

Agenda for Cabinet

Wednesday, 3 October 2018; 5.30pm



[Members of Cabinet](#)

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

[View directions](#)

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Re-issued 2 October 2018

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- 1 [Public speaking](#)
- 2 To confirm the minutes of 5 September 2018 (pages 4-13)
- 3 Apologies
- 4 Declarations of interest
Guidance is available online to Councillors and co-opted members on making [declarations of interest](#)
- 5 [Matters of urgency](#) – none identified
- 6 To agree any items to be dealt with after the public (including press) have been excluded. There is **one** item that officers recommend should be dealt with in this way.
- 7 Forward Plan for key decisions for the period 1 November 2018 to 28 February 2019 (pages 14 - 17)
- 8 Minutes of the Overview Committee held on 30 August 2018 (pages 18 – 21)
- 9 Minutes of the Scrutiny Committee held on 6 September 2018 (pages 22 – 29)
Recommendations for Cabinet consideration can be found on page 30

Part A Matters for Decision

- 10 **Response to Exmouth Neighbourhood Plan Submission** (pages 31 – 36)
To agree the response by the Council to the current Regulation 16 submission consultation for the Exmouth Neighbourhood Plan.
- 11 **The Rockbears Neighbourhood Plan to be formally ‘made’** (pages 37 – 39)

The Rockbears Neighbourhood Plan has now passed referendum and must be formally ‘made’ by East Devon District Council in order to form part of the development plan.
- 12 **Monthly Performance reports – August 2018** (pages 40-43)
Performance information for the 2017/18 financial year for August 2018 is supplied to allow the Cabinet to monitor progress with selected performance measures and identify any service areas where improvement is necessary. Appendix A is the August 2018 snapshot.

- 13 **Formal and Ombudsman complaints 2017/18** (pages 44 - 47)
This report provides information on complaints received during 2017/18.
- 14 **Exemption to Standing Orders for Audio Visual equipment at Blackdown House**
(pages 48 – 53)
An Exemption to Contract Standing Orders has been approved to enter into a contract with Public I for the supply, installation, commissioning and satisfactory completion of the Audio Visual equipment.
- 15 **Modern.gov software and extending functions to existing conference system**
(pages 54 – 60)
This report outlines a business case for the purchase and implementation of Modern.gov and its associated tablet app for accessing meeting documentation.
- 16 **The House of Lords Select Committee on Regenerating Seaside Towns and Communities - call for evidence** (pages 70 - 79)
Overview committee considered a draft submission at their meeting on the 27 September 2018, and an amended draft comes before Cabinet to agree for submission before the deadline of the 9 October 2018.

Private meeting: Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012: Notice is given of intention to hold this part of the meeting in private as required by the Regulations. The statements of reasons for meeting to be held in private, details of any representations received why the meeting should be open to the public in response to the '28 clear days notice' already posted on the Council's website, and the Council's response to the representations, are set out against each agenda item below. Where it has been impracticable to comply with the private meeting notice procedures, the required agreement has been obtained from the relevant chairman or vice chairman that the meeting is urgent and cannot reasonably be deferred. Notice of this agreement, if relevant to this meeting, may be viewed on the council's website. [View statutory exclusion information here.](#)

- 17 **The Vice Chairman to move the following:**
"that under Section 100(A) (4) of the Local Government Act 1972 the public (including the press) be excluded from the meeting as exempt information, of the description set out on the agenda, is likely to be disclosed and on balance the public interest is in discussing this item in private session (Part B)".

Part B Matters for Decision

- 18 **Commercial Property Investment: V-Sim Building, Science Park** (pages 80 – 89)
The report sets out an opportunity to fund the construction of a purpose built facility on Exeter Science Park.

Reasons for consideration in Part B:

- 1) Para 3 Schedule 12A Information relating to the finance or business affairs of any particular person

- 2) The report is confidential so as not to prejudice the Council's commercial position nor to disclose confidential information from other parties.

Under the Openness of Local Government Bodies Regulations 2014, any members of the public are now allowed to take photographs, film and audio record the proceedings and report on all public meetings (including on social media). No prior notification is needed but it would be helpful if you could let the democratic services team know you plan to film or record so that any necessary arrangements can be made to provide reasonable facilities for you to report on meetings. This permission does not extend to private meetings or parts of meetings which are not open to the public. You should take all recording and photography equipment with you if a public meeting moves into a session which is not open to the public.

If you are recording the meeting, you are asked to act in a reasonable manner and not disrupt the conduct of meetings for example by using intrusive lighting, flash photography or asking people to repeat statements for the benefit of the recording. You may not make an oral commentary during the meeting. The Chairman has the power to control public recording and/or reporting so it does not disrupt the meeting.

Members of the public exercising their right to speak during Public Question Time will be recorded.

[Decision making and equalities](#)

For a copy of this agenda in large print, please contact the Democratic Services Team on 01395 517546

EAST DEVON DISTRICT COUNCIL

Minutes of the meeting of Cabinet held at Knowle, Sidmouth on 5 September 2018

Attendance list at end of document

The meeting started at 5.30pm and ended at 7.19pm

***39 Public Speaking**

There were two members of the public who wished to speak.

Mr Richard Eley representing Sidmouth Chamber of Commerce spoke on Minute 51 Review of Car Parking charges. He stated that he was happy with the overall changes proposed with the exception to Sidford. He claimed the consultation responses had not been taken into consideration and that no economic impact assessment had been made to consider the effect of the changes proposed. He was concerned about the possible damage to livelihoods and loss of village amenities. He stated there was no justification for the increased car parking charges and politely suggested they were disregarded.

The second speaker spoke on Minute 51 Review of Car Parking charges when the item was being discussed.

Councillor Val Ranger queried whether the Council was responding to a national consultation paper on the future of AONB's/National Parks. The Chief Executive replied that this would be looked into.

***40 Minutes**

The minutes of the Cabinet meeting held on 11 July 2018 were confirmed and signed as a true record.

***41 Declarations**

Cllr Geoff Pook, Minute 52: personal interest – Chair of the Beer Community Land Trust
Cllr Geoff Pook, Minute 55: personal interest – Sits on the Beer Neighbourhood Plan Steering Group.

42 Matters of urgency

None

***43 Matters referred to the Cabinet**

There were no matters referred to the Cabinet by the Overview and Scrutiny Committees.

***44 Exclusion of the public**

There were no items that officers recommended should be dealt with in this way.

***45 Forward Plan**

Members agreed the contents of the forward plan for key decisions for the period 1 October 2018 to 31 January 2019.

*46 **Minutes of the STRATA Joint Executive Committee held on 11 June 2018**

Members received the Minutes of the STRATA Joint Executive Committee held on 11 June 2018.

RESOLVED (1) that the following recommendations be agreed:

Minute 16 – Support of Councillor IT Programme

that option 4 be approved with implementation in May 2019. Councils would need to approve the budgets for this in their Council Budgets for 2019/2020

Discussion included the following:

- Equipment could be used for personal as well as business use
- This would make the whole operation simpler, easier to manage and maintain
- Would the equipment be 4G enabled to use at Parish Council meetings etc.
- Is the intention to go paperless?
- Concern over costs, was there a business plan?
- Was there an opt-out clause for Councillors who did not want to use IT?

*47 **Minutes of the Budget Working Party held on 28 June 2018**

Members received the Minutes of the Budget Working Party held on 28 June 2018.

RESOLVED (1) that the following recommendations be agreed:

Minute 8 - Clyst Honiton Parish Council Support

a grant payment to Clyst Honiton Parish Council of £9K per annum be paid for a five year period from January 2019 as a continuation of an agreed grant that ends in December 2018, for the purpose of supporting the cost of a parish clerk.

*48 **Minutes of the Scrutiny Committee held on 5 July 2018**

Members received the Minutes of the Scrutiny Committee held on 5 July 2018.

RESOLVED (1) that the following amended recommendations be agreed:

Minute 11 - Information Paper on the food safety service provided by the Commercial Premises Team of Environmental Health

1. Cabinet raise the issue through the LGA to press government for it to be a legal requirement for food businesses and eating establishments to display certificates and food hygiene rating scores.
2. a) the matter of the current staffing levels of the Commercial Premises Team be referred to SMT for further comment and explanation of process for considering budget increases.
3. the Commercial Premises Team be encouraged to continue their educational work with food businesses involved in high risk areas such as the handling of crab products, in order to protect the public.

Minute 13 - Review of Service Plans and associated budgets (part of the Forward Plan)

that a review of the budget setting process is carried out to reflect good practice elsewhere, enable wider member engagement and to help towards delivering a budget which meets members aspirations in future years.

*49 **Minutes of the Capital Strategy and Allocation Group held on 11 July 2018**

Members received the Minutes of the Capital Strategy and Allocation Group held on 11 July 2018.

*50 **Minutes of the Community Fund Panel held on 13 August 2018**

Members received the Minutes of the Community Fund Panel held on 13 August 2018.

RESOLVED (1) that the following recommendations be agreed:

Minute 4 - Consideration of applications received

1. Monkton Village Hall – general repairs and new kitchen and toilets - £5,000
2. Stockland Victory Hall – Replace a section of the cladding on the outside of hall that is rotten - £1,848
3. Uplyme Village Hall – Kitchen improvements to make the hall more sustainable. Including new appliances and flooring - £1,875.06
4. Colyton Library – The building was owned by Colyton Parish Council who wanted PV panels on the roof for the library building to become more sustainable. Members felt that the contribution should be reduced from the requested figure of £1,666 due to the low score given to the project. £1,000 was agreed to match the DCC Locality Budget contribution. Members stated that Colyton Parish Council, as owners of the building, should be encouraged to increase their £500 contribution to the project - £1000

*51 **Review of car parking charges**

John Robins Secretary to Phear Park Bowling Club stated the increased charges would have a negative effect on the Club. With membership fees as well as car parking charges during the 5-month bowling season, he could see a fall in numbers. He asked if the Club's members could have a free parking permit or member only parking at the front of the Bowling Club. He thought it would be sad for the Club, which started in 1911 possibly closing due to members of the public parking their cars inconsiderately.

The Portfolio Holder Asset Management stated the review intended to simplify the car parking offer, making both car parking tariffs and car parking permits fairer throughout the district whilst continuing to recognise the different needs and demands of residents and visitors.

Consideration included the desirability of making all coastal long stay car park tickets transferable to all other EDDC long stay car parks subject to being able to resolve some technical issues.

Proposals were to try and bring the majority of car parks in line with the 3 basic charging schemes:

- Coastal long stay
- Inland long stay
- Short stay

There would be the freedom to introduce special offer prices enabling seasonal discounts as appropriate. Another proposal to consider going forward was to introduce one simple car parking permit that would potentially give many residents access to a permit that meets their needs at a lower cost than previously. The report formally discussed a number of changes to existing car park tariffs and parking permits following a public consultation exercise that was carried out in April and May 2018.

Discussions included the following:

- Sidford changes could hasten the closures of local businesses
- Lympstone should not be included in the 'Towns' group as this was not fair to the village
- Promote permits. Parking charges were not simple, there were different needs for different car parks. Long and short stay tariffs worked in single car parks.

Phear Park

- The Phear Park Bowling club brought in a lot of tourism into Exmouth through visiting teams
- The proposed changes would discourage people using the leisure facilities
- Mixed age groups used the park presently
- Use the media and peer pressure to discourage inconsiderate car parking on pavements etc.
- EDDC had been encouraging the use of the Park with the outdoor gym and skate park so needed a bigger car park than the one proposed
- 30 car parking spaces were not enough to alleviate the problem
- Consideration to the effect of the health and well-being of park users
- Let Exmouth manage its own car parks
- The Park needed managing as many people use it, Exmouth Councillors could possibly help StreetScene in this matter

RESOLVED:

that from 1 April 2019:

1. to add Underhill car park in Lympstone to the group of car parks, charging the coastal long stay tariff,
2. to add Canaan Way car park, Ottery St Mary, Coombe Lane car park, Axminster and Dolphin Street car park in Colyton to the group of car parks charging the inland long stay tariff,
3. to designate up to an additional 8 car parking spaces in Temple Street car park in Sidmouth for reserved car parking and revise the rental charges for reserved spaces up to £300 per space per year,
4. to discontinue All-East Devon, Economy, Town/Area and Resident car parking permits and replace them with modular car parking permits valid for £100 per year for any single location plus additional locations at £20 per location per year,
5. to offer a two year introductory discount for single location permits purchased by customers who currently had a valid resident permit for Colyton, Lympstone or Exmouth. The discount would be 50% in 2019 and 25% in 2020 reverting to full price for permits purchased from 2021,
6. to introduce All-East Devon business permits for £500 per year,
7. to delegate to the Chief Executive and Asset Management Portfolio Holder the authority to enter into an agreement with LED to offer such subsidies and parking concessions that were found to be reasonably necessary to support the ongoing use of Exmouth Pavilion as an entertainment and community facility.

That the following be referred back to officers for further consideration:

8. to offer up to 15 car parking spaces for rent as reserved car parking spaces for £300 per space per year in Church Street car park in Sidford. To add Church Street car park in Sidford to the group of car parks charging the inland long stay tariff,

9. to introduce a pay and display parking management regime in Phear Park in Exmouth with a tariff of 50p per hour and £2 all day.

REASON:

Section 122 of the Road Traffic Regulation Act 1984 sets out the duties of all local authorities in respect of a range of traffic related functions including the provision of off-street parking. EDDC had always been careful to balance the needs of its residents alongside the demand for parking from visitors and to consider the impact of any changes on local businesses.

These proposals would not interfere with the security of (or access to) any other premises. The Council believed they would not be prejudicial to the amenity of the relevant localities and were in all other material respects consistent with other relevant factors, including the desire to support town centre economies.

