

MTE PDG Performance Report - Appendix 1

Quarterly report for 2015-2016

No headings

For Environment - Cllr Neal Davey Portfolio

For MDDC - Services

Filtered by Performance Status: Exclude PI Status: Data not due, Not calculable

Key to Performance Status:

| | | | | | | |
|-------------------------|---------|-------------------|--------------|-----------|--------------|-------------------|
| Performance Indicators: | No Data | Well below target | Below target | On target | Above target | Well above target |
|-------------------------|---------|-------------------|--------------|-----------|--------------|-------------------|

MTE PDG Performance Report - Appendix 1

| Performance Indicators | | | | | | | | |
|---|---|---------------|-----------------------------------|-----------------------------------|--------|--------|--------|--------|
| Status | Title | Prev Year End | Annual Target | Current Target | Q1 Act | Q2 Act | Q3 Act | Q4 Act |
| No Target | <u>Number of Fixed Penalty Notices (FPNs) Issued (Environment)</u> | n/a | No target - for information only. | No target - for information only. | 2 | 4 | 12 | |
| Management Notes: | | | | | | | | |
| Above target | <u>Residual household waste per head (measured in Kilograms)</u> | 462.6 | 455.00 | 341.25 (3/4) | 117.44 | 225.63 | 329.42 | |
| Management Notes: (Quarter 1 - 3) This is reducing hopefully due to introduction of new scheme (SK) | | | | | | | | |
| Below target | <u>% of Household Waste Reuse, Recycled and Composted</u> | 48.2% | 52.0% | 52.0% (3/4) | 50.2% | 52.2% | 50.9% | |
| Management Notes: (Quarter 3) Recycling Rate for the year is up compared to previous years rate of 48.2%. The new scheme has been rolled out during Q3 to all HHS so should see Q4 performance rise as more is recycled. (SK) | | | | | | | | |
| Well above target | <u>Number of Households on Chargeable Garden Waste</u> | n/a | 15% | 11% (3/4) | 0% | 0% | 18% | |
| Management Notes: (Quarter 3) 6,097 bin permits sold. (SK) | | | | | | | | |
| Well above target | <u>% of missed collections reported per Quarter (refuse and organic waste)</u> | 0.10% | 0.03% | 0.03% (3/4) | 0.02% | 0.02% | 0.02% | |
| Management Notes: | | | | | | | | |
| Well below target | <u>% of Missed Collections logged per Quarter (recycling)</u> | 0.13% | 0.03% | 0.03% (3/4) | 0.05% | 0.08% | 0.13% | |
| Management Notes: (Quarter 3) This is below target due to the reschedule of rounds to match waste rounds following phase 2 roll out of new scheme. Drivers notes have not been correct due to IT issues. Some missed are due to residents not reading new calendars which has changed weeks of collection. | | | | | | | | |

MTE PDG Performance Report - Appendix 1

Performance Indicators

| Status | Title | Prev Year End | Annual Target | Current Target | Q1 Act | Q2 Act | Q3 Act | Q4 Act |
|--------|-------|---------------|---------------|----------------|--------|--------|--------|--------|
|--------|-------|---------------|---------------|----------------|--------|--------|--------|--------|

High level of agency staff used during roll out has also reduced route knowledge. PI expected to improve again in Q4

(SK)

| | | | | | | | | |
|-------------------|--|-------|-----|-----------|----|-----|-----|--|
| Well above target | <u>Number of Missed Collections reported per Quarter (refuse and organic waste)</u> | 1,797 | 540 | 405 (3/4) | 99 | 203 | 354 | |
|-------------------|--|-------|-----|-----------|----|-----|-----|--|

Management Notes:

| | | | | | | | | |
|-------------------|---|-------|-----|-----------|-----|-----|-----|--|
| Well below target | <u>Number of Missed Collections reported per Quarter (Recycling)</u> | 1,162 | 270 | 203 (3/4) | 126 | 380 | 895 | |
|-------------------|---|-------|-----|-----------|-----|-----|-----|--|

Management Notes:

(Quarter 3)

This is below target due to the reschedule of rounds to match waste rounds following phase 2 roll out of new scheme. Drivers notes have not been correct due to IT issues. Some missed are due to residents not reading new calendars which has changed weeks of collection. High level of agency staff used during roll out has also reduced route knowledge. PI expected to improve again in Q4

(SK)

