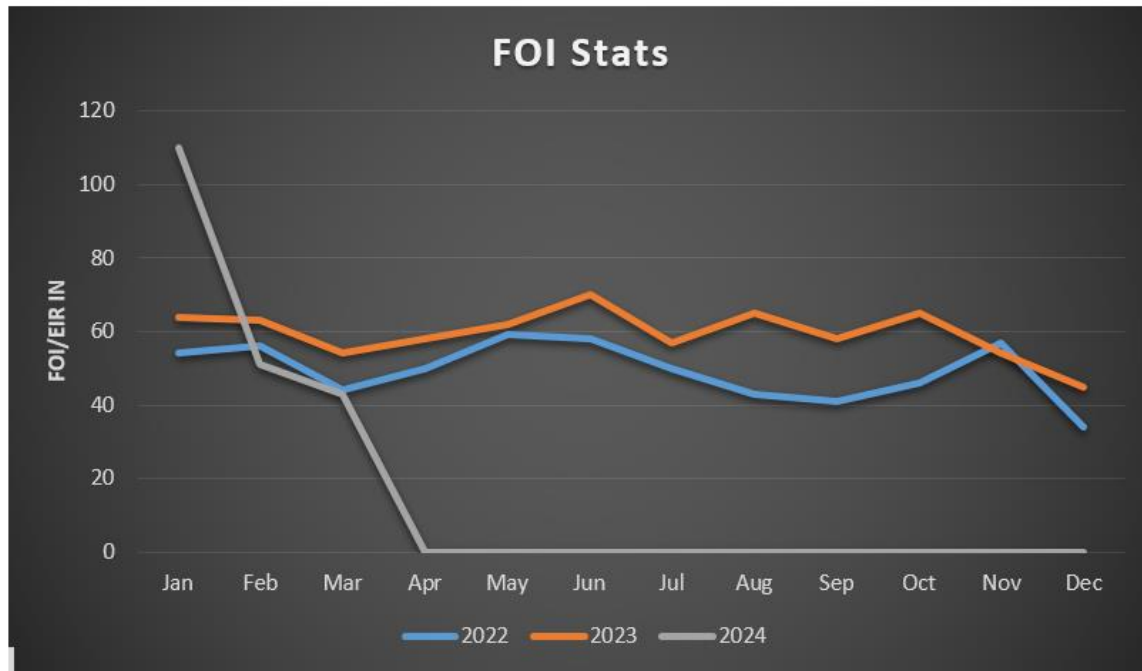
We have a comprehensive training package for all available through our SharePoint site

ICT are planning to deliver targeted testing

Freedom of Information & SARs

The Information Governance team deals with FOI and SARs

- We saw an increase in FOI requests in January 2024

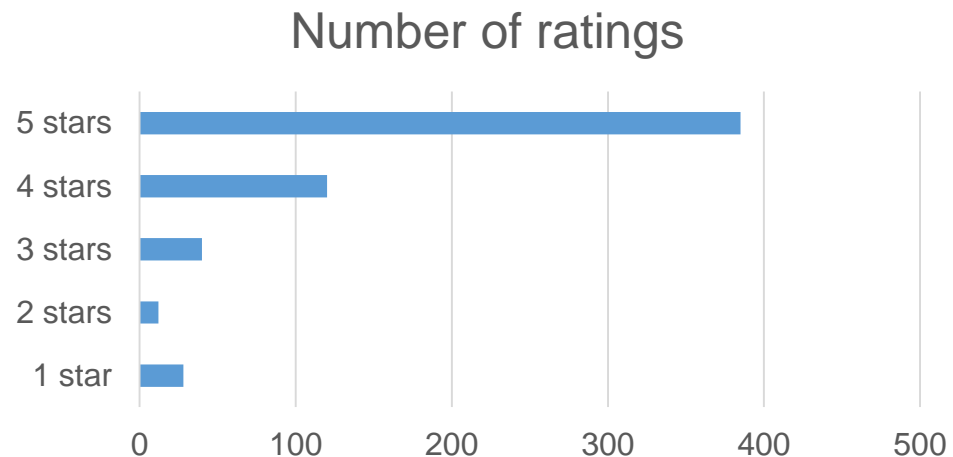


What is Digital Transformation?

- Lowering the cost of providing services whilst increasing the quality of services.
- It is **not** making services online-only.
- Digital should always enhance and improve, but cannot replace offline access to services.

Current and recent projects

- CRM replacement is already delivering results:
 - 4,052 registered users, with waste day collection lookups the most popular service, followed by waste reminders.
 - 27% decrease in Waste calls between 22/23 to 23/24 for Oct to Mar
 - Bulky Waste - 43% channel shift
 - Clinical Waste - 27% channel shift



Current and recent projects

- Let's Talk Mid Devon (our customer engagement website)
 - Between 1 April 2023- 31 March 2024:
 - 8,920 visits
 - 1,935 contributions
 - 28% engagement rate
 - Specific residents survey 2023
 - 1,915 visits
 - 830 contributions
 - 49% engagement rate
 - Bulletins sent: 668
 - Unique Email Open Rate: 45.9%
 - Engagement Rate: 73.3%
 - New Subscribers Percent growth past 12 months: +7.35%
 - The median open rate for GovDelivery users is 21.47%
 - 47% median engagement rate for government email

ICT Services

- 110 servers to maintain
- Approx. 110 different pieces of software from small to major business systems, which all require maintenance, patching and replacing on a rolling basis.
- 480 IT users
- The service lost 1.5 FTE last year as part of the budget savings
 - This has required a reassessment on how to prioritise work and deal with the inevitable decrease in service provision
- Of the 57 internal audit recommendations across Cyber + IG, 11 are outstanding. May/June will see the commencement on the next internal audit.

