

Agenda for Scrutiny Committee

Thursday, 21 September 2017, 6.00pm



[Members of the Scrutiny Committee](#)

Venue: Council Chamber, Knowle, Sidmouth, EX10 8HL

[View directions](#)

Contact: Debbie Meakin, 01395 517540 (or group number 01395 517546): Issued 8 September 2017

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- 1 [Public speaking](#)
- 2 To confirm the minutes of the meeting held on 20 July 2017 (pages 3 - 5)
- 3 Apologies:
- 4 [Declarations of interest](#)
- 5 [Matters of urgency](#) – none identified
- 6 To agree any items to be dealt with after the public (including press) have been excluded. There are no items that 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 Procedure Rules. There are no items identified.

Matters for Debate

- 8 **Phase 2 of Recycling and Waste Contract update** (pages 6 - 9)
Gareth Bourton, Recycling and Waste Contract Manager, will update the committee and answer questions. The recent update paper considered by the Recycling and Waste Partnership Board is included in the agenda papers and has been updated for this meeting.
- 9 **Quarterly monitoring of performance quarter 1 2017/2018** (pages 10 - 43)
Updates on these performance indicators will be given at the meeting.
- 10 **Scrutiny forward plan** (pages 44 - 45)

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[Decision making and equalities](#)

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EAST DEVON DISTRICT COUNCIL

Minutes of a meeting of the Scrutiny Committee held at Knowle, Sidmouth on 20 July 2017

Attendance list at end of document

The meeting started at 6.00pm and ended at 7.27pm.

***8 Public speaking**

There were no questions from the public.

***9 Minutes**

The minutes of the Scrutiny Committee held on the 22 June 2017 were confirmed and signed as a true record.

***10 Declarations of interest**

Cllr Bruce De Saram; minute 11; personal interest as member of the Exeter Citizens Advice.

11 Citizens Advice East Devon

The Chairman welcomed Hilary Nelson, Chief Executive Officer for Strategy and Development of Citizens Advice East Devon (CAED); alongside Edwina Bradshaw, Chairman of the CAED; and Nevil Sailsburyrood, CEO handling operations of the CAED. The committee had been provided with the report that set out the context of the working of the CAED.

The CAED receives no central government funding, operating as a local charity that is funded by the Council, as well as Devon County Council, an element from Town and Parish Councils, and received funding through fundraising and project specific grants. The Council provided just over 35% of the income the CAED receive. This figure had remained relatively constant over the past five years with an inflation increase of 1% for the coming year.

The CAED aims to provide free, confidential and impartial help to anyone who needs it. The report touched on the range of issues raised and the number of client contacts over the past year, which has seen a significant increase in complex cases. CAED is currently undertaking a review of its services, to produce a new service development plan.

Questions and discussion from the committee covered:

- Clarification of numbers of salaried staff, and work already carried out to cut back overheads to try to retain a balanced budget;
- Good value for money in terms of the cost of dealing with an issue averaging out at £13.32, discounting income for specific projects; this has reduced from previous years where that figure was approximately £18;
- Positive view of the work undertaken by the CAED and the difference it made both for those individuals helped and the wider community;
- Expanding the excellent service could be considered if additional funding was available, but the CAED were not prepared to undertake any funding risk presently;
- Concern of the impact of Universal Credit, including the impact on a number of individuals who current receive credits automatically but under the new system would need to undertake an application. The DWP had not given any predicted figures to the CAED and there was concern about how the requirement for their service would

increase dramatically, once the system had been introduced in Exmouth from November, and in Honiton from April 2018;

- CAED are looking to explore how they can use the extensive expertise of the volunteers and staff for training others as an income opportunity; however their primary concern was the core work and dedicating time to undertaking that;
- CAED had a different client base to Age Concern; they also had the national principal of not charging and could only accept donations that are given freely;
- Exmouth Town Council operated a three year service level agreement; it was not clear that the Council operated any commitment to the grant given over one year. The committee felt that it might give more stability to the CAED if a three year commitment of grant was in place with the inclusion of the standard 1% increase, as had been applied in previous years;
- Comparisons with other branches of Citizens Advice had been made – grant levels varied, with Exeter granting more than double the grant of East Devon; the cost per issue was the cheapest in comparison with comparable rural district authorities;
- Success rates for appeals under the new personal independence payment system were between 90% and 95% which highlighted the problem with this new process that replaced the disability allowance.

The Committee were in agreement that the service provided by the CAED was invaluable, and all Ward Members could have a part to play in encouraging as much contribution from town and parish councils as possible for the charity. Raising awareness of the work of the CAED could also be included in the regular newsletter produced by the Council.

RESOLVED that a press release be issued, covering the incredible work undertaken by the CAED with EDDC as its largest contributor and to encourage more funding to the CAED

RECOMMENDED

1. That Cabinet request an investigation into a longer term arrangement for grant funding, in order to give more security to the CAED, such as a three year agreement with the inflation increase as per previous grant awards;
2. that the Council is kept informed of the progress of review of the CAED, and actively involved as a stakeholder.

The Chairman thanked the CAED representatives for attending and affirmed that as a committee, they would do what they could to assist the service.

***12 Modern Day Slavery awareness update**

The committee received an update report on how Council employees were made aware of modern day slavery. This formed part of the work across the council in safeguarding vulnerable adults and children, where clear procedures are in place for reporting any concerns, as set out in the adopted safeguarding policy. A further training session for staff is in place for September as part of the continued development of staff.

RESOLVED To investigate if the recording of any cases logged could be included in the performance monitoring reporting.

***13 Scrutiny Forward Plan**

Two topics previously put forward for scoping were set out with a preliminary view in the report to the committee:

- The review of the procurement approach agreed by the Housing Review Board will fall under the remit of the Board as an overview and scrutiny committee in its own right, and therefore does not fall under the remit of this committee;
- Building regulations relating to internal room sizes only relate to buildings of student accommodation, hotels and schools. The only option identified at that time was the option for the committee to lobby government about their concerns.

Other topics listed were still due to be scoped. The Chief Executive would be reporting to the Cabinet in September with an election update and the committee had an opportunity to attend that meeting, as well as receive a report back at a future meeting. Cllr Gardner suggested linking that with the report from the Electoral Commission that was due out in the autumn.

RESOLVED

1. To include an election update at the 16 November 2017 meeting of the committee;
2. To scope the topic of health and safety in the workplace
3. To add to the scheduled report of the Service lead Planning Strategy and Development Management for 19 October for comment on the issue of room sizes under building regulations.

Attendance list (present for all or part of the meeting):

Scrutiny Members present:

Roger Giles
Bruce de Saram
Simon Grundy
Cathy Gardner
Bill Nash
Cherry Nicholas
Val Ranger
Marianne Rixson
Eleanor Rylance

Other Members

David Barratt
John Dyson
Steve Gazzard

Officers present:

Anita Williams, Principal Solicitor
Debbie Meakin, Democratic Services Officer

Apologies:

Alan Dent
Dean Barrow
Tom Wright
Andrew Moulding
John O'Leary
Jill Elson
Maddy Chapman
Darryl Nicholas

Chairman Date.....



East Devon District Council/SUEZ Partnership Board

23rd August 2017

Joint Contract & Operational Update – May to July 2017

Summary Statement

This period has been the key phase of implementing the new recycling system with the Phase 2 roll-out commencing on 12 June as planned. It has been an intensive and testing period for all involved in delivering what is probably the largest change that EDDC will undertake affecting all of our customers.

The outcome has been a successful one with the inevitable challenges and difficulties that a change of this scale and scope presents. We have been through testing times and continue to work at improving from our current position – particularly on improving performance in missed collections and container returns. The success is testimony to excellent team work and reflects the robustness of our partnership.

The participation by our customers has been excellent and is reflected in the tonnages presented and collected. This has in itself given rise to operational and capacity problems but these are born out of our success.

Our current running recycling rate is 57%, an increase of 15% from the old system.

In the English local authority recycling league table East Devon DC previously held a position of 140 (out of 350). With the above recycling rate we have now been projected into a top 20 position.

Health & Safety Statistics

| | May-17 | Jun-17 | Jul-17 | Quarter | Movement |
|-------------------------------|--------|--------|--------|---------|----------|
| Occurrences – RTA's | 6 | 8 | 5 | 19 | 8 |
| Occurrences – Injuries | 2 | 2 | 2 | 6 | -1 |
| Occurrences - RIDDOR | 0 | 0 | 0 | 0 | 0 |

Operational Statistics

| | May-17 | Jun-17 | Jul-17 | Quarter | Movement |
|--------------------------------|---------|---------|---------|-----------|----------|
| Collections – Total | 453,137 | 381,285 | 368,464 | 1,202,886 | -95,275 |
| Collections – Missed | 642 | 2,677 | 1,896 | 5,215 | 4,217 |
| Collections - Complaint | 97 | 89 | 119 | 305 | -36 |
| Tonnage – Collected | 3158 | 3201 | 3001 | 9360 | 492 |
| Tonnage – Recycled | 1550 | 1833 | 1748 | 5131 | 979 |
| Tonnage – To EFW | 1587 | 1347 | 1231 | 4165 | -487 |

July Recycling Rate – 58%

Quarterly Development Plan / Positive Outcomes

It has been a challenging but ultimately successful quarter with a number of milestones in the new service project being achieved.

- CORE in-cab and back office system being implemented in both operational and customer service centres; along with approximately 150 staff trained
- Over 51,000 recycling sacks and bin hangers being delivered
- New routes and services for over 51,000 properties
- Delivering over 10,000 additional recycling containers to residents
- Sustaining an extraordinary recycling tonnage which has grown as the service matures
- A current recycling rate of 50% for 2017, and 10% growth over pre-phase 1 months

Operationally the challenges have been overwhelming, specifically for the recycling service due to the increased tonnages. These are currently estimated to be 2,600 tonnes more per annum than anticipated. This is as a direct result of resident participation in a new scheme as more items can be presented as recycling; and non-recycling waste collection frequencies reduced to three-weekly.

During the first couple of weeks we experienced some unusually hot weather and this took its toll on a small number of Suez staff whom suffered heat exhaustion. Suez were running out water and supplies to all crews during this period and operational and supervisory staff were working long hours, and familiarising to new routes and CORE.

The next quarters focus is on improving performance areas as a result of the challenges that have been faced. A significant amount of change has taken place – CORE introduction, route changes, day changes, new materials collected etc. It is normal to expect the increased level of demand and performance failures as a result of this level of change. All partnership

stakeholders are working to reduce performance failures and the numbers have steadily reduced since the introduction on 12th June.

The current primary failures are repeated missed collections in predominantly rural areas. Secondary to this are container returns and littering where the cause can be attributed to operational staff working quickly to ensure that rounds are completed.

Due to the complex logistical nature of the service, the additional tonnage has resulted in Suez requiring to put on 4 additional recycling rounds in order to ensure collections are made on the scheduled day. This has required Suez to hire in both permanent additional staff and fleet to complement its support team.