DAH PDG Performance Report - Appendix 2

Quarterly report for 2015-2016

No headings

For Decent and Affordable Homes - Cllr Ray Stanley Portfolio

For MDDC - Services

Filtered by Performance Status: Exclude PI Status: Data not due, Not calculable

Key to Performance Status:

| | | | | | | |
|-------------------------|---------|-------------------|--------------|-----------|--------------|-------------------|
| Performance Indicators: | No Data | Well below target | Below target | On target | Above target | Well above target |
|-------------------------|---------|-------------------|--------------|-----------|--------------|-------------------|

DAH PDG Performance Report - Appendix 2

| Performance Indicators | | | | | | | | |
|--|--|---------------|---------------|----------------|---------|---------|---------|--------|
| Status | Title | Prev Year End | Annual Target | Current Target | Q1 Act | Q2 Act | Q3 Act | Q4 Act |
| Well below target | <u>Deliver 15 homes per year by bringing Empty Houses into use</u> | 12 | 15 | 11 (3/4) | 1 | 4 | 5 | |
| Management Notes: (Quarter 3) | | | | | | | | |
| <p>This property was originally vacated due to Housing Conditions and required substantial works triggered by the Conservation Team and PSH in 2013/14. projected out turn for this year end is estimated as achieving no more than 8 returned empties</p> <p>The structural changes in 2014 removed the PSH resource to proactively deal with Empty Homes. The new Public Health Service together with the Cabinet Member for Housing has sought to correct that. An Empty Homes Officer will be available 2 days per week from March 2016 as we have secured a partnership arrangement with Exeter CC. This will also link in with initiatives focussed on Town Centre Regeneration as the role progresses</p> | | | | | | | | |
| (HS) | | | | | | | | |
| Well below target | <u>Number of affordable homes delivered (gross)</u> | 58 | 80 | 60 (3/4) | 0 | 14 | 19 | |
| Management Notes: (Quarter 1 - 3) | | | | | | | | |
| <p>In Q3 we completed on 5 affordable homes, three were Shared Ownership and two were affordable rent within the Urban area.</p> <p>Therefore the total to date for the year is 19 homes. 3 are Shared Ownership, 16 are affordable rented. All in the Urban area.</p> | | | | | | | | |
| (NC) | | | | | | | | |
| On target | <u>% Emergency Repairs Completed on Time</u> | 100.00% | 100.00% | 100.00% (9/12) | 100.00% | 100.00% | 100.00% | |
| Management Notes: | | | | | | | | |
| On target | <u>% Urgent Repairs Completed on Time</u> | 99.94% | 100.00% | 100.00% (9/12) | 100.00% | 100.00% | 100.00% | |
| Management Notes: | | | | | | | | |
| Below target | <u>% Routine Repairs Completed on Time</u> | 99.98% | 100.00% | 100.00% (9/12) | 100.00% | 99.95% | 99.97% | |
| Management Notes: | | | | | | | | |
| Below target | <u>% Repairs Completed at First Visit</u> | 99.87% | 100.00% | 100.00% (9/12) | 98.28% | 98.30% | 98.11% | |
| Management Notes: | | | | | | | | |
| Below target | <u>Ratio of expenditure between planned and responsive repairs</u> | 81.19 | 70.30 | 70.30 (3/4) | 29.71 | 55.45 | 69.31 | |
| Management Notes: | | | | | | | | |

DAH PDG Performance Report - Appendix 2

| Performance Indicators | | | | | | | | |
|--------------------------|--|---------------|----------------------------------|----------------------------------|----------|----------|----------|--------|
| Status | Title | Prev Year End | Annual Target | Current Target | Q1 Act | Q2 Act | Q3 Act | Q4 Act |
| Below target | <u>Rent Collected as a Proportion of Rent Owed</u> | 100.09% | 100.75% | 100.54% (9/12) | 96.96% | 99.13% | 99.72% | |
| Management Notes: | | | | | | | | |
| Well above target | <u>Rent Arrears as a Proportion of Annual Rent Debit</u> | 0.60% | 1.00% | 1.00% (9/12) | 0.94% | 1.05% | 0.81% | |
| Management Notes: | | | | | | | | |
| Below target | <u>% Decent Council Homes</u> | 100.00% | 100.00% | 100.00% (9/12) | 99.38% | 99.28% | 99.45% | |
| Management Notes: | | | | | | | | |
| Below target | <u>% Properties With a Valid Gas Safety Certificate</u> | 99.86% | 100.00% | 100.00% (9/12) | 99.72% | 99.95% | 99.91% | |
| Management Notes: | | | | | | | | |
| Below target | <u>Average Days to Re-Let Local Authority Housing</u> | 14.9days | 17.0days | 17.0days (9/12) | 16.3days | 15.8days | 17.9days | |
| Management Notes: | | | | | | | | |
| No Target | <u>Dwelling rent lost due to voids</u> | n/a | no target - for information only | no target - for information only | 0.73% | 0.64% | 0.68% | |
| Management Notes: | | | | | | | | |