52 **Request from Beer Community Land Trust to obtain development loan finance**

A request had been received from Beer Community Land Trust (CLT) asking the Council for a loan of up to £1.15m to enable development of 6 to 7 affordable homes in Beer.

Councillor Pook left the room while the debate was held.

RECOMMENDED:

1. that the Council supports Beer CLT by granting a loan of up to £1.15m to enable the development of affordable housing in Beer,
2. the loan to be secured on land, property and development owned by the CLT. The Council would borrow corresponding amounts as advanced to the CLT from the PWLB with the full loan repayment and interest incurred to be met by the CLT, including an additional uplift in interest to comply with state aid rules, and
3. that delegated authority be given to the Strategic Lead Finance in consultation with the Strategic Lead Governance & Licensing to enter into appropriate legal documentation to secure the loan having carried out appropriate due diligence.

REASON:

One of the Council priorities was to provide affordable housing which was the purpose of this proposal.

*53 **Monthly Performance reports – June & July 2018**

The report set out performance information for the 2017/18 financial year for June & July 2018 was supplied to allow Cabinet to monitor progress with selected performance measures and identify any service areas where improvement was necessary.

June

There were two indicators showing excellent performance:

1. Days taken to process changes to Housing Benefit claims.
2. Percentage of planning appeal decisions allowed against the authority's decision to refuse.

There were two performance indicators showing as concern:

1. Days taken to process new Housing Benefit claims – EDDC were continuing to revise its letters and forms to use behavioural insight to improve performance and customer experience. This was improving service delivery but the repetitious process took a while to be embedded.

2. Working days lost due to sickness absence - The reason for the increase in absence for this quarter was due the number of long term sickness cases. Compared to the same period last year long term absence had increased this quarter by 65.76%.

July

There were three indicators showing excellent performance:

1. Days taken to process changes to Housing Benefit claims.
2. Percentage of planning appeal decisions allowed against the authority's decision to refuse.
3. Percentage of Non-domestic Rates Collected.

There were two performance indicators showing as concern:

1. Days taken to process new Housing Benefit claims - EDDC were continuing to revise its letters and forms to use behavioural insight to improve performance and customer experience. This was improving service delivery but the repetitious process took a while to be embedded.
2. Working days lost due to sickness absence - There had been a significant increase this year in employees who have been absent for two months or more as a result of surgery and serious health issues for 2 or months– these cases were all being proactively managed through HR and reference to Occupational Health advice to facilitate a return to work as soon as possible.

The Portfolio Holder Sustainable Homes and Communities wished to congratulate the Countryside Team for their successful summer activities.

The Portfolio Holder Strategic Development wished to note the success of the Summer Play Season at the Manor Pavilion, Sidmouth.

RESOLVED:

that the progress and proposed improvement action for performance measures for the 2017/18 financial year for June & July 2018 be noted.

REASON:

the performance reports highlighted progress using a monthly snapshot report; SPAR report on monthly performance indicators and system thinking measures in key service areas including Development Management, Housing and Revenues and Benefits.

***54 Review of Polling Districts, Polling Places and Polling Stations**

The Chief Executive presented the report which sought to confirm proposals of the Returning Officer following a review of Polling Districts and Polling Places within East Devon.

RESOLVED:

1. that the East Devon (Electoral Changes) Order 2017, was made by Parliament on 20 December 2017 and will be in effect from the local government elections on Thursday 2 May 2019 be noted, and
2. that the Returning Officer's proposals as set out in Appendix A, be agreed.

REASON:

To ensure that the Council meets the requirements of the new boundary arrangements and was fully prepared for the forthcoming elections in May 2019.

***55 Beer Neighbourhood Plan Examiner's Report**

To provide feedback and set out proposed changes following the examination of Beer Neighbourhood Plan.

RESOLVED:

1. that the Examiner's recommendations on Beer Neighbourhood Plan ('the Plan') be agreed,
2. that a 'referendum version' of the Plan (incorporating the Examiner's modifications) should proceed to referendum and a decision notice to this effect be published be agreed, and
3. that the Beer Neighbourhood Plan Steering Committee be congratulated on their hard work.

REASON:

Legislation required a decision notice to be produced at this stage in the process. The Plan was the product of extensive local consultation and had been recommended to proceed to referendum by the Examiner subject to modifications which, in most part, were accepted by Beer Parish Council.

***56 Clyst St George Neighbourhood Plan Examiner's Report**

To provide feedback and set out proposed changes following the examination of Clyst St George Neighbourhood Plan.

RESOLVED:

1. that the Examiner's recommendations on Clyst St George Neighbourhood Plan ('the Plan') be agreed,
2. that a 'referendum version' of the Plan (incorporating the Examiner's modifications) should proceed to referendum and a decision notice to this effect be published be agreed, and
3. that the Clyst St George Neighbourhood Plan Steering Committee be congratulated on their hard work.

REASON:

Legislation required a decision notice to be produced at this stage in the process. The Plan was the product of extensive local consultation and had been recommended to proceed to referendum by the Examiner subject to modifications which, in most part, were accepted by Clyst St George Parish Council.

***57 Award of the Integrated Asset Management Contract for housing repairs**

The Strategic Lead Housing, Health and Environment presented the report which outlined the procurement journey undertaken for the appointment of a building repairs and maintenance contractor to perform work on the Council's housing portfolio and tenants homes. The final stage in the process had been reached and approval was sought to enter into contract with the highest scoring bidder.

The tender had been referred to as an Integrated Asset Management Contract because it initially required a contractor to undertake responsive repairs and works to bring void properties up to the Council's lettable standard. This had the facility to be extended to include planned, cyclical and servicing work where the contractor was performing to an acceptable standard.

The Portfolio Holder Sustainable Homes and Communities congratulated the team for their hard work stating tenants were involved throughout the process.

RESOLVED:

1. that based on the evaluation of tenders for the Integrated Asset Management contract the Tender Evaluation Panel recommend the appointment of Bidder A, to deliver and operate the services specified in the contract and tender documents. This being subject to a satisfactory outcome of a statutory leaseholder consultation process, and
2. that delegated authority be given to the Strategic Lead Housing Health and Environment) and Strategic Lead Governance & Licensing to negotiate and complete the contract with Bidder A.

REASON:

As current repairs and works to voids contract comes to an end there was a need to retender the works to ensure that tenant's homes were maintained in good repair with modern facilities – A Decent Home for All.

***58 Crowdfund Devon**

The report outlined the Crowdfund Devon pilot which had been funded by Devon and Cornwall Police and highlighted how East Devon could join the pilot.

RESOLVED:

1. that the Crowdfund Devon scheme be joined, with delegated authority given to the Strategic Lead Organisational Development and Transformation, in consultation with the Strategic Lead Governance and Licensing to finalise any necessary arrangements to facilitate this. As well as agree to amendments to the operation of the scheme while East Devon District Council was a part of it, be agreed
2. that £50,000 of the Transformation Fund be spent on community projects using the scheme with funding to be awarded on the basis of the criteria set out in Appendix A. That delegated authority be granted to the Strategic Lead Organisational Development and Transformation, in consultation with the Strategic Lead Governance and Licensing to vary the criteria where it was considered appropriate and necessary to do so, be agreed and
3. that delegated authority be granted to the Strategic Lead Governance and Licensing to review and if necessary revise the Community Fund Panel's terms of reference to permit email approval of the allocation of Crowdfund Devon grant payments due to time constraints in the process. Such approval to be in accordance with the rules of the scheme and the award criteria.

REASON:

- There was the opportunity to use the Crowdfund Devon crowdfunding platform for free for the financial year 2018/2019. The costs for the pilot were £26,000 which were being met by the police, but covered the costs of all the authorities.
- The pilot would specifically help determine if crowdfunding was a viable means to deliver local projects and priorities which unfortunately under the current financial constraints were unaffordable for local authorities to promote solely.
- By using crowdfunding the monies would be match funded, helping pay for more projects in the area than the initial amount could ever fund.

Attendance list

Present:

Portfolio Holders:

Ian Thomas	Leader
Phil Skinner	Deputy Leader / Economy
Dean Barrow	Finance
Iain Chubb	Transformation
Paul Diviani	Strategic Development
Jill Elson	Sustainable Homes and Communities
Marcus Hartnell	Deputy Portfolio Holder Environment
Geoff Pook	Asset Management
Tom Wright	Environment

Cabinet apologies:

Alan Dent Corporate Services

Non-Cabinet apologies:

Mark Williamson
Bill Nash
Simon Grundy
Mike Howe
Matt Booth
Steve Gazzard
Colin Brown
Steve Hall

Also present (for some or all of the meeting)

Councillors:

Brian Bailey
Bruce de Saram
Tim Dumper
Ian Hall
Pauline Stott
Cherry Nicholas
John O'Leary
Roger Giles
Eleanor Rylance
Peter Faithfull
Ben Ingham
Megan Armstrong
Brenda Taylor
Andrew Moulding
Val Ranger
Eileen Wragg
Graham Godbeer
Maddy Chapman
Susie Bond
Cathy Gardner
Marianne Rixson
John Humphreys

Also present:

Officers:

Mark Williams, Chief Executive
Richard Cohen, Deputy Chief Executive
Simon Davey, Strategic Lead Finance
John Golding, Strategic Lead Housing, Health and Environment
Henry Gordon Lennox, Strategic Lead Governance and Licensing
Andrew Ennis, Service Lead Environmental Health and Car Parks
Amy Gilbert-Jeans, Property and Asset Manager
Amanda Coombes, Democratic Services Officer

Officer apologies:

Karen Jenkins, Strategic Lead Organisational Development and Transformation

Chairman Date.....

EAST DEVON DISTRICT COUNCIL

Forward Plan of Key Decisions - For the 4 month period 1 November 2018 to 28 February 2019

This plan contains all the (i) important decisions that the Council and (ii) Key Decisions that the Council's Cabinet expects to make during the 4-month period referred to above. The plan is rolled forward every month.

Key Decisions are defined by law as “**an executive decision** which is likely:–

- (a) to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the decision relates; or
- (b) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the Council's area

In accordance with section 9Q of the Local Government Act 2000, in determining the meaning of “significant” in (a) and (b) above regard shall be had to any guidance for the time being issued by the Secretary of State.

A public notice period of 28 clear days is required when a Key Decision is to be taken by the Council's Cabinet even if the meeting is wholly or partly to be in private. Key Decisions and the relevant Cabinet meeting are shown in bold.

The Cabinet may only take Key Decisions in accordance with the requirements of the Executive Procedure Rules set out in Part 4 of the Constitution and the Local Authorities (Executive Arrangements)(Meetings and Access to information)(England) Regulations 2012. A minute of each key decision is published within 2 days of it having been made. This is available for public inspection on the Council's website <http://www.eastdevon.gov.uk>, and at the Council Offices, Knowle, Sidmouth, Devon. The law and the Council's constitution provide for urgent key decisions to be made without 28 clear days' notice of the proposed decisions having been published. A decision notice will be published for these in exactly the same way.

This document includes notice of any matter the Council considers to be Key Decisions which, at this stage, should be considered in the private part of the meeting and the reason why. Any written representations that a particular decision should be moved to the public part of the meeting should be sent to the Democratic Services Team (address as above) as soon as possible. **Members of the public have the opportunity to speak on the relevant decision at meetings (in accordance with public speaking rules) unless shown in italics.**

Obtaining documents

Committee reports made available on the Council's website including those in respect of Key Decisions include links to the relevant background documents. If a printed copy of all or part of any report or document included with the report or background document is required please contact Democratic Services (address as above).

Decision		List of documents.	Lead/reporting Officer	Decision maker and proposed date for decision	Other meeting dates where the matter is to be debated / considered	Operative Date for decision (assuming, where applicable, no call-in)	Part A = Public meeting Part B = private meeting [and reasons]
1.	Acquisition of Commercial property investments – progression of current opportunities		Deputy Chief Executive	Cabinet 3 October 2018	Council 24 October 2018	25 October 2018	Part B
2.	Supporting the Growth of the Airport and its Role as an Economic Driver		Deputy Chief Executive	Cabinet 31 October 2018	Council 12 December 2018	13 December 2018	Part A
3.	Asset management in the council and the importance of centralising asset intelligence to strategically manage the portfolio		Deputy Chief Executive	Cabinet 31 October 2018		8 November 2018	Part A

4.	Commercial Property Investment Framework		Deputy Chief Executive	Cabinet 28 November 2018	Special Asset Management Forum (TBA) Council 12 December 2018	13 December 2018	Part A
5.	Queen's Drive update		Deputy Chief Executive	Cabinet 28 November 2018		6 December 2018	Part A
6.	Beer Pilot		Deputy Chief Executive	Cabinet 2 January 2019	Asset Management Forum 6 December 2018 Council 27 February 2019	28 February 2019	Part A
7.	Delivery of Cranbrook Town Centre		Deputy Chief Executive	Cabinet 28 November 2018	Council 12 December 2018	13 December 2018	Part A
8.	Axmouth Harbour Safety Management System		Strategic Lead Housing, Health & Environment	Cabinet 28 November 2018	Council 12 December 2018	13 December 2018	Part A
9.	Seaton Seafront		Deputy Chief Executive	Cabinet 2 January 2019	Asset Management Forum 6 December 2018 Council 27 February 2019	28 February 2019	Part A

Table showing potential future important / key decisions which are yet to be included in the current Forward Plan

Future Decisions		Lead / reporting Officer	Consultation and meeting dates (Committees, principal groups and organisations) To be confirmed	Operative Date for decision To be confirmed
1	Drill Hall update	Deputy Chief Executive	Cabinet 28 November 2018 Council 12 December 2018	13 December 2018
2	HotSW Joint Committee		Heart of the South West Productivity Strategy	

The members of the Cabinet are as follows: Cllr Ian Thomas (Leader of the Council and Chairman of the Cabinet), Cllr Paul Diviani (Strategic Development Portfolio Holder), Cllr Iain Chubb (Transformation Portfolio Holder), Cllr Philip Skinner (Economy Portfolio Holder), Cllr Tom Wright (Environment Portfolio Holder), Cllr Marcus Hartnell (Deputy Environment Portfolio Holder), Cllr Dean Barrow (Finance Portfolio Holder), Cllr Jill Elson (Sustainable Homes and Communities Portfolio Holder), Cllr Alan Dent (Corporate Services Portfolio Holder), Cllr Geoff Pook (Asset Management Portfolio Holder). Members of the public who wish to make any representations or comments concerning any of the key decisions referred to in this Forward Plan may do so by writing to the identified Lead Member of the Cabinet (Leader of the Council) c/o the Democratic Services Team, Council Offices, Knowle, Sidmouth, Devon, EX10 8HL. Telephone 01395 517546.