As ever, driver recruitment and retention has been an issue for Suez as it has industry wide. We are currently working on a long term plan to develop more existing staff and work closer with employment specialists in order to improve continuity. Overall staff turnover in the last 12 months has been approximately 40%. The current position is improving with a number of new drivers having started in the last few weeks of the quarter.

As Romaquips are specialist vehicles we were unable to locate suitable similar vehicles (to hire) to deploy on the new support rounds. Other types of vehicles have been deployed however they have either been unable to match the capacity of Romaquips, or have been unable to hold as many different types of material. Towards the end of July suitable vehicles were located and are now in operation.

Due to these issues, additional rounds have been deployed without a level of consistency in staff, or the collection areas allocated to them. This has resulted in a number of repeated missed collections in hard to reach areas which have regularly been deployed to support and not frontline regular rounds.

During early August, 3 of the 4 support rounds are being permanently deployed with the same vehicles and staff. This has become possible due to an increased number of recruited drivers, hired vehicles, and a manageable level of summer absence compared to previous years.

Whilst the level of general complaints has remained constant we have seen increased numbers relating to container returns and spillages. Upon the settling of the additional rounds Supervisors will be tasked with identifying, monitoring, and improving those rounds which are poorly performing. The impact of the tonnage has resulted in staff attempting to carry out rounds quicker in order to get finished, and some may be cutting corners on these standards in order to do so. Supervisors are tackling issues where identified however the concentration has been on allocating and managing achievable rounds.

Toolbox talks and re-training will take place during the next quarter in order to reduce the number of complaints arising from container returns and spillages. To back this up the Recycling & Waste team will put in place some sample monitoring and feedback the results as part of the normal monthly review process

Materials Recycling Facility (MRF) - Update

The development of the MRF at Greendale has been delayed due to the influence of the additional tonnage experienced. Suez engineers have been working with the preferred supplier to ensure that the new facility is able to cope not only with the current levels of tonnage, but also of those as the service matures and at peak periods i.e Christmas.

The contract with the preferred supplier is being finalised and an order placed in August so a commissioning programme can be commenced. It is envisaged that the plant will be operational by early January 2018. A number of other improvement works are currently taking place to ensure that the quality of materials attract best market prices.

The commissioning programme and details of the MRF will be shared at the next board meeting.

Recycling Adviser Team

We put in place a team of four temporary Recycling Advisers to assist our customers through the changes that the implementation of the new system presented. As we are now through the main implementation phase and entering more of a bedding in period the team will now be steadily disbanded.

Julie Payne left us on 9 August, Paul Whittal will leave us on 31 August and Tansi Ash and Lena Price will depart on 15 September.

The face to face communications that the team have made with our customers has been a key contribution in our success and between them they have made over 10,000 personal customer visits. Their enthusiasm, flexibility and commitment has been a highlight of our roll-out period. Julie, Lena, Tansi and Paul leave with our sincere thanks for a job well done.

Wider Interest and Recognition

Our success has started to be recognised within the sector both within the south west region and farther afield. A number of local authorities have requested to visit and/or are seeking information on how to deliver a recycling service change of this scale and scope. These include;

- Cornwall Council
- North Devon District Council
- Torridge District Council
- St. Helens Council
- South Lakeland Council
- Torbay Council

In addition EDDC and SUEZ have been invited to jointly speak at the LARAC 2017 Conference in October. The subject of the presentation will be partnership working. Our partnership is also now an award winning team. We have been awarded a prestigious Green Apple environmental award. The award will be presented in November at an event at the House of Commons.

Report to: Scrutiny Committee
Date of Meeting: 21 September 2017
Public Document: Yes
Exemption: None



Review date for release None

Agenda item: 9

Subject: Quarterly monitoring of performance – 1st quarter 2017/18 April to June 2017

Purpose of report: This report provides performance information and progress against our promises and priorities as outlined in the Council Plan. This cumulative quarterly information will be used to provide an annual review of our performance against the Council Plan in the Annual Report.

Recommendation: It is recommended that Members consider performance against delivery of the actions/priorities in the Council Plan, key service objectives from service plans and performance measures for the 1st quarter of 2017/18 so that issues can be addressed in a timely way.

Reason for recommendation: So that Members can gain a clear view of progress against what we said we would deliver in the Council Plan and deal with performance issues arising.

Officer: Karen Jenkins, Strategic Lead – Organisational Development and Transformation
kjenkins@eastdevon.gov.uk
ext 2762

Financial implications: There are no direct financial implications.

Legal implications: No legal comments are required

Equalities impact: 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:

- [Appendix A – Performance against Council Plan and our key performance indicators](#)
- [Appendix B – Performance against Service Plans and their objectives](#)
- [Appendix C - Explanations and definitions.](#)

Link to Council Plan: Continuously improving to be an outstanding Council

Report in full

1. [Appendix A](#) gives an overview of the performance against measures in the form of gauge charts for the following:

- **council actions taken from the Council Plan 2016-20**
- **objectives from the service plans**
- **key performance indicators**

The report also provides detailed information on the status of the council actions and key performance indicators.

Most of the **council actions for 2016/17** from the Council Plan are showing as achieved or on track, with none showing concern but with two variation. This is highlighted in [Appendix A](#) and one relates to identifying bringing forward regeneration and development projects. The project relating to the Honiton Business Centre is on hold for the moment due to the works for the new HQ building. The second is our work towards securing a blue flag for our beaches which is now delayed while we recruit a new Beach Safety Officer.

2. [Appendix B](#) shows progress against service plan objectives linked to the council aims in the form of gauge charts (reports from SPAR.net detail the progress of all the service objectives.) There is one service objective showing a status of concern.

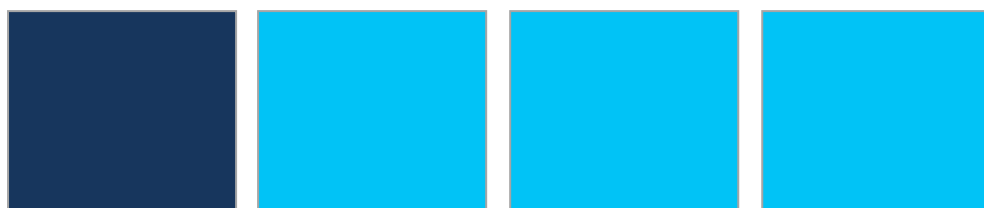
- **Manor Pavilion theatre car park to be changed into a pay and display car park** - The roll out and implementation of the new parking arrangements has been delayed by over 3 months due to local concerns and call in by Scrutiny and will have a significant impact upon the Theatre's budget which was showing a full year's income from parking. This will be highlighted with the S151 Officer.

Further details of the progress of our service objectives can be found in [appendix B](#).

3. Our performance indicators are showing on track with two showing a status of concern.

- **Percentage of planning appeal decisions allowed against the authority's decision to refuse** – One appeal decision received this month which was dismissed.
- **Improved street and environmental cleanliness – fly tipping** – There were 103 fly-tipping incidents recorded in the first quarter of this year. In comparison there were 95 in the corresponding quarter last year. When Defra weightings are applied to fly-tip size the figures are 590 for the first quarter this year and 443 in the corresponding quarter last year. This means that fly-tipping is up ever so slightly on the same period last year. There have been 29 enforcement investigations in the first quarter this year compared to 50 last year. This may reflect the increasing lack of evidence found in fly-tips that mean we cannot investigate – i.e. many green waste or construction waste fly tips clearly contain no evidence so are removed without full investigation. The two factors of increasing incidents and decreasing actions lead us to receive a grade 4 which is deemed 'poor'. However, this is the first time in many years that this has occurred and there is no reason why it should be read as anything other than a seasonal spike in fly-tips at this stage.

Further details of the progress of our performance indicators can be found in [Appendix A](#)



Quarter 1 Performance Report 2017-18

Performance Overview, Council Plan Actions and Key Performance Indicators

July 2017

Document Key

Action Status classification

- Red (Concern) highlights targets with serious problems or significant delays.
- Amber (Variation) indicates actions with mild concerns or minor setbacks.
- Green (Achieved) displays special achievements or early completions.

Performance Indicators (PI)

- The 'Previous Year End' column reports performance at the end of 2017/18, if that information is available.
- The 'Current Target' column represents the annual target some measures no longer have targets or are not suitable for targets.
- The columns 'Q1 Act', 'Q2 Act', etc. show the actual year to date situation for each Performance Indicator. The key for the colours is as follows:
 - Red (Concern) – if the PI is 10% or more below the target.
 - Yellow (Variation) – if the PI is between 10% and 0.1% below the target.
 - Green (Achieved) – if the PI and the target match exactly or the PI is above the target.
- The Direction of Travel column shows if the PI has improved since the same period last year. An up arrow showing improvement, a down arrow showing deterioration and a level arrow showing a static trend.

Overview of our performance – Quarter One 2017/18

Chart a. Performance against our Council Plan 2017/18 – for more detail please see the following pages

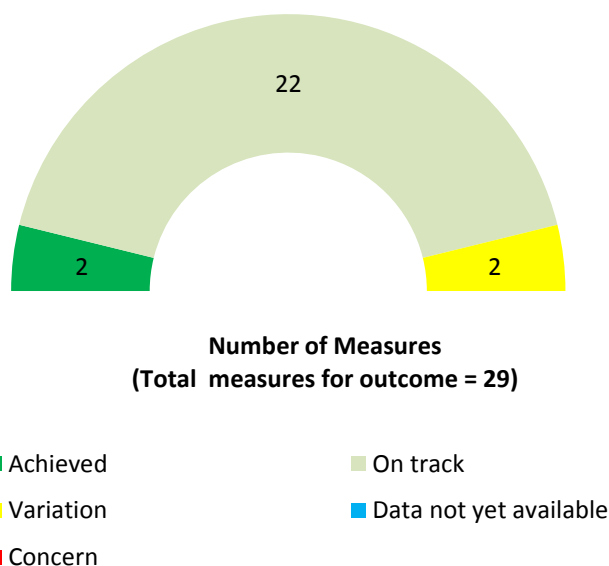


Chart b. Performance against our Service Plan Objectives – for more detail please see appendix B