Licensing & Regulatory

- 406 licensable premises + 1,409 personal licenses
 - 15 inspections following complaints
- 225 Temporary Event Notices in Q1+Q2 2023
- Food safety inspections 347 (target 200pa)
- Vehicle inspections up at 94 (target 40 pa)
- Private water supplies 120 (target 120pa)
- 125 licensed vehicles and 134 licensed drivers
- Current consultation on taxi licensing changes

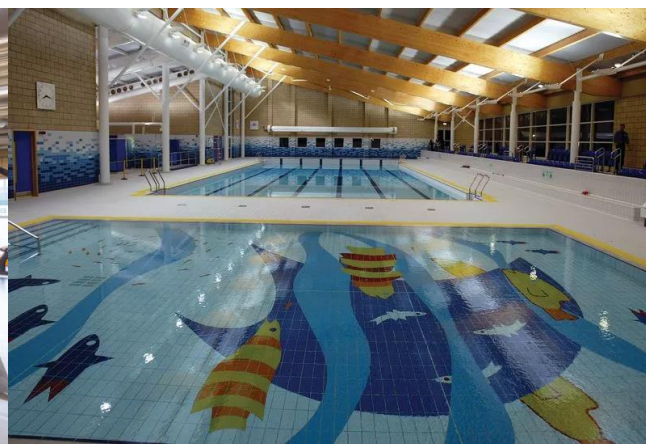
- **Always changing – dependent on legislation**

Community Safety

- East & Mid Devon work together with the Police, DCC, Probation service, and the NHS Devon ICB as partners in a Community Safety Partnership
- This helps us tackle crime, anti-social behaviour and other negative behaviours in our communities
- In 24/25 we have to work on a new Preventing Serious Violence Duty, which has gone through CPDG and Cabinet and will be at Council soon
- In 24/25 we are focusing on:
 - Sexual and domestic violence
 - Street safety
 - Modern slavery/human trafficking
 - Violence against woman and girls
 - Community wellbeing
 - Exploitation
 - Radicalisation (Prevent)
 - Anti-social behaviour
 - Hate crime
 - Serious Violence Duty

Mid Devon Leisure

- 3 leisure centres, 1 in each large town
 - All offering fitness studios, spin bikes, and outside sports courts
 - Swimming pools in Tiverton and Crediton
 - Open 7 days a week
 - Specialist facilities at some sites: Vibrogym, Cholesterol testing, Saunas, therapy rooms



Latest Performance

- In the past year Mid Devon Leisure have run the 39 accredited courses: National Pool Lifeguard Qualification, Swim Teaching, Pool Plant Operator, Trainer Assessor, First Aid and Safeguarding, training approximately 350 people.
- Swimming lessons:
 - EVLC = 1,494 enrolled running 194 lessons per week
 - LMLC = 864 enrolled running 126 lessons per week
- Active Start Programme (GP referral), alongside cardiac rehab, strength & balance, and (pilot) Active Together targeting anxiety.

Latest Performance

- Leisure income at Q3 was £3.2m against £2.9m annual target
- Our membership base has increased by 558 members, giving us a total of 3,760 (March 2024)

Memberships	Culm Valley	Exe Valley	Lords Meadow
March 2020 (pre Covid)	621	1,488	1,152
March 2023	586	1,478	1,138
March 2024	694	1,767	1,299
Change from pre-Covid	+73	+279	+147
Change from last year	+108	+289	+161

Latest Performance

- The fitness teams delivered 2,506 gym appointments last year
- 31% Increase in gym participation
- 93 group exercise classes per week (not including gym-based classes or virtual classes). The attendance for 2023-24 has increased by 8,873 compared to the previous year.

Gym Attendance	Culm Valley	Exe Valley	Lords Meadow	Total
2022-23	24,012	48,887	37,588	110,487
2023-24	28,389	71,177	45,379	144,945
+ / -	+4,377	+22,290	+7,791	+34,458

Investment

- £135k investment in new fitness equipment at Lords Meadow
- This year Culm Valley will get new equipment (October 2024).
- The project to install heat pumps and solar PV has now been completed at both Exe Valley and Lords Meadow
- The heat pumps providing the heat demand with ease even when the temperatures were at minus 5°C for a few days.
- Recent Sport England funding will provide a new Combined Heat Power unit, along with an additional 50kW of Solar PV.
- **Exe Valley will be one of the most self-sufficient leisure centres in the country**

Investment

- All 3 centres received brand new, top-spec, spin bikes in March 2024
- New Changing Places Toilet installed at Exe Valley, with Culm Valley starting soon

What you've said about our new spin bikes



Bikes are absolutely amazing! Comfy seats, easy to use.



Really love the new bikes! Thank you!



Comfortable ride, easy to use, great equipment.



Comfortable bike, good geometry, easy to set up. Liked the resistance quick adjuster.

Social Value

- As a local authority we have duties to look after vulnerable members of our communities.
- We offer care experienced young people free access to all our centres between ages 16-25
- We offer concessionary rates to residents receiving certain benefits

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- **Could we do more?**

Any Questions?