October 2018

EAST DEVON DISTRICT COUNCIL

Minutes of a Meeting of the Overview Committee held at Knowle, Sidmouth on 30 August 2018

Attendance list at end of document

The meeting started at 6.00pm and ended at 8.25pm.

***6 Public speaking**

There were no public speakers at the meeting.

***7 Minute confirmation**

The minutes of the Overview Committee held on the 31 May 2018, were confirmed as a true record.

***8 Declarations of interest**

No declarations were made at the meeting.

***9 Conversion to renewable energy**

The Chairman welcomed Tony Norton, Head of the Centre for Energy and the Environment, College of Engineering, Mathematics and Physical Sciences at the University of Exeter. Mr Norton presented the report prepared by Andy Wood, East of Exeter Projects Director, alongside some [slides of the data presented in the report relating to the deployment of renewable energy.](#)

Mr Norton reminded the committee of the work already underway within the District and into Exeter, such as:

- the roll out of heat networks in the West End of the District;
- adopting passivhaus standards for Council housing refurbishment;
- privately led projects such as wind turbines and the deployment of solar photovoltaic technology (PV);
- planned France-Alderney-Britain sub-sea connector has the potential to harness both low carbon nuclear and tidal power and will come ashore at Budleigh Salterton and connect through to the main national grid sub-station at Broadclyst.

Whilst local energy projects at Cranbrook and Monkerton were to be commended, particularly as the largest of such projects in the country, consideration had to be given to reducing energy demand, for example through a retrofit programme of energy efficiency measures to the existing housing stock, in order to achieve the wider objective.

National policy position was set out in the report, but the committee were advised that it was unlikely it will deliver the “inevitable” renewable energy option that seemed to be widely expected. The current policies would deliver some improvement, such as through the recently published Clean Growth Strategy. This recognises that the UK will need to nurture low carbon technologies, processes and systems that are as cheap as possible.

Locally, the committee were taken through some of the information derived from “The Low Carbon and Climate Change Evidence Base for the Greater Exeter Strategic Plan”, outlining that the GESP area will need to reduce emissions from approximately 2.8MtCO₂ (2014) to approximately 1.1MtCO₂ by the end of the plan period in 2040 (equivalent to a 60.7% reduction on 2014 levels) in order to be on track to meet the legally binding UK target for

2050. The relevant Planning Acts bind Local Authorities to ensuring that local plans include policies that contribute to the mitigation of, and adaptation to, climate change.

[Slides were shared with the committee relating to the progress report to parliament](#), showing how the current policies would not deliver enough to meet the targets set by Government - “policy deficit” – and that regular amendment or replacement of policies was detrimental to delivery too. This policy deficit had been taken into account as part of the evidence base for the GESP process.

The potential for each renewable energy technology was examined for the GESP area, covering:

- Electricity
 - Onshore wind: Highest unconstrained RE resource but highly constrained
 - Photovoltaic (PV): The South West has the best solar resource in the UK. Ground mounted PV is the highest constrained RE resource
 - Run of river hydro: Small scale. Negligible resource. Abstraction licences a constraint. Economics difficult without existing civils infrastructure in place
- Electricity and Heat
 - Biomass energy: Resource not directly linked to location of technology which, to maximise efficiency, needs to be heat led
 - EfW energy: as above, resource not directly linked to location of technology which, to maximise efficiency, needs to be heat led
 - Anaerobic Digestion: Resource not directly linked to location of technology. Biogas export is the preferred technical solution to electricity generation (only). Combined heat and power (CHP) requires an adjacent heat load
- Heat
 - Heat networks: Heat demand led
 - Solar thermal: The South West has the best solar resource in the UK. Large scale solar thermal arrays will play increasing role where there are heat networks as evidenced in Denmark and elsewhere in continental Europe
 - Heat pumps: Large scale HP important in FAB Link type waste heat recovery opportunities. Potential for increasing standalone role as electricity grid decarbonises subject to electricity prices and grid constraints.

The committee were shown maps of the potential for wind and PV sites, based on detailed criteria and constraint of 2km maximum distance from the WPD electricity distribution grid. PV had many more potential sites across the GESP area than wind. Theoretically, if all the potential sites for PV and wind were developed, this would save 373 ktCO₂ compared to 2014 emissions of 821 ktCO₂ – 45%. Whilst this was a significant reduction, it was still not enough to meet the target. The committee were asked to bear in mind that it was just as important to consider how demand could be reduced.

The committee discussed the implications for the Council and the district as a whole, including:

- Welcoming the consideration of CO₂ emissions and the reality of providing additional energy in the GESP study;
- Commissioning a study for the district may only duplicate work elsewhere, and therefore continuing such research should be done across the GESP area; work was already underway by the GESP team including on potential sites and what the energy pros and cons would be;
- Existing grid capacity issue, in that the local distribution network had some constraints;

- Need to raise awareness of the impact both of energy use and CO₂ emissions;
- Implications of adding electric car charging points to car parks – what cost would producing that electricity bring and would it outweigh the benefit of an electric car;
- Member concern on impact of expanded PV use, such as aesthetics, and rain run-off. Technology needed to be sufficiently advanced to deliver as effectively as possible with minimal impact;
- Involving parishes in how they can contribute;
- Flat hilltop use for wind turbines may have less of a visual impact on surrounding area;
- Take the report and findings, particularly in respect of possible PV locations, to the Strategic Planning Committee to take into consideration for deliberating planning policy on PV installations, both as stand alone and for adding to existing structures;
- With a predominantly rural aspect, it would be unrealistic to expect communities to give up personal transport;
- Need to educate the public on what is available and how they can reduce demand;
- Concern on lifespan of PV units and what happens to the waste product of those;
- Personal and collective responsibility needed.

The Portfolio Holder for Economy spoke about the changes already in place but voiced that there was a clear need for further work on how the Council can contribute towards the goals of the GESP and look at own practices. He proposed that a step forward could be that he held a think tank on the topic, with an open invitation to any Members interested in the subject to contribute.

The Chairman agreed this as a way forward, asking the Portfolio Holder to provide a report back to the committee on the findings of the think tank, so that the committee continued to debate the issue and make proposals to the Cabinet in due course. He would raise the report with the Strategic Planning Committee at their next meeting to alert them to the value of the evidence within it.

The Chairman also thanked Mr Norton for his comprehensive presentation, which had raised more questions for Members to further pursue.

**RESOLVED: 1. The considerable evidence that underpins the potential for the renewable energy generation in the District be noted;
2. A further report on renewable energy will be made by the Portfolio Holder for Economy on completion of his think tank.**

***10 Overview forward plan**

In addition to the published forward plan for the committee, a draft response to a government call for evidence would be considered at the September meeting of the committee. A House of Lords Select Committee is considering Regenerating Seaside Towns and Communities, with the call for evidence currently open until 9 October. The draft response with comments from the committee will go forward for Cabinet approval before submission.

RESOLVED that the forward plan be noted.

Attendance list

Councillors Present:

Graham Godbeer (Chairman)
Ian Hall (Vice Chairman)
Peter Faithfull
Mike Allen
John Humphreys
Douglas Hull
Rob Longhurst

Councillors Also Present:

Philip Skinner
John Dyson
Pauline Stott
Brian Bailey

Officers

Richard Cohen, Deputy Chief Executive
Graeme Thompson, Senior Planning Officer
Anita Williams, Principal Solicitor and Deputy Monitoring Officer
Debbie Meakin, Democratic Services Officer

Councillor Apologies:

Mark Williamson
Steve Gazzard
Matt Booth
Tim Dumper
Chris Pepper
Jill Elson
Alan Dent
Ian Thomas

Chairman Date.....

EAST DEVON DISTRICT COUNCIL

Minutes of a meeting of the Scrutiny Committee held at Knowle, Sidmouth on 6 September 2018

Attendance list at end of document

The meeting started at 6.00pm and ended at 8.23 pm.

***14 Public speaking**

There were no members of the public present.

***15 Minutes**

The minutes of the Scrutiny Committee held on the 5 July 2018 were confirmed and signed as a true record.

***16 Declarations of interest**

No interests were declared.

***17 Questions in advance of the meeting from Members of Scrutiny Committee**

In response to a request by the Chairman for Questions to be received from members in advance of the meeting, 9 questions had been submitted, and the printed [questions and answers](#) were circulated prior to the meeting. The Chairman read through the questions and answers and asked Councillors submitting questions to put any related supplementary questions to the meeting. The response to the supplementary questions asked are set out below.

- a) Question 1 – The supplementary question queried the definition of the term ‘that it is in the public interest to prosecute the offence’, referred to in point 2 of the response to the first question from Cllr Chapman.

In response, Ed Freeman, the Service Lead for Planning Strategy & Development Management gave a comprehensive explanation about the assessment made by officers to establish the nature of the harm caused.

- b) Question 2 – The supplementary question related to the fourth question from Cllr Chapman, and was whether there was a disincentive to the Council in taking cases to court.

In response, Members were told that an assessment would be made about any cases which could be taken to court based on a variety of criteria, including whether it was expedient to do so and proportionate to take such action, in order to make a balanced judgement. The Chief Executive stated that it was a good thing for the Council to pursue prosecutions in order to show that it would take action and also to assist magistrates understand the issues involved. However, it was important to choose the cases to take to prosecution.

Although there was no formal comparison of Councils which pursued actions, it is understood that EDDC may take one or two forward each year which was similar to other Councils.

- c) Question 3 - The supplementary question queried whether there was a sufficient deterrent at present.

In response, the Chief Executive stated that there were unscrupulous developers who may not be put off by the fines at present. Ed Freeman stated that EDDC will try to publicise instances where this occurs, which can be more of a deterrent to developers. Cllr Mike Howe stated that it was possible to insist that when trees are felled by developers, they are replaced so that it is impossible for them to use the land as anticipated.

The Chief Executive confirmed that a lot of work was involved in taking forward prosecutions, such as evidence gathering, and following up witnesses and landowners before a public interest test was undertaken, because some cases were very difficult to prove in court.

The Chairman asked when the few outstanding recommendations from the TAFF will be completed. In response Ed Freeman informed members that a Planning Enforcement Policy was currently being developed, which would include tree works. It is well advanced and will shortly be sent to the Tree Team for consultation.

Cllr Darryl Nicholas commented that there appeared to be a lack of information about cases coming from the Tree Team and asked about the possibility of developing a register of complaints which could be accompanied by a brief explanation for the public in relation to subsequent action or non-action. Ed Freeman stated that Tree Enforcement cases were entered onto the same system as all the other Planning Enforcement cases, and it would be difficult to separate them out numerically. There were currently 643 enforcement cases and very few would relate to trees. However, any local residents putting in a complaint would have the case logged and numbered, and be able to check progress on their individual case.

Cllr Howe stated that he did not recall signing off any non-action orders as Chair of Development Management Committee (DMC). Ed Freeman responded by informing members that if there were proven breaches, they would be submitted to the Chair of DMC and the fact was that there are very few compared to all other planning enforcement actions. Following further discussion, Cllr Howe's request for more involvement in future cases was endorsed.

Ed Freeman explained that all officers needed to understand the system and the reasons for actions in some cases but not others. Documenting the process would assist in providing a rationale for outcomes, and understanding that there are other actions which can be pursued apart from prosecutions, such as cautions and replacement planting. The Planning Enforcement Policy will soon be completed and presented to DMC or Strategic Planning Committee for approval.

In response to Cllr Howe's suggestion that an officer from the Tree Team could sit with the planning team as part of the systems thinking process, the Chief Executive responded that different lines of reporting for officers in the Tree Team and Planning were built in to provide constructive challenge within the system.

The Chairman asked if there were any further supplementary questions. He confirmed that Cllr De Saram was happy with the answers he had received for his questions in advance.

***18 Update from the Service Lead for Planning Strategy & Development Management following the Scrutiny Committee meeting of 7 June**

The Chairman welcomed Cllr Mike Howe as the chair of the TAFF, and Ed Freeman for this item. He stated that in hindsight it would have been better if officers from both the Tree Team and Planning Team had been present at the meeting on 7 June but thanked those for attending this meeting.

Scrutiny Committee had requested an update from Planning relating to Minute 49; Tree Team Update, from the meeting of 7 June, about how outstanding recommendations agreed by the Tree Task and Finish Forum (TAFF) in 2015, will be implemented. In the light of discussion arising from the questions in advance, the Chairman asked if there were further comments relating to this issue and reiterated that a Planning Enforcement Policy was currently being developed, which would include tree works and which it was understood was due to be completed in the near future. There were no further comments.