CWB PDG Performance Report - Appendix 3

Quarterly report for 2015-2016

No headings

For Community Well-Being - Cllr Colin Slade Portfolio

For MDDC - Services

Filtered by Performance Status: Exclude PI Status: Data not due, Not calculable

Key to Performance Status:

| | | | | | | |
|-------------------------|---------|-------------------|--------------|-----------|--------------|-------------------|
| Performance Indicators: | No Data | Well below target | Below target | On target | Above target | Well above target |
|-------------------------|---------|-------------------|--------------|-----------|--------------|-------------------|

CWB PDG Performance Report - Appendix 3

| Performance Indicators | | | | | | | | |
|---|---|---------------|---------------|----------------|--------|--------|--------|--------|
| Status | Definition | Prev Year End | Annual Target | Current Target | Q1 Act | Q2 Act | Q3 Act | Q4 Act |
| Well above target | <u>The number of Empty Shops. (TIVERTON)</u> | 12 | 20 | 20 (3/4) | 17 | 16 | 16 | |
| Management Notes: (Quarter 3) | | | | | | | | |
| 16 empty shops out of 248 shops = 6.45% of shops in Tiverton were empty at the time of the survey in January 2016 | | | | | | | | |
| (JB) | | | | | | | | |
| Well above target | <u>The number of Empty Shops. (CREDITON)</u> | 10 | 10 | 10 (3/4) | 9 | 5 | 7 | |
| Management Notes: (Quarter 3) | | | | | | | | |
| 7 empty shops out of 118 shops = 5.93% of shops in Crediton were empty at the time of the survey in January 2016 | | | | | | | | |
| (JB) | | | | | | | | |
| Well above target | <u>The number of Empty Shops (CULLOMPTON)</u> | 11 | 14 | 14 (3/4) | 12 | 7 | 8 | |
| Management Notes: (Quarter 3) | | | | | | | | |
| 8 empty shops out of 93 shops = 8.60% of shops in Cullompton were empty at the time of the survey in January 2016 | | | | | | | | |
| (JB) | | | | | | | | |
| Well below target | <u>Percentage of food premises inspections that should have been carried out that were carried out for A & B (High Risk) premises</u> | 46% | 100% | 100% (3/4) | | | 75% | |
| Management Notes: | | | | | | | | |
| Below target | <u>The percentage of Leisure's operational expenditure recovered through customer receipts</u> | 88.16% | 88.50% | 88.50% (3/4) | 79.19% | 83.76% | 84.36% | |
| Management Notes: | | | | | | | | |
| Below target | <u>% of Leisure members retained from month beginning to month end.</u> | 95.33% | 96.50% | 96.50% (3/4) | 96.87% | 95.46% | 95.65% | |
| Management Notes: | | | | | | | | |
| Above | <u>Issue of TENS within 3</u> | n/a | 97% | 97% (3/4) | 94% | 97% | 98% | |

REPORT OF THE HEAD OF PLANNING AND REGENERATION

PLANNING PERFORMANCE QUARTER 3 2015/16

RECOMMENDATION:

For information and discussion.

REASON FOR REPORT:

To provide the Committee with information on the performance of Planning Services for quarter 3 within the 2015-16 financial year.

MATTERS FOR CONSIDERATION:

Performance against targets and Planning Service staffing in the immediate future.

RELATIONSHIP TO CORPORATE PLAN:

Well Managed Council

FINANCIAL IMPLICATIONS: Planning performance has the potential for significant financial implications in the event that applications are not determined within 26 weeks or an extension of time negotiated. In that instance the planning fee is returned.

LEGAL IMPLICATIONS: The Government monitors planning performance in terms of speed and quality of decision making. In the event minimum standards are not met, an authority may be designated as being in special measures allowing applicants to apply for permission direct from the Planning Inspectorate and bypassing local decision making. The speed measure is the number of major applications determined within 13 weeks as measured over a 2 year period. The target of more than 40% has been met (56%), but the target is to be increased to 50%. The quality measure is the percentage of major applications determined over a two year period that have been overturned at appeal. The less than 20% target has been met (5%).

