



Agenda for Scrutiny Committee Thursday, 2nd March, 2023, 6.00 pm

Members of Scrutiny Committee

Councillors: J Bailey, A Bruce, M Chapman, O Davey, C Gardner, S Hawkins, J Kemp (Vice-Chair), D Key, H Parr, E Rylance, B Taylor, J Whibley, T Woodward and B De Saram (Chair)

Venue: Council Chamber, Blackdown House, Honiton

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(or group number 01395 517546)

Thursday, 23 February 2023

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1 Public speaking

Information on [public speaking](#) is available online

2 Minutes of the previous meeting (Pages 3 - 8)

3 Apologies

4 Declarations of interest

Guidance is available online to Councillors and co-opted members on making [declarations of interest](#)

5 Matters of urgency

Information on [matters of urgency](#) is available online

6 Confidential/exempt item(s)

To agree any items to be dealt with after the public (including the press) have been excluded. There are no items which officers recommend should be dealt with in this way.

7 Decisions made by Cabinet called in by Members for scrutiny in accordance with the Overview and Scrutiny Procedure Rules

There are no items identified

8 Portfolio Holder Annual Report - Coast, Country and Environment (Pages 9 - 27)

9 Expenditure on consultants and agency staff 2021 - 2022 (Pages 28 - 38)

10 Quarterly performance report - quarter 3 (Pages 39 - 82)

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[Decision making and equalities](#)

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EAST DEVON DISTRICT COUNCIL**Minutes of the meeting of Scrutiny Committee held at Council Chamber, Blackdown House, Honiton on 2 February 2023****Attendance list at end of document**

The meeting started at 6.00 pm and ended at 8.41 pm

89 Public speaking

Cllr Jane Chanot of Farringdon Parish Council said that the overall perception of the recent Local Plan consultation was that there was a lack of transparency and missing evidence. Farringdon PC had been told that there was a Masterplan vision, however only a plan with no detail had been available on the Commonplace consultation website and it was a major concern that details such as a proposed new road, as shown in the Masterplan vision, had not been brought to the public's attention during the consultation.

Farringdon is in the middle of option 1 and option 2 for the proposed new town and is seen as a preferred option based on deliverability. Concern had been raised by a local landowner that their land had been designated as easily deliverable when the land had not been put forward. In response to a question from the Chair, Cllr Chanot confirmed that no public consultation had been held in Farringdon.

Mr Nigel Dutt questioned why the current Local Plan is being reviewed so early particularly as the Plan will deliver more than the Government's required housing supply numbers up to 2031. As the review had started so early there is time to wait for potential changes to the NPPF and other policies before replacing the current Local Plan.

Neighbourhood Plans will be impacted by the early replacement of the Local Plan and the Farringdon Neighbourhood Plan would only run to 2024 instead of 2031 in the event of a new Local Plan. This was considered a waste of time and effort by those who had worked hard to produce the Neighbourhood Plan.

There was a major concern and anger that, as the Farringdon Neighbourhood Plan was being produced, EDDC was discussing a potential new town in the same parish. This had been exacerbated by EDDC not holding a public consultation in Farringdon which would be the most affected parish. The draft new Local Plan feels too developer led with lessons not having been learned from the experience of building Cranbrook. Taking time over the new Local Plan would give EDDC an opportunity to distance itself from the perceived greed and power of the business world of developers.

Mrs Jennifer Brooke said that the Local Plan consultation process was flawed as the Commonplace software was not fit for purpose. An independent usability report had identified issues such as a lack of cookie consent, breach of data regulations and lack of accessibility for users who are less computer literate. The consultation was also not transparent and not objective as option 1 was already cited as the preferred location for the proposed new town. The CBRE options appraisal and the Traffic Management Report did not adequately address issues such as surface water flooding, pollution and congestion which would be caused by the new town and service road. The first consultation in 2021 resulted in less than 20% support for a new town although EDDC has now made this a core part of strategy.

The population of East Devon continues to grow although health care infrastructure is not keeping pace. The proposed new town would be a few hundred metres from Cranbrook and taken together, would comprise over 33,000 new residents. This would destroy existing rural villages and hamlets resulting in a vast urban sprawl. As there is no support for a new town, no need for it under the emerging NPPF and no infrastructure to support residents, Mrs Brooke questioned why EDDC and some landowners and developers continue to pursue it.

A question for the Committee had been submitted by Mr Peter Brooke. The Monitoring Officer advised that part of Mr Brooke's correspondence would be treated as a Freedom of Information request as it asked for specific figures relating to the Local Plan consultation process. The remaining part of Mr Brooke's correspondence was read out by the Democratic Services Officer and made the following points that the CBRE Options Appraisal:

- Failed to account for a "none of the above" consideration.
- Failed to address the required commitment from the NHS, Police, Fire and sewerage services.
- Did not consider lessons learned from Cranbrook.
- Contained "Greenwashing" due to the amount of farmland which would be developed.
- Having only received a 1% response cannot be considered to be an effective consultation.

The Chair thanked the public speakers for their contributions.

90 **Minutes of the previous meeting**

The minutes of the previous meeting held on 1 December 2022 were agreed as a true record.

91 **Declarations of interest**

There were no declarations of interest.

92 **Matters of urgency**

There were no matters of urgency.

93 **Confidential/exempt item(s)**

There were no confidential / exempt items.

94 **Decisions made by Cabinet called in by Members for scrutiny in accordance with the Overview and Scrutiny Procedure Rules**

There were no decisions made by Cabinet called in for scrutiny.

95 **Review of the process for production of the Local Plan - report by the Chair**

The Chair introduced his report on reviewing the process for production of the Local Plan and highlighted various concerns including the following:

- The HELAA procedure guidance was not followed.
- The impact on Neighbourhood Plans.
- Evidence missing from the consultation.
- The need for improvements to health infrastructure.
- Criticism of the Commonplace consultation software.
- An explanation is required as to why town and parish consultation meetings were not held.

Comments and questions from Members included the following points:

- Concern was expressed regarding the public consultation held in Whimpe with confusion regarding proposed housing numbers.
- Lessons needed to be learned regarding the choice of the Commonplace software.
- Comments from members of the public were welcomed and the lack of uncertainty with the consultation was a cause for concern.
- All aspects of the Local Plan process should be referred to the Strategic Planning Committee for investigation in the first instance.
- The Commonplace software was an improvement on the paper based consultation of the past.
- There needs to be an evaluation of why the usability and accessibility of the Commonplace website was not checked.
- There was concern that the consultation had been held over the Christmas period.
- Members also expressed concern as to whether the consultation would be seen to be valid.
- Members felt that the new Local Plan process was being done in a hurry and could have waited until after the May elections.
- Residents had not been given the full information in the consultation but were still being asked for their views.

In response to Members' concerns and questions, the Chief Executive and the Assistant Director Planning Strategy and Development Management advised that the Strategic Planning Committee was the appropriate Committee to be considering issues regarding the Local Plan and consultation. Following a report to the Strategic Planning Committee, the Scrutiny Committee could then consider a report with the added benefit of the views of the Strategic Planning Committee and the Portfolio Holder.

It was noted that the Commonplace software had also been used for other consultations and that no issues had arisen. The Committee confirmed that any report arising out of the discussion should focus solely on the Local Plan consultation.

The decision to hold the consultation over the Christmas period had been taken by the Strategic Planning Committee and had factored in various issues and time pressures. The recent consultation was the first of the minimum of two formal stages, known as Reg. 18 and Reg. 19, in a long process which may involve further consultations depending on the responses received and which would give the public further opportunities to comment.

The Assistant Director Planning Strategy and Development Management clarified the purpose and procedure for the HELAA process in identifying sites which are deliverable and achievable and the stages at which the public can give their views. The Assistant Director was confident that the consultation process was valid.

RECOMMENDATION

That a report be prepared for the Strategic Planning Committee assessing what has been done so far in the new Local Plan process and setting out the way forward.

96 **Portfolio Holder Annual Report - Strategic Planning**

The Portfolio Holder for Strategic Planning had sent apologies for the meeting.

The discussion included the following comments:

- Members noted the information regarding Section 106 and CIL monies. Whilst there was frustration among town and parish councils that projects have been impacted by staff resourcing issues, local councils have been kept informed.
- Members were pleased with progress at Cranbrook.
- With regard to the joint non-statutory plan, it was noted that a report would be presented at the April Scrutiny meeting.
- Members noted the comments regarding issues at consultation events with some attendees behaving in an aggressive manner towards staff.

The Portfolio Holder was thanked for his report which was noted.

97 **Portfolio Holder Annual Report - Climate Action and Emergency Response**

Cllr Marianne Rixson, Portfolio Holder for Climate Action and Emergency Response, presented her report and highlighted the following points:

- The Portfolio works across the whole Council and delivers through each service. As the team is very small, it is proposed to form a Green Team early in 2023 in order to oversee and monitor delivery of climate action, particularly the new 8% campaign to drive forward the Council's climate response over the next 7 years.
- The Portfolio has been impacted by staffing resources, however the appointment of the new Assistant Director Environmental Health has been welcomed.
- A summary of projects and activities was provided including the promotion of active travel.
- The Climate Change Officer has started to work with outside groups, including town and parish councils.
- The Portfolio will focus on reducing the Council's organisational carbon footprint and supporting others to do the same.

The Portfolio Holder thanked the Director of Housing Health and Environment for his help in establishing the Portfolio.

Comments and questions from Members included the following points:

- With regard to monitoring the success of the Green Team, this will be evidenced in the on-going reduction of the Council's carbon footprint. Information and publicity will be available as to how the whole Council is engaging in climate action.
- It was noted that the Council has approved funding to reduce the reliance of Streetscene on diesel powered vehicles.
- Concern was expressed that the low noise levels of electric vehicles can pose a difficulty for those with impaired hearing and that this should be borne in mind.
- Members supported active travel and acknowledged the need for more off road provision for walkers and cyclists.
- It was noted that as 40% of households do not have a driveway, solutions need to be found for those residents who need to re-charge an electric vehicle.
- The profile of existing trees should be raised in order to further understand the importance of trees.

- It was noted that a new tree policy will be developed this year in partnership with Devon County Council.

The Portfolio Holder was thanked for her very comprehensive and informative report which was noted.

98 **Changes to Scrutiny practices - report by the Chair**

The Chair had requested financial resources to support the work of the Scrutiny Committee and proposed a Scrutiny Task and Finish Forum to take forward the development of the Committee.

The discussion included the following points:

- The request for a budget for Scrutiny had not been raised at the appropriate point in the budget setting process.
- The proposed terms of reference for a Scrutiny TaFF replicate what the Committee is already doing so it would be difficult to justify a dedicated Scrutiny budget.
- A review of Scrutiny has not been undertaken since the previous review in 2015.
- A budget could be used for resources from outside of the Council.
- The Committee is already well resourced by senior Officers.
- There has not been a problem with Scrutiny acting effectively in the past and there is no clear rationale for requesting a budget. Quality work should be based on reports from Officers as has been the case in the past.
- A successful training session had been held last year and good scrutiny guides have been circulated. Finance should be requested as and when it is required for specific items such as external reports, based on advice from EDDC Officers.

It was agreed to reject both of the proposals in the report to request a budget for the Scrutiny Committee and to set up a Scrutiny Task and Finish Forum.

99 **Forward Plan**

Cllr Gardner referred to recommendations made previously by the Scrutiny Tree TaFF and accepted by the Committee on 25 June 2015 and proposed that the recommendations, as listed, be reviewed with a report as to whether they had been implemented or not.

The Portfolio Holder for Coast, Country and Environment recommended that the Committee waits for the new Tree Policy which is expected later in the year.

It was agreed to add the proposal made by Cllr Gardner to the Forward Plan and that a scoping report be brought back to the Committee for consideration.

Attendance List

Councillors present:

M Allen (Chair)
J Bailey
M Chapman
O Davey

C Gardner
S Hawkins
D Key
H Parr
E Rylance
B Taylor
J Whibley
T Woodward

Councillors also present (for some or all the meeting)

J Bonetta
B De Saram
S Gazzard
N Hookway
V Johns
G Jung
R Lawrence
A Moulding
M Rixson
J Rowland
T Wright

Officers in attendance:

Matthew Blythe, Assistant Director Environmental Health
Catherine Causley, Climate Change Officer
Ed Freeman, Assistant Director Planning Strategy and Development Management
John Golding, Director of Housing, Health and Environment
Sarah Jenkins, Democratic Services Officer
Anita Williams, Interim Director of Governance and Licensing and Monitoring Officer
Mark Williams, Chief Executive

Councillor apologies:

J Kemp

Non Committee members apologies:

M Armstrong
J Loudoun

Chair

Date:

Coast Country and Environment Background

report since May 2019



Portfolio report from Cllr Geoff Jung

In May 2019 following an administration change I became portfolio holder for the **Environment** and in Mid 2020 became portfolio holder for **Coast Country and Environment**.

It is difficult to explain the financial year of 2022/23 in isolation without explaining the lead up to the year and some of the plans for 2023/24.

The 4-year period from May 2019 has been a most challenging time for the District Council, due to budget restraints inherited together with the Government policy to Councils and the enormous challenges required through the Covid Emergency and now the fuel and cost of living crisis .

I would like to thank all the officers, staff, and fellow Councillors for their dedicated hard work throughout these challenging times. Thank you, it has been a massive challenge but rewarding experience!

Changes made since May 2019

The portfolio is administered by a great number of officers and departments, which cover various aspects of Environmental Protection from people's health and wellbeing through to dog poo bins to protecting wild flowers meadows! It was clear from the outset of taking over the portfolio that some of the responsibilities would have to be given to another portfolio holder so that equal focus could be given to each important previously neglected sectors.



Sport, and Leisure including LED had been part of my portfolio; however, a new post was created in 2020 to cover Tourism (which was not a portfolio holder responsibility) plus Sport and Leisure into the capable hands of Cllr Nick Hookway taking on this important portfolio. A new Sport and Leisure Strategy has been drawn up and gone through the public consultation stage and adopted. A large part of the strategy is linked to LED(Leisure East Devon) a

Community Trust company that manages East Devon's Sports and Leisure facilities, theatres, and the Ocean complex at Exmouth. The Covid emergency severely impacted its operations, and through an odd quirk in Central Government Covid relief, because it is a "Trust" it did not receive any of the Covid subsidies or benefits unlike other Councils directly managed operators. Therefore, substantial extra support has had to be agreed, whilst the Council has challenged the Government decision. I and my cabinet Colleagues feel that our swimming pools and sports facilities are vital for the wellbeing of our residents, and we are endeavouring to continue to provide the services everyone enjoyed prior to the Covid emergency.

Culture. Again, this was included within my portfolio, and under resourced. It includes the Thelma Herbert gallery in Honiton, the Pavilion in Exmouth, and the Manor Pavilion in Sidmouth.

However, it was considered more appropriate to be included in the Tourism, Sport, and Leisure umbrella. A new Culture Strategy has been published consulted and adopted.



Car Parks, most neglected and underfunded with no pricing adjustment to cover a VAT increase or inflation for 12 years also needed a fresh approach. The unique position East Devon has of being both a tourist destination and an all-year-round working community, with carparks covering both town centre and beaches required a unique approach.

The new policy with car park permits remaining fantastic value for money from as little as £10 a month, plus our winter charges remaining at the rock bottom £2.00 per day but increasing our summer top locations to a maximum of £8.00 per day(20% increase) with an £2.00 an hour charge. The results from the first 7 months shows that this new policy really works, both for residents, and for our visitors.

Following the car park changes, it was agreed to transfer the responsibility over to the finance portfolio holder as more appropriate, and a new Car park manager recruited to manage our car parks, following the departure of the previous officer, Andrew Ennis.



Climate Change. This manmade emergency that is affecting our climate and in turn effects everything we do within the council and at home, requires substantial input, with officers working to develop a strategy that will reduce our carbon footprint. Therefore, a separate portfolio holder for Climate Change was created in the very capable hands of Cllr Marianne Rixson.

Much of the work in protecting the Environment or our coasts and the countryside relates significantly to our changing needs due to Climate Change, and therefore our portfolios are closely related.

My portfolio covers **StreetScene** services

StreetScene is our **largest frontline service area**, accounting for over half the total general fund budget at over £11 million as well as a large capital program mainly relating to infrastructure and coastal defence of around £4.14 million for 21/22, and approximately £1.4 million for 2022/23.

Services that are experienced by all of our residents and our visitors and which support many of our Council priorities, covering services such as street cleansing, ground maintenance, recycling and waste, public realm maintenance, public toilets, parks, green space, beaches, and engineering.

Keeping our environment beautiful and East Devon a place people want to live in, visit, enjoy and invest. The services StreetScene provide is the shop window for our Greener East Devon agenda, and links to green space delivery, our emerging Tourism and Culture strategies and helps to support our objective of delivering a resilient economy.



Across all sub-services of Streetscene, following Covid, there has been an extensive amount of work carried out on recruitment, with a high turnover in Operations, with many new recruits coming in and lots of vacancies to fill. Be it driver and loader issues within Recycling and Waste through Suez, or operatives

within Streetscene-Operations putting pressure on service delivery through the summer season, the employment market and slipping behind in our median payer position impacted on the teams (this has been dealt with by the Reward review). It is testament to the teams and

management that we've managed to keep the show on the road in the face of heightened demand for our services with a depleted team in a state of flux, and still achieve so much!

Beautiful beaches, award winning parks and safe infrastructure. When it goes wrong it is highly visual to residents and Members often find out about it from their constituents very quickly! Missed dog bins, overflowing seafront bins on busy bank holidays, with incomplete kerbside collections or fly tipping or abandoned vehicles. There is always something that irritates our residents, and the systems Apps and messaging generally resolves the problems speedily and efficiently.

Operations. This covers Grounds maintenance, green space development, street cleansing, public toilet cleaning and servicing and maintenance of public realm (but not highways), beaches, watersafety and events.



Following the health emergency, we continued to deliver our high-quality street cleansing and grounds maintenance services despite a 20% vacancy of staff shortage from seasonal agency positions and rising permanent vacancies, alongside a demand level which continues to be higher than pre-pandemic.

2021 saw a 29% increase during the summer, 2022 was just below this. The increase in street cleansing work and street litter bin tonnages is a result of more residents and visitors using our areas since the pandemic.



Parks and Gardens Our staff along with a great many volunteers again achieved 3 Green Flag Awards with Connaught gardens Sidmouth (19th yearly award), Seafield Seaton (3rd year award) and Manor gardens Exmouth (18th year award) We have also applied for Pride in Park Awards at Phear park Exmouth, Pavilion gardens Exmouth, The Glen, Blackmore gardens Sidmouth Seafield Seaton, Manor, and Connaught gardens Exmouth for which we are eagerly awaiting results.

Over the last few years in particular we have seen our parks and green spaces play a vital role for people through the covid lockdowns as a place to relax, exercise and meet friends and family in safely, and the retention of Green Flag Awards are a testament to the hard work and dedication of staff and volunteers that make them great spaces for everyone to enjoy.



Recycling and Waste Partnership. East Devon is the leading UK district for the least amount of residual (black bin waste) and the 9th best performer for recycling. This is a great partnership between EDDC and Suez. With great co-operation by residents we recycle over 61% of our rubbish when only 10 years ago we only recycled 2%!! We also ensure none of our waste goes to landfill as the residual waste goes to Exeter's incinerator and generates electricity.

Our Recycling and Waste household hybrid kerbside sort system collections provides an efficient and regular recycling, waste minimisation and disposal service to over 73,000 households in East Devon. We now regularly make over 500,000 collections a month, more than 6 million collections a year.

The system we use maximises the quality of the recycling we collect to enable it to be re-used as a secondary raw material, we collect as many materials as we can to enable residents to recycle to minimise their waste. This has seen our **recycling rate** increase steadily since 2017, with a slight drop to **60% for 2020/2021 from a level of 60.5% in 2019/2020**, which was still a magnificent achievement during the Covid pandemic. We anticipate an **out-turn rate of 61% for 2021/2022** when DEFRA validate the figures shortly.

We now have over 18,000 properties having biweekly green waste collections. Next year we aim to achieve £215k to help offset service costs, with a target reaching over 19,250 customers.