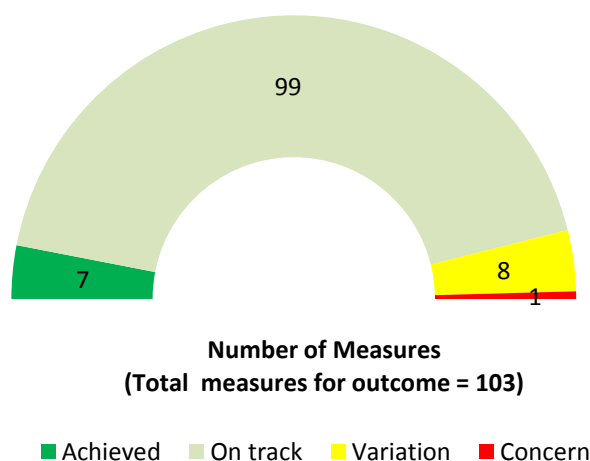
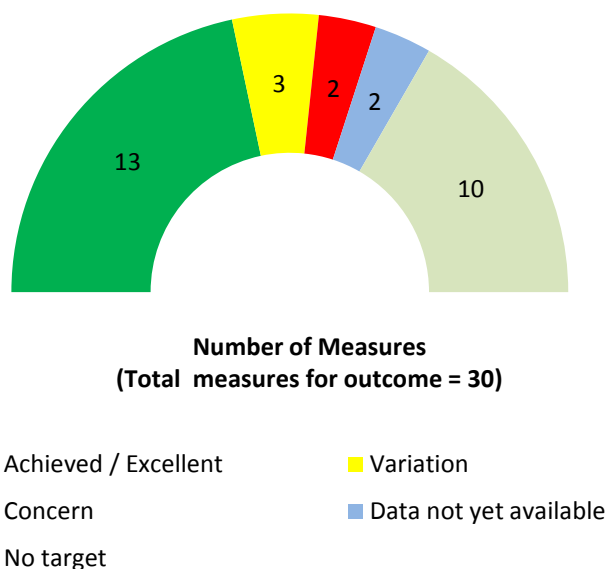


Chart c. Performance against Key Performance Indicators - for more detail please see the following pages



Council Priority 1 – Encouraging communities to be outstanding

| Council Action 2016-20 | Status | Comments |
|---|----------|---|
| Deliver quality green space and wildlife habitats alongside new development. | On track | Through negotiation on planning applications we continue to require the delivery of high quality green spaces and the retention and enhancement of wildlife corridors as part of new developments. |
| Deliver the Local Plan to meet the district's aspirations and needs in terms of the different housing people need and land for employment. | Achieved | Delivered in 2016/17 |
| Deliver the right infrastructure through the Community Infrastructure Levy (CIL) to ensure that new developments and communities have all the facilities they need. | On track | We continue to issue liability notices to developments that are liable to pay the levy and to collect payments where payment is due. We are also finalising an application for community and other groups to access CIL monies for projects which can then be considered by Members later in the summer. |
| Ensure that council homes are well maintained and managed effectively with high tenant satisfaction. | On track | Adequate budgets and processes are in place to ensure that tenants homes are maintained and managed to a high standard. |
| Ensure that the activities which require it are appropriately licensed. | On track | |
| Extend our range of community development activities to work with people of all ages, focusing particularly on the issues of health and wellbeing, worklessness and financial and digital inclusion. | On track | This quarter we have run our usual community development activities as well as cooking sessions with HALFF through our SWITCH groups with young people, holding a community festival in Littleham, Exmouth, and running 'armchair keep fit' sessions and healthy eating cooking demonstrations at our Tenant Conference. |
| Extending the housing options service and meeting the housing needs of our residents | On track | |
| Implement the actions and commitments in our Public Health Plan. | On track | Now we have stepped away from the Lead role in delivering the NHs England Healthy New Town programme for Cranbrook we have refocused on our district wide work set out in our public health implementation plan. We are now reviewing the districts joint strategic needs assessment and we are working closely with the County Council's public health team to develop new priorities for the coming year. |
| Return empty homes to beneficial use. | | |
| Review our business plan for council homes to maintain a viable level of income and expenditure following changes in government policy to ensure that we continue to achieve a high level of tenant satisfaction. | On track | The HRA Business Plan is in the process of being refreshed ready for the September meeting of the Housing Review Board. |
| When development happens, ensure that the natural environment and historic buildings are protected from inappropriate development. | Achieved | The assessment of planning applications ensures that the natural environment and heritage assets are protected from inappropriate development indeed special protection is granted to designated habitats and heritage assets. |

| Performance Indicators | Prev Year End | Current Target | Q1 Actual | Q2 Actual | Q3 Actual | Q4 Actual | Direction of travel |
|--|------------------|-------------------|-----------|-----------|-----------|-----------|------------------------|
| Number of affordable homes delivered | 122 | 100 | 45 | | | | ↑ |
| Number of households living in temporary accommodation | 3 | 10 (1/4) | 4 | | | | ↑ |

Council Priority 2 – Developing an outstanding local economy

| Council Action 2016-20 | Status | Comments |
|--|-----------|---|
| Continue to support the growth of the Greater Exeter's economy through promoting employment sites identified in our Local Plan. | On track | We have provision in place to focus our Economic Development, Growth Point on wider sites promotion. With the Local Plan approved this promotes confidence to bring sites forward. Lidl well underway with 400 jobs eventually projected and opening by the end of 2017. Planning and preparation for remainder of the logistics site. Major Headquarters offices under construction at Skypark and speculative build offers underway. Enterprise zone in place and addressing commercial interests. Greater Exeter Strategic Plan in development and conducting exploratory site search across the travel to work area. Business rates regime in place and Local Development Orders LDO system in preparation. |
| Deliver our target to pay businesses within ten working days and through our Procurement Strategy encourage local business to do business with the council. | On track | 94% in June 2017 |
| Deliver projects to help create the conditions for local economic growth in partnership with neighbouring authorities where shared objectives exist and improved efficiencies evidenced. | On track | Through the Growth Point and Greater Exeter area council's partnership we continue to secure significant central government and private investment. Joint working with the County and neighbouring district councils continues. Joint planning and engagement in Growth and Development Board implementation. Support to major energy, transport and communication infrastructure. |
| Identify and bring forward a pipeline of regeneration and development projects across the lifetime of the Council Plan to deliver benefits through regeneration and/or capital receipts. | Variation | Feasibility study commenced on Business Centre phase 3 options, but put on hold due to access works now required through to new offices. Seaton workshops tenders returned - to be considered. |
| Implement the serviced workspace study recommendations and initiate site specific detailed reviews and business cases to seek investment and funding. | On track | Tenders received for Seaton workshops. |
| Increase income from existing assets either directly or through local partnerships. | On track | 5 lease renewals producing increased income of £10,366 per annum together with 6 rent reviews completed producing an increase of £3,207 per annum. |
| Secure new job opportunities in conjunction with development arising from the Local Plan for local residents (both young and disadvantaged in the labour market). | On track | |
| Work in partnership with and gain the positive support of town councils and local partners to identify and deliver new opportunities for regeneration. | On track | Seaton Jurassic continues to operate successfully and has been nominated for 5 separate awards. Tramway redevelopment planning application in progress. Sidmouth Port Royal scoping study underway. Exmouth Mamhead open. |

| | | |
|---|----------|--|
| Work with Exeter and Heart of Devon (EHOD) partner economic development teams to produce a joint economic development strategy which prioritises inward investment. | Achieved | The initial work of preparing a Joint Economic Development Strategy was completed in December 2016. We are continuing to work with the EHOD partners on the delivery of that strategy, focussing on skills and employment, inward investment, strategic land opportunities and business support. |
|---|----------|--|

| Performance Indicators | Prev Year End | Current Target | Q1 Actual | Q2 Actual | Q3 Actual | Q4 Actual | Direction of travel |
|---|---------------|----------------|-----------|-----------|-----------|-----------|---------------------|
| Creditor days - % of invoices paid within 10 working days | 97 | 95 (3/12) | 94% | | | | ↑ |
| Creditor days - % of invoices paid within 30 days | 97 | 99 (3/12) | 97% | | | | ↑ |

Council Priority 3 – Delivering and promoting our outstanding environment

| Council Action 2016-20 | Status | Comments |
|---|-----------|---|
| Adopt a Green Space Strategy, the purpose of which is to value and help protect our natural environment. | On track | Green Space Plan has been adopted and an internal Green Space Plan Officers group has been recently set up to implement the corporate policy objectives within it - progress which will be monitored throughout the lifespan of the Plan. |
| Adopt Beach Management Plans (BMP) for our beaches working closely with town councils and manage the risk of coastal erosion and flooding. | On track | Exmouth BMP - adopted and actions being monitored. 2020s will need to review need for beach recycling/replenishment. Sidmouth BMP - BMP adopted, Royal Haskoning appointed as consultants to work up recommended options into business case to apply for EA funding. Next SG meeting due for Aug/Sept. Seaton BMP - formation of scoping group complete. Scoping work on-going. |
| Enter into a new innovative recycling and waste collection contract extending the options for recycling and reducing waste that is incinerated or sent to landfill. | On track | Phase 1 has been successfully delivered to Exmouth from Feb 2017. The phase 2 roll out began in June and is going well. 99% of collections are working as they should and recycling levels are very high. Residents have participated really well and our recycling rate is around 57%. We collected 400 tonnes of recycling last week, our highest week yet. Rates are steady and we are collecting 25% more recycling than even our maximum models predicted. This success has led to some teething problems, as one might expect from a service change of this magnitude. Our missed collections rate is much higher than we would like, up from 0.005% to 1%. This has been due to a number of factors, but mainly related to crews being time pressured (due to number of vehicles and levels of recycling being collected), we've also had a number of round changes, issues recruiting drivers and some early in-cab IT issues (now resolved). We have plans in place to remedy these issues with Suez, which includes bringing in extra vehicles. This is already starting to make round times more sustainable and is seeing missed collections decreasing. We hope to return to more normal levels over the next few weeks. |
| Explore opportunities for securing a Blue Flag for the beaches in East Devon. | Variation | Due to the resignation of the Beach Safety Officer and other work demands this project has not been progressed beyond our unsuccessful application for the Seaside Award for Exmouth last year. We will look at this again when we have refilled the beach safety officer post. |
| Implement a programme of fuel efficiency measures for council properties. | On track | |

| Performance Indicators | Prev Year End | Current Target | Q1 Actual | Q2 Actual | Q3 Actual | Q4 Actual | Direction of travel |
|--|---------------|----------------|-----------|-----------|-----------|-----------|---------------------|
| Percentage of Household waste sent for reuse, recycling and composting | 47 | 50 (1/4) | 51 | | | | |
| Residual household waste in kg per household | 73 | | 63 | | | | |
| Percentage of Municipal waste for disposal (incineration and landfill) | 53 | | 49 | | | | |
| Improved street and environmental cleanliness – fly | 3 | 3 (1/4) | 4 | | | | ↑ |

| | | | | | | |
|-----------------|--|--|--|--|--|--|
| tipping | | | | | | |
| Management Note | <p>There were 103 fly-tipping incidents recorded in the first quarter of this year. In comparison there were 95 in the corresponding quarter last year. When Defra weightings are applied to fly-tip size the figures are 590 for the first quarter this year and 443 in the corresponding quarter last year. This means that fly-tipping is up ever so slightly on the same period last year. There have been 29 enforcement investigations in the first quarter this year compared to 50 last year. This may reflect the increasing lack of evidence found in fly-tips that mean we cannot investigate - ie many green waste or construction waste flytips clearly contain no evidence so are removed without full investigation. The two factors of increasing incidents and decreasing actions lead us to receive a grade 4 which is deemed 'poor'. However, this is the first time in many years that this has occurred and there is no reason why it should be read as anything other than a seasonal spike in fly-tips at this stage.</p> | | | | | |