***19 Resolution by Cabinet of 11 July to refer recommendations back to Scrutiny Committee**

At its meeting on 7 June the Scrutiny Committee made two recommendations to Cabinet on 11 July relating to Minute 49; Tree Team Update, and also a further two recommendations to Cabinet relating to Minute 50; Effectiveness of local authority overview and scrutiny committees.

The recommendations were sent back to Scrutiny.

In relation to Cabinet Minute 49, there were no further comments from members relating to the first recommendation. In relation to the second recommendation for Minute 49, Ed Freeman reassured members that the Tree Team were involved in all of the relevant planning processes.

In relation to Minute 50, the Chairman referred to the Communities & Local Government's Select Committee report on the effectiveness of local authority overview and scrutiny committees, the Government's response to the report and the view of Scrutiny Members having considered both. He stated that Cabinet appeared not to be in agreement with the findings and recommendations. The Chief Executive clarified that the matter was not one of disagreement by Cabinet but a communication issue. Cabinet had been clear in its response. As a result of EDDC operating through a Cabinet political model rather than a Committee model, certain functions are reserved for Cabinet as executive matters and reports should be submitted to Cabinet. However, the input into reports to Cabinet include legal and financial considerations and an analysis of issues in full before they are submitted to Cabinet. Some matters will go to Scrutiny before going on to Cabinet, but the process for Scrutiny to send reports and recommendations directly to Council is not yet practised sufficiently for members other than those on Scrutiny Committee to understand fully what has been taken into account, before Scrutiny Committee makes recommendations. Cabinet would currently be at a disadvantage if Scrutiny Committee made a recommendation to Council because it would not be clear about the information which had been taken into account. The outcome could be that Council send it back which would build in delays. The Chairman asked if Cabinet were happy for Scrutiny to send recommendations to Council on some occasions and to Cabinet on others. The Chief Executive confirmed that legally, Cabinet cannot stop reports and recommendations from Scrutiny to Council, but they would need to include inputs from legal and financial officers, members of the senior management team and any relevant experts if appropriate.

The Chairman then asked members to consider whether a further response is required, and if so what it should be.

Cllr Gardner sought clarification about why the second recommendation under Minute 50 had been rejected since there was no explanation in the text from Cabinet. The Chief Executive stated that Cabinet would probably have regarded the two recommendations as connected rather than as separate items, and referred them back together.

Cllr Darryl Nicholas confirmed that he understood the purpose of Cabinet comments in terms of preventing spurious reports being presented without strong recommendations, and that to report to Council meant that what is sent by Scrutiny is robust and shows the thought process involved.

Cllr Godbeer stated that he did not consider that Cabinet were attempting to gag Scrutiny as a Committee, but that it needed to follow set procedures.

As Legal Advisor, Anita Williams outlined that reports going to Cabinet were dealt with very differently to reports going to Scrutiny. Using the Tree Team report as an example, she stated that if it had been going to cabinet, the draft would have been circulated to get comments from both Planning and Tree Teams, before obtaining financial and legal comments prior to being submitted to Cabinet.

The Chief Executive confirmed that Scrutiny had a right to challenge, but this carried a responsibility to go through a rigorous process beforehand. This operated at two levels. One which reflected that Scrutiny Committee had a concern which it wanted to take to Cabinet for consideration or action, and which Cabinet could then respond to. Another which results in a report to Council through the same quality assurance process as if going to Cabinet.

The Chairman asked the Chief Executive to explain where EDDC and its scrutiny function stood, if it were not to follow Government guidance that scrutiny recommendations should go to full Council rather than to Cabinet.

Further discussion took place about the obligation to challenge placed on local authorities by government and reference was made to situations such as at Rotherham, when it was not considered that this had been done effectively by local authorities in their scrutiny role. Clarification was sought by Cllr Moulding about executive items needing to go to Cabinet, and those items which could go directly to Council. The Chief Executive clarified that issues relating to a new policy or monies not budgeted for were examples of items which could go to Council, as outlined in the Constitution.

The Legal Advisor stated that the Constitution was clear already that Scrutiny Committee could report to Council or Cabinet, and advised that there was no need to recommend changes.

The Chairman asked for a proposition to close the debate.

Cllr Darryl Nicholas proposed and Cllr Chapman seconded as follows:

‘That where Scrutiny considered that a recommendation(s) should be made to Council rather than Cabinet then as a matter of good practice it should ensure that any such recommendation(s) were made following consideration of a full report from officers that addressed all the relevant corporate, legal, financial and any other material matters’.

This was agreed by members.

In addition Cllr Gardner proposed the second recommendation under Minute 50 be adopted as a Scrutiny procedure rule and recommend to Cabinet that the Constitution be amended accordingly. Cllr Darryl Nicholas seconded the proposal and members agreed. The Chief Executive pointed out that technically this was the legal position currently.

RECOMMENDED to Cabinet

“That the constitution be amended to the effect that members of Cabinet should only participate by invitation of the committee, making the distinction between participation and attendance”.

RESOLVED;

‘that where Scrutiny considered that a recommendation(s) should be made to Council rather than Cabinet then as a matter of good practice it should ensure that any such recommendation(s) were made following consideration of a full report from officers that addressed all the relevant corporate, legal, financial and any other material matters’.

***20 Review of Environmental Health & Car Parks Service Plan 2018/19**

The Chairman welcomed Councillor Marcus Hartnell as Deputy Portfolio Holder for the Environment; Councillor Jill Elson as Portfolio Holder for Sustainable Homes & Communities; John Golding as Strategic Lead for Health, Housing and the Environment and Andrew Ennis as Service Lead for Environment & Car Parks.

At its meeting on 5 July, Scrutiny Committee agreed to review existing service plans ahead of the formal budget setting process, and specifically to receive presentations on existing service plans at its forthcoming meetings prior to February 2019. It was also agreed to commence this review with the current [Environmental Health & Car Parks Plan](#), inviting the Portfolio Holder for the Environment, Strategic Lead and Service Lead to attend.

This item is the first of a series of reviews of existing Service Plans which may result in recommendations from members related to service planning in the future.

John Golding gave a broad overview of the service and that its overall purpose was to protect and improve people's health, undertaking a series of activities under the umbrella of Environmental Health, which also incorporated public health; health and safety; food safety and a range of other work such as car parks. The Service Plan is linked directly to the Council Plan, Transformation Strategy and Finance Strategy.

Discussion included the following points;

- Members sought clarification about the use of surplus funds of £2+m generated from car parks, and commented that it was not used solely for the purposes of managing car parking.
- Simon Davey, Strategic Lead for Finance, confirmed that this income was a significant part of the Council's income, and the level of it was important for the running of other services. Car parking charges were an income generator at EDDC and for many councils.
- Service Planning starts within each service but is part of the budget setting process. The Service Plan will be submitted to Senior Management Team (SMT) to ensure there is no competition or duplication. Service Plans need to sit together as a whole. In October, the Medium Term Financial Plan (MTFP) will be drawn up to reflect the actions required to put a balanced budget together for the Council as a whole.
- Members raised the issue of how significant it was to set objectives and how they can be more SMART (Specific, Measurable, Achievable, Realistic and Timebound).
- Officers stated that it was necessary to be clearer about what we wanted to achieve, and that good ideas needed to be backed up by robust business cases.
- Members asked why there were no Performance Indicators (PIs) for some Key Service Objectives (KSOs). The Chief Executive explained that previous governments had made an industry of PIs and targets, under initiatives such as Best Value, but very few had a real impact on service delivery. As a result the coalition government had got rid of the majority of PIs and cut budgets, in favour of introducing measures most meaningful to the service being delivered. Performance is very different now to when PIs were mandatory, and EDDC has been rigorous in implementing a systems thinking process. Transactional areas are more difficult to measure than others, such as Revenues & Benefits.
- Money from car parks is not ring-fenced and goes towards trying to balance the budget overall.
- Vandalism and theft in car parks has resulted in installing upgraded machines in some areas in order to future proof. The future budget will include an allowance to facilitate upgraded machines in more car parks.
- Comparisons will be done of charges in other coastal areas.

- Members queried the future Digital Data Platform to be introduced which was referred to by Karen Jenkins, Strategic Lead for Organisational Development & Transformation, and how the new platform would incorporate new PIs if Service Planning was already underway. What benchmarks would be used to measure achievement?
Karen Jenkins clarified that the system would be more automated and with customers able to interact online. The old system of benchmarking with other councils did not always allow comparisons with the same items, and was ineffective and lacking in clarity.
- Members queried why District Councils did not have a formal place on public health boards, such as the Sustainability & Transformation Partnerships, when they are being required to do more on this agenda.
The Chief Executive clarified that the Council had to use its influence, as at Cranbrook's Health & New Town Initiative, where the ability to influence the NHS may be minimal but it is possible to influence other key partners.
- John Golding confirmed that the District had always had a statutory role to work with Devon County Council on health issues, which allowed us to concentrate effort and a limited budget on what could be achieved locally.
- Members asked about charging for campervans on car parks, and what were the mechanisms for getting rid of waste? Andrew Ennis confirmed that a trial was being undertaken in Exmouth, including consideration of charging points and water supplies. It was difficult to identify suitable sites.
- Members asked about Section 6 of the Service Plan relating to risk, and how EDDC addressed risks. Simon Davey, as the responsible officer for risk overall, stated that there was a complex process for dealing with risk and financial implications. Once identified they were reviewed quarterly, were submitted to SMT to check strategic and operational risks, before being presented to Audit & Governance Committee.
- The issue of risk in Service Plans was addressed in a risk register which was reviewed regularly by Simon Davey and other officers, and also by both internal and external audits.
- The Chairman asked what consideration had been given to the impact of Brexit on the service.
Officers were not yet aware of government's plans in relation to regulations in future, but there is an option to replicate EU regulations. Emergency situations may create future challenges if they take place across borders, such as an oil tanker crisis. Brexit was not identified on the risk register.
- There is expected to be a £700K deficit across the Council next year which should be manageable. However, for the 2020/21 budget, Government has indicated that there will be changes to the Business Rate and a re-evaluation of business charges, which may lead to a reduction in council income.

Members asked whether officers and portfolio holders considered that the questions put forward at the meeting were helpful in terms of service planning, because the Committee will be conducting a similar process for each service plan. Karen Jenkins stated that the focus on Service Plans had given officers a renewed interest, and that points made about SMART objectives made a difference to quarterly and annual reporting. The work will feed into the Council Plan.

Cllr Hartnell confirmed that looking at service plans will generate more information for members about how the Council is performing which is helpful and also which PIs can be of most use in driving service delivery.

The Chief Executive stated that the Council was complex and that officers appreciated opportunities to explain how services work with members.

Cllr Godbeer told members that he would be having a meeting with Karen Jenkins about how to approach Service Plans from the perspective of Overview Committee, and wanted to involve services via the Portfolio Holders.

The Chairman concluded the debate by thanking senior officers for their input and attending the meeting.

***21 Scrutiny forward plan**

Members agreed that at the forthcoming meeting in October they would consider the Service Plans for Economy & Regeneration Services, and the Growth Point team.

Since Cllr De Saram had sent questions in advance which appeared to have been answered to his satisfaction, the Chairman suggested clearing the penultimate point from the Forward Plan.

An invite and dates of future meetings of the Scrutiny Committee had been sent to the Police & Crime Commissioner and a response is currently awaited.

The Street Trading report was due to come to the October meeting, but members agreed that the agenda for 4 October should be restricted to the Service Plans agreed and the Election report. The report on Street Trading would be re-arranged.

Cllr Rylance suggested putting an item on council housing on the Forward Plan, but after a brief discussion involving Cllr Jill Elson as Portfolio Holder for Sustainable Homes & Communities, it was agreed that these issues were addressed at Housing Review Board which Scrutiny members were welcome to attend.

The Chairman closed the meeting at 8.23pm.

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

Scrutiny Members present:

Maddy Chapman
Cathy Gardner
Roger Giles
Graham Godbeer
Cherry Nicholas
Darryl Nicholas
Val Ranger
Eleanor Rylance
Eileen Wragg

Other Members

Colin Brown
John Dyson
Jill Elson
Marcus Hartnell
Mike Howe
Andrew Moulding

Officers present:

Mark Williams – Chief Executive
Simon Davey – Strategic Lead - Finance
Karen Jenkins – Strategic Lead – Organisational Development & Transformation
Anita Williams - Principal Solicitor & Deputy Monitoring Officer
John Golding - Strategic Lead – Housing, Health & Environment
Andrew Ennis - Service Lead, Environmental Health & Car Parks
Sue Howl - Democratic Services Manager

Apologies from Scrutiny Members:

Brian Bailey
Bruce De Saram
Simon Grundy
Stuart Hughes
Bill Nash
Marianne Rixson

Apologies from Non – Scrutiny Members:

Geoff Pook
Ian Thomas
Tom Wright

Chairman Date.....

Recommendations for Cabinet that will resolve in an action being taken:

Scrutiny Committee on 6 September 2018

Minute 19 Resolution of Cabinet of 11 July to refer recommendations back to Scrutiny Committee

RECOMMENDED by the Scrutiny Committee
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- | |
|---|
| <ol style="list-style-type: none">1. That the constitution be amended to the effect that there will be a local Scrutiny procedure rule that members of Cabinet should only participate by invitation of the committee, making the distinction between participation and attendance. |
|---|

Report to: Cabinet
Date of Meeting: 3 October 2018
Public Document: Yes
Exemption: None



Review date for release None

Agenda item: 10

Subject: Response to Exmouth Neighbourhood Plan Submission

Purpose of report: To agree the response by this Council to the current Regulation 16 submission consultation for the Exmouth Neighbourhood Plan.

