

Date: 16 April 2014  
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To: Members of the Grounds Maintenance Task and Finish Forum:  
(Susie Bond, Christine Drew, Douglas Hull, Jim Knight, Pat Rous,  
Sue Saunders, Pauline Stott, Peter Sullivan)

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Sue Bewes – Landlord Services Manager  
Dennis Boobier - Housing Needs and Strategy Manager  
Pauline Druce – Street Scene Finance Officer  
John Golding – Head of Housing  
Andrew Hancock – Street Scene Manager  
Andrew Harris – Street Scene Area Manager West  
Tim Harris – Street Scene Area Manager East  
Joyce Murphy – Estate Management Officer  
Mark Pollard – Parks Development Officer  
Graham Symington - Housing Asset & Business Development Officer  
Mandy White - Accountant

For information:

Councillor Jill Elson – Portfolio Holder, Sustainable Homes and Communities

Councillor Stephanie Jones – Deputy Portfolio Holder, Sustainable Homes and Communities

## **Meeting of the Grounds Maintenance Task and Finish Forum**

**Friday 25 April 2014 at 10am**

**Council Chamber, Knowle, Sidmouth**

Councillors and members of the public are reminded to switch mobile phones to silent during the meeting.

### **AGENDA**

**Page/s**

- |    |   |        |
|----|---|--------|
| 1. | To receive any apologies for absence.   |        |
| 2. | To receive the notes of the meeting held on 17 January 2014   | 4 - 6  |
| 3. | To receive any declarations of interest relating to items on the agenda.                                  |        |
| 4. | Update on the recruitment of a grounds maintenance apprentice to re-measure housing areas – Mark Pollard. | Verbal |
| 5. | Garden licences update – Sue Bewes  | Verbal |

6. Maintenance of previously sold Council housing land - introduction by Sue Bewes with legal and financial perspectives given by Giles Salter and Mandy White respectively – followed by any questions and open discussion Verbal
6. Work programme and date of next meeting.

### **Decision making and equality duties**

- The Council will give due regard under the Equality Act 2010 to the equality impact of its decisions.
- An appropriate level of analysis of equality issues, assessment of equalities impact and any mitigation and/or monitoring of impact will be addressed in committee reports.
- Consultation on major policy changes will take place in line with any legal requirements and with what is appropriate and fair for the decisions being taken.
- Where there is a high or medium equalities impact Members will be expected to give reasons for decisions which demonstrate they have addressed equality issues.

### **Members and co-opted members remember!**

- You must declare the nature of any disclosable pecuniary interests. [Under the Localism Act 2011, this means the interests of your spouse, or civil partner, a person with whom you are living with as husband and wife or a person with whom you are living as if you are civil partners]. You must also disclose any personal interest.
- You must disclose your interest in an item whenever it becomes apparent that you have an interest in the business being considered. Make sure you say what your interest is as this has to be included in the minutes. [For example, 'I have a disclosable pecuniary interest because this planning application is made by my husband's employer'.]
- If your interest is a disclosable pecuniary interest you cannot participate in the discussion, cannot vote and must leave the room unless you have obtained a dispensation from the Council's Monitoring Officer or Standards Committee.

## Getting to the Meeting – for the benefit of visitors



The entrance to the Council Offices is located on Station Road, Sidmouth. **Parking** is limited during normal working hours but normally easily available for evening meetings.

The following **bus service** stops outside the Council Offices on Station Road: **From Exmouth, Budleigh, Otterton and Newton Poppleford – 157**

The following buses all terminate at the Triangle in Sidmouth. From the Triangle, walk up Station Road until you reach the Council Offices (approximately ½ mile).

- From Exeter – 52A, 52B**
- From Honiton – 52B**
- From Seaton – 52A**
- From Ottery St Mary – 379, 387**

Please check your local timetable for times.

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The Committee Suite has a separate entrance to the main building, located at the end of the visitor and Councillor car park. The rooms are at ground level and easily accessible; there is also a toilet for disabled users.