During and following the Covid emergency there have been ongoing staffing issues, with driver shortage, covid sickness, but this has been managed effectively through rolling communications and our award-winning East Devon mobile phone App. Plus the Councillor emails through end of day reporting. In comparison to other local districts, East Devon Recycling and Waste are in a far better position than some other Devon Authorities.

The continuing pressures since Covid and Brexit has resulted in a tight UK employment market, including pressures on agency suppliers, are an on-going challenge. Driver shortages and restrictions on LGV driver training have been a particular problem. SUEZ driver training programme has gone some way to alleviating the pressure and will continue. Our 'Five Golden Rules' training package for crews has helped keep up service standards despite these pressures of staff shortages.



Government changes. The Government are proposing substantial changes to the recycling and waste sector driven by the new Environment Act which officers have been tracking since 2019 through involvement in lengthy consultations, webinars, DEFRA workshops and panels which are on-going.

DEFRA consultation response for **Extended Producer Responsibility (EPR)** has been issued, it is intended that this will see the producer of packaging paying the costs for its treatment, recycling or disposal and will change the way our service is funded and how we have to report our collected tonnages.

We have responded to the consultation responses for **Deposit Return Scheme (DRS)** which is considering requiring a deposit payable scheme on some returned recyclable packaging such as drink bottles to help reduce waste and improve circularity.

There is also a plan to ensure better consistency to require all councils to recycle the same materials which have yet to be issued. These are anticipated to be announced in early in 2023.

The full details of all these substantial changes are still awaited to be issued by DEFRA but in the meantime, we are preparing for a different future as far as we can with the current level of information available and will closely monitor developments, with reports to our Partnership Board and Cabinet once more details are known.

Bridging solution Because of the substantial growth in housing throughout the district a major change was required to our scheduled collections this year to deal with property growth until the end of the contract.

There was a contractual agreement known as "Tipping Point 2" at 73,000 households written into our contract which was achieved in Aug 2022. This required a re-negotiation of price and resources to service properties past this threshold.

Throughout the year we scoped this out and proposed a solution through the Board which led to a Cabinet report and agreement to additional revenue funding of £1.2million along with capital to finance additional fleet vehicles. The proposal has been successfully negotiated and implementation is underway.

Phase 1 was the establishment of collections in the 'Growth Zone' at the West End of the district, which was successfully implemented in October 2022. This involved round changes to over 17,000 properties which have been rolled out through extensive round planning changes, and a successful 3 step communication approach.

Phase 2 is planned for the rest of the district in summer 2023 once Phase 1 has had a bedding-in period.

The Bridging Solution has met our contractual obligation under the Tipping Point 2 and has also enabled us to grant the contract extensions with SUEZ taking the current contract to its expiry in 2026. Projections estimate that we will be servicing 76,500 properties by contract end.

Escalating pay rates and fuel costs create a cost pressure on the contract and these are reflected in high indexing levels, which are likely to create a budget pressure over the coming years.

New Contract feasibility study. Following the challenges of the tipping point, the team will need to consider the renewal of the service contract or alternative options to be in place by 2026 at the latest.

There will be an options appraisal and members workshops to consider the future shape of the service and delivery model.

This will include: -

- How the Environment Act changes (DRS, EPR, consistency) will affect our collections
- Decarbonisation of the operation
- Depot requirements and investment
- The team size and shape needed for delivering an improved service to over 73k+ properties to reach 70% recycling rate by 2030. (Government Target is 65%)
- An analysis of the vehicle fleet covering the various models,
- To run the service ourselves or continuing with a similar partnership or an Integrated Devon partnership.
- When, adaptation and service change and impacts for contract review.
- Procurement timeline for new Governance, reporting timeline.
- Capital fleet costs of circa £15m for EV fleet alternatives
- £multi million investment in larger depot with charging/refuelling capacity.



Recycling and waste Fleet Decarbonisation plan This project alone is substantial to our future funding requirements coupled to the benefit it will provide to East Devon's contribution to our climate change targets. The plan involves a complete electric or renewable energy fleet to replace the 50 plus vehicle fleet and the consideration of charging points or fuel supply (Hydrogen) located at a suitable location.



Public Toilets The poor state of our public loos, hardly touched for the last 40 years and many in disrepair, through continued underfunding. Officers and staff carried out extensive work on creating a framework for a review which was approved by Cabinet in May 2021, and again following a public consultation in Dec 2021. The new agreed policy is to fund a complete update and/or relocate our category A toilets.

We recognise, that Public Toilets are vital in a tourist location, and it is important we provide clean and hygienic modern toilets with disabled access and some with disabled adult changing facilities in the appropriate locations. (A government grant was successfully applied for to cover the funding for 4 of these most needy adaptations for adult disabled changing facilities)

Officers are now carrying out the recommendations from the report, with negotiations ongoing with the Category B & C sites being considered for alternative uses. A number of these exciting and innovative uses are at the point of being announced. These exciting future uses which will overcome the many public concerns raised during the consultation with retaining publicly accessible toilets, and also some good community-based re-uses of sites. In the meantime, most of the public toilets have remained open.

My portfolio also covers **coastal protection and flooding**

Climate change effecting our coasts.



Our estuaries plus our coast line with its uniquely protected World Heritage status the Jurassic Coast, is expected to change significantly due to the predicted sea level of 1metre rise together with our changing climate with more intense storms. Our coastal towns and estuaries are all vulnerable, and they all need substantial protection or adaption.

Our Engineering department who oversees the maintenance of our infrastructure including flood alleviation, coastal protection, bridges, structures and play areas, have had substantial staffing issues in 2022/23 with effectively a team at 50% for the whole year due to staff turnover, recruitment difficulties and sickness. This has meant many capital bids have not progressed future whilst we have needed to focus on major projects.

However, there has been great progress with the flood scheme at Feniton seeing the completion of the under the railway culvert work which required close cooperation with Network Rail. This will allow for the final phases to be completed to join the sections to finally provide surface water flooding protection to a great number of properties in the village.



The Sidmouth Beach Management Plan has seen substantial progress, despite the increase in construction costs following Covid and Brexit. The agreed Hybrid Option which was introduced following the public dissatisfaction to the 'Preferred Option' to design out the significant raising of the Splash-wall requirement was found to have a £4million budget gap. However, through extensive work with partners engineers and consultants this gap is now at a much better £1.7 million gap and promising prospects of this shortfall being covered as the scheme progresses.

Early in 2023 the final draft from the consultants for the OBC (Outline Business Case) will be discussed at a Sidmouth Beach Management meeting for the group to make a recommendation. Following the approval of OBC the detailed designs, public consultations, and planning permission will follow, with construction expected in 2025



At **Seaton** and the **Axe estuary** we have received the funding to protect the failing cliffs and work is progressing, plus work to Seaton Wetlands at our award-winning nature conservation reserve to improve and expand it is progressing.

We are also the lead Authority in working with a wide range of partners to overcome the dangerous pollution levels within the Axe River catchment that is at present restricting any future development in the area.



At **Exmouth** we recently saw the completion to the Environment Agency funded Estuary defence scheme protecting over 500 dwellings and the town centre. We are now working on the Exmouth Beach Management scheme to reduce the sand movement on Exmouth beach and working with

partners to consider the implications of the expected changes to Dawlish Warren following the decision not to provide engineering solutions to this protected important habitat location.



On the **lower Otter Estuary**, we are working with Clinton Devon and the Environment Agency to return the estuary to its natural state, prior to the artificial dykes that were built by prisoners during the Napoleonic wars that are now failing.

This multimillion-pound European investment will improve the shoreline habitat, plus move the cricket ground to higher ground and raising South Farm Road, overcoming climate change predictions, reducing flood risks, and providing important intertidal habitat which is disappearing elsewhere.



Beach Safety and the day- to- day management of our beaches continues to be busy over the summer months. In 2022 we again successfully retained two Blue Flags awards at Exmouth (4th yearly award), and Sidmouth (3rd yearly award) alongside achieving a new award of Blue Flag at Seaton, with seaside awards at Exmouth (5th year award), Budleigh (4th year award), Sidmouth (4th year award), Beer (new award this year), and Seaton (5th year award). This highlights the progress we have made in improving our environmental, educational, safety, and accessibility criteria of all of the beaches by not only retaining awards but expanding them with new awards at Seaton and Beer in recognition of the improvements we have made. These awards are an important internationally recognised “charter mark” of the quality that our beaches offer, something we are rightly proud of and helps support our new Tourism Strategy work.

In 2021 there was an increase in domestic tourism of 59.2% nationally with Devon being the no1 destination. The top desirable feature for a destination the beach. While this boom was partly down to Covid and limitations on foreign travel,



research by Visit Britain suggests that other factors such as Brexit and the climate emergency are also in play, and the growth is forecast to continue until at least 2025.

In September 2021 the RNLI carried out a beach safety assessment which concluded that their current provision at Exmouth was no longer adequate to ensure the safety of beach users, and therefore the level of lifeguard cover should be increased. Therefore, EDDC commissioned and invested in an improved lifeguard service at Exmouth beach, which covers a much longer season from Easter until 26th Sept, with an additional lifeguard stand in the peak season This step showcases our commitment to water safety, while enhancing our tourism offering which in turn boosts the local economy and businesses.



Pollution. Although we as a district council are not directly responsible for pollution issues, (SWW and the EA are) we are responsible for the possible effects through our Environmental Health officers. As all our beaches are “Blue flag” designated beaches, meaning that they are safe for swimming, being pollution free, any concerns with pollution could have a serious detrimental impact on our Tourism, and also our own residents enjoying our beaches.

This year for a few days at Exmouth Beach we had to advise users not to enter the sea for what was an unfounded concern, plus a few times due to an EA pollution forecasts following a storm event . We are working with SWW, the EA and Surfers Against Sewage to provide up to the minute information, not only during the summer, but throughout the year.

We are also working with SWW to remove the necessity of storm releases from anywhere along our coasts that can affect the water quality of our beaches, plus ensuring all the catchments and estuaries are also free from pollution as well. This will require substantial investment by SWW and will take some years to implement fully.

Surface Water Flooding. The changing climate is affecting surface water run off resulting in overburdening our sewage systems, inundating properties, and roads more and more. The challenge is for local people, farmers, landowners, South West Water the Environment



Agency, and councils to work together. East Devon is working with partners to set up Community Resilience voluntary groups to act as local emergency responders during an event and to co-ordinate schemes that reduce the impact of flooding on a community.

My portfolio also covers the **Countryside** and the effects of climate change and increasing development requirements



As a District Council we have been required to provide 950 plus new dwellings a year by Central Government, which is a massive challenge, but the Council recognise that although a large amount of these houses will be built in what is termed the West End of the district, there needs to be substantial investment in protecting the biodiversity and enhancing the countryside with improved public access at the same time.

Within 10 kilometres of the Pebblebed Heaths, the Exe Estuary and Dawlish Warren all new dwellings are required to provide funding known as Habitat Mitigation. This includes a substantial area of Teignbridge and Exeter. These funds are controlled by the **South and East Devon Habitat Regulations Executive Committee**, with a representative from each council overseeing the measures to protect these vitally important habitats. Up to 2019 the portfolio holder for Strategic Development was the representative as the funding came from development, but it became apparent that the expenditure decisions was more suitable for more specialist knowledge on wildlife and habitat and therefore the responsibility was shifted to my portfolio.

As well as protecting and improving the Pebblebed Heaths and the Exe Estuary a significant aspect of the mitigation is to provide SANGS (Suitable Alternative Natural Green Space) for people to walk and enjoy away from these protected locations to encourage alternatives for people to visit. Recently an area near Broadclyst Station was purchased by East Devon which will provide footpaths cycleways, ponds and watercourses for residents and wildlife to enjoy.

This new open public access space compliments SANGs areas already provided by Exeter City Council and Teignbridge District Council.



Clyst Valley Regional Park Masterplan. In the present local Plan for East Devon (2012 to 31) under **Strategy 10 Green Infrastructure in East Devon's West End**, the Clyst Valley Regional Park was included on the proposals map and minor details provided. A 25-year masterplan was adopted by the Strategic Planning Committee in April 2021 and now needs to be included as planning policy in the emerging Local Plan to 2040.

The Clyst Valley Regional Park (CVRP) is an area of green and blue space with a policy boundary covers circa 6,000 acres and is the focus of activity for the provision of public open space and trails.

The Clyst Canopy project operates at a catchment scale of 1,550 km² to improve water quality in the river Clyst and tributaries and will help to reduce flood risk through natural flood management. We have an ambitious target for 80 km of traffic-free trails linking seamlessly to buses and trains.

The plan is to deliver high quality, nature-rich public open spaces, and traffic-free trails to serve one of the fastest growing areas in the country. Around £1.5 million of funding (public and private) has been secured to implement the proposals to date.

Already we have delivered two 'springboard' projects to give the fledgling park wings and brought its first area of publicly accessible natural greenspace. (SANGS area) 25 acres at Broadclyst Station.

The ambitious 25-year masterplan was a finalist at this year's Royal Town Planning Institute's national awards for planning excellence (and won the regional award outright).

The CVRP will help to ensure that the local population can enjoy excellent access to the natural environment with associated health and wellbeing benefits.

In creating the UK's newest Regional Park, EDDC is implementing the recommendations of the "Future Parks Accelerator". A report commissioned by the National Trust on behalf of the project partners recommended creating 10 large-scale regional parks in the urban fringe at a national level.

Using the 'Greenkeeper' tool and Green Book compliant methods, these urban parks would generate £600 million per annum in health benefits, contribute 8% of the national tree planting target, and provide £2 of health and amenity benefits for every £1 invested over 30 years.

The CVRP provides a newsletter that is received by 1,653 residents, with a great many of whom have attended guided walks, bike rides, and conservation volunteering activities. This provided developing skills and increasing confidence for 500 public volunteers and gave 300 school children the chance to experience drama, historic re-enactment, and tree planting.

There have been 5000 native broadleaved trees planted by 400 volunteers and 200 children from local schools, 3 orchards created, 325 ancient trees recorded by volunteers, including a 700-year-old oak and 35 acres of historic parkland restored.

The Clyst Canopy project has provided information from surveys carried out on 10 farms, that would enable landowners to increase tree canopy cover to over 30%. (East Devon Average 12%) and we have identified local businesses willing to invest.

The first part the multi-use Clyst Valley Trail have been constructed and completed a public consultation on the full 13 km route has also been completed.



Countryside Team. The “bounce back” following Covid has seen a hugely successful year for the Countryside team’s **Environmental Education programme:** Successfully

engaging 68 groups, consisting of 2075 people, and generating £13,170 income.

Volunteering with the Countryside Team has built up to 275 volunteers actively engaged in 2022/23, who between them accumulated 2967 hours of valuable time towards our wildlife conservation efforts, the equivalent of £28,186 of cash value.

Our small team of Rangers manage our award-winning Seaton Wetlands, 13 local nature reserves and co-ordinate Urban Green initiatives through Wild East Devon. The first urban area was Wild Exmouth where with funding from the National Lottery the work involved various community projects and works bringing nature into the urban area. This concept is now being rolled out in other urban areas throughout East Devon.

Following the success of the Wild Exmouth project, the team are now working on the Delivery of **Wild Honiton** project, improving green spaces to benefit wildlife, access, and recreational enhancements. This includes discussions with neighbouring landowners to improve access and circular walks with the urban environment.

They also manage and maintain the East Devon section of the SW Coast Path and provide support and funding for the East Devon and Blackdown Hills AONB Partnerships as nationally important landscapes.

The headline for 2012/3 at Seaton Wetlands has seen the successful opening of Seaton Tramway Wetlands Halt. This will help to further develop the local visitor economy for Seaton with the offer of an additional attraction to the tram experience.

Plans are being worked on for extra visitor infrastructure to the Wetlands to enhance visitor experience and monetise the increased footfall with the creation of a café offer through a concessionary arrangement at the Black Hole Marsh hub and the installation of contactless payment points and resurface and re-aligned car parking area



The Environment Act 2021

Following the government introduction of the **Environment Act 2021** the duty of an LPA to the delivery of Biodiversity Net Gain and preparing Local Nature Recovery Strategy's for the emerging new local plan.

A District Ecologist was a new post in 2012/3 which will link to help develop the Biodiversity Chapter in the new local plan for better environmental outcomes which will provide stronger policy protection for biodiversity and a better quality of development, for people and biodiversity. Also, to collaborate with Devon Local Nature Partnership to develop a new Local Nature Recovery Strategy.

Working with the Countryside team the District Ecologist will develop proposals for both further habitat acquisition in the district that can facilitate commitments to nature recovery and carbon reduction/adaptation and utilising the emerging Local Habitat map to implement nature recovery networks.



Tree Strategy. It has been identified that East Devon Tree Canopy cover is only 12% of the total ground area covered. London tree cover is 20% in comparison and therefore it is planned to introduce a new Tree Policy. This is in conjunction with Devon County Council, other Councils, and the Woodland Trust, to provide a Devon wide tree policy within the Climate change initiatives.

The Tree team has been short staffed over the last 12 months, but the new Tree Strategy is being developed through working with Devon County Council with a county wide Tree strategy, which will be a blueprint to set out the framework for engaging with climate change, tree wardens and community engagement, tackling pests and diseases, and requirements for trees within development sites.

The tree team will actively engage and develop tree warden scheme across East Devon to help with the protection of existing trees and planting of new trees, update tree webpage ensuring all information is relevant and deliver a core statutory duties and start a Tree Protection Order (TPO) review ensuring all TPO'S are legally enforceable and up to date.



Woodland Trust A new 158-acre area of woodland has just been announced at Coombe Farm between Woodbury and Exmouth to be known as Yonder Oak Wood, and I was greatly honoured to plant the first new Oak tree in honour of the late Queen in November 2022

Other projects within my Portfolio.



Green Heat. Cranbrook and the new developments west of Exeter are currently being heated by a centralised heating system generated by gas, but a neglected vital planning condition, requiring it to be replaced by “green energy” had previously been ignored. Through a most challenging process we have received multi-million-pound funding to facilitate the heat through an insulated new pipeline from a new waste to energy incinerator being built at the Hill Barton Business Park. This will replace the

gas power, not only for all existing dwellings but for the future expansion of Cranbrook, the Science Park and we will have spare capacity for future development too!

This project is vital to help us achieve Zero carbon by our target of 2040 and therefore this project is in conjunction with our Climate Change Portfolio Holder Cllr Marianne Rixson.

Environmental Health

The Environmental Health Service arm of the District Council is generally an unknown yet substantial part of the District Council's responsibilities. Its aim is to protect and improve the health and wellbeing of both individuals and communities plus the protection of the environment.

The Service focuses on improving the quality of life and to influence decisions, and to control a range of behaviours and environmental factors that can affect the health and wellbeing of people in East Devon.

- a) good for our personal health and wellbeing.
- b) good for our environment and
- c) lifestyle choices that contribute to improving health and reducing poverty in our communities.



Alongside the day-to-day statutory programme of inspections, complaint investigations and professional consultations, the team will take every possible opportunity to promote and signpost good practice in our communities to contribute to all three of our corporate priorities. This may be simple conversations with business operators about energy tariffs, plastic free packaging options, and local and sustainable food sourcing and energy efficiency all the way up to strategic partnership working with other departments, authorities, and businesses.

We will also work to identify and tackle fuel poverty in private dwellings and to promote personal wellbeing in one-to-one conversations with householders (where appropriate), with our colleagues in Financial Resilience and external partner Exeter Community Energy and addressing mental health, active travel choices and other relevant lifestyle conversations as and when they arise taking full advantage of our unprecedented level of informal one-to-one access to business owners and householders in East Devon.

The variety of work is reflected by the cross over with other portfolios, Sustainable Homes and Communities, Climate Action and Council and Corporate Coordination.

Environmental Protection We are routinely consulted on the impact of proposed developments set out in planning applications, and we work to prevent public nuisance and to protect public safety by working closely.

Licensing team on a variety of licensing matters, including animal licensing, street trading and alcohol licensing. We now have a dedicated Animal Licensing and Welfare Officer whose responsibilities will also include tackling unlicensed animal boarders and breeders across the district.