Recommendation:

- 1. That Members note the formal submission of the Exmouth Neighbourhood Plan and congratulate the producers of the plan on the dedicated hard work and commitment in producing the document.**
- 2. That this council make the proposed representation set out at paragraph 5.2 in this report in response to the consultation.**

Reason for recommendation: To ensure that the view of the District Council is recorded and informs the consideration of the Neighbourhood Plan by the Independent Examiner.

Officer: Phil Twamley, Neighbourhood Planning Officer,
ptwamley@eastdevon.gov.uk (01395 571736)

Financial implications: No specific financial implications.

Legal implications: The legal implications are fully set out within the report. It is important that EDDC comment on the content of the Neighbourhood Plan (given that it will form part of the Development Plan and therefore help guide decision making on planning applications) to ensure it sits within the strategic requirements of the District Council's Local Plan.

Equalities impact: Low Impact
The Neighbourhood Plan has gone through wide consultation with the community and has been advertised in a variety of formats to increase accessibility. Neighbourhood Planning is designed to be inclusive and

extensive consultation is a fundamental requirement. All electors are invited to vote in the referendum.

Risk:

Low Risk

There is a risk that the Neighbourhood Plan could fail the examination if it is considered to conflict with the Basic Conditions.

Links to background information:

- [The Localism Act](#)
- [Plain English Guide to the Localism Act.](#)
- [National Planning Policy Framework: \(2012 applied for the examination of this plan based on submission date\).](#)
- [Neighbourhood Planning Regulations.](#)
- [East Devon Neighbourhood Planning.](#)

Link to Council Plan: Neighbourhood planning helps to deliver the priorities identified in the Council plan by:

Encouraging communities to be outstanding

Developing an outstanding local economy

Delivering and promoting our outstanding environment

1.0 Report Summary

1.1 Exmouth Town Council submitted their Neighbourhood Plan to the District Council and publication of the submission commenced on the 4 September 2018. The District Council is required to formally consult on the Plan for 6 weeks before appointing an independent Examiner to inspect the plan against a series of conditions that the plan must meet in order for it to proceed to a referendum.

1.2 During this consultation the District Council has the opportunity to comment on the Neighbourhood Plan and this report is brought before members with a request that they endorse the Officers observations as the formal representation on the plan, which is set out at the end of this report.

2.0 Background to the Exmouth Neighbourhood Plan

2.1 Exmouth Town Council commenced work on their Neighbourhood Plan following their Neighbourhood Area being designated on the 30 June 2015.

2.2 Since then, the Town Council and volunteers from the local community have spent considerable time and effort consulting with residents of the parish and producing a plan which reflects the aspirations of the community with regards to the use of land until 2031.

- 2.3 The Exmouth Neighbourhood Plan contains 24 policies (split over 6 topics) designed to protect and enhance the special qualities of the Parish of Exmouth. The Plan aims to secure a sustainable future for the area in environmental, economic, and social terms.
- 2.4 Prior to submitting the Plan to East Devon District Council, Exmouth Town Council have held their own 6 week public consultation on a draft version of the plan; a step which is also required by the neighbourhood planning regulations (Regulation 14). The group took into account comments made during this stage and made various amendments to the version that has now been submitted to East Devon District Council.

3.0 Submission of the Exmouth Neighbourhood Plan

- 3.1 The District Council has received a Neighbourhood Plan from Exmouth Town Council. [The Plan and its supporting documents are available to view.](#)
- 3.2 This is the sixteenth neighbourhood plan to reach submission stage in the District. The Town Council has received regular support from the District Council and additional financial support from DCLG (Now MHCLG).
- 3.3 The statutory regulations require that the District Council organise and undertake a consultation on a plan when it reaches this stage. This is commonly referred to as the submission or 'formal' 6 week consultation. The consultation period commenced on 4 September and is due to finish on 17 October 2018. The Plan proposal has been publicised through notices on the EDDC and Town Council websites and an email sent to all the bodies mentioned in the consultation statement, including adjoining authorities and the statutory consultees of Devon County Council, Natural England, Historic England and the Environment Agency.
- 3.4 One of the statutory roles of the District Council is to consider whether the plan meets, in production process terms, the legislative requirements. Cabinet has previously endorsed a protocol for District Council involvement into neighbourhood plans and in accordance with this protocol an officer review has been completed. Officer assessment is that legislative requirements are met.
- 3.5 Anyone may comment on a neighbourhood plan. It is particularly important that the District Council comments, given that the Exmouth Neighbourhood Plan (if adopted) will form part of the Development Plan, and should conform to the strategic policies of the Local Plan. This report provides the recommended representations on the Plan, made by officers of this authority, to be submitted to the Examiner undertaking the Plan Examination.

4.0 Neighbourhood Plan Examination and Referendum

- 4.1 Following the consultation the District Council must appoint an 'appropriately qualified and independent Examiner' agreed with Exmouth Town Council. All responses from the six week consultation (including any made by this council) will be forwarded to the Examiner who will consider them, either by written representations or at an oral hearing (if s/he decides one is necessary). The District Council is responsible for paying the costs of the examination although the District Council can recoup these expenses by claiming funding

from Central Government of £20,000 once a date has been set up for referendum following a successful examination.

- 4.2 Discussions with the Town Council have indicated that they would like us to use an Examiner with relevant experience for a town the size of Exmouth. We have arranged to appoint Jill Kingaby through IPe due to her extensive local and national experience examining neighbourhood plans. This has been agreed with Exmouth Neighbourhood Plan Steering Group.
- 4.3 The Neighbourhood Plan Examination is different to a Local Plan Examination. The Examiner is only testing whether the plan meets the Basic Conditions and other relevant legal requirements – they are not testing the soundness of the plan or looking at other material considerations. The Examiner will be considering whether the plan:
- has appropriate regard to national policy and advice contained in guidance issued by the Secretary of State
 - contributes to the achievement of sustainable development.
 - is in general conformity with the strategic policies in the development plan for the local area.
 - is compatible with human rights requirements.
 - is compatible with EU obligations.
- 4.4 As part of the Development Plan used in future planning decisions, it is in the interests of the District, Town and Parish Councils to produce a high quality Neighbourhood Development Plan.
- 4.5 Following the examination, the Examiner's Final Report will set out the extent to which the draft plan proposal meets the Basic Conditions and what modifications (if any) are needed to ensure it meets the Basic Conditions. The Examiner has 3 options for recommendation:
- A. That the Plan proceeds to referendum as submitted.
 - B. The Plan is modified by the District Council to meet Basic Conditions and then the modified version proceeds to referendum.
 - C. That the Plan/ does not proceed to referendum.

If the Examiner chooses A or B above they must also consider whether the referendum area should be extended beyond the boundaries of the Plan area (this could be applicable if plan proposals could impact on a larger area). The report must give reasons for each recommendation and contain a summary of its findings. It is the responsibility of the District Council decide what action to take in response to the recommendations of the Examiner.

- 4.6 Once the Plan has been modified it will be subject to a referendum where everyone on the electoral roll (for the defined area) will have a right to vote for or against it. If at least half of votes cast support the Plan then it can be brought into legal force.

5.0 The Exmouth Neighbourhood Plan Response

5.1 During the current 6 weeks consultation the District Council can comment on the Plan. In terms of meeting the Basic Conditions, the Town Council has produced a statement setting out how the Plan complies with the conditions which the Examiner will assess.

5.2 **After reviewing the Neighbourhood Plan contents, it is recommended that the following representation of East Devon District Council be submitted to the Neighbourhood Plan consultation. It should be noted that comments we make at this stage are primarily restricted to land use planning policy matters rather than background text/reasoned justification or the community policies and are made on the basis of:**

- **Does an Exmouth Neighbourhood Plan policy comply with strategic policies in our adopted Local Plan and have appropriate regard to National Planning Policy?**
- **Do we have concerns about policy given wider objectives of the council?**
- **Are the policies workable and enforceable - could they be reasonably applied through the Development Management process? and**
- **Are they otherwise appropriate or desirable?**

EDDC Cmnt No	Reference / Policy No.	Comment
1.	Para.9	We suggest that statements on the presence of rare species refer to an appropriate evidence base.
2.	EN1	EN1 is considered overly restrictive, some development may be acceptable. We suggest outlining development that would not be supported or allow some flexibility for residents and business owners.
3.	FIG 5	The figure outlines the former Bystock Estate but fails to define the Marley area, we suggest this is added for clarity.
4.	Policy EB1	Whilst traditional shop frontages have clear supporting guidance established by the adopted "Exmouth Shopfront Design Guide", the identification of historic street furniture and any associated development guidance is not present. Action EBA2 seeks to establish a register of historic and architectural features. We suggest Policy EB1, point 2, is revised to <i>'be in compliance with the revised "Exmouth Shop Front Design Guide (2010)" and the "Exmouth Register of Historic and Architectural Features", once established.</i>
5.	Policy EE2	We suggest that the policy as written is already covered by Strategy 32 and offers no local specificity. Strategy 32 provides comprehensive policy to resist the loss of employment, retail and community sites and buildings.

EDDC Cmmt No	Reference / Policy No.	Comment
6.	Policy EE3	We suggest the policy is reworded to include reference to 'Retail or mixed-use development proposals...'. The policy does not read as being intended to support proposals for 100% residential developments.
7.	Policy EE4	This policy currently allows proposals for mixed-use developments including residential. Is this the group's intention?
8.	Policy EE5	Note that there is already planning approval in place for a mixed use leisure development on the site.
9.	Policy H1	We do not agree that this policy will ensure a balanced housing stock as it will not prevent further care/extra care provision beyond the numbers proposed in Strategy 36.
10.	Policy H2	We'd suggest that the policy is modified to mention the evidence base supplied in para.12 to encourage smaller 1 and 2 bed properties with an aim of delivering 607 socially rented dwellings. The local connection clause should be detailed in full.
11.	Action GAA4	We'd suggest that this could be reworded to form a policy to ensure provision of electric charging points (EV Points) within planning applications.
12.	Policy CF1	The sentence referencing Brixington and Goodmores could be removed as enhancement is already encouraged across all areas.
13.	Policy CF2	We suggest that this policy is linked to the specific site, mapped, and worded to prevent other development of the site.
14.	P92. Paras. 32-36	It should be noted that the Magnolia Centre is in private ownership and that this impacts upon the ability to influence and/or intervene in its development.

Report to: Cabinet
Date of Meeting: 3 October 2018
Public Document: Yes
Exemption: None



Agenda item: 11

Subject: **The Rockbeare Neighbourhood Plan to be formally 'made'**

Purpose of report: The Rockbeare Neighbourhood Plan has now passed referendum and must be formally 'made' by East Devon District Council in order to form part of the development plan.

Recommendation: **It is recommended that:**

- 1. The Rockbeare Neighbourhood Plan is 'made' so it forms part of the development plan.**
- 2. That the Council writes to the Neighbourhood Plan group to congratulate them on all their hard work and advise them that once 'made' the Neighbourhood Plan will carry full weight in the planning decision making process.**

Reason for recommendation: The Rockbeare Neighbourhood Plan received a majority 'yes' vote in their referendum as required by the regulations and there is no substantive reason not to 'make' the Plan.

Officer: Phil Twamley, Neighbourhood Planning Officer (01395 571736)
ptwamley@eastdevon.gov.uk

Financial implications: No specific financial implications.

Legal implications: Following a majority yes vote in the referendum the Council must proceed to adopt (or 'make') the plan, unless in doing so it causes a breach of EU obligations or Convention rights. The Independent Examiner concluded that regard has been had to Convention rights. Moreover, the Council has adopted a Screening Opinion, accepted by relevant statutory consultees, which confirms that there is no need for a formal SEA or HRA and accordingly there would be no breach in respect of those obligations under EU legislation. It is not considered that there are any breaches of EU obligations that can be identified. Accordingly, the legal position is that the Council must 'make' the Neighbourhood Plan. As noted in this report, following being made, it will become part of the Development Plan for decision making on planning applications.

Equalities impact: Low Impact
The Neighbourhood Plan has been produced with considerable community engagement. All persons living in the parish have been engaged throughout the production of the Plan and all persons registered to vote in the area could vote in the referendum.

Risk: Low Risk

The only reason for the NP not to be made now is if the Council consider that to do so would breach an EU obligation or a Convention right. There is a risk that should we take that decision it will be subject to legal challenge and that the Parish Council will feel disenfranchised that their right to produce a Neighbourhood Plan under the Localism Act has been prevented.

Links to background information:

- [The Localism Act](#)
- [Plain English Guide to the Localism Act.](#)
- [National Planning Policy Framework: \(2012 applied for the examination of this plan based on submission date\).](#)
- [Neighbourhood Planning Regulations.](#)
- [East Devon Neighbourhood Planning.](#)

Link to Council Plan: Neighbourhood planning helps to deliver the priorities identified in the Council plan by:

Encouraging communities to be outstanding

Developing an outstanding local economy

Delivering and promoting our outstanding environment

1.0 Rockbeare Neighbourhood Plan Referendum

1.1 On 6 September 2018 a referendum was held on the Rockbeare Neighbourhood Plan at the Rockbeare Village Hall from 7am to 10pm.

1.2 Voters were asked the following question:

"Do you want East Devon District Council to use the Neighbourhood Plan for Rockbeare to help it decide planning applications in the neighbourhood area?"

1.3 The regulations advise that if more people vote 'yes' than 'no' in the referendum, East Devon District Council should use Rockbeare Neighbourhood Plan to help it decide planning applications in Rockbeare Parish. The Neighbourhood Plan once adopted will then become part of the development plan.

1.4 In East Devon the development plan currently consists of the East Devon Local Plan, 2013-2031; the East Devon Villages Plan, July 2018; any made Neighbourhood Plan; the Devon Waste Plan, December 2014; and the Devon Minerals Plan, 2011-2033.