RISK ASSESSMENT: Financial risk as a result of fee return and the designation of planning authorities in special measures for underperformance is referred to above. These aspects are actively monitored, to allow priorities to be adjusted as required to reduce the risk.

1.0 PLANNING PERFORMANCE

Set out below are the Planning Service performance figures for quarter three from 1st October – 31st December 2015 together with a comparison with the target and figures from the earlier quarters in this financial year.

Performance data is published quarterly on the Council's website at <https://new.middevon.gov.uk/planning/performance-standards/>

The performance for this first quarter is set out below and expressed as a percentage unless marked otherwise and reports against a mix of Government and local performance targets.

| Planning Service Performance | Target | Qu 1 2015/16 | Qu 2 2015/16 | Qu3 2015/16 |
|---|---------------|-------------------------|-------------------------|------------------------|
| Major applications determined within 13 weeks | 60% | 57% | 50% | 75% |
| Minor applications determined within 8 weeks | 65% | 68% | 73% | 74% |
| Other applications determined within 8 weeks | 80% | 91% | 85% | 75% |

| | | | | |
|--|---------------------------|------|-----|-----|
| Householder applications determined in 8 weeks | 85% | 92% | 97% | 95% |
| Listed Building Consents determined in 8 weeks | 80% | 70% | 67% | 85% |
| Enforcement site visits undertaken within 15 days of complaint receipt | 87% | 100% | 94% | 89% |
| Delegated decisions | 90% | 94% | 93% | 94% |
| Applications over 13 weeks old without a decision | Less than 45 applications | 25 | 26 | 36 |
| Major applications determined within 13 weeks (over last 2 years) | More than 40% | 51% | 58% | 56% |
| Determine all applications within 26 weeks or with an extension of time (per annum –Government planning guarantee) | 100% | 97% | 96% | 94% |
| Building Regulations Applications examined within 3 weeks | 95% | 70% | 70% | 76% |
| Building Regulation Full Plan applications determined in 2 months | 95% | 99% | 98% | 97% |

In addition during this quarter activity within the enforcement part of the Planning Service included and can be compared against that of earlier quarters:

| Enforcement 2015/16 | Qu 1 | Qu 2 | Qu 3 |
|---|--------------------------|-------------|-------------|
| Number of new enforcement cases registered | 14 | 71 | 54 |
| Number of enforcement cases closed | 47 | 53 | 39 |
| Number of committee authorisations sought | 3 | 2 | 1 |
| Number of planning contravention notices served | Data available from Qu 2 | 9 | 5 |
| Number of breach of condition notices served | 0 | 1 | 0 |
| Number of enforcement notices served | 2 | 1 | 0 |

The performance for quarter 3 of 2015/16 shows that in the majority of instances targets are being met or exceeded. Listed Building Consent performance during this quarter has improved, with the 80% target for applications determined within 8 weeks being exceeded. The major application target of 60% determined within 13 weeks was also exceeded within this quarter (75%), but will need to be monitored closely in the final quarter of this financial year as the two earlier quarters missed this target.

However there remain some areas of concern identified in the performance figures:

The 'other' type application performance target of more than 80% of decisions within 8 weeks was missed

Planning Service staffing continues to still not be at full strength due to the maternity leave of several senior staff. This has had knock on effects in terms of associated arrangements for staff cover and redeployment of staff into different roles. Not all posts have been backfilled.

In the publication 'Fixing the foundations: creating a more prosperous nation' as part of the summer budget 2015, the Government has indicated its intention to tighten planning performance requirements so that local authorities making 50% or fewer decisions on time or those processing minor applications too slowly are at risk of designation. The Government's planning guarantee requires that authorities determine all planning applications within 26 weeks unless an extension of time is agreed with the applicant. If not, the planning fee is returned. Within this publication the Government has also indicated its intention to significantly tighten the planning guarantee for minor applications. Planning performance continues to be closely monitored. The performance of the planning service against targets will therefore become increasingly important, requires resourcing and presents a financial risk to the authority in the event that the planning guarantee is not met.