Environmental pollution prevention and control duties and powers. These include the control



of smoke, odours, fly-tipping and littering offences, fly nuisance and noise nuisance, air quality, environmental permitting and the promotion and enforcement of public health and pest control legislation. We completed 100% of the environmental permitting inspections in 2022 due to ensure that these businesses continue to minimise environmental pollution and reduce the impact on the health and wellbeing of East Devon residents. The introduction of the Noise App in 2022 has

helped to reduce the time taken to investigate noise nuisance and ensure a suitable resolution for all involved.

Contaminated Land we have a detailed strategy for dealing with land that has been contaminated by its historic uses.



Pest control and treatment service. We now offer a reduced fee for pest control treatments for low-income residents to ensure we are able to protect the public health. We have piloted a scheme to offer non-food commercial businesses, a tailored pest control contract at a competitive price. In 2022, we have responded to 600+ requests for pest control treatments.



Anti-social Behaviour in its various forms, including dog nuisance. There are a range of regulatory tools available to assist officers including Community Protection Warnings and Notices. A successful information campaign took place in 2022 encouraging residents and visitors to be responsible dog owners and the recruitment of a Dog Enforcement Officer will help to strengthen that message moving forwards. They deal with dog control issues and stray dogs and work hard to educate communities by promoting responsible dog ownership.

Public Space Protection Orders (PSPO) that set out controls over unacceptable behaviours in terms of irresponsible dog ownership and other matters including street drinking and aggressive begging have been reviewed for 2023 with some minor changes.



Hoarding and accumulations of rubbish in homes and gardens where officers work in multi-disciplinary teams to tackle these complex social issues.

Public health funerals. There is a statutory duty to arrange where no one else is willing or able to take the steps necessary to deal with the remains of an individual who has died within the district. We were successful in recovering over 80% of the funeral costs from the deceased's estate in 2021/22.



Commercial Premises includes the registration, inspection, and enforcement of legislative standards for 1870 food businesses, allergen management in the 'none pre-packed' sector and the investigation of complaints about the safety of food. High-risk premises; non-compliant premises; approved premises; and fraudulent food and criminal activities are prioritised. Complete 100 food and environmental samples annually based on local and national priorities and emerging risks. In 2022/23 we have been focussed on meeting the Food Standards Agency's post Covid recovery plan.

We investigate workplace accidents and complaints about workplace health and safety and enforce as necessary or advise on and promote good practice. We ensure relevant workplaces remain smoke free and provide routine swimming pool sampling to LED Community Leisure.

We register skin-piercing activities to ensure infection control and licensed riding establishments, zoos, and dangerous wild animals to ensure animal welfare standards and public safety criteria are met.

We have an established Safety Advisory Group (SAG) to provide advice and guidance to event planners and organisers of large events in staging their events, and help them understand their individual responsibilities and those of other agencies involved

Planning and Licensing teams with whom we work with on a variety of issues relating to commercial food businesses to ensure they meet the standards required by legislation and **Councils Byelaws**. We assist Public Health England in the investigation of infectious diseases and prevent their spread within the community.



COVID-19 has had an enormous impact on workplaces, and we continue to support workplaces and businesses to implement the good infection prevention practices that employers and staff can do in everyday life that really do make a difference to everyone's health and wellbeing at work.

Community Safety and Safeguarding We are an active partner in the East and Mid Devon Community Safety Partnership and the CSP Priorities are the basis for a range of initiative and interventions we deliver locally.



Modern Slavery, Youth Crime Violence Prevention, Trauma, Domestic Abuse & Sexual Violence we are represented at Devon Boards around prevent these important issues

Domestic Homicide Reviews and Child safeguarding we attend as key partners in meetings and share information and action back into our own council departments.

Development of training and a Safeguarding Forum We arrange and Chair Multi agency meetings with our partners to deliver against identified local issues. We develop and maintain a local community network where we share relevant information around best practice or available training and funding opportunities that help to deliver against aspects of poverty and form the basis of our four local Community Safety Groups. We also lead on the coordination and support of the Council's safeguarding duties by working closely with operational teams. Development of training and a Safeguarding Forum to enable a more balanced and corporately focussed safeguarding response.

Emergency Planning and Business Continuity Our current emergency plan has been reviewed this year and actively used to deliver against concurrent incidents, including COVID 19, loss of power and severe weather situations.

Devon Emergency Planning Partnership and the Devon Cornwall and Isles of Scilly Local Resilience Forum to develop our plans to deliver against these emergency and other future incidents. We plan, maintain, review, and exercise the Council's emergency plans and have a key communication and coordination role during the response and recovery phases of plan activation.



Business Continuity and disaster recovery plans. We also work across the organisation and externally to coordinate our Business Continuity and disaster recovery plans.

Public Health & Wellbeing We have a key role in contributing to public health and wellbeing of our local communities in ways not available to other agencies such as NHS bodies. Our work is evidence based, to ensure that East Devon is a place where people want to live, work, visit and enjoy life, focusing on where there is the greatest need. To achieve this, we work with our communities and with many local partners to reduce health inequalities across East Devon.

We work hard to find ways of increasing access to and understanding of reliable health information across East Devon, so that individuals can make healthy choices about their lifestyles and for people they care for. We research and create messages that are relevant for our population, and work with our communications team and others to share and distribute relevant messages in a range of print and digital formats.

We work with other services to ensure that all the council's activities actively support and promote the health and wellbeing of our communities. We take opportunities to show how activities good for an individual's health are very often good for the planet (e.g., diet and active travel).

Private Sector Housing (including Private Water supply regulation) We focus on improving standards and compliance in private housing; private water supplies and we provide grants for adaptations and home improvements. We give advice and information to owner occupiers; landlords and tenants in the private rented to improve the housing standards in the district. We do take enforcement action in line with relevant legislation and policies where it is necessary, proportionate, and supported by evidence. In this team we deliver our services both reactively and proactively.

Hoarding and accumulations of rubbish in homes and gardens were officers work in multi-agency and disciplinary teams to tackle these complex social issues.

Private Water Supplies We have over 1000 private water supplies in the district one of the highest in a local authority in England. We risk assess; sample and enforce water quality in private water supplies for which fees are charged. In 2022 we completed 278 samples and 41 Risk assessment; served 20 statutory Notices and removed 4 sites from our high-risk list to improve water quality.



We arranged for a holiday let business to have a low interest loan with the Councils loan company *Lendology* to update and improve their private water supply treatment plant. Our officers are specialists and accredited.

Housing Standards

- We complete an annual data Housing Standards
- We inspect and enforce housing standards in owner occupied or private rented accommodation and housing. We have about 500 complaints and interventions every year.

Licensing houses of multi occupation and mobile; caravan and camping site

We license 41 houses in multiple occupation and mobile; caravan and camping sites to ensure the safety of residents and occupier for which a fee is charged.

Empty Homes

We work with homeowners to bring empty homes into use by giving, advice and information. We served statutory Notice on problematic empty homes particularly if there is rodent activity. There are about 90 long term empty properties in East Devon that have been empty for over 5 years.

Tackling Fuel Poverty

The Private sector housing team collaborate with the Financial Resilience and Benefits team, external partners Exeter ECOE and the social enterprise lender Lendology CIC to provide residents with practical information on funding to improve energy efficiency and tackle fuel poverty. We will undertake an investigation into any disrepair, hoarding or self-neglect.

We actively support Energy Company Obligation schemes by making 'declarations' for eligible residents to access retrofit funding We made 347 ECO declarations between April 2021 and July 2022 allowing these residents get energy efficiency measure. ECO 4 was launched in January 2023.

We partnered with Devon County Council; other Devon Local Housing Authorities and Exeter Community energy to bid for Home Upgrade Grant (HUG) funding. The Sustainable Warmth project delivers energy efficiency and retrofit projects to owner occupied homes with and EPC rating of EFG. We have been successful to bid for HUG2 funding to extend the Sustainable Warmth project for another 2 years.

Rural Drainage

We investigate and enforce environmental pollution associated with rural drainage and statutory nuisance.

Filthy and Verminous homes

We work with residents living in 'filthy and verminous' homes by working in partnership with mental health teams, social services, and GPs. We can offer grants to undertake works; serve Statutory Notices and undertake 'works in default' to clear accumulations and treat for rodent activity.

Immigration Visits and Homes for Ukraine accommodation checks

We undertake home accommodation safety visits for immigrants for which there is a fee. We started the home accommodation checks in April 2021 when the Homes for Ukraine scheme opened due to the war in Ukraine. We have undertaken 250 home visits. East Devon is one of the most popular districts in the Country to welcome Ukrainian guest due to the generosity of East Devon residents.

Better Care Fund

We provide adaptations to homes under the provision of the Better Care Fund including the Disabled Facilities Grant and non-means tested stairlift so that residents can stay in their own homes. Our current budget is £1.4 m, and we are on target to spend this in the financial year 2022/23. We provide the following:

- Disabled facilities grant (DFG) to provide access to facilities so disabled residents can remain in their homes. The grant maximum is £30 000.
- Accessible Homes Grant is a discretion means tested grant to top up any DFG.
- Non means tested stair lift.
- Healthy Homes Grant is discretionary up to £5000 is available for home improvements.

- Lendology provides loans to owner occupiers to make home improvements.
- Historic grants repayments. We get back some money from grants when properties are sold so that we can use this money to make more grants.

We had a SWAP Audit in 2022 this identified improvements which we had identified as a team. We have reported to O&S on these ongoing improvements.

NB. The variety of work is reflected by the cross over with other portfolios, Sustainable Homes and Communities, Climate Action and Council and Corporate Coordination.



Report to: **Scrutiny Committee**

Date of Meeting 2nd March 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Expenditure on Consultants and Agency staff 2021/2022

Report summary:

This report details capital and revenue spend on consultants and specialist advice and agency staff for 2021/2022.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

To note the details of expenditure on consultants and agency staff in 2021/2022

Reason for recommendation:

To report to Members of Scrutiny Committee the expenditure on consultants and agency staff in the delivery of Council services.

Officer: Melissa Muir, Accountant

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

Climate change Low Impact

Risk: Low Risk

Links to background information N/A

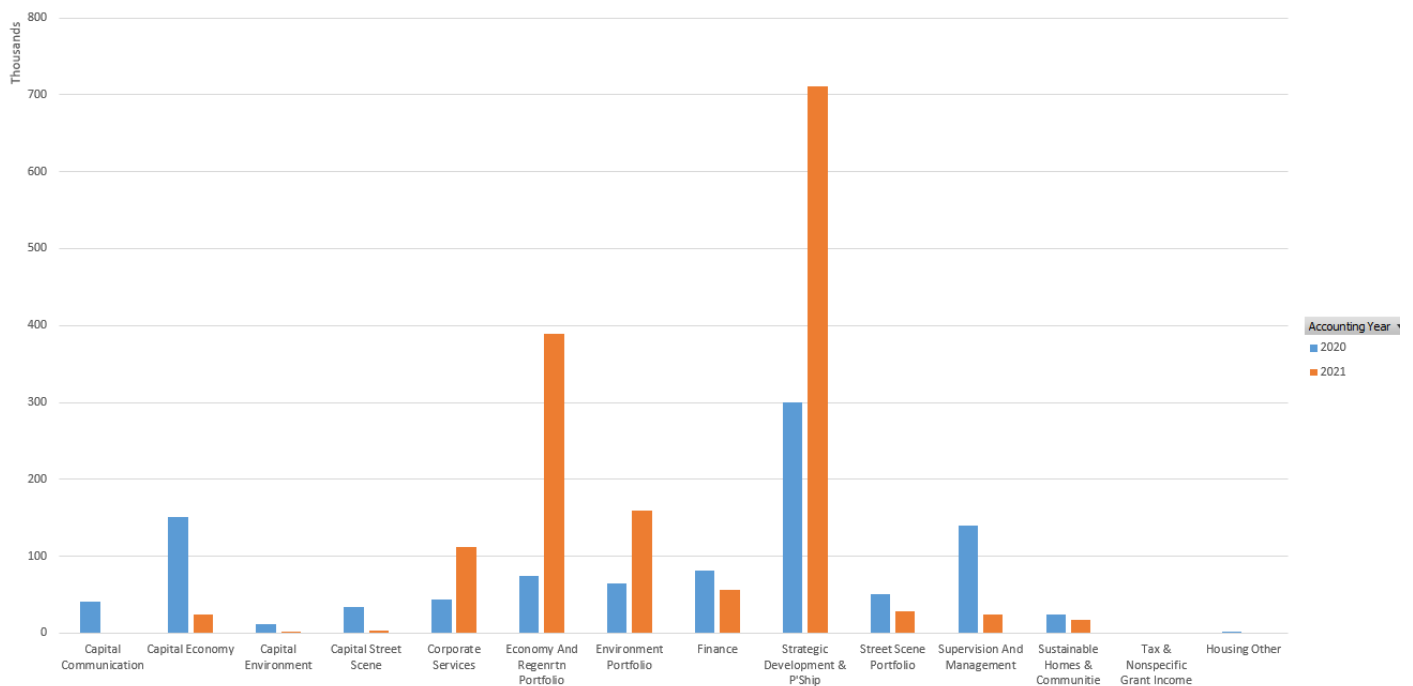
Link to [Council Plan](#)

Priorities (check which apply)

- ☒ Better homes and communities for all
- ☒ A greener East Devon
- ☒ A resilient economy

Consultancy Expenditure 21/22

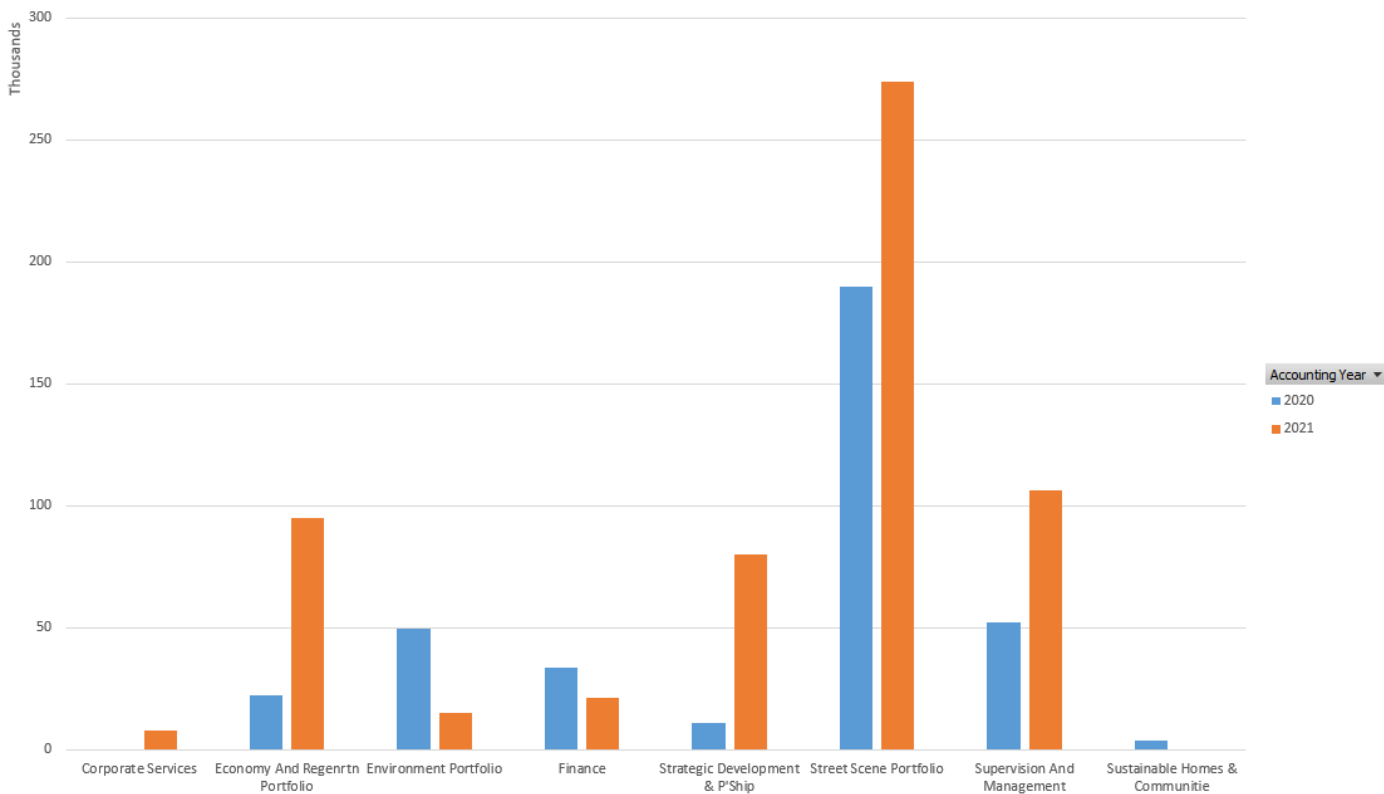
The following graph and table show the variation in consultancy expenditure by portfolio over the last two financial years and those consultants which the council has spent >£25k across all council services respectively. The detail of individual spend by cost centre and consultant with budget manager comments on the justification for the incurred costs can be found in Appendix 1.



No.	Consultant/Supplier	Annual Spend	Company Description	Description of Work Undertaken / Services Provided
1	AVISON YOUNG (UK) LIMITED	110,000	Commercial real estate advisor	Various projects for Economic Development and Property & estates such as the Axe Valley Project, Bid development work for the Levelling Up fund and Thriving Towns project.
2	Stephen J Pratten	107,172	Chartered project management and quantity surveying services	Project management services across property services, relocation, capital projects and sports grounds, notably Seaton Football Club
3	Terraquest	97,464	Digital planning application and data services	Assisting with the validation of planning applications, processing applications and helping to clear application backlogs
4	TORBAY DEVELOPMENT AGENCY	89,928	Provider of business and property services, workspace management and affordable housing	General support services to Estates throughout the year
5	Bevan Brittan	61,033	Commercial law practice	Outside legal council services relating to various requirements such as general contract review, relocation & Heat Distribution Network
6	WSP UK LTD	54,935	Specialist engineering and environmental consultants	Habitat Mitigation consultancy requirement for reviewing and advising on site access and associated projects across the three SANGS sites and feasibility review of the Cranbrook site funded by the three councils.
7	STRATA SERVICE SOLUTIONS LTD	53,840	IT support services	Consultancy fees for specialist IT systems project support predominantly with regards to the Housing Benefits system.
8	VIVID A LTD	48,609	Digital marketing and design solutions	Solely work relating and funded by the Reopening High Street Safety /Welcom Back Fund
9	ANDREW HOPKINS CONSULTING L	46,675	Communications, events, marketing, town centre and project management	The Communications function has received a higher level of focus and importance in the new Council. The service is currently experiencing high demand as well as new members of the team requiring mentoring/more experienced assistance. The use of a consultant in these circumstances ensures that the service can continue to be delivered
10	LAMBERT SMITH HAMPTON	46,146	Commercial property consultants & estate agents	Various planning and property related services, such as assisting with the Cranbrook plan - valuations and negotiations, acting as an external professional witness on planning enquiries and a report on Seaton Jurassic
11	The Planning Inspectorate	39,134	Executive Government Agency of the DLUHC for planning	External examination of the Cranbrook Development Plan Document
12	BAT CONSERVATION TRUST	38,211	National bat conservation membership trust and bat services	Partners in the Green Recovery Challenge Fund project in the AONB
13	THE OYSTER PARTNERSHIP LIMITE	37,955	Public and private sector recruitment agency	Temporary cover due to staff absence/during period of recruitment within the Planning Service
14	ANTHESIS (UK) LTD	32,500	Sustainability services and solutions experts	Project and support services for the Heat Distribution Network funded by Central Government Grant
15	SAVILLS (UK) LIMITED	28,836	Real estate agents and advisors	Specialist advice and services relating to the Clyst Valley regional park/Clyst Canopy
16	SARTO THOMAS LTD	27,893	Infrastructure recruitment and consultancy services	Temporary cover due to staff absence/during period of recruitment
17	LDA DESIGN CONSULTING LLP	26,244	Landscape architecture services	Working solely on the Cranbrook Town Centre Feasibility report
18	PRICEWATERHOUSECOOPERS LL	25,000	International professional services and accounting firm	Fees for the 21/22 Pay Reward Review
<25K	ALL OTHER 114 Consultants	505,252	114	

Agency Expenditure 21/22

The following graph and table show variation in Agency expenditure by portfolio over the last two financial years and the breakdown of Agency expenditure for 21/22 with the Budget Manager justification/requirement for the costs.



