

**PERFORMANCE AND RISK FOR 2017-18**

**Cabinet Member** Cllr Clive Eginton  
**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 2017-18 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.

**1.0 Introduction**

- 1.1 Appendices 1-5 provide Members with details of performance against the Corporate Plan and local service targets for the 2017-18 financial year.
- 1.2 When benchmarking information is available it is included.
- 1.3 Appendix 6 shows the higher impact risks from the Corporate Risk Register. This includes Operational and Health & Safety risks where the score meets the criteria for inclusion. See 3.0 below.
- 1.4 Appendix 7 shows the risk matrix for the Council.
- 1.5 All appendices are produced from the Corporate Service Performance And Risk Management system (SPAR).

## 2.0 Performance

### Environment Portfolio - Appendix 1

- 2.1 Regarding the Corporate Plan Aim: **Increase recycling and reduce the amount of waste**: The Council is on track with **Residual household waste per household (measured in Kilograms)** in total until June of just under 99kg against a profiled target of 105kg. We are a little below target with the **% of household waste reused, recycled and composted** and the % tends to be lower later in the year due to the reduction in garden waste tonnage. However recycling income was above budget in July.
- 2.2 The transfer station is under construction at Carlu Close and should be in operation before the end of September.
- 2.3 **Number of Households on Chargeable Garden Waste**; sales/renewals exceeded the target of 9,000 by the end of June. We would expect the increase in numbers to slow now the peak growing season has passed but income is on budget for the year.
- 2.4 For trade waste we have lost a couple of significant customers but the loss of income has been offset by reduced landfill disposal charges.
- 2.5 Regarding the Corporate Plan Aim: **Reduce our carbon footprint**: We will be reporting the number of units sold to the National Grid as an indicator of the Council's fuel efficiency going forward when the figures are available as agreed.
- 2.6 Regarding the Corporate Plan Aim: **Protect the natural environment**: the Council launched **Litter Busters** in May since then they have cleared the Tiverton part of the A361, some villages and lots of fly tipping.

### Homes Portfolio - Appendix 2

- 2.7 Regarding the Corporate Plan Aim: **Build more council houses**: No new **Council Houses** were completed in 2016/17 nor so far in 2017/18 however work has re-commenced on Birchen Lane and Palmerston Park.
- 2.8 Regarding the Corporate Plan Aim: **Facilitate the housing growth that Mid Devon needs, including affordable housing**: **23 empty homes** have been brought back into use against an annual target of 25 for 2017/18 so far which is excellent. **Number of Affordable Homes Delivered** was 26 for the first quarter of 2017/18, the first time target has been exceeded for over 2 years.
- 2.9 Regarding the Corporate Plan Aim: **Planning and enhancing the built environment**: The Local Plan is now at the Examination stage with preliminary hearings scheduled for September at Phoenix House.
- 2.10 **Percentage of Properties with a Valid Gas Safety Certificate (LGSR)**: 4 properties have expired certification, an increase of 1 from last month, 2 of

these are unoccupied, the other 2 are being pursued in accordance with our policy.

- 2.11 The **Rent Collected as a Proportion of Rent Owed** was 96.87% in July against a target of 100% however, **Rent Arrears as a Proportion of Annual Rent Debit** was 1.30%, against a target of 1%; this is still in the top quartile when compared with HouseMark. The impact of welfare reform is now being felt the service will be looking at ways to mitigate this in the Service Business Plan for next year. Over the next couple of years as the effects of the introduction of Universal Credit are finally felt we cannot expect to continue achieving collection rates of 100%.

#### Economy Portfolio - Appendix 3

- 2.12 Regarding the Corporate Plan Aim: **Attract new businesses to the District:** The last 12 months have seen a high volume of enquiries; the M5 corridor in particular is proving popular now that some of the larger employment land allocations have been unlocked. Businesses have grown into Mid Devon from surrounding local authority areas, parts of Wales, Somerset, and Peterborough.
- 2.13 Regarding the Corporate Plan Aim: **Focus on business retention and growth of existing businesses:** The target for the number of **Apprentice starts** is the government target of 2.3% of FTEs. We had 9 apprentices @ 31 March 2017 with 5 starters during 2016/17, we haven't had any new apprentices so far this year but several apprentices will be recruited at the start of the academic year; we are working closely with our local college on this.
- 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**, which are counted at the start of each quarter, the position has deteriorated from last year with only Cullompton having fewer empty units and Tiverton markedly more.
- 2.15 Regarding the Corporate Plan Aim: **Grow the tourism sector:** Tiverton Pannier Market has held another 4 successful Electric Nights events with 2 more planned for this year.
- 2.16 Other: The Local Plan is now at the Examination stage with preliminary hearings scheduled for September at Phoenix House. The draft Tiverton Town Masterplan is due to go before Cabinet in September prior to consultation.

#### Community Portfolio - Appendix 4

- 2.17 Regarding the Corporate Plan Aim: **Promote physical activity, health and wellbeing:** The GP referrals across the district; the 22 surgeries signed up since January have referred 61 people between them to the 3 Leisure Centres.

- 2.18 It was **AGREED** at the 1 August meeting that the Audit Team Leader be tasked to provide a performance indicator regarding other methods of improving health and wellbeing within the District: This is being pursued.
- 2.1 Other: **Compliance with food safety law** is 89%, which is just below the target i.e. 90%, of premises being rated 4 or above under the Food Hygiene Rating Scheme. Responsibility for compliance rests with the business; MDDC's responsibility is to carry out the food premises inspections that should be carried out (for A & B - High Risk premises) this is an annual figure for 2016/17 it was 100%.

#### Corporate - Appendix 5

- 2.19 The **working days lost due to sickness** is a little below target.
- 2.20 The **Response to FOI requests** is well below target. At present there is no dedicated member of staff, Customer First are holding onto things and recruitment for a replacement member of staff is expected later in the month.
- 2.21 The **Performance Planning Guarantee determined within 26 weeks** and **major applications determined within 13 weeks** were slightly below target but the other speed and quality measures are well above the required target.
- 2.22 The PIs for Customer First are generally on or above target except complaints resolved within timescales.

### **3.0 Risk**

- 3.1 The Corporate risk register is reviewed by Management Team (MT) and updated, risk reports to committees include risks with a total score of 10 or more. (Appendix 6)
- 3.2 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.

### **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 to Cabinet.

**Contact for more Information:** Catherine Yandle Group Manager for Performance, Governance and Data Security ext 4975

**Circulation of the Report:** Management Team and Cabinet Member