Every effort continues to be made to maintain our charter standards of customer service and our performance levels within the eight and thirteen week government target periods. The impact of a challenging period for staffing, particularly within Development Management continues to be reflected in some of the application time taken figures. Staffing change within this team will continue throughout the financial year as a result of maternity leave and associated cover arrangements.

Contact for Information: Jenny Clifford, Head of Planning and Regeneration
01884 234346

List of Background Papers: PS1 and PS2 returns
'Fixing the foundations – creating a more prosperous nation' HM Treasury July 2015

Circulation of the Report: Cllr Richard Chesterton
Members of Planning Committee

Working Environment Portfolio Performance - Appendix 5

Quarterly report for 2015-2016

No headings

For Working Environment and Support Services - Cllr Margaret Squires Portfolio

For MDDC - Services

Filtered by Performance Status: Exclude PI Status: Data not due, Data not entered

Key to Performance Status:

| | | | | | | |
|-------------------------|---------|-------------------|--------------|-----------|--------------|-------------------|
| Performance Indicators: | No Data | Well below target | Below target | On target | Above target | Well above target |
|-------------------------|---------|-------------------|--------------|-----------|--------------|-------------------|

Working Environment Portfolio Performance - Appendix 5

| Performance Indicators | | | | | | | | |
|---|--|---------------|----------------------|----------------------|--------|--------|--------|--------|
| Status | Title | Prev Year End | Annual Target | Current Target | Q1 Act | Q2 Act | Q3 Act | Q4 Act |
| No Target | <u>Number of phone calls to CF per month</u> | 12,670 | For Information Only | For Information Only | 11,192 | 11,420 | 12,483 | |
| Management Notes: | | | | | | | | |
| Above target | <u>Satisfaction with front-line services</u> | 81.75% | 80.00% | 80.00% (2/4) | 80.00% | 81.50% | | |
| Management Notes: (Quarter 3) | | | | | | | | |
| staff training on running stats and reports to be provided in March, all stats will be brought up to date by year end. | | | | | | | | |
| (LR) | | | | | | | | |
| Well below target | <u>% complaints acknowledged w/in 3 days</u> | 46% | 80% | 80% (3/4) | 39% | 50% | 58% | |
| Management Notes: | | | | | | | | |
| Below target | <u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u> | 97% | 90% | 90% (3/4) | 83% | 87% | 87% | |
| Management Notes: | | | | | | | | |
| Above target | <u>% Emails received by Customer Services responded to within 5 days</u> | 98.0% | 95.00% | 95.00% (3/4) | 99.00% | 98.50% | 98.67% | |
| Management Notes: | | | | | | | | |
| Not calculable | <u>Number of Complaints</u> | 74 | For information only | For information only | 61 | 39 | 87 | |
| Management Notes: | | | | | | | | |
| Not calculable | <u>Number of Digital payments</u> | 8,989 | For information only | For information only | 11,886 | 12,563 | | |
| Management Notes: (Quarter 3) | | | | | | | | |
| staff training is needed to run stats reports. this will provided in March and all stats brought up to date by year end | | | | | | | | |
| (LR) | | | | | | | | |
| No Target | <u>Number of web hits per month</u> | n/a | For information only | For information only | 0 | 0 | 0 | |
| Management Notes: | | | | | | | | |
| On target | <u>% electoral registration forms returned during</u> | 0% | 90% | 90% (3/4) | 0% | 0% | 98% | 0% |

Finance Portfolio Performance - Appendix 6

Quarterly report for 2015-2016
No headings
For Finance - Cllr Peter Hare-Scott Portfolio
For MDDC - Services

Key to Performance Status:

| | | | | | | |
|-------------------------|---------|-------------------|--------------|-----------|--------------|-------------------|
| Performance Indicators: | No Data | Well below target | Below target | On target | Above target | Well above target |
|-------------------------|---------|-------------------|--------------|-----------|--------------|-------------------|