1.5 The final results of the Rockbeare Neighbourhood Plan referendum are shown below:
Yes: 204
No: 20
Voter turnout 31.51%
In favour: 91.07%

1.6 The results show a clear majority in favour. The Cabinet must now consider whether it would be appropriate to 'make' the Neighbourhood Plan.

- 1.7 Once the Rockbeare Neighbourhood Plan is formally made it will carry full weight in the planning decision making process. As part of the development plan, any planning applications in the Rockbeare Parish will be judged against the relevant Neighbourhood Plan as well as policies of East Devon District Council and also the National Planning Policy Framework. Application of the policies of the Neighbourhood Plan will ensure that the hard work that has gone into its production will result in effective application of local community expectations and aspirations in the decision making process.
- 1.8 The only reason for the Neighbourhood Plan not to be made now is if Cabinet consider that to do so would breach an EU obligation or Convention right. During the examination process, the Examiner stated that they were satisfied that the relevant Neighbourhood Plan was compatible with EU obligations.

2.0 Next stages

- 2.1 Following the decision whether or not to make the Neighbourhood Plan (or where the referendum results in a 'no' vote or the Neighbourhood Plan is refused as it would cause a breach of an EU obligation or Convention right), we will produce a decision notice for the Neighbourhood Plan, detailing the decision and reasons for it and where it may be viewed, and publish it;
- on the Neighbourhood Plan pages of our website
 - by sending a copy to the plan producer and requesting that the Plan producer notifies those persons who live, work or carry on business in the neighbourhood area to which the Neighbourhood Plan relates
 - by notifying the 'consultation bodies' referred to in the consultation statement
 - by advising those adjoining authorities; anyone who asked to be notified of a copy of the decision; and all those who made representations on the relevant plan.

Report to: Cabinet
Date of Meeting: 3 October 2018
Public Document: Yes
Exemption: None
Review date for release: None



Agenda item: 12

Subject: Monthly Performance Report August 2018

Purpose of report: Performance information for the 2017/18 financial year for August 2018 is supplied to allow the Cabinet to monitor progress with selected performance measures and identify any service areas where improvement is necessary.

Recommendation: That the Cabinet considers the progress and proposed improvement action for performance measures for the 2017/18 financial year for August 2018.

Reason for recommendation: This performance report highlights progress using a monthly snapshot report; SPAR report on monthly performance indicators and system thinking measures in key service areas including Development Management, Housing and Revenues and Benefits.

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: There are none arising from the recommendations in this report

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 – Monthly Performance Snapshot for August 2018](#)
- [Appendix B - The Performance Indicator Monitoring Report for the 2017/18 financial year up to August 2018](#)
- [Appendix C – System Thinking Reports for Revenues and Benefits, Development Management for August 2018](#)

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

Report in full

1. Performance information is provided on a monthly basis. In summary most of the measures are showing acceptable performance.
2. There are three indicators showing excellent performance:
 - Days taken to process changes to Housing Benefit claims
 - Percentage of planning appeal decisions allowed against the authority's decision to refuse
 - Percentage of Non-domestic Rates Collected
3. There are two performance indicators showing as concern for the month of August
Days taken to process new Housing Benefit claims - We are currently working through a transition period to Universal Credit which is impacting on our performance. More detail can be found in Appendix C.
Working days lost due to sickness absence - There has been a significant increase this year in employees who have been absent for two months or more as a result of surgery and serious health issues for 2 or months– these cases are all being proactively managed through HR and reference to Occupational Health advice to facilitate a return to work as soon as possible.
4. Monthly Performance Snapshot for August is attached for information in [Appendix A](#).
5. A full report showing more detail for all the performance indicators mentioned above appears in [Appendix B](#).
6. Rolling reports/charts for Revenues and Benefits and Development Management report appear in [Appendix C](#).

Monthly Performance Snapshot – August 2018



This monthly performance snapshot shows our performance over the last month:

- An estimated **61%** of all waste collected was recycled in August
- Thelma Hulbert Gallery (THG) recorded their best month's sales ever! August sales: £6,319, +119% increase on last August (£2,115)
- Total sales for the Open 2018 exhibition at the THG were £8,714, exceeding the Service Plan target of £4,000 by +117%.
- 96% of invoices received by us are paid within 10 days

Latest headlines:

- The Manor Pavilion Theatre has just launched the Autumn Season, with a brand new guide covering Oct – Dec 2018. The new season includes sell out favourites The New Jersey Boys, James Pellow, Abba Girls the band, the Ladykillers, a brand new play Fagin, Beauty and the Beast the ballet, panto and for the first time ever, an Evening of Top Stand- Up Comedy with tickets at £10. All shows are on sale now.
- Queen's Drive, Exmouth - Phase 3 Visioning - Planning consent has been given for a mixed use leisure area on this site. East Devon District Council has appointed HemingwayDesign to refresh the proposed design and leisure mix in light of changing leisure trends and aspirations. HemingwayDesign's online questionnaire 'portal' is open and can be accessed via the following link: www.hemingwaydesign.co.uk/exmouth-opportunities-queens-drive/
- HemingwayDesign are asking for everyone to give their views and ideas about the future of Exmouth's Queen's Drive site and its role for the future of the seafront and the town and ask that you spread the word and share the link as widely as possible.
- Queen's Drive Space, Exmouth - The Queen's Drive Space which opened in May has been very well received by locals and visitors to Exmouth with great reviews received from people visiting the site. The children's play area has been packed out on most days and the food and drink zone has also been well received. We have now concluded the successful summer programme of events which included free attendance by nearly 600 people at 3 live screenings from Royal Opera House; 8 films were shown which were attended by 770 people and 3 theatre companies gave performances in the events space. We offered 2 summer sessions with free live music on 2 weekends and concluded the events on Sunday with a performance by the Exmouth Shanty Men and from a little further afield, the Australian Shanty Men who are on their UK tour. Thanks to all colleagues within the council who helped to make this happen.
- Blackhill Engineering application approved, bringing much needed high productivity jobs to East Devon. A report developed by the Economic Development team was instrumental in highlighting the particularly strong local economic impact of the recent application to expand Blackhill

Engineering's current workspace at Blackhill Quarry. Based on the economic justifications provided, Members of DMC decided to approve the application which presents a valuable opportunity to both attract and retain working age residents. When operational, it is anticipated that the development will directly provide 63 FTE well paid jobs and an additional 47 net direct FTE jobs (33 of these within East Devon) with additional indirect supply chain employment following from this. The operation will generate an estimated £3.4m of GVA economic output per year. £1.9m of which will be within East Devon's economy.

- Relocation Project - The Contractor's Programme Rev 10 advising of a Completion Date of 23 November 2018 has been formally accepted. On this basis, Blackdown House will be "Open for Business" on Monday 28 January 2019. Internally the fit out works have continued on all floors. The ground and first floor walls are almost completed with walls skimmed and mist coated painting. On the second floor the walls are almost completely boarded and the skim coat plaster has commenced.
- At the new Manstone Depot Office, the decorating and plumbing works have been completed with fixtures and equipment now being installed. The Works remain on programme with completion anticipated at the end October 2018.
- PegasusLife continue to carry out pre-commencement non-intrusive surveys in the Knowle grounds.

Report to: Cabinet
Date of Meeting: 3 October 2018
Public Document: Yes
Exemption: None
Review date for release: None



Agenda item: 13

Subject: Formal and Ombudsman complaints 2017/18

Purpose of report: This report provides information on complaints received during 2017/18

Recommendation: That Cabinet notes the report and continues to encourage the local resolution of complaints

Reason for recommendation: To continue to improve the way we handle, and learn from, complaints
Officer: Henry Gordon Lennox, Monitoring Officer

Financial implications: There are no direct financial implications. Costs incurred have been identified in the report.

Legal implications: As the report is for information there are no direct legal implications arising. However, the outcomes do highlight some learning points which should be taken on board to avoid similar complaints in the future.

Equalities impact: Low Impact

Risk: Medium Risk
Potential criticism, deterioration in reputation and failure to improve. Loss of credibility in complaints procedure.

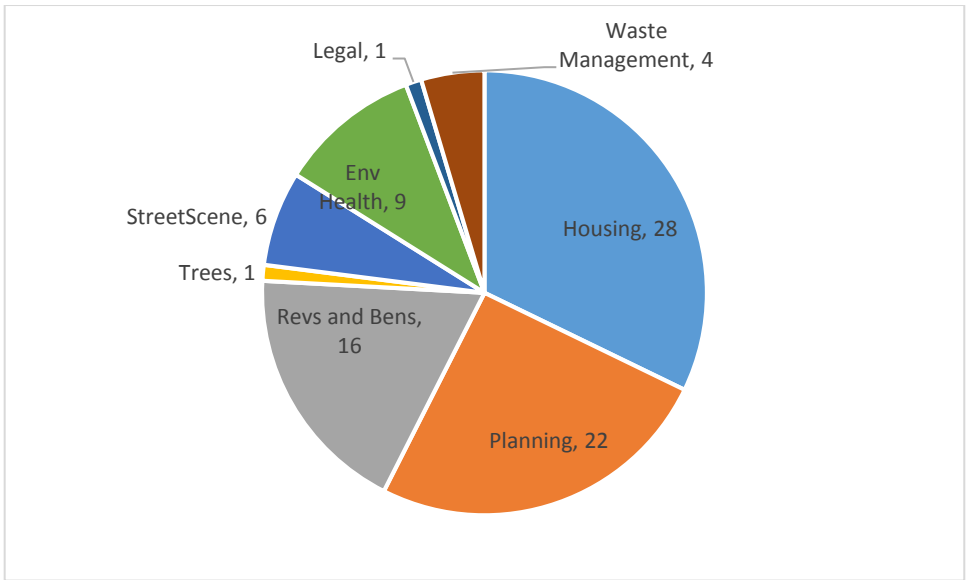
Links to background information: <http://eastdevon.gov.uk/feedback-and-complaints/making-a-complaint/complaint-outcomes/>

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

Report in full

1. Formal complaints

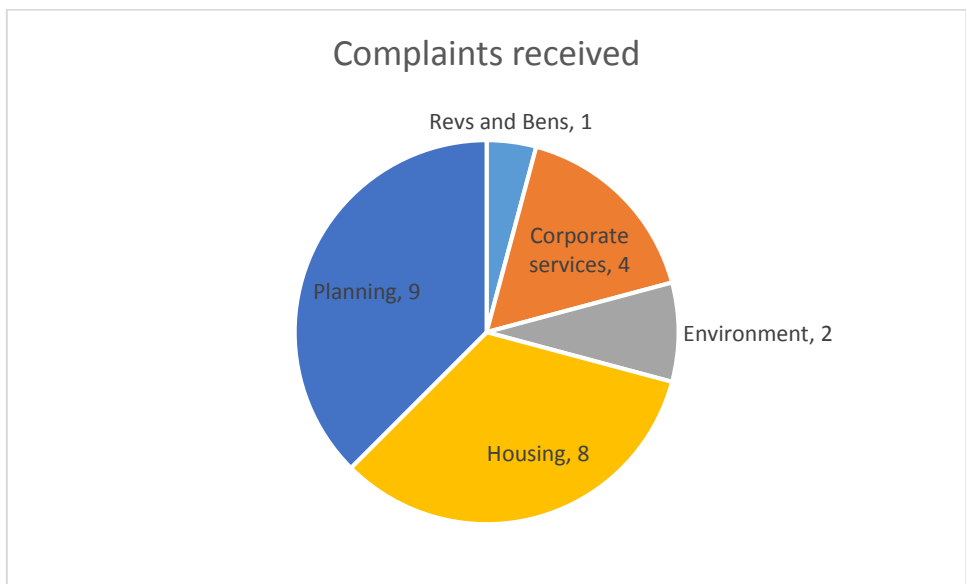
- 1.1 During the year we received 87 formal stage 1 complaints, compared with 103 in 2016/17. These can be broken down by service area as shown below:



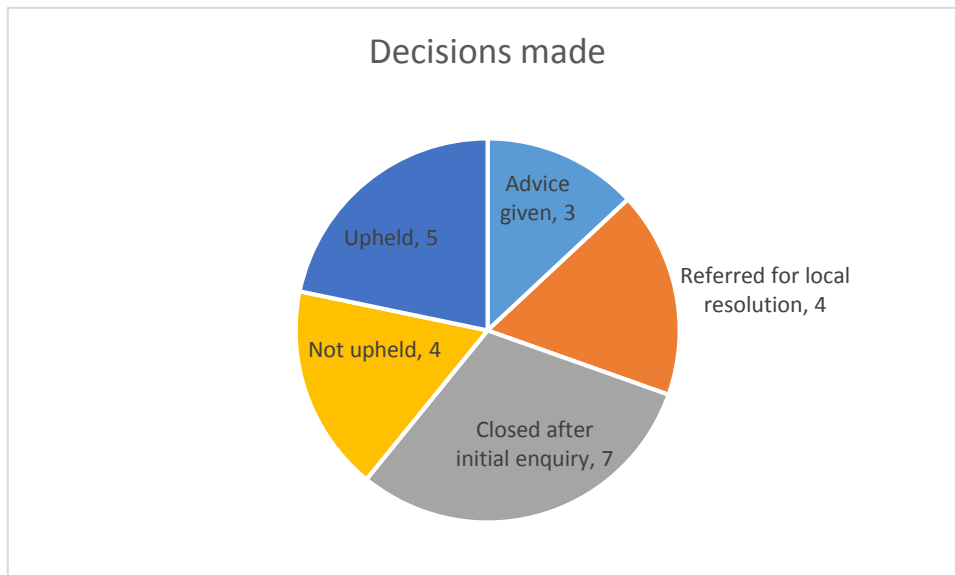
1.2 Of these complaints, 50 were resolved at the first stage of the complaints procedure whilst 37 proceeded to the next stage and were considered by the Monitoring Officer.