5CCN - Level 5 Cost Centre Name	6CCN - Level 6 Cost Centre Name	9CCN - Level 9 Cost Centre Name	Customer/Supplier Name	Total	Agency Requirement	Externally Funded	Reason for Expenditure/Project
Corporate Services	Elections	Dcc Elections	DEVON COUNTY COUNCIL	3,783	Staff Cover	No	Election Temps
		Police Commissioner Elections	DEVON COUNTY COUNCIL	3,783	Staff Cover	No	Election Temps
Corporate Services Total				7,566			
Economy And Regenrtn Portfolio	Building Control	Build Control Fee Earning	BRG INTERIM SOLUTIONS LTD	7,074	Staff Cover	No	Cover for vacant BCS post
		Build Control Non Fee Earning	BRG INTERIM SOLUTIONS LTD	2,358	Staff Cover	No	Cover for vacant BCS post
	Corporate Buildings	East Devon Business Centre	DEVON COUNTY COUNCIL	8,025	Staff Cover	No	cover for vacant business centre post
		Property Services	HAYS	6,124	Staff Cover	No	Fee for appointing new Estates Surveyor
	Property Services	MACDONALD & COMPANY FREELANCE LTD	71,090	Staff Cover	No	To deliver specific identified projects otherwise unresourced	
Economy And Regenrtn Portfolio Total				94,671			
Environment Portfolio	Public Health	Enviro Protection Team	COMENSURA LTD	15,131	Staff Cover	No	Cover for PEHO vacancy
Environment Portfolio Total				15,131			
Finance	Customer Service Centre	Customer Service Centre	COMENSURA LTD	2,294	Staff Cover	No	Cover for vacancy/increased workloads
		Hsg And Council Tax Admin	Revs & Bens Covid 19 Work	COMENSURA LTD	18,837	Staff Cover	Yes
Finance Total				21,131			
Strategic Development & P'Ship	Development Management	Development Management	COMENSURA LTD	32,025	Staff Cover	No	Cover for vacancy/increased workloads
		Development Management	G2 RECRUITMENT SOLUTIONS	13,345	Staff Cover	No	Cover for vacancy/increased workloads
		Development Management	THE OYSTER PARTNERSHIP LIMITED	34,538	Staff Cover	No	Cover for vacancy/increased workloads
		Strategic Development & P'Ship Total				79,907	
Street Scene Portfolio	Parks And Pleasure Grounds	Gm East	COMENSURA LTD	17,674	Staff Cover	No	Seasonal grounds staff
		Gm West	COMENSURA LTD	63,941	Staff Cover	No	Seasonal grounds staff
	Street Cleansing	Sc East	COMENSURA LTD	49,613	Staff Cover	No	Seasonal cleansing staff
		Sc West	COMENSURA LTD	131,894	Staff Cover	No	Seasonal cleansing staff
	Sc West	Exmouth Town Council	3,074	Staff Cover	No	Enhanced Cleaning	
	Street Scene Support Services	Streetscene Operations	COMENSURA LTD	7,286	Staff Cover	No	Seasonal staff
Street Scene Portfolio Total				273,482			
Supervision And Management	Supervision And Mgt General	Hsg Asset & Property Team	BUILDING RECRUITMENT CO LTD	16,072	Staff Cover	No	Cover for vacancy / increased workloads
		Hsg Asset & Property Team	COMENSURA LTD	31,412	Staff Cover	No	Cover for vacancy / increased workloads
		Hsg Asset & Property Team	DEVON COUNTY COUNCIL	949	Staff Cover	No	Cover for vacancy / increased workloads
		Strat Lead Hsg Health & Env	COMENSURA LTD	12,938	Staff Cover	No	Cover for vacancy / increased workloads
		Supervision And Mgt Special	Estate Management	BUILDING RECRUITMENT CO LTD	45,062	Staff Cover	No
	Supervision And Management Total				106,433		
Grand Total				598,321			

Financial implications:

The financial implications are included within the body of the report.

Legal implications:

There are no specific legal issues raised within this report.

Appendix 1

5CCN - Level 5 Cost Centre Name	6CCN - Level 6 Cost Centre Name	9CCN - Level 9 Cost Centre Name	Customer/Supplier Name	Total	Consultancy/ Technical Support	Externally	Reason for Expenditure/Project
Capital Economy	Capital Corp Build And Security	Hq Relocation Project	Bevan Brittan	1,406	Specialist Skill	No	Project Management Services for Relocation project
		Hq Relocation Project	Stephen J Pratten	7,849	Specialist Skill	No	Project Management Services for Relocation project
	Capital Regeneration Economy	Clyst Vale Regional Park-Sangs	Fiona Fyfe Associates Ltd	9,890	Specialist Skill	No	Specialist work cannot be done in house
		Queens Drive Leisure Area Infr	LAMBERT SMITH HAMPTON	4,118	Specialist Skill	No	Specialist work cannot be done in house
		Queens Drive Leisure Area Infr	SOMERSET COUNTY COUNCIL	122	Specialist Skill	No	Specialist work cannot be done in house
		Queens Drive Leisure Area Infr	Trowers & Hamlins	560	Specialist Skill	No	Specialist work cannot be done in house
		Queens Drive Leisure Area Infr	WSP UK LTD	71	Specialist Skill	No	Specialist work cannot be done in house
Seaton Wetlands Link Project	SOMERSET COUNTY COUNCIL	596	Specialist Skill	No	Specialist work cannot be done in house		
Capital Economy Total				24,612			
Capital Environment	Capital Countryside	SheepS Marsh Intertidal Schme	SOMERSET COUNTY COUNCIL	308	Specialist Skill	No	Admin fees for work undertaken
	Capital Sprts Centres And Pool	Honiton Pool And Changing Room	Stephen J Pratten	992	Specialist Skill	No	Provision of project management services
Capital Environment Total				1,301			
Capital Street Scene	Capital Beaches And Foreshores	Cliff Works	John Grimes Partnership Ltd	1,994	Specialist Skill	Yes	Specialist work cannot be done in house
		Seaton Bm Scheme Outline	ROYAL HASKONING DHV	250	Specialist Skill	Yes	Specialist work cannot be done in house
	Capital Flood Alleviation Sch	Feniton Flood Alleviation Work	JBA CONSULTING	1,500	Specialist Skill	Yes	Specialist work cannot be done in house
Capital Street Scene Total				3,744			
Corporate Services	Corporate Activities	Multi Serv Acty Annual	EAST OF ENGLAND LGA	18,150	Specialist Skill	No	Talent Bank, ED Learning review
		Multi Serv Acty Annual	THE DIVERSE REGENERATION COMPANY CIC	2,200	Specialist Skill	No	East Devon Welcome Back fund - Preparing reprofile request. Comply & submit claim Dec 2021
	Org Development Services	Human Resources	Devon County Council	815	Specialist Skill	No	HR Consultancy work required
		Human Resources	EAST DEVON HR	7,638	Specialist Skill	No	HR Consultancy work required
		Human Resources	LEXISNEXIS	3,924	Specialist Skill	No	Expert legal advice to specific points of law within Human Resources
		Od&T Communications Team	ANDREW HOPKINS CONSULTING LTD	46,675	Staff Cover	No	The Communications function has received a higher level of focus and importance in the new Council. The service is currently experiencing high demand as well as new members of the team requiring mentoring/more experienced assistance. The use of a consultant in these circumstances ensures that the service can continue to be delivered
		Organisational Development	PRICEWATERHOUSECOOPERS LLP	25,000	Specialist Skill	No	Pay grading review - Assessment of current Pay structure, benchmarking of roles and Development of new pay & grading
	Strategic Lead Org Dev & Trans	Devon County Council	237	Specialist Skill	No	HR Operations project	
Corporate Services Total				104,639			
Economy And Regenrn Portfolio	Economic Development	Exm Reg - Queen'S Drive	PROJECT COSMIC	190	Specialist Skill	Yes	Specialist work cannot be done in house. Website
		Exm Reg - Queen'S Drive	Stephen J Pratten	2,747	Specialist Skill	Yes	Specialist work cannot be done in house.
		Rhssf Funding	AVISON YOUNG (UK) LIMITED	79,000	Specialist Skill	No	bid preparation property feasibility work
		Rhssf Funding	BEER PARISH COUNCIL	992	Specialist Skill	Yes	advice for return to high street work
		Rhssf Funding	Cloud 9 Technologies Limited	2,495	Specialist Skill	Yes	advice for return to high street work
		Rhssf Funding	COREUS PROJECTS LTD	3,500	Specialist Skill	Yes	financial advice for property LUF bid
		Rhssf Funding	LDA DESIGN CONSULTING LLP	5,000	Specialist Skill	Yes	property advice for LUF bid
		Rhssf Funding	Stephen J Pratten	2,440	Specialist Skill	Yes	Specialist work cannot be done in house
		Rhssf Funding	VISITOR INSIGHTS LTD	9,000	Specialist Skill	Yes	advice on footfall
		Rhssf Funding	VIVID A LTD	48,609	Specialist Skill	Yes	Specialist work cannot be done in house
		Seaton Visitor Centre	Faithful+Gould	9,366	Specialist Skill	Yes	Specialist work cannot be done in house
		Seaton Visitor Centre	LAMBERT SMITH HAMPTON	4,000	Specialist Skill	Yes	marketing advice
		Seaton Visitor Centre	SAM ROSE ASSOCIATES	750	Specialist Skill	Yes	consultancy advice on options
		Seaton Visitor Centre	Stephen J Pratten	6,366	Specialist Skill	Yes	Specialist work cannot be done in house
		Property And Estates Services	Asset Management Plan	AVISON YOUNG (UK) LIMITED	31,000	Specialist Skill	Yes
	Estates		TORBAY DEVELOPMENT AGENCY	89,928	Specialist Skill	Yes	Specialist work cannot be done in house
Property Services	BISHOPSGATE EMPLOYMENT SERVICES		14,090	Specialist Skill	Yes	Specialist work cannot be done in house	
Property Services	LAMBERT SMITH HAMPTON		825	Specialist Skill	Yes	Specialist work cannot be done in house	
Property Services	Stephen J Pratten		79,165	Specialist Skill	Yes	Specialist work cannot be done in house	
Economy And Regenrn Portfolio Total				389,463			

Environment Portfolio	Aonb And Countryside	Aonb - Agri Env/Natural Capital	DEVON WILDLIFE TRUST	2,439	Specialist Skill	Yes	Mapping expertise not held within team	
		Aonb - Agri Env/Natural Capital	EMMA HERROD	413	Specialist Skill	Yes	Local knowledge of farming community not contained within Team	
		Aonb - Agri Env/Natural Capital	FARMING & WILDLIFE ADVISORY GROUP	433	Specialist Skill	Yes	Specialist knowledge on farming not available within Team	
		Aonb - Agri Env/Natural Capital	SAVIOUR ASSOCIATES LTD	1,300	Specialist Skill	Yes	Specialist knowledge about Succession not held within Team	
		Aonb - Defra Core Project Funding	Devon County Council	900	Specialist Skill	Yes	Lidar survey expertise beyond skill set of core Team	
		Aonb - Defra Core Project Funding	KYLE BAKER PHOTOGRAPHY & VIDEOGRAPHY	1,600	Specialist Skill	Yes	Specialist photography equipment and film editing not held within AONB Team	
		Aonb - Defra Core Project Funding	NATIONAL TRUST	3,052	Specialist Skill	Yes	Installation of specialist people counters	
		Aonb - Defra Core Project Funding	NATURAL ENGLAND	2,152	Specialist Skill	Yes	Installation of specialist people counters	
		Aonb - East Devon Farmers Group	CREEDY ASSOCIATES LTD	1,000	Specialist Skill	Yes	Specialist knowledge on farming not available within Team	
		Aonb - East Devon Farmers Group	Daniel Strawbridge	600	Specialist Skill	Yes	Specialist work cannot be done in house	
		Aonb - East Devon Farmers Group	ECOLOGIC CONSULTANT ECOLOGISTS LLP	200	Specialist Skill	Yes	No hedgelaying expertise in Team	
		Aonb - East Devon Farmers Group	Emma Biss	280	Specialist Skill	Yes	Farm education visit at their farm	
		Aonb - East Devon Farmers Group	EMMA HERROD	2,732	Specialist Skill	Yes	Local knowledge of farming community not contained within Team	
		Aonb - East Devon Farmers Group	FARMING & WILDLIFE ADVISORY GROUP	1,557	Specialist Skill	Yes	Specialist knowledge on farming not available within Team	
		Aonb - East Devon Farmers Group	Straight Line Nutrition Ltd	550	Specialist Skill	Yes	Specialist work cannot be done in house	
		Aonb - East Devon Way	DOUBLE ELEPHANT PRINT WORKSHOP	950	Specialist Skill	Yes	Delivering specialist art based workshops	
		Aonb - East Devon Way	DR ELLEN WILES	1,750	Specialist Skill	Yes	Delivering specialist art based workshops	
		Aonb - East Devon Way	SARAH ACTON	250	Specialist Skill	Yes	Delivering specialist art based workshops	
		Aonb - East Devon Way	SIMON TUTTY PHOTOGRAPHY	750	Specialist Skill	Yes	Photography record of art project.	
		Aonb - East Devon Way	WELL IMAGE	500	Specialist Skill	Yes	Delivering specialist art based workshops	
		Aonb Team	SIMON PARDOE	1,164	Specialist Skill	Yes	Technical download of people counters	
		Aonb-Green Recovery Chall Fund	BAT CONSERVATION TRUST	38,211	Specialist Skill	Yes	Partners in Green Recovery Challenge Fund project	
		Aonb-Green Recovery Chall Fund	HERITAGE INSIDER LTD	2,000	Specialist Skill	Yes	Evaluation of project for HLF funding	
		Aonb-Green Recovery Chall Fund	RUTH WORSLEY	14,118	Specialist Skill	Yes	Specialist public engagement contractor	
		Aonb-Green Recovery Chall Fund	UNIVERSITY OF WARWICK	65	Specialist Skill	Yes	Bat dropping DNA analysis	
		Aonb-Nature & Species Recovery/Biodiversity	DEVON WILDLIFE TRUST	918	Specialist Skill	Yes	Mapping project requiring skill levels not within Core Team	
		Aonb-Nature & Species Recovery/Biodiversity	ECOLOGIC CONSULTANT ECOLOGISTS LLP	3,140	Specialist Skill	Yes	Bat consultancy expertise	
		Aonb-Nature & Species Recovery/Biodiversity	RUTH WORSLEY	4,994	Specialist Skill	Yes	Specialist public engagement contractor	
		Aonb-Nature & Species Recovery/Biodiversity	SARAH BUTCHER	350	Specialist Skill	Yes	Bat expert	
		Farming In Protected Landscape	A F Willmington Contracting Ltd	2,569	Specialist Skill	Yes	FIPL Grant funding	
		Farming In Protected Landscape	A M Latham	2,344	Specialist Skill	Yes	FIPL Grant funding	
		Farming In Protected Landscape	Berry & Son	451	Specialist Skill	Yes	FIPL Grant funding	
		Farming In Protected Landscape	EMMA HERROD	718	Specialist Skill	Yes	Local knowledge of farming community not contained within Team	
		Farming In Protected Landscape	Great Trill Farm	4,687	Specialist Skill	Yes	FIPL Grant funding	
		Farming In Protected Landscape	Idehill Farm Kate Kenlock	10,769	Specialist Skill	Yes	FIPL Grant funding	
		Farming In Protected Landscape	Loud Partners	4,892	Specialist Skill	Yes	FIPL Grant funding	
		Farming In Protected Landscape	Mark Pearse	300	Specialist Skill	Yes	Payment for sitting on grant Assessment Panel	
		Farming In Protected Landscape	Mrs C E Matthews	490	Specialist Skill	Yes	FIPL Grant funding	
		Farming In Protected Landscape	Mrs N J Westlake	150	Specialist Skill	Yes	Payment for sitting on grant Assessment Panel	
		Farming In Protected Landscape	Nicola Westlake	300	Specialist Skill	Yes	Payment for sitting on grant Assessment Panel	
		Farming In Protected Landscape	SOPHIE V GREGORY	350	Specialist Skill	Yes	Specialist work cannot be done in house	
		Farming In Protected Landscape	Tamsin Loxley	7,126	Specialist Skill	Yes	FIPL Grant funding	
		Nature Reserves	CARTER JONAS	1,636	Specialist Skill	No	Specialist - not available within team	
		Arts Development	Arts Spec Promotions	CLAIRE GULLIVER	2,500	Specialist Skill	No	Specialist - not available within team
		Arts Development	Arts Spec Promotions	FESTIVALS & EVENTS INTERNATIONAL LTD	6,666	Specialist Skill	No	Specialist - not available within team
		Audience Dev Proj - Arts Cncl	ANDREW CLUER	100	Specialist Skill	Yes	Art handler/technician. Work can not be done in house	
		Audience Dev Proj - Arts Cncl	Jon England	316	Specialist Skill	Yes	Art handler/technician. Work can not be done in house	
		Audience Dev Proj - Arts Cncl	Malcolm Robertson	2,555	Specialist Skill	Yes	Art handler/technician. Work can not be done in house	
		Leisure Strategy Development	STRATEGIC LEISURE LTD	9,500	Specialist Skill	No	Specialist - not available within team	
		Thelma Hulbert Gallery	ANDREW CLUER	200	Specialist Skill	Yes	Art handler/technician. Work can not be done in house	
		Thg - The Creative Cabin	Malcolm Robertson	53	Specialist Skill	Yes	Art handler/technician. Work can not be done in house	
		Climate Change	Climate Change Service Lead	COMPANY FILM SOLUTIONS	1,700	Specialist Skill	No	Specialist - not available within team
		Climate Change	Climate Change Service Lead	Sam Hatton-Brown	1,100	Specialist Skill	No	Specialist - not available within team
		Climate Change	Climate Change Service Lead	UNIVERSITY OF EXETER	5,450	Specialist Skill	No	Specialist - not available within team
		Public Health	Commercial Group	PUBLIC ANALYST SCIENTIFIC SERVICES LTD	138	Specialist Skill	No	Specialist - not available within team
		Enviro Protection Team	CAMPBELL ASSOCIATES LTD	538	Specialist Skill	No	Specialist - not available within team	
		Enviro Protection Team	MALLARD CONSULTANCY LTD	990	Specialist Skill	No	Specialist - not available within team	
Pest Control Serv	ISCA PEST CONTROL LTD	783	Staff Cover	No	To cover staff absence			
Pest Control Serv	SHAW PEST SERVICES	875	Staff Cover	No	To cover staff absence			
Environment Portfolio Total				158,616				