Finance Portfolio Performance - Appendix 6

| Performance Indicators | | | | | | | | |
|---|---|---------------|---------------|----------------|--------|--------|--------|--------|
| Status | Title | Prev Year End | Annual Target | Current Target | Q1 Act | Q2 Act | Q3 Act | Q4 Act |
| Below target | <u>% total Council tax collected - monthly</u> | 97.80% | 98.0% | 94.0% (10/12) | 29.4% | 56.7% | 83.4% | |
| Management Notes: | | | | | | | | |
| Below target | <u>% total NNDR collected - monthly</u> | 99.00% | 98.00% | 96.00% (10/12) | 31.10% | 55.80% | 80.59% | |
| Management Notes: | | | | | | | | |
| Above target | <u>Percentage of Invoices Paid on Time</u> | 99.26% | 97.50% | 97.50% (1/2) | n/a | 99.57% | n/a | |
| Management Notes: (April - September) | | | | | | | | |
| The Creditors team continue to perform very well continually looking to improve their processes including being very proactive in encouraging departments to GRN invoices promptly on receipt of goods. | | | | | | | | |
| (RF) | | | | | | | | |
| Well above target | <u>Time taken to process Housing Benefit/Council Tax Benefit new claims and change events</u> | 8days | 14days | 14days (3/4) | 14days | 13days | 12days | |
| Management Notes: | | | | | | | | |

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SPAR.net

Print Date: 01 March 2016 15:47

Risk Report Appendix 7

Report for 2015-2016
 Filtered by Flag: Include: * CRR 5+ / 15+
 For MDDC - Services

Not Including Risk Child Projects records or Mitigating Action records

Key to Performance Status:

Risks: No Data (0+) High (15+) Medium (5+) Low (1+)

Risk Report Appendix 7

Risk: Asbestos Health risks associated with Asbestos products such as lagging, ceiling/wall tiles, fire control.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Housing Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Nick Sanderson

Review Note: Recommendations from the HSE after the events last year have now been implemented.

Risk Report Appendix 7

Risk: Breaches in HR Legislation Failure to keep Council policies up to date, that complement the appropriate legislation

Failure to develop staff knowledge and competence regarding legislation/changes

Effects (Impact/Severity): - The Council could face poor reports from assurance bodies
 - Failure to meet statutory duties could result in paying penalties, stretching already thin financial resources
 - Failure to comply with legislation could lead to legal challenge against individuals or the Council as a whole
 - Future legislation changes, their impact on services and the cost of implementing changes to policies, procedures and service delivery

Causes (Likelihood):

Service: Human Resources

| | | |
|--------------------------------|---|--|
| Current Status: No Data | Current Risk Severity: 5 - Very High | Current Risk Likelihood: 1 - Very Low |
|--------------------------------|---|--|

Head of Service: Jill May

Review Note: The council employs four Chartered Ins of Personnel and Development (CIPD) staff who undertake regular employment law updates. All policies are reviewed on an three year programme which has slipped lately due to pressure of work (reorganisations, consultations and redundancies) however we always prioritise legislative change. Therefore whilst this is a huge risk it is a risk which is managed.

Risk: Chemicals Staff using chemicals incorrectly.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

| | | |
|-----------------------------------|---|--|
| Current Status: Medium (5) | Current Risk Severity: 5 - Very High | Current Risk Likelihood: 1 - Very Low |
|-----------------------------------|---|--|

Head of Service: Jill May

Review Note:

Risk Report Appendix 7

Risk: Council Finances - Banking Arrangements Problems with banks and online services may affect ability to access funds when we need to or receive / process payments on a timely basis

Effects (Impact/Severity): Unable to promptly pay suppliers or treasury commitments

Causes (Likelihood): ICT systems down at Council or Bank so impossible to review cash position or make urgent payments

Service: Financial Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Andrew Cawdron, Andrew Jarrett

Review Note:

Risk: Council Finances - Investments Failure to invest in the Council's funds in an efficient and effective manner may cause potential of a loss of monies invested

Effects (Impact/Severity): • Could result in cash flow loss of up to £3M

Causes (Likelihood): • Future banking collapses

Service: Financial Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Andrew Cawdron, Andrew Jarrett

Review Note: Cabinet have recently agreed to invest in CCLA

Risk: Council Finances - Treasury Management Failure to comply with the CIPFA Code of Practice on Treasury Management /local authority accounting would be a breach in statutory duty

Effects (Impact/Severity):

Causes (Likelihood):

Service: Financial Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Andrew Cawdron, Andrew Jarrett

Review Note: Strategy is approved by Cabinet annually.
2015 Audit found no issue with this

Risk Report Appendix 7

Risk: Document Retention If documents fail to be retained for the statutory period then we may face financial penalties

Effects (Impact/Severity):

- The Council may be disadvantaged in taking or defending legal action if prime documents are not retained;
- Performance statistics cannot be verified;
- The external auditor may not be able to verify the Council's final accounts and subsidy may be lost.
- Mismanagement of burial records

Causes (Likelihood): • "Data debris" cluttering system and storage space

Service: Management Team

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Christina Cross

Review Note:

Risk: Eastern Urban Extension Tiverton If progress on a masterplan is delayed, the Council becomes vulnerable to speculative planning applications being submitted which do not accord with adopted policies. This could lead to unsustainable development which would not meet policy requirements for essential infrastructure.