Council Priority 4 – Continuously improving to be an outstanding council

| Council Action 2016-20 | Status | Comments |
|--|----------|--|
| Continue to develop self service capability of our website so that customers can access services online if they wish to. | | |
| Continue to identify opportunities to save money across Teignbridge, East Devon and Exeter City councils as well as through established frameworks nationally. | | |
| Implement the approved Strata Business Plan (a wholly-owned ICT company by East Devon, Exeter City and Teignbridge councils) in order to deliver savings, reduce risks and improve capability for IT-enabled change. | Achieved | |
| Relocate to Honiton and Exmouth Town Hall and establish surgeries where necessary to meet identified demand for particular services. | On track | Exmouth Town Hall refurbishment underway with target reoccupation date of November 2017. Contractors now on site in Honiton commencing site preparations and the relocation date of December 2018 to the new HQ remains. Developer appeal on Knowle site has been submitted. |

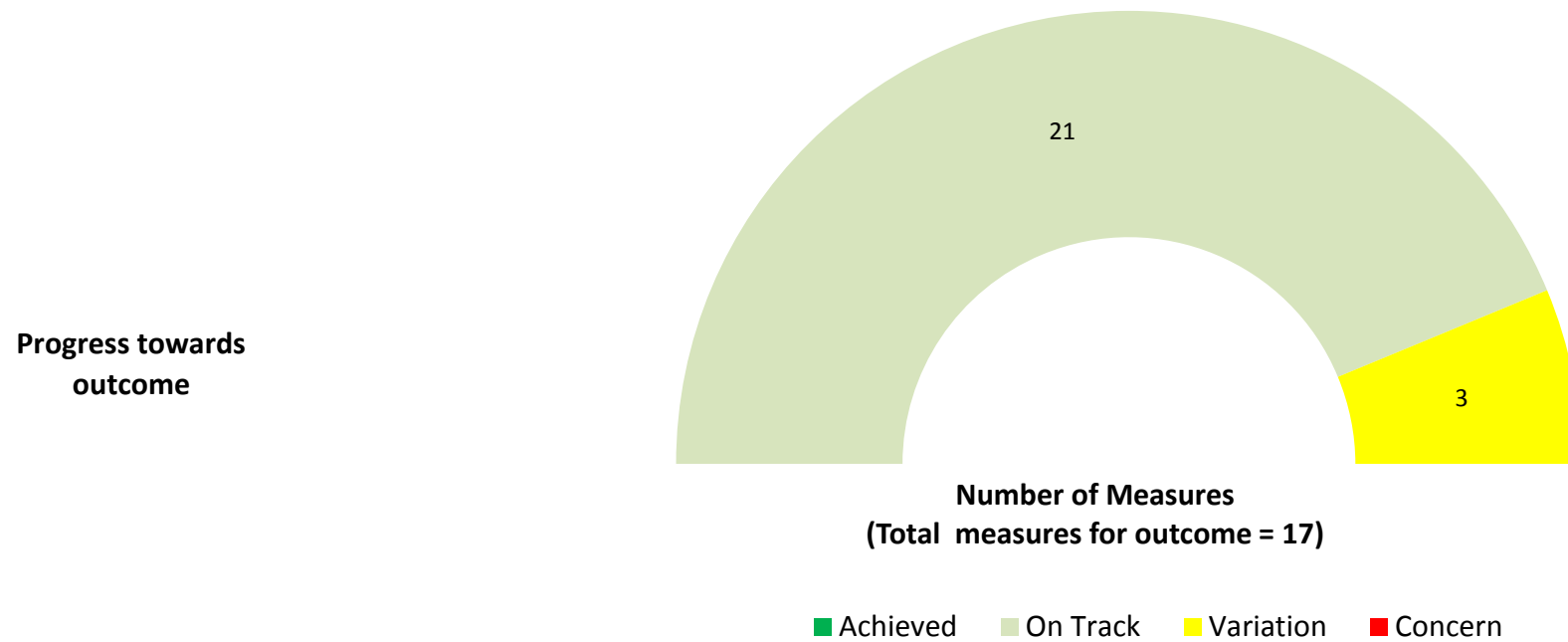
| Performance Indicator | Prev Year End | Current Target | Q1 Actual | Q2 Actual | Q3 Actual | Q4 Actual | Direction of travel |
|---|--|----------------|-----------|-----------|-----------|-----------|---------------------|
| Percentage of Council Tax collected | 99.01 | 39.56 (3/12) | 30.35 | | | | ↓ |
| Percentage of Non-domestic rates collected | 98.71 | 39.08 (3/12) | 31.47 | | | | ↓ |
| Working days lost due to sickness absence | 8.91 | 2.13 (3/12) | 2.06 | | | | ↑ |
| Percentage of planning appeal decisions allowed against the authority's decision to refuse | 34.4 | 30 (3/12) | 42.9 | | | | ↓ |
| Management Note | One appeal decision received this month which was dismissed. | | | | | | |
| Percentage of Stage 2 complaints responded to within stated timeframes | 73 | 100 (1/4) | 100 | | | | N/A |
| Percentage of minutes and audio from council meetings uploaded together within 5 working days | 100 | 100 (1/4) | 100 | | | | N/A |
| Percentage of FOI responded to within the statutory time limits | 100 | 100 (1/4) | 100 | | | | N/A |
| Number of focused Licence checks | 150 | 38 (1/4) | 58 | | | | ↑ |
| Number of focused vehicle license checks | 120 | 30 (1/4) | 32 | | | | ↑ |

| | | | | | | | |
|--|-------|-------------|------------------------|--|--|--|---|
| Total average headcount (quarterly total) | 503 | | 505 | | | | ↑ |
| Cumulative Staff Turnover as a percentage of all staff (voluntary leavers) | 10 | | 2 | | | | ↓ |
| Capability at point of contact for Benefits | 84 | | 59 | | | | ↑ |
| % of residents who pay their Council Tax by Direct Debit | 79 | | 79 | | | | ↑ |
| Number of Level 2 complaints (year to date) | 34 | | 9 | | | | ↓ |
| Number of Freedom of Information Requests (year to date) | 658 | | 174 | | | | ↑ |
| Missed bin collections per 1000 households | 14 | | Data not yet available | | | | |
| Percentage of minor planning applications determined within 8 weeks | 75.97 | 65.0 (1/4) | 75 | | | | ↑ |
| Percentage of other planning applications determined within 8 weeks | 86.26 | 80.0 (1/4) | 86.03 | | | | ↑ |
| Days taken to process Housing Benefit/Council Tax Benefit new claims and change events | 5.40 | 4.23 (4/12) | 4.63 | | | | ↑ |
| Proportion of outstanding debt that is more than 90 days old from date of invoice | 12 | | 20 | | | | ↓ |

| Performance Indicator not linked to any aims | Prev Year End | Current Target | Q1 Actual | Q2 Actual | Q3 Actual | Q4 Actual | Direction of travel |
|--|---------------|----------------|-----------|-----------|-----------|-----------|---------------------|
| Number of redundancies (year to date) | 0 | - | 0 | | | | ↔ |

PRIORITY ONE: Encouraging communities to be outstanding

Service Plan Objectives - Quarter One Results 2017/18



Service Plan Objectives - Priority 1

Annual report for 2017/2018

Arranged by Aims

Filtered by Aim: Priority Encouraging communities to be outstanding

Key to Performance Status:

Key
Strategic
Objective:

No Data
available

Milestone
Missed

On track

Concern

Variation

Achieved

* indicates that an entity is linked to the Aim by its parent Service

Service Plan Objectives - Priority 1

Priority: Encouraging communities to be outstanding

Key Strategic Objective

| Objective Status | Objective | Service | Comments |
|------------------|---|--|---|
| On track | <u>Advise on legal strategy / implementation of major projects (including regeneration) and related processes (internal with external resource where required).</u> | Governance and Licensing Services | |
| On track | <u>Bring forward an investment proposal to accelerate delivery of key facilities in Cranbrook town centre in conjunction with Enterprise Zone status and to support the creation of a Community Wealth Fund</u> | Growth Point Team | Enterprise Zone status now operational. Proposals to accelerate the delivery of key town centre facilities will be reported to Cabinet in the Autumn. This is a complex area that will potentially draw on multiple funding streams. |
| On track | <u>Bring sub-standard housing (of all tenures) up to current standards.</u> | Housing | We have enforcement and housing management processes to ensure that housing achieves an acceptable standard. The Housing Strategy has recently been updated to reflect this priority. |
| Variation | <u>Complete the Cranbrook Masterplan and adopt it as a Development Plan Document (DPD) to guide the next phases of development at the new community</u> | Planning Strategy and Development Management | Work continues apace on the Cranbrook plan, however the preferred approach stage has been delayed because of additional work that has needed to be carried out by our masterplan consultants to ensure that issues such as drainage and the potential for undergrounding of overhead lines has been fully considered. This has involved them engaging additional sub-contractors to undertake work on these areas. It was hoped to commence consultation on a preferred approach document prior to the summer holidays but this is now likely to be late summer/early autumn. |
| On track | <u>Continue to engage and support communities in Neighbourhood Planning activities</u> | Planning Strategy and Development Management | Support on going, a number of neighbourhood plans have been recently made (adopted) further plans are progressing to this status. 40 Parish councils are now involved in neighbourhood planning |
| On track | <u>Continue to secure affordable housing (and other planning benefit through planning and property transactions and appropriate advice to council committees)</u> | Governance and Licensing Services | Although noting that this is within the confines of policy and guidance which at times may permit a lower than sought after level. |
| On track | | | Advice being given as and when required. |

Service Plan Objectives - Priority 1

Priority: Encouraging communities to be outstanding

Key Strategic Objective

| Objective Status | Objective | Service | Comments |
|------------------|---|--|--|
| | <u>Continue to support the development management function in securing the right development in the right place, and taking effective enforcement action against unauthorised and harmful development.</u> | Governance and Licensing Services | |
| On track | <u>Deliver licences and consents in accordance with the revised Licensing and Gambling Policies and enforce where necessary.</u> | Governance and Licensing Services | |
| On track | <u>Develop a range of cultural events and engagement activities such as outdoor theatre, children's education and outbound activities to link with the Countryside events brochure and give our communities varied opportunities to make the most of our outside spaces for culture and leisure, link with the health and wellbeing agenda to maximise opportunities for health in the environment.</u> | StreetScene | We have been working to finalise the East Devon Parks Heritage Trail project with local schools and the community to highlight the heritage of 8 parks and gardens across the East Devon District. We have also had a busy May/June working with our local In Bloom groups and schools to make our gardens look beautiful with the summer bedding planting as well as our new edible public garden. Preparation has also been going on for Love Parks week and National Playday. |
| On track | <u>Enable elderly persons, disabled people, and people with special needs to live as independently as possible and remain in their own homes if they so wish.</u> | Housing | We have undertaken a series of scheme alarm equipment upgrades across the district and continue to develop our telecare offer, helping people stay living independently at home for as long as possible. We have taken the decision to continue to pay for roughly one third of the total cost to customers of receiving the alarm and support service, helping the service be more affordable. |
| On track | <u>Enable the delivery of affordable housing, gypsy and traveller pitches, homes for life, self build plots etc to enable our diverse range of housing needs to be met.</u> | Planning Strategy and Development Management | We continue to deliver affordable housing through planning permissions for housing and mixed use developments subject to viability. We have been in negotiations on a couple of potential gypsy and traveller sites however these have been withdrawn from the market and so work will now focus on potential sites for allocation through a Development Plan Document and potential sites for Compulsory Purchase Orders. The self build register continues to attract interest and is helping us build up a picture of demand for self build plots in the area that can help to inform a plan for addressing this demand albeit the high number of infill plots and windfall sites coming forward are already helping to meet this need. |
| On track | <u>Ensuring that all new homes inspected by our building control service are built to appropriate standards ensuring that high quality homes are provided.</u> | Planning Strategy and Development Management | On target in so far as it is possible to identify Contraventions of the Building Regulation under the present system of notifications, whilst not acting as 'Clerks of the Works' for our customers. |
| On track | <u>Have consistently satisfied customers.</u> | Housing | |
| On track | <u>Improve the use and safety of housing</u> | Housing | |