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# **EAST DEVON DISTRICT COUNCIL**

## **Notes of a meeting of the Grounds Maintenance Task and Finish Forum held at Knowle, Sidmouth on 17 January 2014**

### **Present:**

#### **Councillors:**

Christine Drew  
Pauline Stott  
Peter Sullivan

#### **Tenants:**

Sue Saunders

#### **Officers:**

Sue Bewes – Landlord Services Manager  
Andrew Harris – Street Scene Area Manager, West  
Tim Harris – Street Scene Area Manager, East  
Andrew Hancock – Street Scene Manager  
Stephanie Lewis – Assistant Democratic Services Officer  
Mark Pollard – Parks Development Officer  
Graham Symington – Housing Asset & Business Development Officer  
Alethea Thompson – Democratic Services Officer  
Mandy White – Accountant

### **Also present:**

Charles Nichols – Systems Analyst, ICT  
Silvia Sommaro - Senior Systems Analyst, ICT  
Jon Street - Senior Systems Analyst, ICT

### **Apologies:**

#### **Councillors:**

Susie Bond  
Douglas Hull  
Steph Jones – Deputy Portfolio Holder for Sustainable Homes and Communities

#### **Tenant:**

Pat Rous

#### **Officer:**

Joyce Murphy – Estate Management Officer

The meeting started at 10.00am and ended at 11.25am.

### **\*28 Welcome and introductions**

The Chairman welcomed all those present to the meeting and invited everybody to introduce themselves.

\*29 **Minutes**

The notes of the meeting held on 4 October 2013 were confirmed as a true record.

\*30 **Declarations of interest**

There were no declarations of interest.

\*31 **Street Scene mobile working technology**

The Chairman welcomed ICT Systems Analysts Charlie Nichols, Sylvia Sommaro and Jon Street. They gave a presentation to the TaFF on Street Scene mobile working technology.

The presentation explained how the mobile technology worked and outlined:

- Logging/clocking in
- Lone working element
- Panic alert
- Reporting function, including the option to take a photograph
- Checks in the system, such as vehicle checks
- Vehicle mileage – recorded, GPS and unaccounted

One device (smart phone) allowed access to information by Street Scene staff, the admin team, the customer service centre (CSC) and onto the website. All the activity from the mobile operative's phone was recorded on an EDDC IT system. The user location could be tracked onto a map using Google Maps and a GPS reading could be seen at anytime. The CSC could also follow work progress as icons were used for different activities. The app allowed data to be more visible and shared and had resulted in a print and paper saving

The Street Scene Manager reported that the app was still being rolled out across the Street Scene teams. There had been some concerns from staff, but also some success stories. The app had been developed for the Street Scene service so far, but could be adapted for other departments.

The IT System Analysts went on to explain the East Devon app. This was downloadable on any smart phone and available for both public and officer use. It linked in with the Council's website project. The app had a reporting function and the forms went straight into the CRM Lagan system and directly onto the relevant team/operative. The East Devon app had been launched just before Christmas 2013 and there had so far been 750 downloads.

It was noted that tenants would have a tenant portal as part of the new housing management IT system. The Landlord Services Manager would also promote the East Devon app amongst tenants.

The Chairman thanked the IT System Analysts for an excellent presentation and felt that the whole Council should see it. She would request that the Corporate Services Portfolio Holder put this forward for the next full Council meeting.

**\*31 Re-measuring housing areas**

The HRB and Cabinet had previously agreed that a budget should be provided from the Housing Revenue Account to identify, re-measure and catalogue all the housing areas maintained under the grounds maintenance service. Such a post would offer good basic experience, focusing on a specific piece of work to measure and digitally map all housing site areas.

The Landlord Services Manager and the Street Scene Manager would meet the following week, and seek the advice of the Corporate Organisational Development Manager to draw up a job specification and advert for the one year fixed term post, as well as agree any equipment required. The employee would be supervised as part of the Street Scene Services team but would be managed jointly by the Landlord Services Manager and the Street Scene Manager. It was hoped that the post would commence in April 2014.

**\*32 Programme of future meetings**

The Landlord Services Manager reported that an officer was now in place to review garden licences. An update on this work would be provided at the next TaFF meeting.

The Forum needed to discuss who paid for the grounds maintenance of previously sold housing land, for example an area where all the Council owned properties had been sold but there was still communal grounds which EDDC maintained. Research and legal advice was needed on retrospective recharging of costs and whether clauses could be introduced for future Council house sales. It was suggested that it would be useful to have a member of the legal team present during these discussions. The Housing Asset & Business Development Officer also suggested that research be carried out into how other housing authorities dealt with similar issues and whether, when all the Council properties on an estate had been sold, the communal land could then be transferred to and maintained through the general fund, rather than the HRA.

Items for the next agenda:

- Update on the recruitment of a post dedicated to the re-measuring of housing areas
- Garden licences update – Housing Technical Assistant to be invited to the meeting.
- Maintenance of previously sold Council housing land – Legal representative to be invited to the meeting.

The Chairman thanked all those present for attending the meeting.

**RESOLVED:** that the next meeting of the Grounds Maintenance Task and Finish Forum be held at 10am on Friday 25 April 2014.