Finance	Financial Services	Accountancy Section	LAVAT CONSULTING LTD t/a PSTAX	2,065	Specialist Skill	No	Expertise in Value Added Tax Issues
		Accountancy Section	LINK ASSET SERVICES	2,205	Specialist Skill	No	Expertise in Treasury Management Issues
	Hsg And Council Tax Admin	Cncl Tax Liab And Recovery	CAPITA BUSINESS SERVICES LTD	1,500	Specialist Skill	No	Technical assistance at year-end
		Hsg Ben Section	CAPITA BUSINESS SERVICES LTD	1,500	Specialist Skill	No	Technical assistance at year-end
		Nndr	CAPITA BUSINESS SERVICES LTD	1,500	Specialist Skill	No	Technical assistance at year-end
	Revs & Bens Covid 19 Work	ACS LTD	1,250	Specialist Skill	Yes	Creation of policies for new grants	
Finance Total				10,020			
Strategic Development & P'Ship	Development Management	Development Management	Argus Software (UK) Ltd.	801	Specialist Skill	No	Software expertise for the development service plan renewal
		Development Management	BATEMAN HOSEGOOD	4,298	Specialist Skill	No	Specialist Agricultural Appraisor
		Development Management	Burges Salmon	4,906	Specialist Skill	No	Legal Consult for District Heating Deed of Variation
		Development Management	CARRINGTON WEST LTD	9,431	Staff Cover	No	Temporary cover due to staff absence/during period of recruitment
		Development Management	COMENSURA LTD	15,635	Staff Cover	No	Temporary cover due to staff absence/during period of recruitment
		Development Management	CORNERSTONE BARRISTERS	4,725	Specialist Skill	No	Legal expertise for Cranbrook DPD Public Examination
		Development Management	DEVON HALO	4,959	Specialist Skill	No	Contracted period of work for Senior Planning Consultant with specific expertise
		Development Management	DEVON WILDLIFE TRUST	2,500	Specialist Skill	No	Contribution to the running of Devon Biodiversity record centre
		Development Management	FRANCIS TAYLOR BUILDING	5,015	Specialist Skill	No	Outside council/Barristers consultation
		Development Management	G2 RECRUITMENT SOLUTIONS	14,322	Staff Cover	Yes	Section 106/CIL Additional Support in updating the Exacom system and resolving agreement issues
		Development Management	HYAS ASSOCIATES LTD	7,275	Specialist Skill	No	Property Consultants to Assist with the Axminster Plan Refresh
		Development Management	KBG CHAMBERS	2,363	Specialist Skill	No	Outside council/Barristers consultation
		Development Management	LAMBERT SMITH HAMPTON	14,328	Specialist Skill	No	External professional witness services for planning enquiries.
		Development Management	N05 BARRISTERS CHAMBERS LIMITED	2,500	Specialist Skill	No	Outside council/Barristers consultation
		Development Management	Plymouth City Council	12,600	Specialist Skill	No	External Viability appraisals for various agricultural sites
		Development Management	SARTO THOMAS LTD	27,893	Staff Cover	No	Temporary cover due to staff absence/during period of recruitment
		Development Management	SR & CM BROOM	1,666	Staff Cover	No	Temporary cover due to staff absence/during period of recruitment
		Development Management	Terraquest	97,464	Specialist Skill	No	Digital planning data and application services
		Development Management	THE OYSTER PARTNERSHIP LIMITED	37,955	Staff Cover	No	Temporary cover due to staff absence/during period of recruitment
		Development Management	The Planning Inspectorate	39,134	Specialist Skill	No	External examination of the Cranbrook DPD plan
Development Management	VICKERY HOLMAN	5,500	Specialist Skill	No	External viability critique of the Cranbrook Plan		

Growth Point	Clyst Canopy Project	CITY SCIENCE CORPORATION LIMITED	21,046	Specialist Skill	No	Carbon emission specialists to assist with the Clyst Canopy Business Analysis
	Clyst Canopy Project	SAVILLS (UK) LIMITED	28,836	Specialist Skill	No	Specialist advice and services relating to the Clyst Valley regional park/Clyst Canopy
	Dog Project Officer	PROJECT COSMIC	318	Specialist Skill	No	Specialist Web design and hosting services
	Enterprise Zone	ALDER & ALDER LIMITED	17,500	Specialist Skill	No	Brand consultants employed for the brand review, design & development for the enterprise zone
	Enterprise Zone	Hardistry Jones Associates Ltd	13,600	Specialist Skill	No	Economic Development Consultants conducting an appraisal of the Exeter & East Devon Enterprise zone project
	Enterprise Zone	LAMBERT SMITH HAMPTON	22,876	Specialist Skill	No	Commercial Property Consultants assisting with Cranbrook valuations and negotiations
	Enterprise Zone	LDA DESIGN CONSULTING LLP	11,881	Specialist Skill	No	Landscape Architect conducting Cranbrook Town Centre Feasibility Work
	Habitat Regulations Control	EAST DEVON TREE CARE	700	Specialist Skill	Yes	Expert consultants advising on Tree Protection Plans & Arboretum Method Statement
	Habitat Regulations Control	FOOTPRINT ECOLOGY LTD	13,232	Specialist Skill	Yes	Expert ecological consultancy advising on visitor surveys and disturbance monitoring for the Exe Valley and Pebblebed Heaths
	Habitat Regulations Control	PROJECT COSMIC	6,953	Specialist Skill	Yes	Specialist Web design and hosting services
	Habitat Regulations Control	SOMERSET COUNTY COUNCIL	373	Specialist Skill	Yes	Expert assistance required with the Highways/Transportation consultation
	Habitat Regulations Control	SPALDING ASSOCIATES (ENVIRONMENTAL)LTD	330	Specialist Skill	Yes	Expert Environmental consultants initial site visit to Dawlish Warren
	Habitat Regulations Control	WSP UK LTD	27,439	Specialist Skill	Yes	Engineering and environmental consultants advising on site access across the three SANGS sites
	Heat Distribution Project	ANTHESIS (UK) LTD	32,500	Specialist Skill	Yes	Sustainability services and solutions experts providing project services for the Heat Distribution Network
	Heat Distribution Project	Bevan Brittan	44,936	Specialist Skill	Yes	Outside council/Barristers consultation
	Heat Distribution Project	Burges Salmon	10,885	Specialist Skill	Yes	Outside council/Barristers consultation
	Heat Distribution Project	GLOBAL CITY FUTURES	24,750	Specialist Skill	Yes	Sustainable development in cities consultantscy advising on the Heat Network Infrastructure Project
	Heat Distribution Project	WSP UK LTD	25,000	Specialist Skill	Yes	Engineering and environmental consultants advising on the Heat Network Infrastructure Project
	New Growth Point Delivery Team	ASHFORDS SOLICITORS LLP	3,450	Specialist Skill	No	Outside council/Barristers consultation
	New Growth Point Delivery Team	Bevan Brittan	11,378	Specialist Skill	No	Outside council/Barristers consultation
New Growth Point Delivery Team	LDA DESIGN CONSULTING LLP	9,363	Specialist Skill	No	Independent Design and Planning Consultancy advising on Cranbrook Town Centre Feasibility Work	
New Growth Point Delivery Team	UNIVERSITY OF EXETER	12,420	Specialist Skill	No	University research assistance with the Asm 256 Research Report	
New Growth Point Delivery Team	WSP UK LTD	2,425	Specialist Skill	No	Engineering and environmental consultants advising on Cranbrook Heat Network Detailed Feasibility Study	
Routes For Roots	PROJECT COSMIC	2,090	Specialist Skill	Yes	Specialist Web design and hosting services	
Planning Policy	Neighbourhood Planning	DEBORAH MCCANN LTD	3,500	Specialist Skill	Yes	Legal requirement for external appointment wrt Colyton Neighbourhood Plan examination.
	Neighbourhood Planning	INTELLIGENT PLANS & EXAMINATIONS LTD	4,970	Specialist Skill	Yes	Legal requirement for external appointment wrt Dalwood Neighbourhood Plan Examination
	Planning Policy	BENNETT LEISURE & PLANNING LTD	1,969	Specialist Skill	No	Specialist leisure planning skills to assist with the East Devon Pps Football Pitch Assessment
	Planning Policy	Hardistry Jones Associates Ltd	9,166	Specialist Skill	No	Specialist skills required for Economic Development Needs Assessment
	Planning Policy	HOUSTON ECONOMIC CONSULTING LTD	19,008	Specialist Skill	No	Specialist skills required to assist with Cranbrook Viability Work
	Planning Policy	UNIVERSITY OF EXETER	5,480	Specialist Skill	No	Contribution to the South West Energy and Environment Group from which we receive research and technical advice on climate change issues
	Planning Policy	UNIVERSITY OF PLYMOUTH	3,861	Specialist Skill	No	Technical expertise required on Coastal Change Management Areas In East Devon
Strategic Devm'T & P'Ship Mgmt	Town Regeneration Schemes	John Grimes Partnership Ltd	2,715	Specialist Skill	No	Civil, Structural, Geotechnical and Environmental Engineering Consultancy providing a Site Survey And Report In Respect Of Jacobs Ladder
	Town Regeneration Schemes	Trowers & Hamblins	630	Specialist Skill	No	Legal expertise for Deed Of Variation - The Drill Hall
Strategic Development & P'Ship Total			710,847			

Street Scene Portfolio	Amenity Facilities	Norman Lockyer Observatory	Stephen J Pratten	1,611	Specialist Skill	No	Provision of project management services
	Coastal Protection Revenue	Coast Protection	JBA CONSULTING	2,100	Specialist Skill	Yes	Specialist coastal asset skills
		Coast Protection	John Grimes Partnership Ltd	14,100	Specialist Skill	Yes	Specialist cliff inspection skills
		Coast Protection	ROYAL HASKONING DHV	954	Specialist Skill	Yes	Specialist asset inspections
	Refuse Collection & Recycling	Refuse Collection & Recycling	Bevan Brittan	3,314	Specialist Skill	Yes	specialist contract advice
		Refuse Collection & Recycling	SUEZ RECYCLING & RECOVERY UK LIMITED	3,608	Specialist Skill	Yes	specialist operational input
	Street Scene Support Services	Streetscene Operations	FOOTPRINT ECOLOGY LTD	3,000	Specialist Skill	Yes	Expert ecological consultancy providing an Ecology Survey for the Imperial Rec
Street Scene Portfolio Total				28,687			
Supervision And Management	Supervision And Mgt General	Hra Supervision And Management	EAST DEVON HR	2,210	Specialist Skill	No	HR Consultancy charged from the GF to HRA
		Hra Supervision And Management	ECHELON CONSULTANCY LTD	13,260	Specialist Skill	No	Procurement specialists - assistance with the Ian Williams contract
		Hra Supervision And Management	VALUATION OFFICE AGENCY ADMINISTRATION	4,500	Specialist Skill	No	Council Hosuing stock annual valuation
	Supervision And Mgt Special	Anti Social Behaviour	RH ENVIRONMENTAL LIMITED	1,128	Specialist Skill	No	Specialist noise monitoring services for Anti Social Behaviour
		Estate Management	DEVON MEDIATION SERVICE	3,000	Specialist Skill	No	Council and employee mediation expertise
	Supervision And Management Total				24,098		
Sustainable Homes & Communitie	Community Lead Housing	Community Led Housing Res Fund	MIDDLEMARCH COMMUNITY LED HOUSING CIC	17,200	Specialist Skill	Yes	Community Led Housing Support Services
	Homesafeguard	Home Safeguard	TELEHEALTH CENTRAL LTD (WAS ARCHEMYS)	3,600	Specialist Skill	No	Business Plan for Homesafeguard
Sustainable Homes & Communitie Total				20,800			
Grand Total				1,476,827			

Report to: **Scrutiny Committee**



Date of Meeting 2nd March 2023

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Quarterly monitoring of performance – 3rd quarter 2022-23 October 2022 to December 2022

Report summary:

This report provides performance information and progress against our performance indicators and key objectives from across the council services.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

It is recommended that Members consider performance against delivery of our key performance indicators for the 3rd quarter of 2022/23 so that issues can be addressed.

Reason for recommendation:

So that Members can gain a clear view of progress against what we said we would deliver in our service plans and deal with performance issues arising

Officer: Joanne Avery, Management Information Officer – javery@eastdevon.gov.uk

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

Climate change Low Impact

Risk: Low Risk; A failure to monitor performance may result in customer complaints, poor service delivery and may compromise the Council's reputation.

Links to background information

Link to [Statement of Intent](#)

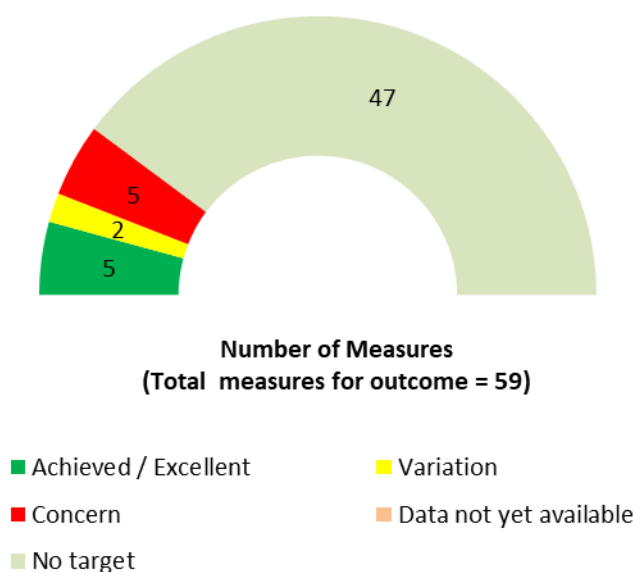
Priorities (check which apply)

- Better Homes and Communities for all
- Greener East Devon
- A resilient Economy
- Services that matter

Report in full

1. This quarterly report will be providing details of our performance of our council wide performance indicators and key objectives from our service plans. It also includes a roundup of some of the outputs and achievements from across the authority throughout 2022-23.

2. This year there are more service performance indicators than previously reported on. For most of these new indicators this is a benchmark year and so there are no targets yet. We also have some indicators that are showing on track or variation but five are showing a status of concern.



Number of households living in temporary accommodation – Snapshot at the end of the quarter (31.12.22) – figure includes 42 households in spot purchase accommodation. Figure compares with a total of 47 at the same time the previous year, a total which included 20 households in spot purchase accommodation. Two main issues have created this overall rise in numbers, first of all the huge increase in new homeless cases, especially those presenting where they are already homeless as opposed to being threatened with homelessness, and secondly the severe lack of options with which to resolve homeless situations ie huge demand and increased competition for all forms of social housing, a lack of affordability and limited options within the private sector, and a lack of supported accommodation projects.

Working days lost due to sickness absence. - There has been a small decrease in the number of full time equivalent (FTE) days lost through sickness absence, from 0.97 days lost per FTE in October 2022 to 0.96 days in December, the projected forecast has also marginally reduced from 11.72 FTE days to 11.61 at the end of the year. This is still above our target of an end of year absence of 8.5 days per FTE.

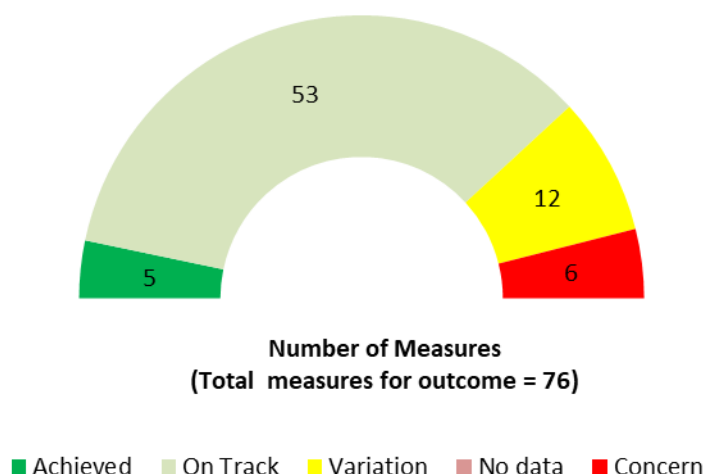
Percentage of Stage 2 complaints responded to within stated timeframes. - Delays in responses in some cases due to complaint volumes and resourcing/workload issues for some service teams.

Days taken to process new Housing Benefit claims and Days taken to process changes to Housing Benefit claims - There continues to be high levels of work being dealt within the Benefits and Financial Resilience team and during December we went live with the third round of Household Support Fund. Resources have therefore been needed to deal with processing these applications. There was also leave and sickness on the section during December and this has meant less staff available for processing applications.

Days taken to process changes to Housing Benefit claims - There continues to be high levels of work being dealt within the Benefits and Financial Resilience team and during December we went live with the third round of Household Support Fund. Resources have therefore been needed to deal with processing these applications. There was also leave and sickness on the section during December and this has meant less staff available for processing applications.

See [Appendix A](#) for more details of the key performance indicators for quarter three 2022-23.

4. Most of our current key service objectives that have been taken from the Service plans for 2022-23 are showing as on track to be achieved or with a variation which would indicate a mild concern or minor setback for the objective. However five are showing a status of concern.



Continue to collect and spend Community Infrastructure Levy monies to deliver the infrastructure needed to support new development. - Although we continue to collect CIL and S106 monies the spend of planning obligations money has been delayed this quarter due to the departure of our Section 106 Monitoring Officer and sickness in the comms team and engineers teams that support this work. We have an interim Monitoring Officer in place, however consultation and engagement with town and parish councils on spend of Section 106 monies has not been possible during this quarter and the issuing of the neighbourhood proportion of CIL has been delayed.

Improve void turnaround times and review the Void Standard for properties being re-let as part of our Price Per Void contract, and ensure that a suitable lettable standard is achieved for new tenants achieving 'right first time'. - Void turnarounds are not currently at the expected levels, a detail plan is in place to clear a backlog. We have engaged an external Consultant to review the Void Standard, the PPV cost and the process for the key to key management of Voids, this is being finalised and will be implemented over the next couple of months after which we should see considerable improvement. KPI's are reviewed at monthly Operational Meetings with the Contractor and validated at the high level quarterly Core Group Meetings.

To report on our delivery of high quality new and improved play areas, open spaces and sports pitches funded from development proposals. - Due to the loss of our Section 106

Monitoring Officer and sickness in comms and engineers it has not been possible to progress the spend of Section 106 monies on sport and play areas in the district over the last quarter. We now have an interim Monitoring Officer in post and it is hoped that as colleagues return from sick leave it will be possible to recommence this area of work in the coming quarter.

Complete the Play Strategy linked to our adopted Green Space Plan with an action plan to improve outdated sites, ensure appropriate provision, introduce play space and 'play along the way' micro parks by September 2022. - Strategy has been largely completed, but required minor updates, our engineer is still off work and due to competing large project priorities we have not progressed this objective.

Review of Taxi Policy to help seek to meet climate change targets, to reduce emissions and incorporating the national standards recommended by the Department of Transport. - Timescales for preparing the revised (draft) policy have changed over 2022 due to significant impact on officers through requests from the taxi trade for 2 fare increases in 2022 (due to the cost of living crisis). Both fare increases added work for officers requiring new public consultations to reach a full fare increase by December 2022. The Taxi Policy timeline has therefore moved back due to this competing work/impact; officers currently work to prepare a new draft policy to provide at the April '23 Licensing Committee.

Revising the Cemetery Regulations to ensure an updated and fit for purpose regime for burials by Dec 2022. - Timescales for delivery have been delayed due to the significant impact/demands of taxi fares reviews twice in 2022. Aim to finalise draft in Nov 22 to consult early 2023

See [Appendix B](#) for more details of the service key objectives and their current status.

Financial implications:

There are no direct financial implications

Legal implications:

No legal comments are required

PIs report 22/23

Quarterly report for 2022/2023

Arranged by Aims

Filtered by Flag: Include: Quarterly

Filtered by Performance Status: Include PI Status: Achieved, Concern, Variation, Excellent, No Target

Key to Performance Status:

Performance Indicators:	No Data	Concern	Variation	Achieved	Excellent
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Key to change on same period in previous year:

↑	Improved Performance	↓	Worse Performance	↔	Unchanged
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Key to +/- Column:

+	Higher figures are better	-	Lower figures are better	OFF	Direction cannot be determined
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* indicates that an entity is linked to the Aim by its parent Service

PIs report 22/23

Priority: Greener East Devon

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
<u>Green waste number of new customers</u>	+	n/a		624	498	170		n/a
<u>Management Notes:</u>								
<u>Average time taken to deal with street cleaning cases</u>	+	n/a		2	12	10		n/a
<u>Management Notes:</u>								
<u>Green waste income from new customers</u>	+	n/a		£31,104	£25,104	£8,256		n/a
<u>Management Notes:</u>								
<u>Average number of days taken to clear fly tipping cases</u>	+	n/a		10.0	5.0	4.6		n/a
<u>Management Notes:</u>								
<u>Number of fly tipping cases.</u>	+	n/a		267	521	677		n/a
<u>Management Notes:</u>								

PIs report 22/23

Priority: Greener East Devon

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
<u>Number of requests for toilet cleaning & maintenance</u>	+	n/a		165	212	241		n/a
<u>Management Notes:</u>								
<u>Average time taken to deal with requests for toilet cleaning & maintenance</u>	+	n/a		2	17	4		n/a
<u>Management Notes:</u>								
<u>Number of overdue grass cutting cases</u>	+	n/a		96	39	22		n/a
<u>Management Notes:</u>								
<u>Average time taken to deal with overdue grass cutting cases</u>	+	n/a		6	22	19		n/a
<u>Management Notes:</u>								
<u>Number of street cleaning cases</u>	+	n/a		54	53	85		n/a
<u>Management Notes:</u>								
<u>NI191 Residual household waste in kg per household</u>	-			61	62	60		↑
<u>Management Notes:</u>								
<u>NI192 Percentage of Household waste sent for reuse, recycling and composting</u>	+		50 (3/4)	62	60	60		↓
<u>Management Notes:</u>								
<u>Percentage of municipal waste for disposal (incineration and landfill)</u>	-			38	40	40		↓
<u>Management Notes:</u>								

PIs report 22/23

Priority: Greener East Devon

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
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Priority: Better Homes and Communities for All

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
<u>Number of households living in temporary accommodation</u>	-		40 (3/4)	58	56	64		↓

Management Notes:

(Quarter 1 - 3)

Snapshot at the end of the quarter (31.12.22) – figure includes 42 households in spot purchase accommodation. Figure compares with a total of 47 at the same time the previous year, a total which included 20 households in spot purchase accommodation. Two main issues have created this overall rise in numbers, first of all the huge increase in new homeless cases, especially those presenting where they are already homeless as opposed to being threatened with homelessness, and secondly the severe lack of options with which to resolve homeless situations ie huge demand and increased competition for all forms of social housing, a lack of affordability and limited options within the private sector, and a lack of supported accommodation projects.