Service Plan Objectives - Priority 1

Priority: Encouraging communities to be outstanding

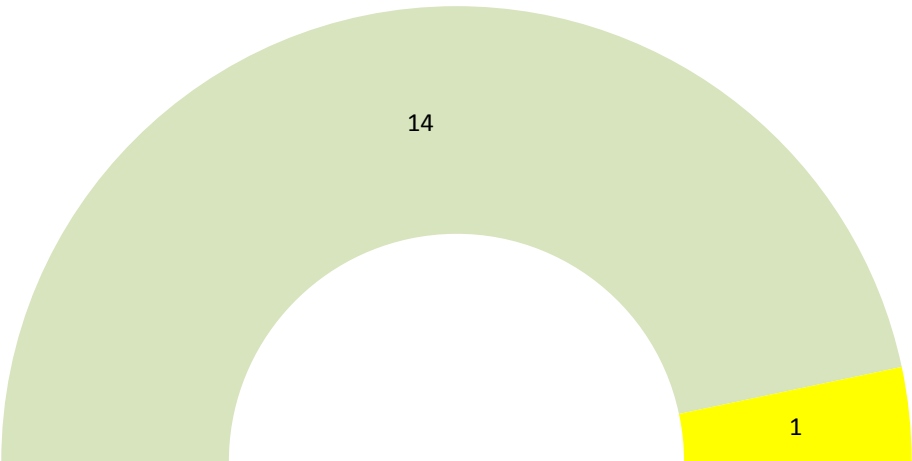
Key Strategic Objective

| Objective Status | Objective | Service | Comments |
|------------------|---|--|--|
| On track | <u>Maintain and manage the council owned housing stock to a high standard, actively involving tenants in all aspects of the service</u> | Housing | Service Review Groups and the Tenant Involvement Forum continue to be well attended and contribute to the development of a range of Housing services. Tenants continue to be offered training on a number of different subjects to help them build capacity to negotiate and challenge officers on an equal footing. |
| On track | <u>Manage the Beer Parish Council asset devolution pilot scheme proposals</u> | Property and Estates | Awaiting legal advice regarding the most appropriate method of transfer. |
| On track | <u>Prevent homelessness wherever possible, and otherwise ensure that accommodation is available for those who do become homeless</u> | Housing | |
| On track | <u>Provide a range of affordable housing to meet housing needs.</u> | Housing | |
| Variation | <u>Provide governance advice and support for any devolution deals or joint committees that may come forward.</u> | Governance and Licensing Services | Devolution seems to have stalled at this moment in time and therefore it has not been necessary to provide any governance advice / support |
| On track | <u>Support the improvement and regeneration of local communities by encouraging social inclusion, involving children and young people in housing issues, and enabling residents to actively participate in their communities.</u> | Housing | Our community development workers, estate management officers and mobile support officers all play a part in supporting the improvement of local communities by encouraging social inclusions. Recent examples this quarter are the art work produced by tenants and staff of Morgan & Dray Courts in Exmouth, for the Exmouth Art Trail as part of the Exmouth Festival. Another example is the community orchard set up with tenants of Millwey Estate in Axminster, involving officers from across three different Landlord Services teams. |
| On track | <u>To produce a Masterplan for the allocated land east of Axminster in partnership with the landowners, developers and local community in association with the Axminster Neighbourhood Plan</u> | Planning Strategy and Development Management | It is understood that the two developers with interests in the site are currently completing an agreement between them that will enable a masterplan to be progressed and so it is hoped that work can commence on this shortly. |
| Variation | <u>Transfer of the YOUNGHAYES Centre to the Cranbrook Town Council</u> | Property and Estates | Transfer not yet taken place as still in legal conveyance process, we would expect it to complete by September 2017. |
| On track | <u>Use planning policy to promote and encourage new high skilled and well paid employment across the district.</u> | Planning Strategy and Development Management | The policies of the Local Plan seek to promote high skilled and paid employment and the granting of consents with the growth point in particular are helping to deliver on this objective while this aspiration is also being carried forward into the Greater Exeter Strategic Plan. |
| On track | <u>Widen the choice of housing, especially for those in priority need.</u> | Housing | |

PRIORITY TWO: Developing and outstanding local economy

Service Plan Objectives - Quarter One Results 2017/18

Progress towards
outcome



Number of Measures
(Total measures for outcome = 20)

■ Achieved ■ On Track ■ Variation ■ Concern

Service Plan Objectives - Priority 2

Annual report for 2017/2018

Arranged by Aims

Filtered by Aim: Priority Developing an outstanding local economy

Key to Performance Status:

Key
Strategic
Objective:

No Data
available

Milestone
Missed

On track

Concern

Variation

Achieved



indicates that an entity is linked to the Aim by its parent Service

Service Plan Objectives - Priority 2

Priority: Developing an outstanding local economy

Key Strategic Objective

| Objective Status | Objective | Service | Comments |
|------------------|--|--|--|
| On track | <u>Complete a review of district wide public toilet provision and report to the AMF with a range of suggestions to reduce reliance on general fund budget by analysing the possibility of paid access at some key sites, leases to businesses for some toilets and other innovative ways of reducing the costs of providing the service.</u> | StreetScene | A draft report has been prepared and consulted on with Cabinet and SMT. It has been agreed that we will now start a consultation process with town & parish councils. Timescale yet to be agreed. |
| On track | <u>Continue to positively support the build out of infrastructure and commercial projects at the new growth point. Support the introduction of an enterprise zone including bringing forward Local Development Orders</u> | Planning Strategy and Development Management | The team continue to support the development of the growth point by working pro-actively with the developers to enable developments to come through the planning process quickly while maintaining quality. A working group has been established to work with the Enterprise Zone Manager on Local Development Orders which will help to reduce the planning burden on these key developments. |
| On track | <u>Continue to progress the Queen's Drive redevelopment opportunity in Exmouth. Undertake a design review and developer selection for phase 3. Identify temporary solutions for the vacant areas of the site for the summer season 2017. Commence delivery of phase 1</u> | Regeneration & Economic Development | |
| On track | <u>Continue to work with Sidmouth Town Council to support the delivery of the scoping exercise for the Port Royal site and take forward the outcomes of that scoping exercise.</u> | Regeneration & Economic Development | |
| On track | <u>Enable the council to take a decision on the construction or otherwise of new workspace units at Seaton.</u> | Property and Estates | Bid prices for works received and under consideration. Further user/market testing required going forward. |
| On track | <u>Ensure the Enterprise Zone becomes operational with robust governance arrangements and that critical investments to unlock the delivery of floorspace are brought forward</u> | Growth Point Team | The Enterprise Zone was established April 2017. The Business Rate Relief Policy is in operation and two applications have been received to date. Initial work has been undertaken to develop robust governance |

Service Plan Objectives - Priority 2

Priority: Developing an outstanding local economy

Key Strategic Objective

| Objective Status | Objective | Service | Comments |
|------------------|---|--|---|
| | | | arrangements in preparation for the first Board meeting in September 2017. |
| On track | <u>Establish a monitoring system to identify external funding opportunities for appropriate regeneration and economic development projects</u> | Regeneration & Economic Development | |
| On track | <u>Our commercial premises team will explore the feasibility of offering a range of business advice and support services to local businesses. We will offer an enhanced food hygiene registration scheme to those businesses who would like consultancy time specifically dedicated to helping them improve their regulatory compliance generally and their food hygiene rating score in particular. We will market support package options (to include training, coaching and auditing) to newly registered businesses this year</u> | Env Health & Car Parks | We always engage with new food business operators and offer advice and support to help them comply with food hygiene and safety legislation. We are looking for ways to extend this into an enhanced registration scheme in which training and a greater level of 121 support is offered on a paid for basis. |
| On track | <u>Project Pipeline Plan to identified funding bids/opportunities - New workspace provision (x3 locations)</u> | Regeneration & Economic Development | |
| On track | <u>Review our events booking procedure and agree a protocol to include a streamlined process; cross reference with other departments; local rules for areas and sites such as Exmouth Strand and an improved charging structure.</u> <u>Develop a package of increased events charges across our assets to generate a better income whilst balancing this with encouraging our communities to be outstanding. Introduce and market charges for events such as weddings, where key sites such as Connaught Gardens would be closed and rented out for a function, charges would be in line with private sector.</u> | StreetScene | |
| On track | <u>Street Trading consultation with a view to developing and bringing in a more flexible policy while also extending the control to the whole district.</u> | Governance and Licensing Services | Now at Legal Consultation stage and on track |
| On track | <u>Work with the Economic Development team to support the delivery of employment sites across the district and ensure new potential employment sites are fully considered as part of the Housing & Economic Land Availability Assessments (HELAA).</u> | Planning Strategy and Development Management | Up to date employment land study complete along with needs assessment for Greater Exeter Strategic Plan (GESP) area. The HELAA process will be considering the developability of potential employment sites, (this work will be done by the GESP team). |
| On track | <u>We will consult with our customers and stakeholders on a review of the type and charges for parking permits across East Devon. We will also consult on a simplified tariff for cash, card and parkmobile customers across all East Devon pay and display car parks.</u> | Env Health & Car Parks | This is a piece of work scheduled to take place in the autumn and has not yet started. |