Effects (Impact/Severity): Delay will reduce confidence in the deliverability of the urban extension in a comprehensive and coordinated manner, thereby increasing the likelihood of planning applications being submitted for disparate areas of land without the necessary infrastructure provision or without a means of ensuring that infrastructure can be provided at the right time and in the right place. Additionally, individual applications increase the risk of proposals prejudicing the delivery of other areas of land within the allocation.

Causes (Likelihood):

Service: Development Management

Current Status: No
Data

Current Risk Severity: 5 - Very
High

Current Risk Likelihood: 3 -
Medium

Head of Service: None

Review Note:

Risk: Failure to comply with card security standards As an organisation we need to comply with the requirements of TrustWave to be authorised as card payment processors.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Management Team

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Liz Reeves

Review Note: Annual review of policy and training for all staff. ICT advise on all payment systems to ensure comply to PCI standard.

Risk Report Appendix 7

Risk: Fire and Explosion Risks associated with storage of combustible materials, fuels and flammable substances and sources of ignition, as well as emergency procedures (existence, display and knowledge of), accessibility (or obstruction) of emergency exits and walkways to. Also, risks associated with use of fire extinguishers, having correct type in location, in date and trained operatives on site.

Effects (Impact/Severity): Very High (5) – Although the risk is low, a fire in the server or storage room could potentially cause loss of life, have serious financial implications and severely impact the councils ability to provide services due to loss of IT infrastructure.

Causes (Likelihood): Very Low (1) – The likelihood of a fire within ICT is extremely low. No quantities of combustible materials are stored within the work area. There is easy access to the emergency exit and all staff have received fire awareness training.

Service: I C T

Current Status: No Data

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 1 - Very Low

Head of Service: Christina Cross

Review Note: we had an incident 7 pm Tuesday evening and our heat sensors and recovery team worked all as it should and problem averted

Risk: Information Security Inadequate Information Security could lead to breaches of confidential information, damaged or corrupted data and ultimately Denial of Service. If the council fails to have an effective information strategy in place.

Risk of monetary penalties and fines, and legal action by affected parties

Effects (Impact/Severity):

Causes (Likelihood):

Service: I C T

Current Status: Medium (5)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 1 - Very Low

Head of Service: Christina Cross

Review Note:

Risk: Legionella Legionella

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status: Medium (5)

Current Risk Severity: 5 - Very High

Current Risk Likelihood: 1 - Very Low

Head of Service: Jill May

Review Note:

Risk Report Appendix 7

Risk: Plant Rooms plant rooms

Effects (Impact/Severity):

Causes (Likelihood):

Service: Leisure Services

Current Status:
Medium (5)

Current Risk Severity: 5 -
Very High

Current Risk Likelihood: 1 -
Very Low

Head of Service: Jill May

Review Note:

Risk: St Andrew Street A staircase in the new development does not meet current building regulations due to conservation requirements.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Property Services

Current Status: High
(15)

Current Risk Severity: 5 - Very
High

Current Risk Likelihood: 3 -
Medium

Head of Service: None

Review Note: Can we make sure that tenants allocated do not increase the potential risk?

Risk: Vehicles, Transport, Driving Risk of collisions with other moving or stationary vehicles, cycles and/or pedestrians.

Effects (Impact/Severity):

Causes (Likelihood):

Service: Environmental Enforcement

Current Status: No
Data

Current Risk Severity: 5 - Very
High

Current Risk Likelihood: 1 -
Very Low

Head of Service: None

Review Note:

Risk: Waste Collection - Health and Safety Inadequate training with regards to Manual Handling and workplace hazards (eg contact with broken glass) could result in Health and Safety risks

Effects (Impact/Severity):

Causes (Likelihood): - Increasing demand and service costs due to increasing population, consumer society and an increasing amount of waste

Service: Street Scene Services

Current Status:
Medium (10)