(JA)

<u>Total amount of money that has been distributed via community grants</u>	+	n/a		£5,000.00	£0.00	£31,101.80		n/a
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Management Notes:

(Quarter 3)

This was the first Action on Poverty fund allocation

(JA)

<u>Number of community groups received community grants</u>	+	n/a		10	0	8		n/a
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Management Notes:

<u>Number of consultations with the public carried out</u>	+	n/a		2	3	6		n/a
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Management Notes:

PIs report 22/23

Priority: Better Homes and Communities for All

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
<u>Numbers of people assisted by the re-use and recycle furniture programme</u>	+	n/a			3	7		n/a
<u>Management Notes:</u> (Quarter 3) This is a non-statutory area of the service, where new tenants from homeless situations (ie rough sleepers) are assisted with basic furniture when moving into EDDC properties using furniture that is donated and recycled. Numbers will be relatively low as there is a huge shortage of 1 bedroom accommodation that become available to utilise (JA)								
<u>Numbers of homes retro-fitted using Green Homes Funding</u>	+	n/a			0	50		n/a
<u>Management Notes:</u> (Quarter 3) Funding secured for SHDF Wave 1 (upgrade 50 properties) Funding bid submitted for SHDF Wave 2 (potential upgrade 100 properties; decision on this bid is expected sometime in March 2023. (JA)								
<u>Number of homelessness approaches</u>	+	n/a		239	250	222		n/a
<u>Management Notes:</u> (Quarter 3)								
<u>Homelessness outcomes – Number of people accessing rent deposit and bond scheme</u>	+	n/a		31	56	73		n/a
<u>Management Notes:</u> (Quarter 3) A total number of 17 households assisted through the council's rent deposit and bond scheme from homeless situations throughout the quarter- 11 households into private lets and 6 assisted with deposits for Housing Association tenancies (JA)								
<u>Temporary accommodation costs Net Costs</u>	+	n/a		£38,533	£42,419			n/a
<u>Management Notes:</u> (Quarter 3)								

PIs report 22/23

Priority: Better Homes and Communities for All

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
<u>Manor Pavilion – ticket sales</u>	+	n/a		£6,727	£5,707	£2,147		n/a
<u>Management Notes:</u>								
<u>Manor Pavilion – attendance figures</u>	+	n/a		7,967	5,934	3,010		n/a
<u>Management Notes:</u>								
<u>Total income from events</u>	+	n/a		8,397	37,514	45,837		n/a
<u>Management Notes:</u>								
<u>Thelma Hulbert Gallery school visits - groups</u>	+	n/a		5	8	8		n/a
<u>Management Notes:</u>								
<u>Thelma Hulbert Gallery school visits - attendees</u>	+	n/a		234	384	384		n/a
<u>Management Notes:</u>								
<u>Thelma Hulbert Gallery events – numbers of events</u>	+	n/a		9	46	54		n/a
<u>Management Notes:</u> (Quarter 3) Plus 75 exhibition days (JA)								
<u>Thelma Hulbert Gallery events – attendees</u>	+	n/a		460	1,269	3,780		n/a
<u>Management Notes:</u>								
<u>Thelma Hulbert Gallery workshops – numbers of groups</u>	+	n/a		54		23		n/a
<u>Management Notes:</u>								
<u>Thelma Hulbert Gallery workshops – attendees</u>	+	n/a		552		297		n/a

PIs report 22/23

Priority: Better Homes and Communities for All

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
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Management Notes:

<u>NI155 Number of affordable homes delivered (gross) (LAA)</u>	+		50 (2/4)	7	49			↓
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Management Notes:

Priority: Services that matter

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
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<u>Working days lost due to sickness absence</u>	-		6.38 (9/12)	2.57	5.73	8.71		↓
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Management Notes:

(January)

There has been a small decrease in the number of full time equivalent (FTE) days lost through sickness absence, from 0.97 days lost per FTE in October 2022 to 0.96 days in December, the projected forecast has also marginally reduced from 11.72 FTE days to 11.61 at the end of the year. This is still above our target of an end of year absence of 8.5 days per FTE.

(JA)

<u>Percentage of planning appeal decisions allowed against the authority's decision to refuse</u>	-		30.0 (9/12)	20.0	21.5	23.7		↑
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Management Notes:

<u>Percentage of Stage 2 complaints responded to within stated timeframes</u>	+		100 (3/4)	58	20	36		↓
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Management Notes:

(Quarter 3)

Delays in responses in some cases due to complaint volumes and resourcing/workload issues for some service teams.

(KS)

<u>% of minutes and audio from council meetings uploaded</u>	+		100 (3/4)	100	100	100		↔
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PIs report 22/23

Priority: Services that matter

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
<u>together within 5 working days</u>								
Management Notes:								
<u>Percentage of FOI responded to within the statutory timelimits</u>	+		100 (3/4)	98	98	99		↓
Management Notes:								
<u>Total average headcount (quarterly total)</u>	+			501	506	519		↑
Management Notes:								
<u>Cumulative Staff Turnover as a percentage of all staff (voluntary leavers)</u>	-			4	8	11		↓
Management Notes:								
<u>Capability at point of contact for Benefits</u>	+			74	70	69		↑
Management Notes:								
<u>% of residents who pay their Council Tax by Direct Debit</u>	+			84	84	84		↑
Management Notes:								
<u>Number of Level 2 complaints (year to date)</u>	+			14	19	30		↓
Management Notes:								
<u>Number of Freedom of Information Requests (year to date)</u>	+			123	233	335		↑
Management Notes:								
<u>Number of processes live through Gov.</u>	+	n/a		99	178	185		n/a

PIs report 22/23

Priority: Services that matter

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
<u>Services</u>								
<u>Management Notes:</u>								
<u>Number of press releases and statements provided to local media outlets</u>	+	n/a		73	94	79		n/a
<u>Management Notes:</u>								
<u>Number of Power BI dashboards created</u>	+	n/a		5	2	3		n/a
<u>Management Notes:</u>								
<u>Number of users and followers on the East Devon app</u>	+	n/a		52,803	75,124	78,446		n/a
<u>Management Notes:</u>								
<u>Number of users and followers on Facebook</u>	+	n/a		8,019	8,841	8,900		n/a
<u>Management Notes:</u>								
<u>Number of users and followers on the twitter</u>	+	n/a		9,441	9,596	9,606		n/a
<u>Management Notes:</u>								
<u>Number of subscribers to our residents updates</u>	+	n/a		12,622	13,102	13,410		n/a
<u>Management Notes:</u>								
<u>Number of visits to our website</u>	+	n/a		405,719	363,343	304,404		n/a
<u>Management Notes:</u>								
<u>Percentage of licensing committee members who are trained</u>	+	n/a		73	146			n/a
<u>Management Notes:</u>								

PIs report 22/23

Priority: Services that matter

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
<u>Percentage of planning committee members trained</u>	+	n/a		100	200			n/a
Management Notes:								
<u>Days taken to process new Housing Benefit claims</u>	-		13.00 (9/12)	16.05	18.65	19.24		↓
Management Notes: (January) There continues to be high levels of work being dealt within the Benefits and Financial Resilience team and during December we went live with the third round of Household Support Fund. Resources have therefore been needed to deal with processing these applications. There was also leave and sickness on the section during December and this has meant less staff available for processing applications. (JA)								
<u>Days taken to process changes to Housing Benefit claims</u>	-		5.50 (9/12)	4.93	6.31	6.27		↓
Management Notes: (January) There continues to be high levels of work being dealt within the Benefits and Financial Resilience team and during December we went live with the third round of Household Support Fund. Resources have therefore been needed to deal with processing these applications. There was also leave and sickness on the section during December and this has meant less staff available for processing applications. (JA)								
<u>Days taken to process local land charges property searches</u>	-		5 (3/4)	2	2	3		↓
Management Notes:								
<u>Missed bin collections per 1000 households</u>	+			13	15	15		↑
Management Notes:								
<u>NI157b Percentage of Minor planning</u>	+		65 (3/4)	64	74	71		↑

PIs report 22/23

Priority: Services that matter

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
<u>applications determined within 8 weeks</u>								
Management Notes:								
<u>NI157c Percentage of Other planning applications determined within 8 weeks</u>	+		80 (3/4)	83	78	74		↓
Management Notes:								

Not linked to any aims

Performance Indicators

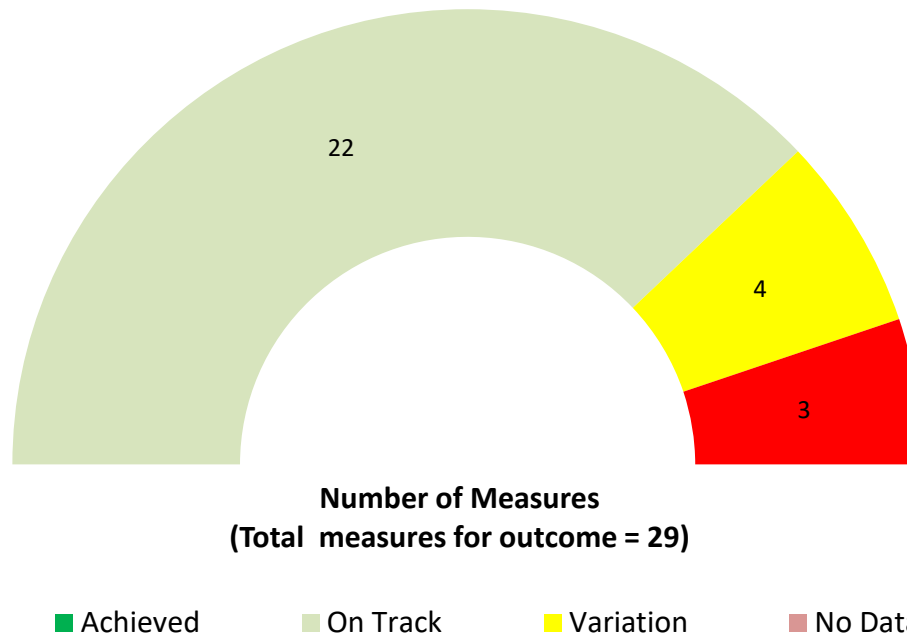
Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement
<u>Number of redundancies (year to date)</u>	+			0	0	0		↓
Management Notes:								

PRIORITY: Better Homes and Communities

Service Plan Objectives - Quarter Three Results 2022/23

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**Progress towards
outcome**



Service Plan Objectives - Better Homes and Communities

Annual report for 2022/2023

Arranged by Aims

Filtered by Aim: Priority Better Homes and Communities for All

Filtered by Performance Status: Exclude Objective Status: No Data available

Key to Performance Status:

Key Strategic Objective:	Milestone Missed	Achieved	On track	Variation	Concern	No Data available
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* indicates that an entity is linked to the Aim by its parent Service

Service Plan Objectives - Better Homes and Communities

Priority: Better Homes and Communities for All

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
On track	pla-PA-2772	<u>To progress the Local Plan in accordance with the timetable set out within the local development scheme and in accordance with members aspirations outlined in the Council Plan including zero carbon development, promoting walking and cycling, bio-diversity net gain, affordable housing, promoting a green and resilient economy and the diversification of town centres.</u>	Planning Strategy and Development Management	The consultation on the draft local plan ran from November 2022 through to Jan 2023 and we are currently reading and collating the comments received so that these can be fully considered and reported to Strategic Planning committee.
On track	Cou-PA-2729	<u>Commission and develop a Culture Strategy for East Devon 2022-32 that sets out the vision and aims for EDDC's support for the arts & culture sector to be adopted by the Council.</u> <u>Also:</u> <u>• Create a database for arts organisations across the district</u> <u>• Take forward the Culture Strategy Delivery Plan seeking cross service working with Economic Development on areas such as cultural tourism and place making schemes (e.g. Exmouth Cultural Quarter).</u> <u>• Provide support to ACED Network</u>	Countryside, Arts and Leisure	UK SPF cultural programme bid approved by DLUHC for 3 years and has funds identified to deliver arts database, elements of the Culture Strategy such as theme 1 'The people that do' which will deliver targeted training to all the districts creative sector organisations in areas such as fundraising, marketing, audience development etc.

Service Plan Objectives - Better Homes and Communities

Priority: Better Homes and Communities for All

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
On track	EH-PA-2798	<u>Number and type of community safety projects initiated or enabled</u>	Env Health & Car Parks	<p>Community Safety</p> <p>? Number of service requests</p> <p>Youth ASB - 3</p> <p>Crim dam - 2</p> <p>Graffiti - 3</p> <p>Multi-agency meeting - 5</p> <p>Community Trigger - 0</p> <p>ASB/Drugs - 2</p> <p>Hate Crime - 2</p> <p>Community Circulations - 32</p> <p>Number and type of projects initiated or enabled -</p> <p>Facilitating Let's Talk Teenagers; a further set of online events to explain to parents about Teenager issues delivered by Teignbridge CSP for across Devon</p> <p>Enabled Axminster Skate park support to deliver with funding from PCC</p> <p>Working with Colab "out of the shadows" work shop and Exploitation Toolkit development</p> <p>Working with Partners to facilitate Warm Spaces as part of the EDDC Poverty Plan</p> <p>Development of EDDC Safeguarding Forum</p> <p>Effectiveness of PSPOs - PSPO review consultation has taken place in this period ahead of the review date of May 2023</p> <p>Exmouth The Strand daily visits by the police with a Street drinking focus Fixed penalty notices are occasionally issued but most interactions conclude with a request to move on and seizure of alcohol which are not reported to the council. Effectiveness linked with licensing activity has reduced the impact presently for street drinking in The Strand , now linked to Teenage alcohol fuelled ASB Sidmouth PSPO has not been used on occasions during this period by the local</p>

Service Plan Objectives - Better Homes and Communities

Priority: Better Homes and Communities for All

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
				neighbourhood team.
Variation	str-PA-2790	<p><u>Complete the public toilet review as agreed at Cabinet to include:</u></p> <ul style="list-style-type: none"> <u>- Delivery of refurbished Category A sites with paid access.</u> <u>- Market Cat B & C sites for alternative uses, favouring community use which incorporates a publically accessible toilet.</u> <u>- Complete transfer discussions with Town and Parish Councils for other sites as set out in the Cabinet report</u> 	StreetScene	<p>StreetScene review section completed with Cabinet making decisions on Cat A, B & C public toilets. Delivery phase is being led from Place, Assets and Commercialisation team. Negotiations on alternative uses are ongoing, with some sites being offered and heads of terms progressing. All Town and Parish sites are still in the negotiation phase with an update due from PAC team soon.</p> <p>Appointment of a project manager for the Cat A rebuilds being appraised following an unsuccessful initial tender. Pathfinder project due to commence winter 2023. This phase of the project is also being led from the PAC team.</p>
Concern	pla-PA-2780	<p><u>Continue to collect and spend Community Infrastructure Levy monies to deliver the infrastructure needed to support new development.</u></p>	Planning Strategy and Development Management	<p>Although we continue to collect CIL and S106 monies the spend of planning obligations money has been delayed this quarter due to the departure of our Section 106 Monitoring Officer and sickness in the comms team and engineers teams that support this work. We have an interim Monitoring Officer in place, however consultation and engagement with town and parish councils on spend of Section 106 monies has not been possible during this quarter and the issuing of the neighbourhood proportion of CIL has been delayed.</p>
On track	HOU-PA-2763	<p><u>Continue to develop and enhance the Open Housing System including the change to One Housing in order to continually improve efficiency and the customer's experience of contact with our service.</u></p>	Housing	<p>The project has commenced, Project Board meeting monthly to track and oversee project plan and milestones.</p>

Service Plan Objectives - Better Homes and Communities

Priority: Better Homes and Communities for All

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		To include: <ul style="list-style-type: none"> • <u>Introduction of the tenant portal</u> • <u>Data transfer/management of data: to inform the stock condition survey.</u> 		
On track	HOU-PA-2755	<u>Continue to review and monitor outcomes from the Homelessness Strategy in order to reduce homelessness.</u>	Housing	Homelessness Strategy Review meeting held on 07.11.22, next meeting booked for 24.01.23
On track	pla-PA-2781	<u>Continue to work with Neighbourhood Planning Groups and support them delivering Neighbourhood Plans that reflect the aspirations of their community and where appropriate support them in delivering the growth allocated in the plan. Number of neighbourhood plans we are supporting</u>	Planning Strategy and Development Management	Ongoing support continues with the Luppit plan recently being Made and examiners report received for the Broadclyst Plan.
On track	EH-PA-2800	<u>Continue involvement with Devon County Council & Team Devon colleagues in ongoing COVID-19 recovery response and preparedness as needed. Remain focussed on the clinically extremely vulnerable group and preparing for further local and national restrictions.</u>	Env Health & Car Parks	Public Health Project Officer provides a weekly overview of covid stats to SMT, along with emerging infections such as Mpox and iGAS.
Variation	HOU-PA-2764	<u>Develop and consult tenants on an EDDC Home Standard that exceeds the Decent Homes Standard and that can be applied to all homes.</u>	Housing	Still awaiting new Government guidance on new provision of Decent Home Standard. Currently agree to refer to current standard as opposed to our own standard that may not then be compliant with new Government guidance.
On track	HOU-PA-2758	<u>Develop and expand on Year 3 of the Integrated Asset Management Contract to further increase customer satisfaction. Look to implement the first series of social value objectives, review the Handyperson offer and consider the inclusion of the planned</u>	Housing	Customer Satisfaction Levels are closely reviewed; data is collected across various platforms and then analysed. Customer Satisfaction remains consistent. Two estate based Social Value days have been held and were well attended by Residents. Other measures

Service Plan Objectives - Better Homes and Communities

Priority: Better Homes and Communities for All

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>works programme under the contract.</u>		have also been delivered including sponsorship of the garden competition. Handyperson scheme has been extensively advertised but the take up from residents remains low. Elements of Planned works have been and are being delivered through the Contract including Retrofit Projects, cyclical external decoration, re-roofing, bespoke whole house upgrade projects
On track	Cou-PA-2727	<u>Develop and progress recommendations from the Leisure & Built Facilities Strategy that:</u> <ul style="list-style-type: none"> • <u>Provide the framework for agreeing the 2023/24 management fee for LED</u> • <u>Review of dual use sites</u> • <u>Supports the Local Plan review specifically in sports & leisure policy development and Playing Pitch Strategy review</u> 	Countryside, Arts and Leisure	Report prepared for and approved by the LED Monitoring Forum that outlines the LED service fee 2023/24 to work within the draft Capital & Revenue budget 2023/24. Programme agreed for renegotiating dual use sites with Assistant Director – Place, Assets & Commercialisation to roll out 23/24.
On track	EH-PA-2799	<u>Effectiveness of PSPOs</u>	Env Health & Car Parks	Exmouth The Strand daily visits by the police with a Street drinking focus Fixed penalty notices are occasionally issued but most interactions conclude with a request to move on and seizure of alcohol which are not reported to the council. Effectiveness linked with licensing activity has reduced the impact presently for street drinking in The Strand Sidmouth PSPO has been used on occasions during this period by the local neighbourhood team to deal with street drinking which occurs on an adhoc basis. It is still a regularly utilised piece of legislation to deal with this element when it occurs in Sidmouth
On track	HOU-PA-2757	<u>Ensure that the Key Performance Indicators (KPIs) for the Integrated</u>	Housing	KPI's are reviewed at monthly Operational Meetings with the Contractor