Service Plan Objectives - Priority 2

Priority: Developing an outstanding local economy

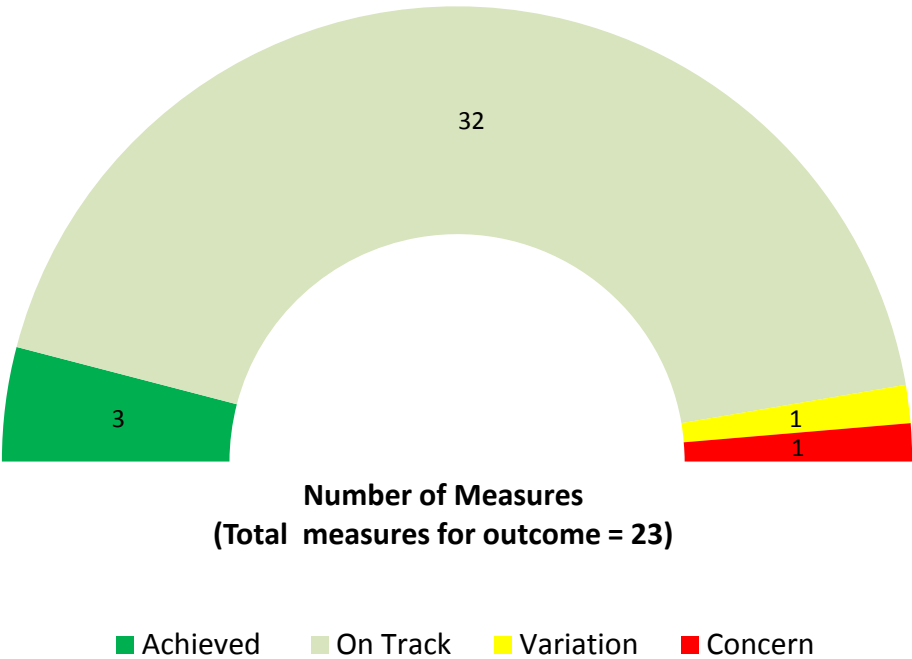
Key Strategic Objective

| Objective Status | Objective | Service | Comments |
|------------------|---|--|--|
| On track | <u>We will explore opportunities to offer simplified car parking tariffs (and in consequence simpler signage) in our car parks. Those tariffs must still enable car parking space demand to be effectively managed and represent responsible financial management of the Council's car parking assets</u> | Env Health & Car Parks | This has not yet started and will form a key element of our autumn service review. |
| Variation | <u>Working in partnership with other authorities in the Greater Exeter area to develop a strategic plan which enables the local economy to grow and develop to provide higher skilled and paid employment within knowledge based economic areas.</u> | Planning Strategy and Development Management | Works continues on the Greater Exeter Strategic Plan in partnership with our neighbouring authorities. The GESp team has now been established and two members of the Planning policy team have been seconded to work on the plan. In order to ensure that the proposals in the plan are evidence based, robust and deliverable it is likely that original intentions to bring a draft plan to Members by the end of the year will not be achievable. |

PRIORITY THREE: Delivery and promoting our outstanding environment

Service Plan Objectives - Quarter One Results 2017/18

Progress towards
outcome



Service Plan Objectives - Priority 3

Annual report for 2017/2018

Arranged by Aims

Filtered by Aim: Priority Delivering and promoting our outstanding environment

Key to Performance Status:

| | | | | | | |
|--------------------------|-------------------|------------------|----------|---------|-----------|----------|
| Key Strategic Objective: | No Data available | Milestone Missed | On track | Concern | Variation | Achieved |
|--------------------------|-------------------|------------------|----------|---------|-----------|----------|

* indicates that an entity is linked to the Aim by its parent Service

Service Plan Objectives - Priority 3

Priority: Delivering and promoting our outstanding environment

Key Strategic Objective

| Objective Status | Objective | Service | Comments |
|------------------|---|--|--|
| On track | <u>Completion of a condition and stock survey programme which will enable the production of more detailed planned maintenance programmes.</u> | Property and Estates | 90% complete |
| On track | <u>Continue to work with the Environment Agency (EA) and other partners to deliver the Exmouth Tidal Defence Scheme; providing improved protection to storm surge and coastal flooding for the seafront properties in the Morton Crescent to Camperdown area of the town.</u> | StreetScene | Detailed and construction tendered, Final Business Case completed for review by EA reviewers and contract expected to be signed in September. |
| On track | <u>Cranbrook Healthy New Town outreach – social prescribing / referrals, health walks (LED), cycle route developments (Active Devon)</u> | Countryside, Arts and Leisure | Country park ranger has been working closely with Action East Devon to develop community celebration days and summer fun run. New partnership with Education campus and successful rubbings trail set up across Country park in association with local café. |
| On track | <u>Deliver countryside outreach work programme within targeted communities across East Devon collaborating with Housing</u> | Countryside, Arts and Leisure | Outreach work has continued during this term. Working closely with Housing community development team. Attending switch sessions and community festivals in key communities. |
| On track | <u>Delivering and promoting green infrastructure including Suitable Accessible Natural Green Space (SANGS) across the district. Support the new joint committee with Exeter City Council and Teignbridge District Council</u> | Planning Strategy and Development Management | Debate continues with the new community developers/partners but no delivery to date. The Council continues to support the new committee |
| On track | <u>Delivery of habitat mitigation measures, both on-site and off-site, through the Habitat Regulations Executive Committee</u> | Growth Point Team | Work on-going including, Exe Estuary Management Partnership consultation on revised zoning and codes of conduct completed, All dog bins for the Pebblebed Heaths installed and collections underway, Access audit of paths and tracks on the Pebblebed Heaths underway and Mitigation Strategy work undertaken to rebase original assumptions and revise Strategy costs. |

Service Plan Objectives - Priority 3

Priority: Delivering and promoting our outstanding environment

Key Strategic Objective

| Objective Status | Objective | Service | Comments |
|------------------|--|-------------------------------|---|
| On track | <u>Delivery of the recently awarded Tesco's bags for life grant award on supporting workshops and enhancing the garden</u> | Countryside, Arts and Leisure | |
| On track | <u>Develop a programme of health walks, green gym project and GP referral scheme that helps to deliver the East Devon Public Health Plan</u> | Countryside, Arts and Leisure | Cranbrook health walks project set up. 'Cramblers' Early period and slow up take but 2 walks a month are going ahead. Closer working with GP surgery over the next few months to increase participant numbers. |
| On track | <u>Develop maths curriculum pack and assessment CPD working with Devon Schools curriculum adviser – roll out to all secondary schools in district</u> | Countryside, Arts and Leisure | Summary Statement: Maths CD pack produced and training day went ahead and was attended by 24 local teachers from both primary and secondary schools. Fully booked and intention to run this course again in 2018. |
| On track | <u>Develop new community reserve Hillcrest forward as Exmouth Green Infrastructure proposals – and enhance the access and enjoyment of the Valley Parks</u> | Countryside, Arts and Leisure | Higher Level Stewardship (HLS) funded project officer to oversee this and other Exmouth sites, grant process started. No work undertaken on site as yet as legal transfer of land is yet to be completed. |
| On track | <u>Develop new income streams around woodland products, facilities hire, corporate away days and review events to drive up income potential. Investigate opportunities for creating franchised out operations on selected Local Nature Reserves (LNR) eg bike hire, café</u> | Countryside, Arts and Leisure | Both charcoal and timber products such as high value wood for the building industry have been identified from some of the LNRs which is being developed for market. |
| On track | <u>Develop phase 2 of the Community Orchard project collaborating with Housing & Streetscene services that links to East Devon's Public Health Plan</u> | Countryside, Arts and Leisure | Third orchard thriving and events will now be planned for October half term to celebrate and look after tree stock in readiness for 2018. New sites being assessed for next winters planting season. |
| On track | <u>Enter the Family Arts Festival award and Devon Tourism award 2017.</u> | Countryside, Arts and Leisure | Awaiting details of this years awards opportunities |
| On track | <u>Feniton flood alleviation scheme – Phase 1 & 2 works were completed as planned. Phase 3 tendered for. Review risks of under track crossing – Phase 3 and find a way to deliver this with an acceptable level of financial risk. Possible re-tender of a larger package of works directly with Network Rail. Tender phase 4 works in early 2017 for completion by the end of 2018 to provide a completed flood alleviation scheme for Feniton.</u> | StreetScene | Following cabinet approval, consultants appointed to completed detailed design and Network Rail sign off for Phase 3 (crossing beneath railway) |
| On track | <u>Future district wide provision of Garden Waste Collection Service - Support Otter Rotters to get to a position where they can offer a service to the whole district and sign a Service Level Agreement with the council, or investigate other ways of providing the service.</u> | StreetScene | |
| On track | | StreetScene | |

Service Plan Objectives - Priority 3

Priority: Delivering and promoting our outstanding environment

Key Strategic Objective

| Objective Status | Objective | Service | Comments |
|------------------|--|-------------------------------|--|
| | <u>Green space Plan - Continue to review our green and open spaces through completion and implementation of our Green Space Plan.</u> <u>- Assist Countryside in getting the policy adopted and then implement its management policies.</u> <u>- Review our green spaces and categorise our sites, rationalise spend on prime sites in line with GSS.</u> | | The Green Space Plan has now been adopted and we've started meeting every other month as a working group to start implementing the objectives within the plan. The key corporate objective around classifying our sites and using a set of criteria to grade them has been discussed. It has been assigned to some key staff to work up the criteria based on CABI guidelines and the work previously done through planning. |
| On track | <u>Habitat and species recording programme to be set by the Trainee Countryside Ranger</u> | Countryside, Arts and Leisure | |
| On track | <u>Implement new tree software (Ezytreev) for Tree team to enable better data capture</u> | Countryside, Arts and Leisure | The Ezytreev software is currently with Strata to migrate into our own systems - training is required and testing also over the next month before it becomes live |
| Concern | <u>Manor Pavilion theatre car park to be changed into a pay and display car park.</u> | Countryside, Arts and Leisure | The roll out and implementation of the new parking arrangements has been delayed by over 3 months due to local concerns and call in by Scrutiny and will have a significant impact upon the Theatre's budget which was showing a full year's income from parking. This will be highlighted with the S151 Officer. |
| On track | <u>Asset mapping & condition survey. Following the completion of the digital mapping of our assets (Street furniture, signs, bridges, flood defence schemes) plan and implement a programme of scheduled asset inspections and produce a written procedure (as detailed in Asset Audit) to help us better protect the public and plan a proactive maintenance budget. Procedure to include method for keeping the mapping data current and also how it will link to a software system to track condition and maintenance (such as Uniform).</u> <u>Agree an Asset inspection protocol and service asset management plan in conjunction with Estates and inspect assets accordingly.</u> | StreetScene | mapping completed, and asset to be updated on Uniform. |
| On track | <u>Monitoring of customer feedback as the waste & recycling scheme is rolled out will require quick responses and close working with Streetscene and the Contractor to correct any problems identified immediately.</u> | Finance | Customer feedback has been summarised and provided to the waste Manager on a regular basis throughout the roll out of the scheme. Close observations and review of service provided to our residents has been carried out. This has resulted in some improvements being made to processes and systems (Lagan front summary screen) |
| On track | <u>Seaton Beach Management Plan (BMP) to produce a beach management plan for Seaton beaches from Seaton Hole to Axmouth Harbour which will produce options and costs to manage the beaches</u> | StreetScene | Project awarded in April, and data gathering / baseline reports progressing on program. |