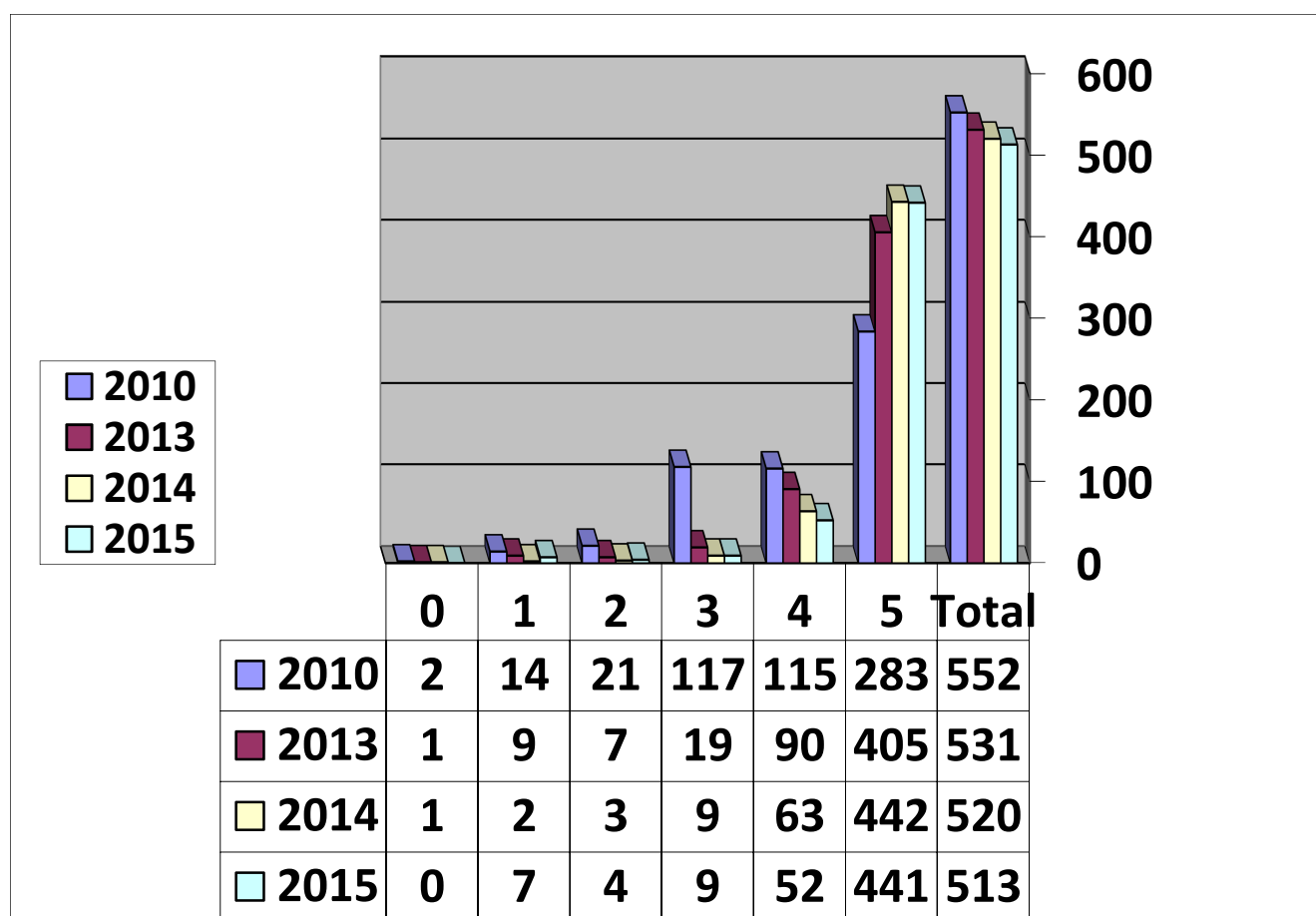
Current Risk Severity: 5 - Very
High

Current Risk Likelihood: 2 -
Low

Head of Service: Andrew Jarrett

Review Note:

Food Hygiene Rating Scheme 2010-2015



FOOD HYGIENE RATING SCHEME BANDINGS

- 0 Urgent improvement necessary
- 1 Major improvement necessary
- 2 Improvement necessary
- 3 Generally satisfactory
- 4 Good
- 5 Very good

* The national food hygiene rating scheme was launched in 2010

BROADLY COMPLIANT PREMISES

92% of all food premises are broadly compliant premises (a premises scoring < 10 for hygiene; structure or management), equivalent to a food hygiene rating of 3 and above. This includes food manufacturers and low risk food premises which does not come under the food hygiene rating scheme