Service Plan Objectives - Better Homes and Communities

Priority: Better Homes and Communities for All

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>Asset Management Contract are closely monitored and standards set are met or exceeded.</u>		and validated at the high level quarterly Core Group Meetings
On track	EH-PA-2805	<u>Environmental Protection service demand</u>	Env Health & Car Parks	Number and type of service requests ASB – 35 Dog – 69 Noise – 119 Number and type of consultation responses and speed of service - 246, 7 out of target Pest control demand, income received and speed to service (end to end times) 24, 0 out of target Animal Welfare inspections undertaken, 6 Customer satisfaction feedback - none Pest control income to date £24, 950
On track	HOU-PA-2759	<u>Implement a robust process for dealing with Disrepair Claims, ensuring that this is embedded into all team processes. Meet the requirements of the Homes Fitness for Human Habitation Act.</u>	Housing	A process for the management of Disrepair Claims has been developed with our colleagues in Legal and is embedded in the Team, further monitoring is being introduced.
Concern	HOU-PA-2756	<u>Improve void turnaround times and review the Void Standard for properties being re-let as part of our Price Per Void contract, and ensure that a suitable lettable standard is achieved for new tenants achieving 'right first time'.</u>	Housing	Void turnarounds are not currently at the expected levels, a detail plan is in place to clear a backlog. We have engaged an external Consultant to review the Void Standard, the PPV cost and the process for the key to key management of Voids, this is being finalised and will be implemented over the next couple of months after which we should see considerable improvement. KPI's are reviewed at monthly Operational Meetings with the Contractor and validated at the high level quarterly Core Group Meetings
Variation	P&E-PA-2773	<u>Following on from Public Toilet Review advise on</u>	Place, Assets & Commercialisation	Marketing of surplus stock has proven successful. Two

Service Plan Objectives - Better Homes and Communities

Priority: Better Homes and Communities for All

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>options and manage the disposal of surplus public convenience stock.</u>	Service	sites are proceeding with publicly accessible toilet provision along with exciting repurposing of the remainder of the building. Interest in other sites too but with nothing yet confirmed. Greatest challenge has been with the proposed transfer to parish and town councils. Despite progressing negotiations for much of last year, no agreements have yet been reached.
On track	EEP-PA-2749	<u>Progress work to develop a business case for a delivery vehicle (up to and including the establishment of a Development Corporation) to support major development proposals and the implementation of the new Local Plan by March 2023.</u>	Growth, Development and Prosperity Service	Initial options assessment has been completed for the three options and has been published as part of the evidence base for the draft Local Plan consultation.
On track	HOU-PA-2761	<u>Recruit and support the development of our Compliance team that will sit within the Property and Asset team. Ensure the Compliance Manager is supported to ensure appropriate resourcing and focus to embed and develop the new team. Embrace and prepare for the changes anticipated in the Building Safety Act, including the appointment of Building Safety Managers. Review compliance procedures by an external body to drive continuous improvement.</u>	Housing	Recruitment into the Compliance Team has taken time but the right people have been and are being recruited into the various roles; the Team will be fully staffed from 13/02/23 Work to embrace the good practice of the Building Safety Act is ongoing; at present EDDC do not any properties that are in scope under the terms of the Act An external Compliance Audit has still to be put in place.
Variation	HOU-PA-2765	<u>Refresh and clearly define our offer of sheltered accommodation ensuring clarity and a commitment to the levels of support that can be offered.</u>	Housing	This review will be undertaken in 2023 and completed by March 24
On track	HOU-PA-2754	<u>Refresh the Housing Revenue Account Business Plan, incorporating a review of our approach to</u>	Housing	We are in the process of engaging a suitable Consultant who will work closely with the Housing

Service Plan Objectives - Better Homes and Communities

Priority: Better Homes and Communities for All

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>delivering affordable housing with the aspiration of building more Council housing, as well as delivering climate change actions and new building safety requirements.</u>		Accountant to start planning this piece of work. Stock Condition survey has commenced and is pivotal in feeding into this refresh exercise.
On track	HOU-PA-2762	<u>Review the Service against the Social Housing Regulators Standards and ensure that we are fully compliant.</u> <u>Establish and publicise the roles and responsibilities required under the White Paper and Building Safety Act including who tenants needs to report fire safety concerns to.</u> <u>Deliver training to Members, tenants and staff to ensure they have a full understanding of the legislative requirements of the White Paper and Building Safety Act as well as having the required skillset and levels of competency as defined in the Legislation to discharge such roles/duties.</u>	Housing	Housing Project Officer is working with the Interim Housing Services Manager to review our approach and develop our Action Plan. We are due to report in detail to the Housing Review Board in March 2023.
On track	Cou-PA-2728	<u>THG to manage the Arts and Culture East Devon (ACED) Network:</u> <u>Which serves the communities of East Devon and providing a central platform to engage, network, promote and talk about arts and culture across the region. Grow membership and deliver networking and training events</u>	Countryside, Arts and Leisure	During this period THG hosted a breakfast networking meeting for ACED members attended by 35 participants. Preparations for the arrival of the new Producer were made at the gallery and through capacity building; Fiona Page Turner contracted to develop the new ACED website and training programme through SPF funding
On track	pla-PA-2782	<u>To determine planning applications for the expansion at Cranbrook and secure the range of uses needed to create the vibrant town envisaged by policy.</u>	Planning Strategy and Development Management	We currently have applications being processed for the Treasbeare, Cobdens and Bluehayes expansion areas and also for a portion of The Grange expansion area. It is hoped that these will start to come through for decisions in the next quarter. These are all outline

Service Plan Objectives - Better Homes and Communities

Priority: Better Homes and Communities for All

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
				applications and will be followed if consent is granted with reserved matters applications before work can commence on site.
On track	pla-PA-2785	<u>To implement upcoming changes to building regulations including new Part L requirements when introduced including ensuring all surveyors are suitably trained.</u>	Planning Strategy and Development Management	The new legislation has been published and started to take affect from June 2022. Surveyors have been fully trained and are implementing the requirements.
On track	pla-PA-2783	<u>To provide a responsive and pro-active dangerous structures service to ensure that action is taken against any dangerous structures in a timely manner for 24/7, 365 days a year. How many of these reports are we investigating</u>	Planning Strategy and Development Management	In the current year (1st January 2023 to date) there have been 50 (an increase of 40% on 2022) Dangerous Structures reported, and case files created, these have all been investigated with actions recommended.
Concern	pla-PA-2784	<u>To report on our delivery of high quality new and improved play areas, open spaces and sports pitches funded from development proposals.</u>	Planning Strategy and Development Management	Due to the loss of our Section 106 Monitoring Officer and sickness in comms and engineers it has not been possible to progress the spend of Section 106 monies on sport and play areas in the dsitric over the last quarter. We now have a an interim Monitoring Officer in post and it is hoped that as colleagues return from sick leave it will be possible to recommence this area of work in the coming quarter.
On track	HOU-PA-2760	<u>Undertake a complete review of the Home Safeguard service, to include;</u> <ul style="list-style-type: none"> • <u>Future growth and marketing strategy</u> • <u>Review of office accommodation and location of the service.</u> • <u>Review of staffing to include provision of whether we continue to manage the service 24/7.</u> • <u>Review of management resources to ensure business continuity.</u> 	Housing	Report being drafted completion by 20 Feb 23 Report for AGJ / JG approval by 30 Jan 23 Report to SMT Feb 23 Report to HRB Feb / March 23 Report to Cabinet March 23

Service Plan Objectives - Better Homes and Communities

Priority: Better Homes and Communities for All

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<ul style="list-style-type: none"><u>Review of corporate contracts to ensure all requirements can and are being met.</u>		

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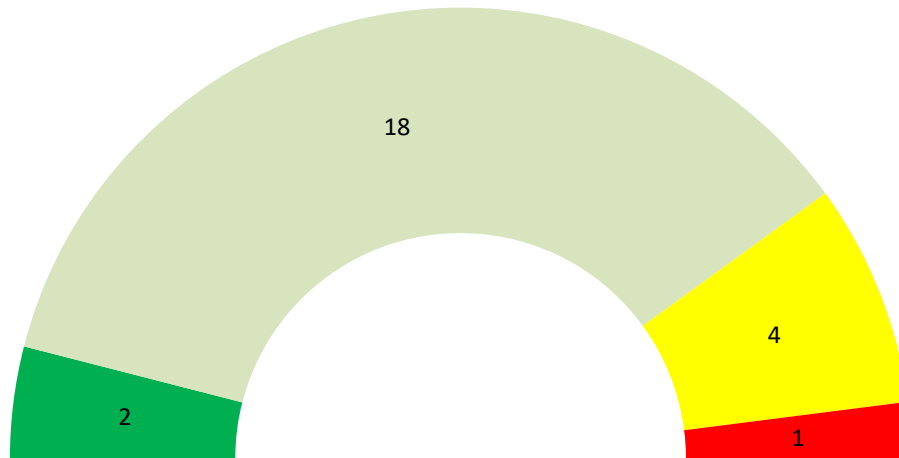
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PRIORITY: Greener East Devon

Service Plan Objectives - Quarter Three Results 2022/23

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**Progress towards
outcome**



**Number of Measures
(Total measures for outcome = 25)**

- Achieved
- On Track
- Variation
- No data
- Concern

Service Plan Objectives - Greener East Devon

Annual report for 2022/2023

Arranged by Aims

Filtered by Aim: Priority Greener East Devon

Filtered by Performance Status: Exclude Objective Status: No Data available

Key to Performance Status:

Key Strategic Objective:	Milestone Missed	Achieved	On track	Variation	Concern	No Data available
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* indicates that an entity is linked to the Aim by its parent Service

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
Variation	str-PA-2794	<u>Complete the draft amenity plan to detail how we can better manage our beach amenity asset and how we can improve it for the future; incorporating health & wellbeing opportunities, carbon reduction and links to the Green Space Plan Beach & Foreshore policies 1-8, and Beach Management Plans (where appropriate).</u>	StreetScene	Variation due to workloads and competing demands, but the plan is to be completed in the new service plan window.
Concern	str-PA-2796	<u>Complete the Play Strategy linked to our adopted Green Space Plan with an action plan to improve outdated sites, ensure appropriate provision, introduce play space and 'play along the way' micro parks by September 2022</u>	StreetScene	Strategy has been largely completed, but required minor updates, our engineer is still off work and due to competing large project priorities we have not progressed this objective.
Variation	HOU-PA-2767	<u>Continue to work with Countryside colleagues to implement Phase 2 of the #inhoniton project by working with tenants in Honiton to identify areas we can manage differently and re-wild. Identify Housing land for Nature Recovery Networks, re-wilding and wildlife improvement corridors and liaise with tenants to deliver blue heart areas.</u>	Housing	#InHoniton Phase 2 never happened. No further Housing land was identified for Nature Recovery networks, rewilding or wildlife networks in Q3. Intention is for 3 sites identified before Q3 for Nature Recovery to be progressed in Q4 (planting season). SWITCH is under review pending district-wide

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>SWITCH groups to focus on climate changes issues and to encourage learning and appreciation of the natural world. The educational element links to our carbon reduction commitments.</u>		community development plan due by Sept 23
On track	Cou-PA-2732	<u>Deliver new visitor infrastructure to Seaton Wetlands to enhance visitor experience and monetise the increased footfall:</u> <ul style="list-style-type: none"> • <u>Creation of a café offer – concessionary arrangement (Black Hole Marsh hub)</u> • <u>Installation of contactless payment points and car park machine for donations</u> • <u>Resurface and reimaged car area for visitor information/welcome</u> • <u>Increased septic tank capability for public toilets</u> 	Countryside, Arts and Leisure	<ul style="list-style-type: none"> o Creation of a café offer – concessionary arrangement (Black Hole Marsh hub) New bean-to-cup machine ordered from Lavazza ready for installation before Easter period. o Installation of contactless payment points and car park machine for donations – hardware interface guidance being sought from Finance team for contactless donation point in car park, contactless system running smoothly on site. o Resurface and reimaged car area for visitor information/welcome Car park surface work undertaken. o Increased septic tank capability for public toilets – revised collection system negated need for this work.
On track	Cou-PA-2731	<u>Delivery of Wild Honiton project as a local Nature Recovery Network pilot:</u> <ul style="list-style-type: none"> • <u>Target green space improvements to existing EDDC green spaces – wildlife, access and recreational enhancements;</u> • <u>Develop new volunteering opportunities;</u> • <u>Develop links to Honiton’s GP referral and social prescribing programme;</u> • <u>Activate discussions with neighbouring landowners to improve access and circular walks.</u> • <u>Develop engagement activities including art and activity trails and link</u> 	Countryside, Arts and Leisure	<ul style="list-style-type: none"> o Target green space improvements to existing EDDC green spaces – wildlife, access and recreational enhancements; In progress o Develop new volunteering opportunities; to be launched May 2023 o Develop links to Honiton’s GP referral and social prescribing programme; in progress o Activate discussions with neighbouring landowners to improve access and circular walks. In progress o Develop engagement activities including art and activity trails and link green spaces with town centre through these trails. – planned and staffed for launch in May

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>green spaces with town centre through these trails.</u>		2023
On track	pla-PA-2787	<u>Develop a mitigation strategy for phosphate levels arising from development affecting the River Axe.</u>	Planning Strategy and Development Management	We continue to work to understand the projects that are in development to help to deliver mitigation and are working closely with partners at other authorities, the AONB team, Natural England and other agencies. Consultants have been appointed and are undertaking work on updating the mitigation strategy. This has included engagement work with partner organisations.
On track	pla-PA-2786	<u>Develop an updated mitigation strategy to address the impacts of development on the Exe Estuary and Pebblebed Heaths arising from the new developments proposed in the new Local Plan</u>	Planning Strategy and Development Management	Consultants have been appointed and are undertaking work on updating the mitigation strategy. This has included engagement work with partner organisations.
On track	HOU-PA-2770	<u>Develop the Fairshare project working with Supermarkets in the district and Nourish to collect food from the supermarket, cook and freeze it, and distribute to people with an identified need. Aim to do more for rural areas and link with other work e.g. new applicants for Universal Credit who have limited income for the first six weeks.</u>	Housing	Continuing to work with Fareshare to distribute food amongst local food providers. Continue to support network of food providers. In Q3 stronger links have been built with Resilience team, and a map of food providers across the district has been created and passed to them, to support the team with signposting.
On track	Cou-PA-2730	<u>District Ecologist to work with Planning Policy team to develop Local Plan policy that provide guidance on Biodiversity Net Gain targets for development proposals that meet the criteria laid out in the Environment Act 2022</u>	Countryside, Arts and Leisure	District Ecologist successfully submitted planning policy guidance for Biodiversity Net Gain, Nature Recovery and trees into the Local Plan review process.
On track	HOU-PA-2766	<u>Ensure that housing repairs and improvement</u>	Housing	We are working actively with our Contractors to develop

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>contractors are actively reducing their carbon footprints when performing work on Council homes. This includes efficient work scheduling, right first time repairs etc</u>		and finalise their carbon reduction plans.
On track	str-PA-2793	<u>Improve our sustainable management of green spaces/rewilding to help protect the environment and meet Climate Change Action Plan aims. Building on our adopted Green Space Plan Natural Green Space Policies 1 and Nature Recovery Network approach</u>	StreetScene	<p>50+ sites greenspaces inc verges left to grow as meadow grass Apr-Oct Social Media and Comms releases to publicise our approach Website updated to publicise approach 5 sites now mapped, with the rest in progress Renaturing strategy being drafted for release in early 2023</p> <p>2 new friends of group formed • Glen Goyle, Sidmouth – Friends of Glen Goyle • Higher Brook Meadow, Sidmouth - Friends of Higher Brook Meadow</p> <p>Emergency tree fund planning underway which will see the planting of circa 2000+ trees on EDDC land between 23-24</p> <p>22, 965 sustainable perennials planted in 2021. Figures for 2022 -a further 11,000 perennial plants and 8,500 bulbs this year. 24 new planting plans were produced for our parks and gardens, renovating outdated planting displays.</p>
Variation	P&E-PA-2774	<u>Contribute to the reduction of the Council's carbon footprint and zero carbon targets by improving energy efficiency of the council's property assets via already identified capital improvement works and the appointment of a specialist energy consultant to review the current building asset</u>	Place, Assets & Commercialisation Service	Still to appoint consultant, clarification of scope needed.

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>stock and make recommendations.</u>		
On track	str-PA-2792	<u>Increase the use of renewable technology within Streetscene for mechanical equipment and the Council vehicle fleet through the energy fleet plan by 2023.</u> <u>- Plan to reach 32% electric In StreetScene by 2022.</u>	StreetScene	<p>The new Fleet and Equipment Manager role started on the 1st December. We have a clear set of objectives for this post and work is ongoing on improving our fleet management and planning for the next phases of decarbonisation. Part of this work included an additional bid in the capital programme for 2 EV kerbside sort vehicles and 1 retro fit EV RCV to trail EVs on our collection fleet and test range and suitability for later procurement in 2026 when our remaining Suez fleet is due to be replaced.</p> <p>We met our target for conversion to EVs on the StreetScene white fleet at 32%, further planning for larger vehicles and charging infrastructure are the next steps to increase this percentage.</p>
On track	HOU-PA-2768	<u>Invest in the improvement of the communal areas on housing estates, including tree planting and encouraging a greater diversity of wildlife through rewilding and nature recovery corridors.</u>	Housing	<p>No further communal Housing land was identified for Nature Recovery networks, rewilding or wildlife networks in Q3. Intention is for 3 sites identified before Q3 for Nature Recovery to be progressed in Q4 (planting season).</p>
Achieved	fin-PA-2734	<u>A new Procurement Strategy is to be prepared for member approval by September 2022 which will emphasise the Council's object to be Carbon Neutral by 2040 and will include a shift in procurement practices to support this.</u>	Finance	This has now been adopted.
On track	str-PA-2791	<u>On-street Recycling - Continue phasing in/incrementally increase the provision of on-street recycling bins alongside</u>	StreetScene	<p>We have 4 bin lift vehicles on fleet</p> <p>We have 11 mixed recycling bins across the district, although concerns regarding</p>

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>implementation of bin lift vehicles.</u> <u>- Monitor DRS from Environment Act and assess how to adapt our service provision.</u>		the level of contamination of these bins remain we have a successful collection arrangement with Costal Ltd.
On track	str-PA-2795	<u>Prepare for Environment Act changes; Extended producer responsibility, Deposit Return Scheme and Consistent Recycling Collection requirements. Recycling & Waste Collection service contract – investigate and report to Cabinet & Council on options for the ‘Bridging Solution’ contract uplift of around £1.2mil to account for tonnage and property increase (above 73k).</u>	StreetScene	Awaiting further information from DEFRA. Consultation responses for DRS and Consistency in Collections expected in January 2023
Achieved	fin-PA-2736	<u>Produce a digital strategy for members’ consideration and approval by May 2022.</u> <u>Work across the Council with digital leads and services to provide an improved digital service for customers and create efficiencies for the Council. Measures to be defined but will include reduction in paper usage.</u>	Finance	Strategy adopted
On track	EEP-PA-2750	<u>Progress the Clyst Canopy bond work to increase canopy cover in the CVRP utilising funding from the Natural Environment Investment Readiness Fund by March 2023</u> <u>• Consider how this could be replicated over a larger area</u> <u>• Continue to support projects that will deliver increased canopy cover in the West End.</u>	Growth, Development and Prosperity Service	Clyst Canopy work progressing toward a conclusion including engagement with landowners/farmers. Financial mechanisms to invest in projects now being explored. Crystal Clear Clyst Bond is on track for final report by end March 2023 and a presentation to Council about application of learning points to the rest of the district. We are supporting 1 hectare of new woodland creation to take place on 11th Feb 2023 near Clyst Honiton.
On track	LGL-PA-2743	<u>Provide timely advice and support in relation to site</u>	Governance and Licensing Services	The legal department provide timely advice and support.