Service Plan Objectives - Priority 3

Priority: Delivering and promoting our outstanding environment

Key Strategic Objective

| Objective Status | Objective | Service | Comments |
|------------------|---|-------------------------------------|--|
| | <p><u>over the next 10 years.</u></p> <ul style="list-style-type: none"> • <u>Working with all stakeholders through a steering group, develop a Beach Management Plan to ensure the existing standard of protection from flooding is maintained or improved and that erosion is managed in line with the shoreline management plan.</u> • <u>BMP to tender & completion</u> • <u>Use BMP to design a scheme of works to help protect Seaton beaches & apply for DEFRA funding if appropriate.</u> | | |
| On track | <p><u>Similar to Seaton Jurassic and Mamhead Slipway, prepare practical business support and regeneration developments that visibly deliver the Council's environmental, cultural and countryside/coastal commitments eg:</u></p> <ul style="list-style-type: none"> • <u>Watersports Centre</u> • <u>Street trading in local craft and produce</u> • <u>Sidmouth seafront/Port Royal renewal</u> | Regeneration & Economic Development | |
| Achieved | <p><u>Submit a Green Flag application for Seaton Wetlands</u></p> | Countryside, Arts and Leisure | Green flag award gained for Seaton Wetlands with 80% + score given. Highest possible category. Great feedback and team looking forward to implementing more of the improvement plan. |
| On track | <p><u>Support the work of the East Devon Area of Outstanding Natural Beauty (AONB) & Blackdown Hills AONB Partnerships to deliver their annual business plan outputs – promoting the value of the landscape and wildlife of these nationally important landscapes</u></p> | Countryside, Arts and Leisure | Both AONB Partnerships have received their financial settlement from EDDC for the year ahead and we have approved both of their annual Business Plans for delivering projects across both AONBs. |
| On track | <p><u>Support work of the Arts & Culture Forum to scrutinise and implement the adopted EDDC Cultural Plan 2017-2022</u></p> | Countryside, Arts and Leisure | The Cultural Plan was adopted by Full Council and the actions and priorities within it will be prioritised by the Forum at its autumn meeting with a view to helping to promote all of EDDC funded cultural activities more effectively through its website and social media accounts. |
| On track | <p><u>Following the creation of a small in-house operational trees team (from re-allocation of contractor budgets); Progress work on a business case to grow the team allowing us to take more work in-house, do more proactive management of our tree stock, generate an income from timber arising and outside work and put in place a forward plan for tree planting. Produce Trees policy for management of council owned stock to fulfil Green Space Plan (GSP) Objective 7 (see GSP for further details). Work with Housing & Countryside to better manage our entire tree stock.</u></p> | StreetScene | No further progress on the trees team due to covering staff vacancies, however all officers are now in place and we will look to complete the report this quarter. |
| Achieved | | Finance | |

Service Plan Objectives - Priority 3

Priority: Delivering and promoting our outstanding environment

Key Strategic Objective

| Objective Status | Objective | Service | Comments |
|------------------|--|--|--|
| | <u>The Customer Service Centre (CSC) will be responsible for defined deliverables within the implementation the new recycling scheme.</u> <u>Changes will need to be implemented to the CSC processes and systems and staff training provided and appointment of temporary staff.</u> | | All staff trained in all systems and process changes and this is continuous as we move through the transition period. |
| On track | <u>The further development of the THG's outreach programme with funding bids to Arts Council England, Non Profit Organisations and Heritage Lottery Fund.</u> | Countryside, Arts and Leisure | Workshops funded by Northbrook Grant underway with young people in local area. Resubmitting Heritage Lottery Fund application with more input from young people and awaiting results of Arts Council Grants for Arts application. (Arts Council NPO 4 year funding not received. Report available. Lack of diversity and specialist arts knowledge on board highlighted.) |
| On track | <u>Theatre to set up arrangements for the bar to be able to take chip and pin sales.</u> | Countryside, Arts and Leisure | A new chip and pin facility was recently installed into the theatre by Strata but due to issues of reliability by the previous operator this is being kept under a 6 month review. |
| On track | <u>Thelma Hulbert Gallery (THG) to work with EDDC's Housing tenants to run an exhibition</u> | Countryside, Arts and Leisure | Selection made. Exhibition dates 29 July – 26 August. |
| On track | <u>To continue to enforce against unauthorised and harmful developments quickly and effectively</u> | Planning Strategy and Development Management | We continue to respond quickly to complaints about unauthorised developments and take formal action where these are harmful and cannot be resolved through negotiation with the developer. |
| Variation | <u>To produce a District Design Guide and Householder Design Guide to improve the quality of new buildings and places to enable the development of places that work.</u> | Planning Strategy and Development Management | It remains an objective to produce further design guidance to improve the quality of new building in the district, however on-going work on the Cranbrook DPD and villages plan as well as the secondment of staff to the Greater Exeter Strategic Plan team have limited our ability to progress this work. Once replacement staff have been appointed and other work further progressed then resources will be committed to this work. |
| Achieved | <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</u> | Planning Strategy and Development Management | Fully functioning and effective. |
| On track | <u>Update our Play Strategy to improve outdated sites, ensure appropriate provision, introduce play space and 'play along the way' micro parks. Include in the strategy a rolling maintenance and refurbishment programme for our existing sites and plan in the use of s106 funds for these and ongoing maintenance where possible. Relate the Play Strategy to the Green Space Plan (GSP) so the two work in harmony.</u> <u>Implement GSP Children & Young</u> | StreetScene | The draft play strategy has been completed and sent to senior officers for comment/modification as required. |

Service Plan Objectives - Priority 3

Priority: Delivering and promoting our outstanding environment

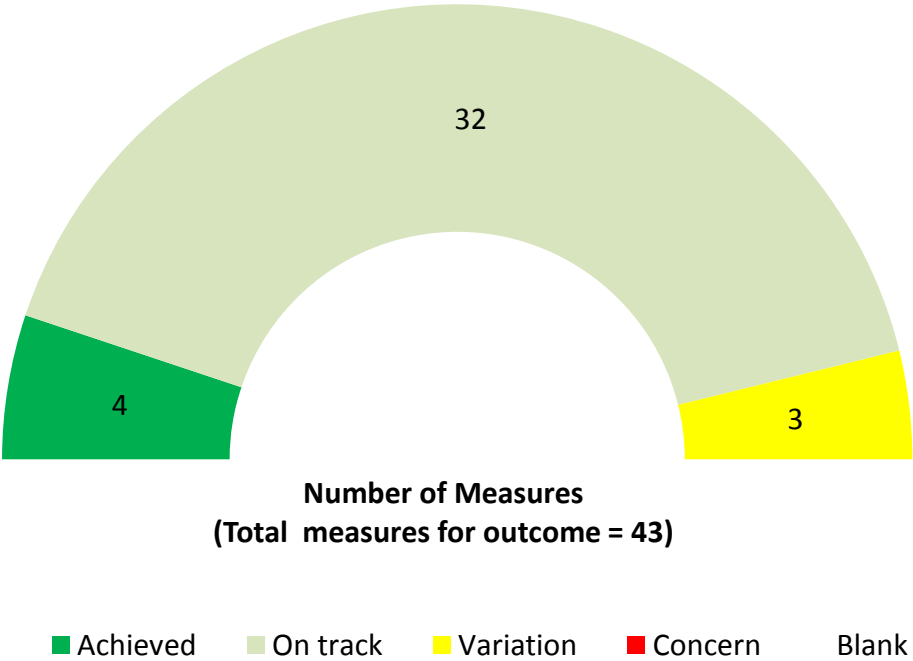
Key Strategic Objective

| Objective Status | Objective | Service | Comments |
|------------------|---|------------------------|--|
| | <u>People's space objectives 1-4 once GSP is adopted.</u> | | |
| On track | <u>We will monitor and report on levels of air pollution at relevant locations around East Devon. The recorded and predicted pollution levels will be compared to nationally accepted levels and if it is appropriate to do so, we will take further steps to secure air quality improvements via an action plan</u> | Env Health & Car Parks | Currently there are 58 sites provided with monitoring tubes which provide monthly data. New sites are shortly to be added along some of the traffic routes experiencing heavy HGV use. |
| On track | <u>We will review the Honiton Air Quality Management Area. Air quality Monitoring continues to take place in Honiton but our detailed assessment results this year mean that we can now review the Honiton Air Quality Management Area (AQMA). Our data suggests that it may be possible to revoke to Order designating the AQMA but this must now be subject to critical examination by DEFRA.</u> | Env Health & Car Parks | We have recently received confirmation from DEFRA that this AQMA can be revoked and a report will be made to Cabinet within the next 3 months regarding this. |

PRIORITY FOUR: Continuously improving to be an outstanding council

Service Plan Objectives - Quarter One Results 2017/18

**Progress towards
outcome**



Service Plan Objectives - Priority 4

Annual report for 2017/2018

Arranged by Aims

Filtered by Aim: Priority Continuously improving to be an outstanding council

Key to Performance Status:

Key
Strategic
Objective:

No Data
available

Milestone
Missed

On track

Concern

Variation

Achieved

* indicates that an entity is linked to the Aim by its parent Service

Service Plan Objectives - Priority 4

Priority: Continuously improving to be an outstanding council

Key Strategic Objective

| Objective Status | Objective | Service | Comments |
|------------------|---|-------------------------------------|--|
| On track | <u>Agree new policies with UNISON in relation to travel and home working.</u> | Organisational Development | |
| Achieved | <u>Complete and fundamental review of Workforce Plan and produce a People Strategy</u> | Organisational Development | |
| On track | <u>Consult UNISON and staff individually and collectively with regard to office move where staff move to Exmouth ahead of October 2017</u> | Organisational Development | |
| Achieved | <u>Continue to develop and progress Member development programme</u> | Governance and Licensing Services | Training and development opportunities are offered to maximize the use of budget. This has included training on Licensing issues, Modern Day Slavery, and aspects of IT use. |
| On track | <u>Continue to identify ways in which we can encourage businesses to establish and grow within the District and thereby increase the business rate income to the Council.</u> | Regeneration & Economic Development | |
| On track | <u>Continue to progress the Council's transformation & mobile working strategies across the service (including use of mobile devices where appropriate).</u> | Governance and Licensing Services | Positive approach to more mobile / flexible working where possible. |
| On track | <u>Continue to provide integrated interdisciplinary legal service for major projects such as office relocation, Seaton and Exmouth Projects</u> | Governance and Licensing Services | |
| Achieved | <u>Corporate Fraud & Compliance – Prepare strategy to take this function forward with details of approach on how to tackle all areas of Fraud & Compliance across the Council with possibilities of</u> | Finance | Completed subject to Full Council approval 26 July 17. Strategy was recommended for approval by Cabinet on 13 July. |