2. Complaints to the Local Government Ombudsman (LGO)

2.1 24 complaints were received by the LGO during the year, compared to 25 received during 2016/17. A summary of the subject of the complaints is provided in the diagram below:



2.2 23 complaints were closed (decided) by the Ombudsman during the year



2.3 5 complaints were upheld and a copy of the decision notice for each is published on our website – see links to background information above.

Complaint 1: The complainant alleged that the council had not correctly valued a boat concession. The Ombudsman concluded that there was no fault in the council’s actions in valuing the concession but that there were delays in the process – specifically in terms of seeking further information from the complainant.

Complaint 2: The ombudsman identified a lack of adequate procedures for Home Safeguard operators in terms of what to do when a caller does not respond part way through a call. This lack of guidance meant that the operator ended the call too quickly. The council agreed to review its procedures and also to refund the complainant’s family the Home Safeguard subscription costs.

Complaint 3: The council was not found to be at fault in terms of its investigation of noise nuisance coming from a clay pigeon shooting range but, at times, it was noted that communication with the complainant was poor.

Complaint 4: The council confirmed to the ombudsman its willingness to replace a streetsign which was partially blocking a driveway, with a narrower sign.

Complaint 5: The ombudsman did not investigate this complaint as it considered the council’s own resolution to be reasonable. The council had agreed to waive repayment of a housing benefit overpayment and to refund the complainant’s legal fees.

3 Reporting requirements

3.1 The Ombudsman has stressed in his annual letter that considering volumes of complaints in isolation does not necessarily indicate the quality of a council’s performance. High volumes of complaints can be seen as a sign of an open, learning organisation whereas low complaint volumes can be a sign of an organisation that is not alive to user feedback, as opposed to being an indicator that all is well.

3.2 It is encouraging to note that, in all but one case, the council was not found to be at fault in respect of the core element of the complaint. It is also reassuring that in two cases, the ombudsman agreed with remedies already suggested by the council during its own consideration of the complaints.

4 Housing Ombudsman

4.1 Complaints about the council as social housing landlord are considered by the Housing Ombudsman. This does not include complaints about allocations or bandings as these matters still fall within the jurisdiction of the Local Government Ombudsman. Complaints referred to the Housing Ombudsman tend to focus on matters such as property repairs and maintenance and estate management issues.

4.2 In 2017/18, four complaints were decided by the Housing Ombudsman.

Complaint 1: Whilst there was no maladministration in the council's response to complaints about antisocial behaviour, the council's communication with the complainant was criticised as the complainant was not kept sufficiently updated with likely actions.

Complaint 2: The council was ordered to pay £400 in compensation to a tenant for delays in dealing with a request for adaptations.

Complaint 3: The council was not found to be at fault in terms of action taken in respect of repair issues at a tenant's home but the ombudsman noted that the target timescales in our published responsive repairs procedure did not reflect current practice and these should be updated.

Complaint 4: No fault was identified in the council's actions in respect of a complaint about a member of staff.

5. Learning points and links to council priorities

5.1 As the Local Government Ombudsman points out in his letter, considering volumes of complaints alone is not an effective measure of the quality of services being provided by the Council. The important thing is that the council continuously learns from, and improves, as a result of complaints received.

5.2 The complaint outcomes show that it is often communication and delay which causes frustration to complainants and which can lead relatively minor complaints to become more serious concerns. Timely and effective communication with customers is considered to be the key area where improvements can continue to and should be made. In that regard SMT now receive a bi-annual update report on complaints which monitors / tracks the number of complaints and what they relate to (whether it is process, outcome or staff behaviour) so that senior managers can take appropriate action to address concerns. Overall, the findings of the LGO and this approach links with the council's priority of continuously improving to be an outstanding council.

5.3 Similarly, the action of refunding to the family of a Home Safeguard customer their subscription due to the council's failure to adequately deal with a call for assistance, together with the review of our procedures for Home Safeguard staff to provide clarity on dealing with this type of call in the future and also the change we agreed to make to our procedure for granting concessions to ensure timely responses and requests for further documentation are not unreasonably delayed, all go to the same priority of continuously improving to be an outstanding council.

Report to: Cabinet
Date of Meeting: 3 October 2018
Public Document: Yes
Exemption: None
Review date for release: None



Agenda item: 14

Subject: Exemption from Contract Standing Orders for Audio Visual Installation, Blackdown House.

Purpose of report: To note an Exemption to Contract Standing Orders has been approved to enter into a contract with Public I for the supply, installation, commissioning and satisfactory completion of the Audio Visual equipment and to seek Cabinet support for the action taken.

Recommendation: That Cabinet support the action taken of an Exemption from Contract Standing Orders for Audio Visual Installation, Blackdown House.

Reason for recommendation: Exemption from Contract Standing Orders has been sought and approved

Officer: Steve Pratten, Relocation Manager

Financial implications: There should be no impact on finance, as the total amount of the AV project should not exceed the allowance within the approved overall Relocation Project Budget

Legal implications: The contract value falls below the threshold set out in the Public Contracts Regulations 2015 and therefore the EU procurement procedure does not apply and an exemption can be validly given pursuant to the Council's Contract Standing Orders Rule 3.2. The reason for using the exemption appears sound in this case.

Equalities impact: Low Impact

Risk: Medium Risk

1. Detailed proposals, including financial costs have been provided by Public I to Strata identifying generally the work involved. A further five AV screens have now been identified as being required. The additional cost for these further elements should be a nominal addition to the previously advised cost.
2. Public I have works with Strata and EDDC to develop the current proposed AV installation, so unknowns will be restricted.

Links to background information:

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

Report in full:

The identified supplier, Public I, has been working closely with Strata and EDDC for the last five months assisting with the scoping the of the Audio Visual (AV) requirement for Blackdown House. This scoping has undergone an extensive period of design development that has enabled a final satisfactory specification and design to be agreed.

Due to the time taken for this design development, there is now insufficient time to tender this package of work without having a negative effect on the Projects programme. There would be a risk of delays being incurred which could adversely affect the Completion and Open for Business date for Blackdown House.

Public I are the current supplier of AV to Exmouth Town Hall. They have also provided the Bosch audio equipment at both Exmouth Town Hall and Knowle. The equipment at Knowle will be moved as part of this package of work.

Public I have provided to Strata the most competitive tender Teignbridge Council Chamber and lowest prices for an AV solution at Exeter City Council respectively

The estimated contract value for this work is £ 115,000 and this forms an element of the agreed budget that has been approved by Council within the EDDC Office Relocation budget.



REQUEST FOR EXEMPTION TO CONTRACT STANDING ORDERS

Contract Standing Orders (CSOs) requires certain steps to be followed when carrying out procurement exercises. Exemptions to CSOs can be authorised by Council / Cabinet upon report and separately by officers with the approval of certain senior officers. An exemption can only be relied upon in certain circumstances (as detailed in CSOs Rules 3.1 – 3.5) but in any event cannot be used where the EU Procedure applies.

This form is intended to be used by officers to obtain an exemption to using CSOs.

Name: Simon Davey	Date: 11 th Sept 2018
Service: Honiton Relocation	Team: Finance
	Total estimated contract value: £115,000

Background (including product and supplier details, costs etc):

As part of the relocation of EDDC to Blackdown House in Honiton, the new Chamber will be provided with modern Audio Visual equipment.

Due to the nature of the design of the chamber and the scope of the requirement, it has proved necessary to make multiple changes to the overall AV requirements as the scope and size of the installation has had to be very flexible.

This has meant that EDDC and Strata have had to engage with one supplier (Public i) to work with us during the design phase to ensure that the final solution meets with the needs of the authority.

Public I currently provide the kit in the Chamber at the Knowle and this will be being moved as part of the relocation project, so there is benefit in keeping this with the existing supplier.

As timeframes are now short for the implementation of the new solution, EDDC are asking for an exemption from the formal procurement process to enable installation to take prior during the months of December 18 and January 19.

Having to go through a formal procurement process would add a considerable delay to the deployment of the AV equipment meaning deadlines could be missed should a procurement process be entered into with multiple suppliers.

The supplier who we have worked with to date successfully provided the AV equipment for Teignbridge District Council + Exmouth Town Hall.

Business Reasons for an Exemption:

Although the following are justifiably accepted as valid reasons for an exemption to Contract Standing Orders, they are closely monitored and should be applied only in cases where a full procurement exercise is not a viable option. (Tick appropriate boxes)

	✓	Which CSO rule?
An Emergency		
Goods or Services to existing systems or kit Public I are the current supplier of the Chamber system @ Knowle, and as part of the project the existing kit (Bosch devices) this will be relocated and upgraded.	Yes	
Purchase or repair of patented or proprietary articles sold only at a fixed price		
Effective competition is prevented by government control		

Goods and/or Services recommended by a Central Government Department		
<p>Extension to an existing contract for the purpose of achieving Best Value</p> <p>We will be extending the current support contract for ETH AV and Knowle chamber to include the new kit at BDH.</p>	Yes	
Purchase or Sale by Auction		
Where the Contract is with a Public Utility Company or other organisation which will assume liability for the works on completion e.g. sewer adoption		
<p>Other Reasons (please provide details)</p> <p>To meet with the timeframes of the Blackdown House relocation project and due to the changes in the scope / requirements of the project, a delay introduced by a formal procurement process may lead to deadlines for the opening of the Blackdown House location to be missed.</p> <p>The chosen supplier Public I have worked for five months on the scoping of this AV requirement and have worked closely with both EDDC and Strata during this period. They have also successfully deployed AV solutions for TDC/Strata and EDDC/Strata. AV is a highly specialist area, and Public I have a proven track record of consistently delivering high quality solutions.</p> <p>Public I were successful in the tendering process for the Teignbridge District Council Chamber, based on 'Best Value' (i.e. best fit solution / price) and recently came out cheapest in an exercise to competitively price up an AV solution for the Chamber and Guildhall locations at Exeter City Council.</p>	Yes	

Business Benefits for an Exemption:

By exempting this purchase from a formal procurement process, the AV element of the Blackdown House relocation project should be delivered on time. A delay caused by a formal procurement process may lead to the chamber of the new office not to open on time.

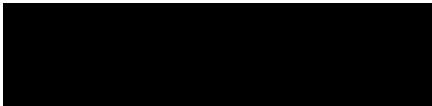
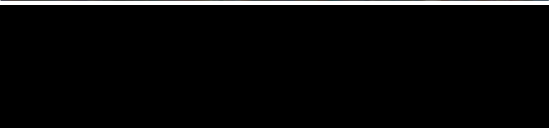
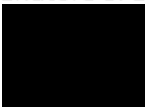
What are the implications to the following:

Finance: There should be no impact on finance, as the total amount of the AV project should not exceed the budgeted amount.

Human Resources: No Implications

ICT: A delay in the deployment of the AV, could lead to the ICT elements of the Blackdown House relocation project not being completed by the desired deadline.
Asset Management: No Implications
Strategic and/or Operational Objectives: Implications are to the potential risk of the full AV capability of the Chamber not be available when the Blackdown House location opens.

<u>Risk Assessment:</u>
Detail risks here:
Or attach print from the RM system

<u>Signature of line manager or service head</u> 
<u>Supporting signature of Strategic Lead - Finance</u> 
<u>Supporting signature of Strategic Lead – Governance and Licensing</u>  12.9.18.

PLEASE NOTE:

Where the Contract value is £20,001 or above then Rule 3.2 requires you to prepare a report for Cabinet to note their support for the action taken.

The Council is required to keep a Register of Exemptions. Please ensure that a signed copy of this form is provided to the S.151 Officer.

Report to: **Cabinet**
Date of Meeting: 3 October 2018
Public Document: Yes
Exemption: None
Review date for release None



Agenda item: 15

Subject: **Modern.gov software and extending functions to the existing Chamber conference system**

Purpose of report: This report outlines a business case for the purchase and implementation of Modern.gov and its associated tablet app for accessing meeting documentation.

This dovetails with the Council's Transformation Strategy to improve efficiency, as well as continue to further improve the agreed position of operating "paper light" meetings for both Members and Officers.

The report also covers enhancing the current conference system for committee meetings to enable voting functionality and queuing of speakers.

Recommendation: **That Cabinet;**

- 1. Agree the adoption of Modern.gov software to deliver the improved functionality around our governance arrangements (meeting documentation, timetables, register of interests and the gift and hospitality register) and the extension of functions to the existing Chamber conference system;**
- 2. Recommend to Council to allocate monies to implement the above from the Transformation Budget and to agree to the annual licence costs on an ongoing basis.**

Reason for recommendation:

1. There are clear efficiencies that can be delivered in utilising the software, as well as reaching the target for paperlight meetings;
2. Extending the functionality will enable improved management of meetings and therefore a more positive meeting experience for both Members and the public.

Officer: Debbie Meakin, Democratic Services Officer

Financial implications: The combined Year 1 cost of Modern.gov (preferred solution) and Public-I have been quoted at £32,933. There will be ongoing licence costs thereafter (to be confirmed but possibly of £5,257.50.)

There is no budget for either the implementation of Modern.gov together with the enhanced functionality of the Chamber conference system in Year 1, nor for the ongoing licence costs thereafter.

For the enhanced functionality of the Chamber conference system, it is possible that some modest contribution to cost may be met by Strata and/or the Relocation Budget. It is expected that the majority of costs will be met by the Transformation Fund for Year 1 with ongoing licence costs being met by Facilities or Democratic Services. All subject to the necessary approvals.