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>acquisitions / repurposing to support provision of affordable housing and related processes (internal with external resource where required).</u>		One site has been identified and actively pursued.
On track	P&E-PA-2803	<u>Quantify the carbon footprint of corporately occupied buildings ie, corporate offices, depots, leisure centres, public toilets and others by April 2023.</u>	Place, Assets & Commercialisation Service	
On track	str-PA-2804	<u>Recycling & Waste Collection service contract – investigate and report to Cabinet & Council on options for the ‘Bridging Solution’ contract uplift of around £1.2mil to account for tonnage and property increase (above 73k). - Include review of options for contract extension from 2023 to 2026 (7 years + 3 of original term) - Include flexibility for Environment Act changes, review of alternative options and preparation of future contract or collection models.</u>	StreetScene	Bridging Solution proposal agreed by Cabinet/Council. Phase 1 implemented successfully in October 2022. Phase 2 planned for implementation in summer 2023. SUEZ contract extension granted to 2026
On track	fin-PA-2735	<u>Revised Investment strategy to incorporate good practice in terms meeting the Council’s objective of being carbon neutral by 2040</u>	Finance	Strategy being reported to February Cabinet incorporating new requirements of Treasury Management and Prudential Codes.
On track	Cou-PA-2733	<u>Tree team to develop a Tree Strategy that sets out the framework for engaging with climate change, tree wardening and community engagement and tackling pests and diseases.</u>	Countryside, Arts and Leisure	We have provided funding towards the development of the Devon Tree Strategy and are part of the working group steering its development. The Devon Tree Strategy due Spring 2023 will provide the framework for developing the East Devon Tree Strategy.
Variation	HOU-PA-2769	<u>Undertake a review of the use of paper across the service with a view to eliminating unnecessary use. Teams have identified practices that could be</u>	Housing	Not deemed urgent enough to proceed on the basis of high service demand currently.

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>reviewed to eliminate the use of paper in some areas.</u>		

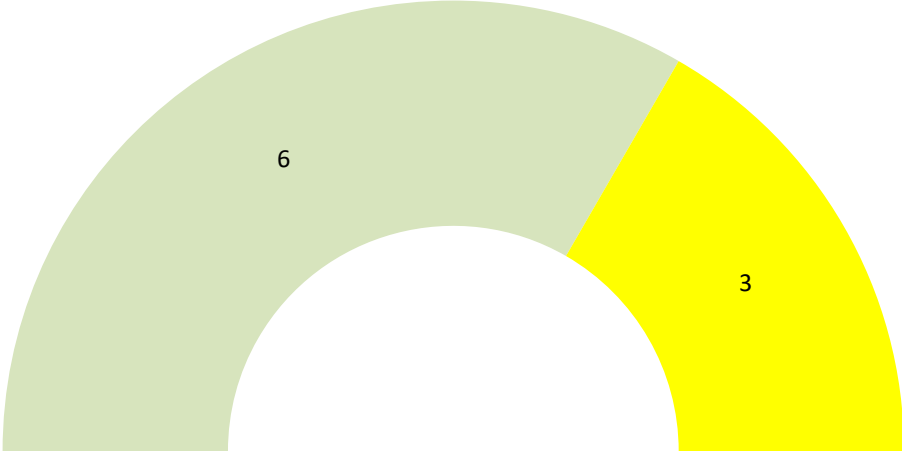
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PRIORITY: Resilient Economy

Service Plan Objectives - Quarter Three Results 2022/23



Progress towards outcome

**Number of Measures
(Total measures for outcome = 9)**

- Achieved
- On Track
- Variation
- No Data
- Blank

Service Plan Objectives - A resilient economy

Annual report for 2022/2023

Arranged by Aims

Filtered by Aim: Priority A Resilient Economy

Filtered by Performance Status: Exclude Objective Status: No Data available

Key to Performance Status:

Key Strategic Objective:	Milestone Missed	Achieved	On track	Variation	Concern	No Data available
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* indicates that an entity is linked to the Aim by its parent Service

Service Plan Objectives - A resilient economy				
Priority: A Resilient Economy				
Key Strategic Objective				
Objective Status	Code	Objective	Service	Comments
On track	EEP-PA-2752	<u>Commission, develop and secure endorsement for a tourism strategy for the District with an emphasis on supporting sustainable tourism and ensuring alignment with the Cultural Development Strategy;</u> <ul style="list-style-type: none"> • <u>Engage with key stakeholders and partners</u> • <u>Ensure that there is a clear implementation plan</u> • <u>Utilise impetus provided by place marketing campaign funded through the Welcome Back Fund</u> 	Growth, Development and Prosperity Service	Tourism Strategy adopted by Cabinet in Spetember 2022. Operator for the East Devon Tourism Network now being procured.
On track	P&E-PA-2776	<u>We will work with the neighbouring landowner to deliver a masterplan for the Hayne Lane site in Honiton December 2023 - spoke to planning re this one</u>	Place, Assets & Commercialisation Service	The masterplan has been completed. The viability of development on the site remains an issue to be considered.
Variation	LGL-PA-2744	<u>Ensure review of street trading regime arrangements by March 2023.</u>	Governance and Licensing Services	The date of the November '22 Licensing Committee was moved to the month of December when the Committee approved commencement of the Street Trading Policy Consultation. The consultation is currently live and open for responses until 26 February '23. The procedure is complex requiring the outcome of the consultation being considered by Licensing Committee in

Service Plan Objectives - A resilient economy

Priority: A Resilient Economy

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
				March and if any changes are considered for public notices to be published after. the timeline for this review is now considered as possibly being completed by July 2023 due to the legislative steps still necessary.
Variation	P&E-PA-2779	<u>Seaton Jurassic – Conclude how best to deal with the building defect issues and alongside let / sell to ensure the site is continued to use in some form or another. By March 2023</u>	Place, Assets & Commercialisation Service	Continuing challenges to get this property let.
On track	P&E-PA-2778	<u>We will consider how the regeneration of the Queen’s Drive site along with other place making opportunities across Exmouth can support economic recovery and prosperity whilst enabling Exmouth to capitalise on its natural capital and to ensure a consistent place making theme across the town. Options will be developed and presented to Members for a decision on which projects to take forward.</u>	Place, Assets & Commercialisation Service	We will appoint the Placemaking consultants in January of Q4 of 2022/23 and their timetable for delivery will be report in Q4. All the tenants of food concessions at QDS have applied to renew their leases for the 2023 season – legal have been instructed. HoTs are being discussed with LED IRO the fitness space – we have a query to be resolved in Q4 re planning for storage space onsite. There were no responses to the call for the events space by a single operator. However, we will re-advertise the opportunity in Q4 for short terms events throughout the season via our Street Scene colleagues. It does give us some evidence of demand for a permanent event space at this location.
On track	EEP-PA-2753	<u>Support the development of a sustainable aviation cluster focused on Exeter Airport in line with the ambition set out in the Local Industrial Strategy:</u> <u>• Work in conjunction with the LEP to develop a High Potential Opportunity offer and to provide representation on the Sustainable Aviation</u>	Growth, Development and Prosperity Service	The Council continues to be an active member of the Sustainable Aviation Board established by the Heart of the South West Local Enterprise Partnership.

Service Plan Objectives - A resilient economy

Priority: A Resilient Economy

Key Strategic Objective

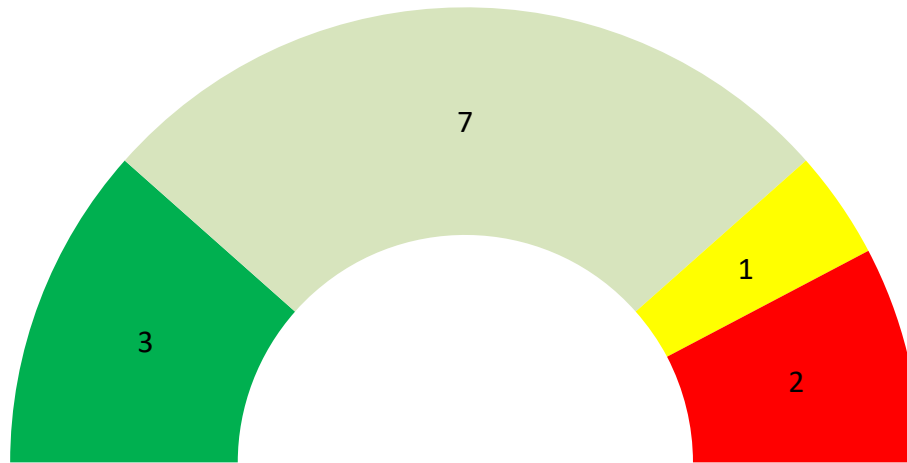
Objective Status	Code	Objective	Service	Comments
		Programme Board • Support the 2Zero electric flight project		
On track	EEP-PA-2751	<u>Throughout 2022/23 develop the infrastructure needed to support our local economy, including transport and housing.</u> • <u>Lead work to understand the infrastructure needs of further major development in the West End of the District</u> • <u>Engage with utility companies to understand potential capacity issues and work to influence investment plans</u>	Growth, Development and Prosperity Service	We continue to engage with a wide range of utility providers to ensure that sufficient capacity is in place to support the ongoing delivery of new development. Most recently this has included the National Grid.
Variation	P&E-PA-2777	<u>We will deliver new beach huts at Jacobs Ladder in Sidmouth to replace the current provision.</u>	Place, Assets & Commercialisation Service	This project will now be taken forward from autumn 2023 at the end of the season, with a view to delivering the beach huts in 2024.
On track	P&E-PA-2775	<u>We will support the review of town centre economy and prosperity through the work that we are doing with consultants on the Axe Valley project and the Devon Place Board work e.g. exploring the feasibility of repurposing retail retail/commercial.</u>	Place, Assets & Commercialisation Service	Work has been completed by DCC's consultants on the Seaton and Axminster Regeneration Strategies as part of the Devon Place Board Urban Renewal Project work. Projects have been identified for Quick Wins and business case preparation.

Core Service Delivery

Service Plan Objectives - Quarter Three Results 2022/23

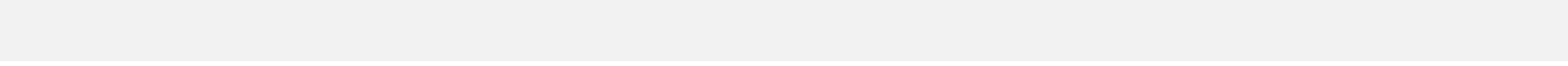
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Progress towards outcome



Number of Measures
(Total measures for outcome = 13)

■ Achieved ■ On track ■ Variation ■ No Data ■ Concern Blank



Service Plan Objectives - Core service delivery

Annual report for 2022/2023

Arranged by Aims

Filtered by Aim: Priority Services that matter

Filtered by Performance Status: Exclude Objective Status: Milestone Missed, No Data available

Key to Performance Status:

Key Strategic Objective:	Milestone Missed	Achieved	On track	Variation	Concern	No Data available
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* indicates that an entity is linked to the Aim by its parent Service

Service Plan Objectives - Core service delivery

Priority: Services that matter

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
Achieved	EH-PA-2657	<u>Annual Public Health Implementation Plan – work with Service Leads to identify public health priorities looking forward to 2022/23.</u>	Env Health & Car Parks	Implementation Plan for 22/23 completed, presented to Cabinet and published.
Achieved	EH-PA-2658	<u>Annual review of public health activities – looking back over highlights from 2021/22</u>	Env Health & Car Parks	Review for 21/22 published and shared with Cabinet.
Variation	LGL-PA-2747	<u>By February conduct thorough planning exercise and risk assessments for 2023 elections – particularly in relation to any residual COVID issues</u>	Governance and Licensing Services	Work is underway in terms of preparing for May 2023. There will be a slight delay due to assessing the implications of the introduction of Voter ID.
On track	LGL-PA-2748	<u>By summer 2022 complete a review of approach to Council meetings (virtual / hybrid / normal - including issues such as electronic voting, speaker queuing, webcasting)</u>	Governance and Licensing Services	Work is ongoing internally as part of a corporate project with the Communications Team to identify appropriate Hybrid solutions with various IT providers, to future proof our ability to offer a comprehensive service to the public and Elected Members as participants in local democracy. Such a solution will allow the public to participate in various meetings remotely or in person, and the same for Elected members, and also facilitate a livestream on a suitable and accessible digital platform.

Service Plan Objectives - Core service delivery

Priority: Services that matter

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
				Demonstrations of various solutions have started to be considered directly by Elected Members but it is understood that difficulties with the supply generally out of our control might hinder installation and implementation.
On track	pla-PA-2788	<u>Continue to work in partnership with our neighbouring authorities within the Greater Exeter area on a non-statutory strategic plan for the area.</u>	Planning Strategy and Development Management	Work continues on a draft non-statutory plan that reflects proposals in the various local plans for the greater exeter area and will encompass joint aspirations and help to support funding bids. It is hoped that a draft of the document will be available for Members to review shortly.
On track	EH-PA-2660	<u>Continue to scope ways of increasing access to and understanding of reliable health information across East Devon e.g. using social media, our public health internet presence, and working with Comms and other teams to share and distribute relevant messages in a range of formats both print and digital.</u>	Env Health & Car Parks	For example the public health officer: 48 tweets raising awareness of health and wellbeing ideas and activities 14 health & wellbeing ideas researched and written for Comms to use in weekly staff & residents newsletters.
On track	LGL-PA-2746	<u>Progress the Member Development Working Group and complete review of Member Development / Training and the Member Induction Programme to inform preparation for May 2023.</u>	Governance and Licensing Services	The Member Development Working Party has been working with the Democratic Services Team to ensure that all aspects of learning and development for Cllrs has been considered and to develop a training and Induction programme for new and returning Cllrs post elections.
Concern	LGL-PA-2742	<u>Review of Taxi Policy to help seek to meet climate change targets, to reduce emissions and incorporating the national standards recommended by the Department of Transport.</u>	Governance and Licensing Services	Timescales for preparing the revised (draft) policy have changed over 2022 due to significant impact on officers through requests from the taxi trade for 2 fare increases in 2022 (due to the cost of living crisis). Both fare increases added work for officers requiring new public consultations to reach a full fare increase by December 2022. The Taxi Policy timeline has therefore

Service Plan Objectives - Core service delivery

Priority: Services that matter

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
				moved back due to this competing work/impact; officers currently work to prepare a new draft policy to provide at the April '23 Licensing Committee.
Concern	LGL-PA-2745	<u>Revising the Cemetery Regulations to ensure an updated and fit for purpose regime for burials by Dec 2022.</u>	Governance and Licensing Services	Timescales for delivery have been delayed due to the significant impact/demands of taxi fares reviews twice in 2022. Aim to finalise draft in Nov 22 to consult early 2023
On track	pla-PA-2789	<u>To work on the transfer of data from the Local Land Charges system for the national LLC1 implantation by the Land Registry.</u>	Planning Strategy and Development Management	Our transition and data cleansing started in mid Aug 22 and has gone very well with the Land Registry (LR) openly surprised how clean our data was. This has been down to the work of the LLC team analysing and correcting data over the past 3 years. There have been 3 data cuts sent to the LR so far which have all had positive results. The LR are now completing the formative assessment of our data and will report back to us at the beginning of March. If it is all ok, we will move into testing live imports to the LR with final sign off in May and formal handover of the LLC1 on 16 Jun 23.
On track	fin-PA-2740	<u>Undertake the statutory requirement of producing the 2021/22 Statement of Accounts, incorporating new accounting standards and their external audit to achieve an unqualified opinion. By Sept 2022 Published on website</u>	Finance	National delay in completion/external audit of accounts. Temporary statutory override has now been agreed so moving forward with completion/audit. External audit is now likely to be summer '23.
Achieved	CDS-PA-2721	<u>Update the corporate Equalities policy</u>	Communications, Digital Services and Engagement Team	Policy updated and agreed by Council June 2021
On track	EH-PA-2654	<u>Work with the Member Champion for Mental Health to contribute to the Council's commitment to</u>	Env Health & Car Parks	The Public Health Officer has arranged for agreements and funding to be put in place with local CICs HeadsUP & Parental Minds. She is liaising with both

Scrutiny Committee Forward Plan 2022 / 23
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Work for scoping and/or allocation to the Forward Plan

Proposed date	Topic
9 March 2023 Additional meeting	Portfolio Holder Annual Report Cllr John Loudoun – Council & Corporate Communication Portfolio Holder Annual Report Cllr Nick Hookway – Tourism, Leisure, Sport & Culture Quarterly performance report – Q3
6 April 2023	Keep free - purdah
TBC	Review of recommendations made previously by the Scrutiny Tree TaFF (meeting 25 June 2015) and report on whether the recommendations have been implemented or not (proposed by Cllr Gardner) – scoping report awaited
TBC	One Devon Integrated Health Care Strategy – <i>to be considered as part of the EDDC public health strategy review – Autumn 2023</i>
TBC	Consideration of the use and provision of all forms of renewable energy across the whole district
TBC	Strategic review of policy formation (proposal form from Cllr Allen, agreed at June meeting) – scoping report awaited
TBC	Procedure for putting forward alternative strategies (proposal form from Cllr Allen, agreed at June meeting) – scoping report awaited
TBC	Proposal from Mid Devon DC Scrutiny Committee regarding a joint review into the planning controls and regulatory requirements associated with the bio-energy industry within Devon, in particular anaerobic digesters (details circulated to Members by email on 10 December 2021) – <i>update: response from MDDC currently awaited</i>
TBC – keep under review	Local Plan Sites – Allocations to Delivery The Joint Overview and Scrutiny meeting of 17 th January 2022 [minute 43c] recommended ‘a review of the Statement of Community Involvement and consultations on planning applications to consider making greater use of site notices to publicise planning applications’ Goodmores Farm could be considered as part of this work if the concern relates to the consultation specifically (agreed at meeting on 3 March 2022).

	This item to be kept under review.
For noting:	Database of assets owned by the Council. Note: This work is in-hand through Strata with a demonstration for Members planned at a meeting of the Asset Management Forum
Correspondence regarding Scrutiny Committee topics	
Date received	Details
1 February 2023	Correspondence from Mr Wragg, Sid Vale Association, regarding Local Plan consultation and Sid Valley sites
18 January 2023	Correspondence from Mr Wragg, Sid Vale Association, regarding Local Plan consultation – Sidmouth sites
18 January 2023	Correspondence from Mr Roberts, North East Exmouth Residents Group regarding Local Plan consultation – software issues and employment
15 January 2023	Correspondence from Mrs Gillanders regarding Local Plan consultation – housing numbers and Sid Valley
14 January 2023	Correspondence from Ms Culhane regarding Local Plan consultation - climate change questions and response options
13 January 2023	Correspondence from Ms Deaville regarding Local Plan consultation – Otter Valley Park
3 January 2023	Correspondence from Mr Dutt regarding Local Plan consultation – housing numbers
3 January 2023	Correspondence from Mr Chudley regarding Local Plan consultation – Sidmouth sites
3 January 2023	Correspondence from Mr Pringle regarding Local Plan consultation – Sidmouth sites
1 January 2023	Correspondence from Ms Brooke regarding Local Plan consultation – software issues and proposed new town
29 December 2022	Correspondence from Mr Buller regarding Local Plan consultation – housing numbers and Exmouth sites
28 December 2022	Correspondence from Mr Davidson, The Avenues Residents Association (TARA), regarding Local Plan consultation – housing numbers
8 June 2022	Correspondence from Mr G Crawford regarding storm overflow discharge at Exmouth following the response to questions from SWW
28 June 2022	Correspondence from Mr G Crawford to advise that the Ofwat investigation into raw sewage dumping has been extended to include SWW