Service Plan Objectives - Priority 4

Priority: Continuously improving to be an outstanding council

Key Strategic Objective

| Objective Status | Objective | Service | Comments |
|------------------|---|-----------------------------------|--|
| | <u>offering services to other organisations in the future.</u> | | |
| On track | <u>Deliver service efficiencies and improvements through the application of Systems Thinking principles and ensure that we do 'what matters' for our customers including engaging with other services who are carrying out reviews to enable holistic approach.</u> | Governance and Licensing Services | This has commenced in Democratic Services and will be commencing in the other teams in August. |
| On track | <u>Develop and implement communication and consultation strategies for key regeneration projects in Exmouth and elsewhere in the district. Specific use of 'infographics' to help get the message out there using social media</u> | Organisational Development | |
| On track | <u>Encourage customers contacting the CSC to use self service – measures do not currently exist but will implement baseline date in 2017/18.</u> | Finance | All staff are using appropriate opportunities when servicing customers to explain how they can use our on line services. We are also working with the corporate communications team to convey that same message on literature/leaflets - especially with the new waste scheme. |
| On track | <u>Health & Safety – re-focus and refresh our approach.</u> - <u>Once the review of our Risk Assessments is completed (Dec 2016), cross reference this with our Risk Mapping to identify any additional risk assessments which may be required.</u> - <u>Use the risk assessments to update our codes of practice so they are modern and fit for practice; change them to be 'Safe Systems of Work' Ensure HAVs, Slopes and working near water are included.</u> - <u>Produce a safety handbook/summary book for operations team.</u> - <u>Produce a schedule of refresher training and toolbox talks.</u> - <u>Record all training on I Trent with refresher dates so that moving forward we have an accurate record.</u> | StreetScene | H&S work is prioritised on all department meetings. Roadside litter picking red route risk assessment is our current top priority and sites are being assessed. Completion due in Oct 2017. |
| On track | <u>Implement a virtual Deed Room to improve efficiency within the Service and across the Council</u> | Governance and Licensing Services | Back scanning is well under way |
| On track | <u>Implement Public Access for Lalpac to ensure more accessible process for applying for various licences</u> | Governance and Licensing Services | Next stage requires licensing officer time to implement |

Service Plan Objectives - Priority 4

Priority: Continuously improving to be an outstanding council

Key Strategic Objective

| Objective Status | Objective | Service | Comments |
|------------------|--|-----------------------------------|--|
| Variation | <u>Implementing changes to legislation in relation to exit payments and contractors in the public sector</u> | Organisational Development | This has not been implemented as the government is still consulting on this. |
| On track | <u>Implementing training specifically for managers and staff to support change to office accommodation including coaching as a core management skill</u> | Organisational Development | |
| On track | <u>Lead implementation of communications strategy in relation to full roll out of new recycling and waste contract across the district</u> | Organisational Development | |
| On track | <u>Maintaining recoverable legal fee income</u> | Governance and Licensing Services | |
| On track | <u>Minimise the amount of paper used by the Service including through continuing the 'Paper light' committee agenda policy but also including reducing officer reliance on paper copies and general file management</u> | Governance and Licensing Services | |
| On track | <u>New combined Cemeteries Regulations preparation, consultation and approval by Council (for all 3 council cemeteries)</u> | Governance and Licensing Services | Consultation approved and due to commence inline with milestone |
| On track | <u>Prepare 2016/17 Accounts to an appropriate standard that requires no additional audit days to be purchased from external auditor. Accounts to be completed a month earlier than the existing statutory deadline in preparation for earlier requirements for the following year.</u> | Finance | Audit now in progress |
| On track | <u>Provide legal advice to enable informed and appropriate strategy to be adopted for maximising value of Council's property assets.</u> | Governance and Licensing Services | |
| On track | <u>Provision of strategic legal advice on policy implementation at senior officer / Cabinet briefing level including inputting into and commenting on reports as appropriate</u> | Governance and Licensing Services | |
| On track | <u>Provision of strategic legal advice on policy implementation at senior officer / Cabinet briefing level including inputting into and commenting on reports as appropriate</u> | Governance and Licensing Services | |
| On track | | Finance | |

Service Plan Objectives - Priority 4

Priority: Continuously improving to be an outstanding council

Key Strategic Objective

| Objective Status | Objective | Service | Comments |
|------------------|---|--|---|
| | <u>Review of financial policies and guidance to ensure up to date and following best practice picking up SWAP recommendations. Provide 'refresher' training to managers to ensure understanding and following the financial framework of the Council. This is to link in with project management requirements.</u> | | |
| On track | <u>Support the introduction of the Greater Exeter Growth and Development Board, critically reviewing existing partnership arrangements/groups</u> | Growth Point Team | Board constituted as a shadow Board. First meeting undertaken with next planned for September. |
| Variation | <u>Support the production of the Greater Exeter Strategic Plan, ensuring robust project management and a clear focus on addressing delivery challenges</u> | Growth Point Team | GESP governance arrangements now constituted and ore team in place. Timetable for production of next iteration of the Plan likely to slip in order to allow additional time for site assessment. |
| On track | <u>Taxi Licensing Policy development, consultation and approval</u> | Governance and Licensing Services | New Policy will be approved by Council on 26 July 2017 and will then be adopted |
| On track | <u>To continue to promote local democracy through engagement with local councils and schools</u> | Governance and Licensing Services | Work underway with parishes and towns to focus on local issues and interaction with EDDC. Arrangements being put in place to contribute to Local Democracy Week and further political speed dating events at schools who wish to participate. |
| On track | <u>To continue to work to increase the Council's market share in building control plan checking and inspections.</u> | Planning Strategy and Development Management | LA Building Control % of total work for June 2017 - Commercial work 21.05%, Domestic work 75.98%, New Dwellings 75% - marketing strategy is due for review in the autumn. |
| On track | <u>To ensure the Council has appropriate plans in place that will deliver a balanced Council budget up to 2020/21.</u> | Finance | |
| On track | <u>To have more customers transact with Revenues & Benefits on line and using automated services (where appropriate) to create efficiencies within the service. Through service planning the team came up with really good initiatives to push this objective forward as targets were not reached in 2016/17 Specific targets set to achieve by 31/3/18 are:</u> <u>- For Council Tax 'moves' a 10% shift in demand from telephone to online.</u> <u>- For payments made a 10% shift in demand from telephone to online/automated system.</u> | Finance | |
| On track | | | |

Service Plan Objectives - Priority 4

Priority: Continuously improving to be an outstanding council

Key Strategic Objective

| Objective Status | Objective | Service | Comments |
|------------------|---|--|---|
| | <u>To maintain high levels of customer satisfaction and monitor through regular surveys</u> | Planning Strategy and Development Management | The Building Control team have recently been undertaking a telephone customer survey and while work continues on this initial findings suggest that customers are happy with the service they receive. In terms of planning a lack of resources has limited the ability of the team to undertake customer satisfaction surveys however this is now part of the new systems administrator role and so a survey should be carried out later in the year. While some complaints have been received this is inevitable given the controversial areas that Planning covers. The level of complaints is no higher than usual and are generally concerning disagreements with decisions made rather than the service received. |
| On track | <u>To service any changes to the committee structure including joint meetings with other authorities as agreed by Council from both legal and democratic services perspectives</u> | Governance and Licensing Services | The New Local Housing Company is due to meet before the end of July following discussion of its future operational requirements. The CiL Working Group and the Enterprise Zone Board will also be meeting for the first time, to be supported by Democratic Services. |
| Achieved | <u>Trial new flexi time policy in Legal and Democratic Services and Revenues and Benefits with a view to implementing across the council in 2017</u> | Organisational Development | |
| On track | <u>We will carry out a comprehensive review of our corporate health and safety function in the light of recommendations of an audit by South West Audit Partnership. We will seek SMT authority to implement a range of charges to ensure that our service evolves to meet the needs of the authority.</u> <u>We will also work with colleagues in Exeter City Council and Teignbridge District Council to explore the possibility and feasibility of achieving efficiency savings and quality benefits by delivering some of these services on a shared basis across the three authorities.</u> | Env Health & Car Parks | We have now appointed a new full time corporate safety officer and we have already reviewed our Corporate Safety Policy and issued a draft driver safety policy for consultation. We are also developing a range of job role specific corporate safety training courses to ensure our services are being provided by staff with appropriate qualifications and experience to ensure a safe system of work is in place. |
| On track | <u>We will continue to explore opportunities to develop a car park portfolio and actively seek to acquire additional sites in Sidmouth and Exmouth to better support the needs of those towns.</u> | Env Health & Car Parks | We remain vigilant and have recently opened our newly extended car park at Camperdown Terrace in Exmouth. We are in discussions with partners concerning the possibility of providing new facilities for campervans and motorhomes. |
| On track | <u>We will review our out-of-hours services with an emphasis on the one-Council-team principle to establish whether opportunities for</u> | Env Health & Car Parks | We have started preliminary discussions and are currently gathering data on recent out of hours activity in the Environmental Health area. |

Service Plan Objectives - Priority 4

Priority: Continuously improving to be an outstanding council

Key Strategic Objective

| Objective Status | Objective | Service | Comments |
|------------------|---|--|--|
| | <u>improved services or efficiency savings exist.</u> | | |
| Variation | <u>Working proactively with developers to enable the release of development sites that are currently locked or not coming forward as quickly as they could and work to aid the delivery of local plan allocations</u> | Planning Strategy and Development Management | Work continues to aid the delivery of allocated sites in the Local Plan, however resources are limited to the Development Enabling and Monitoring Officer whose fixed term contract ends towards the end of the year. The need for further resources to be committed to this work is also being looked at. |

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Agenda Item 10**Scrutiny Committee****Scrutiny Committee Forward Plan 2017/18**

| Date of Committee | Report | Lead |
|--------------------------|--|-----------------------------------|
| 19 Oct 2017 | Complaints and FOI report | Henry Gordon Lennox |
| | Scoping report on topics suggested | Debbie Meakin |
| 16 Nov 2017 | Crime and Disorder update, plus organised crime | Gerry Moore DCI Hawkins |
| | Elections report | Chief Executive |
| | Service Lead Planning Strategy and Development Management report back on performance indicator queries and new working practices | Ed Freeman |
| | 2 nd quarter performance management report | |
| 17 Jan 2018 | Draft budget and service plans with Overview | |
| 22 Feb 2018 | Strata update on progress against business plan (tbc) | Laurence Whitlock (CEO Strata) |
| | 3 rd quarter performance management report | |
| 22 March 2018 | | |
| 19 April 2018 | Agreement on annual report to Council | Debbie Meakin |

Work for allocation to the Forward Plan as appropriate:

| Proposed date | Topic |
|----------------------|--|
| tbc | Portfolio Holder update reports being sought; committee can then subsequently ask the PH to attend committee on specific aspects of their portfolio. |
| tbc | Broadband and mobile coverage - as and when updates are available |
| tbc | Mental health services in East Devon – responses still awaited from Chairman of the DCC Health and Adult Care Scrutiny Committee, and the Cabinet Member for Adult Social Care and Health Services. The intention is for the Cabinet Member to attend a meeting, to which Heather Penwarden, Honiton Dementia Action Group will also be invited. |

| | |
|-----|--|
| tbc | Update from Estates Team one year after recruitment of Property Records Officer and Business apprentice (from approved 2017/18 budget) |
|-----|--|

Topics put forward for scoping on 9 May that remain outstanding are:

- How sites are put forward for the Local Plan or for future plans, such as the GESP;
- Multiple consultation examples had been considered previously by the committee, but the consultation process still remained a guide and not a policy;
- The role of the District Councillor in communication with local Town or Parish Councillor in dissemination of information from a district level (as linked to consultation on changes in service provision or charges that impact at a local level).