Legal implications: There are no legal implications requiring comment

Equalities impact: Low Impact

Paper copy of agendas will still be available for members of the public to access at a public committee meeting, but will be kept to a minimum.

Risk: Low Risk

Use of the tablet app for accessing meeting documentation is dependent on the device(s) that Members use for their work as a Councillor. The app doesn't work on (and isn't suitable for) smartphones, and may not work on older laptops. However this does not prevent Members accessing documentation through current means such as from emails or from the Council's website.

Implementation is dependent on Strata workload for a window of time before the next District Elections; it is also impacted by the DSO team relocating to Blackdown House in the same period. One member of the team is also due back following maternity leave in January 2019.

Links to background information:

Link to Council Plan: Continuously improving to be a better Council

Report in full

1 Business need identified

- 1.1 The Democratic Service Team has always looked to improve ease of access to documents for both Members, officers and the public. This is also echoed by the Leadership, who are looking for a swift and easy way to have the information they need for meetings and for information to be more readily accessible by the public (for example by linking information by thread / topic).
- 1.2 The service still has an initiative to continue to reduce paper production of meeting documentation to the furthest point. In order to be accessible by members of the public attending a meeting, a minimal number of paper copies has to be produced. The intention is to have everyone else at the meeting, including officers, to be able to access agenda papers electronically and be able to annotate an electronic copy if so desired.
- 1.3 In addition we are also looking to improve calendar efficiency in the scheduling, re-scheduling and in pushing reminders to help ensure that all Members and (hopefully through integration with our website) the public are aware of meetings going ahead and helping maximise attendance. This is now more pressing since the demand for additional meetings, and re-scheduling of meetings, has significantly increased. Again, there is a request from the Leadership to improve how re-scheduling of meetings and reminders are handled.
- 1.4 With the evolution of delivery of the Council Plan, the team have seen, and predict, a steady increase in meetings requested. The developing role of collaboration between Exeter, East Devon and Teignbridge will also lead to further pressure in delivering meetings. Therefore there is a need to continue to improve efficiency in the production of agendas and minutes,

and improve efficiency on maintaining the register of interests and the register of gifts and hospitality – specifically the Standards Committee are keen to see the implementation of an electronic solution for gifts and hospitality particularly. Delivering these aspects of the service in a better way would free up time for coping with schedule changes, additional meetings, and delivering member development.

1.5 Cabinet have recently agreed that following the May 2019 elections that Members be provided with a device supplied by Strata in order to ensure that those Members can be supported effectively in using technology to undertake their work as a Councillor. It would make sense to develop this in conjunction with other improvements to maximise efficiency and benefits.

2 Options to deliver business need

2.1 Over recent years the Democratic Services team have continued to look to make efficiencies and deliver agendas in a format that can be handled by Members regardless of their device or, in some cases, lack of one. Most recently the use of Nitro Pro has enabled the team to produce bookmarked agendas as cleanly as possible from the source material provided. These are then published to the website or emailed as appropriate. Meeting dates for main committees are scheduled and agreed by Council but may change during the year; other panels, forums and working group meeting dates are set up with less notice and also subject to change. Changes are notified by an email to Members, updating a Microsoft Outlook appointment, or by telephoning.

2.2 Some small improvement could be made to this process to improve efficiencies using the processes and software already available to the team. Ultimately though, a “no change” option does not deliver tangible efficiency improvements or streamline delivery so will not provide the team with capacity to undertake more meetings. Nor will it deliver the other wider benefits identified above in section 1, and which the Leadership consider should be brought.

2.3 Software packages available that help deliver the identified benefits are Modern.gov provided by the ERS Group, and CMIS provided by Astech. Both provide to a large number of public body organisations.

2.4 Costs are:

Modern.gov

Year one £15K including install, configuration, templates, standard migration, training, year one support and maintenance;
Year two onwards: £5,257.50
Restricted tablet app: £1.5K per annum for three years.
As an existing Xpress user, annual costs have been reduced.

CMIS

Year one £20K including install, configuration, migration, training and year one support, plus MyCMIS App (tablet app) templates charged based on number required;
Year two onwards costs not confirmed until further negotiation entered, but based on charges to other authorities, ranged from £10k - £15k per annum.

2.5 Other packages are available, but have considerably less number of public body users so have not been researched. A request could be made to ask Strata to provide a system, but an “off the shelf” solution would be much quicker to action.

2.6 Exeter City Council have been Modern.gov users since 2007; Teignbridge District Council are now live with the back office function of the same software. Strata has a mandate to

consolidate software across the three authorities for efficiencies.

3 Preferred solution

3.1 Whilst mindful of the MTFP for the Council, with the need to look to save money or develop income streams, moving to a software solution will enable:

- Reaching consistency in production of agendas and minutes as well as to produce and publish them in less time;
- Application to internal meetings (such as SMT), portfolio holder reports, officer decisions;
- Register of interests and gifts and hospitality be updated online by the councillor themselves, validated by the team, and accessible through the IT solution;
- Calendar updates immediately pushed out to Councillors;
- Workflow for report production, version control, and sign off;
- An e-petition service (not currently required, but was a service that had been offered in the past, provided by a combined solution at a cost of approximately £350 per annum) and online questionnaire solution is included in the package.

3.2 The preferred solution is Modern.gov because:

- Cost is less due to a discount applied as an existing Xpress user (utilised by the Elections team);
- Unity of software across the collaborative trio of Exeter City Council and Teignbridge District Council. This also provides means of delivering meetings in conjunction with the teams at those authorities;
- Simple link up for both officer access and Councillor access for joint meetings, which we expect only to increase;
- Wider application for the authority – for example Strategic Management Team agenda production, other internal meetings. Handling employee register of interests, and gifts and hospitality register, is currently being explored;
- Data can be transferred from Xpress to Modern.gov to populate information on successful candidates, enabling information to be available to the public much faster than our current process of manual exchange of information;
- Easier to follow a thread of topics and stages of decision – for example on key projects such as Queens Drive, Relocation, the Local Plan;
- The workflow module within the software, if utilised, will provide far better version control and authorisation on reports processed through the chain of SMT and the committee path required. Systems thinking application to the service has already identified a number of issues that need addressing, including problems with version control and timeliness of production. If adopted, this module controls workflow to ensure that the correct version is authorised before distribution and it is delivered in a timely manner;
- Ease of use for Members and Officers in using the related app that Modern.gov provides. It allows simple and quick access to both Part A and Part B documentation, with easy access to bookmarks within that documentation, and the capability to annotate the document. The availability of documents on the app can also be restricted as required; for example draft agendas would only be made available to those Members requiring access. The app has access controls / enhanced security meaning that should something happen then documentation can be easily removed remotely by the Council.

4 Implementation

4.1 Based on advice from the software providers, and from discussions with two other authorities on their implementation of Modern.gov, completion of the main core software to deliver agendas and minutes, calendar function and delivery of the tablet app averages at 5 months. Delivery of the workflow functionality will depend on the commitment from SMT on its use for

progressing reports to them and through the committee process. Aspects such as councillor entry of their register of interests and gifts and hospitality still need to be assessed in terms of time to deliver.

- 4.2 May 2019 will provide a higher number of new faces as elected members than in previous terms. It would be an excellent opportunity for those new members to be using the tablet app, as they will not have experienced the previous method of agenda distribution or indeed paper copy.
- 4.3 Advice from both Exeter City Council and Torridge District Council has been to not underestimate the time needed for Members to get used to using the app for accessing their documents, and notating them. Both authorities made clear that there would be an intensive period of time of dealing with Members, but persistence would win out to move to a paperless system.
- 4.4 Between now and May 2019, there is work for the team in undertaking the day to day work, preparing for the induction of new Members, and relocating to Blackdown House. One member of the team is also due back from maternity leave in January 2019. However, some of the team already regularly work out of Exmouth Town Hall and most of the team have experienced working from that office. Whilst there will be some time needed to physically pack up and move, the historical volumes of minutes can be moved as soon as packing crates become available, and the AV equipment will have to be moved within a set window of time to work around meeting dates in January/February. The potential impact of moving and staff compliment needs to be borne in mind in terms of achieving delivery, although it is expected that it can be achieved.
- 4.5 Advice from Exeter City and Torridge has been to allocate one or two team members to focus on the setting up of the software initially. This work has focus on agenda templates, minute templates, setting up councillor information and working with the IT resource to link and test to the website for publication, before the remaining team receive training on how to use the software for their day to day use – effectively having “super users” and “users”.
- 4.6 Both authorities have made clear that any team member can train a councillor on using the tablet app because it is so straightforward and intuitive.
- 4.7 If the authority were to proceed, starting in October to prepare for the migration would give seven months to implement the core software, tablet app and provide training.
- 4.8 The timetable would be dependent on when exactly Strata supplied devices would be delivered, but Strata have indicated that they are able to assist in implementation of the software and integrate with Umbraco for web publishing during that period.
- 4.9 There is no quiet or good time to implement software changes, but with some redistribution of work around the team for short bursts of time during implementation, the change can be delivered. Based on advice from Exeter and Torridge, it is possible to undertake such change and maintain the day to day delivery of scheduled meetings.
- 4.10 Assuming successful implementation for the May 2019 elections, work can then continue at a pace that suits the authority to fully utilise the software by implementing the remaining modules, such as workflow for reports.
- 4.11 Ongoing benefits will mean that the service can fully implement systems thinking efficiencies, to continue to meet the growing service demands with existing staffing levels.

5 Extended functions to existing conference system.

5.1 The Council has been utilising Bosch microphones in the Chamber for some time, and this conference system will be transferred over to Blackdown House. This gives the opportunity to now fully utilise the technology available to enhance committee meetings. Members will be aware of the limitation of the current system in terms of turning each other's microphones on and off when trying to speak – due merely to not using the microphones with their full functionality.

5.2 The current system can be extended to include:

- Voting using each microphone, which can display the voting option of yes, no or abstain (referred to as parliamentary voting) with a simple outcome displayed on a non-attributable basis;
- Voting using each microphone which will specifically record the vote made by the councillor designated at that seat and provide real-time data on the vote that can be displayed on screen for the benefit of the meeting attendees – this attributable vote is logged and can therefore be the basis for taking a recorded vote;
- Queuing system for the Chairman and Vice Chairman to manage speakers. Cllrs push their microphone button if they want to speak and this puts them in a queue / list which can be seen by the Chairman who can then manage / re-order the list as necessary – microphones switch to the next listed speaking when the previous speaker finishes and cannot be overridden (except by the Chairman). Members can remove themselves from the queue at any time;
- An on-screen timing function, displaying the time a speaker has left on screen as well as a visual prompt on the microphone itself;
- Near Field Communication (NFC), whereby a councillor can login to the microphone with a card, permitting councillors to sit where they choose but still be recognised for speaking and voting.
- Webcasting ready if the Council decides in the future to adopt this.

5.3 Extending the functions to all the levels above will benefit all those attending a meeting in terms of assisting meeting management, and providing clear visual information to the public on decisions and enabling a quick and easy record of voting to be obtained when necessary.

5.4 Based on Public-i quotation from September 2018 the cost to extend the conference system to include all the functionality listed above would be a total of £16,433 which covers software, licences, cards and installation in Year 1, with an ongoing licence requirement to be confirmed. This has increased since an earlier quotation in February and officers are querying the basis for some of the increases. In addition there appears to be potential duplication in labour costs. Officers are currently in discussions with Public-i and the expectation is that the overall cost will be less than the figure quoted above, although not substantially.

5.5 The full technical proposal for extending the conference system is attached as appendix A.

6 Budget provision

6.1 The Year 1 costs for Modern.Gov (£15k and £1.5k for the tablet App) and Public-i (£16,433) gives a maximum combined cost of £32,933. There is no budget for either the implementation of Modern.gov or enhanced functionality of the Chamber conference system. Should Cabinet therefore agree to proceed with either one or both of the systems, then budget provision will need to be made for implementation in Year 1 and then ongoing licence costs thereafter.

6.2 Some of the costs associated with the enhanced functionality of the Chamber conference system will be met by Strata and / or the relocation budget although it is expected that these

will be relatively modest. Accordingly, it is expected that the vast majority of the maximum combined costs for Year 1, acknowledging that officers are working to reduce the Public-i costs, will be met from the Transformation Budget with ongoing licence costs sitting either within the Facilities team (as the team responsible for Blackdown House / Exmouth Town Hall) or Democratic Services due to the nature of the systems involved.



AV Technical Proposal

For

**Extended functions to existing Bosch
Dicentis conference system**

at

East Devon District Council

Our ref.	OPP2788
Revision	4
Prepared by	Keith Blackwell
Date	13 th September 2018
Validity Period	30 days from the date above

Contents

1	Introduction.....	3
2	Electronic voting and display	3
3	Identification/free seating	7
4	Terms & Conditions.....	8
5	Assumptions & Dependencies	8
5.1	Site survey	8
5.2	Accessibility	9
5.3	Variations to the contract	9
5.4	Sign-off.....	9
6	Timescales & Duration of Work.....	9

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www.public-i.info/audio-visual

1 Introduction

The following sections provide an explanation and cost to enhance your current Bosch Dicontis wireless conferencing system and relocate it to your pending new premises in Honiton, Devon.

The relocation of the system includes initial de-commissioning, transportation and assembly at the new premises. Any required integration of the Bosch Dicontis system to third party equipment will be dealt with separately.

We have attempted to explain each of the enhancement features best as possible without demonstration, but should you require one, or any further information, please do not hesitate to contact us.

2 Electronic voting and display

Of your current system, each unit includes a screen that can be used for voting and/or identification.

There are two voting options

Option a, only

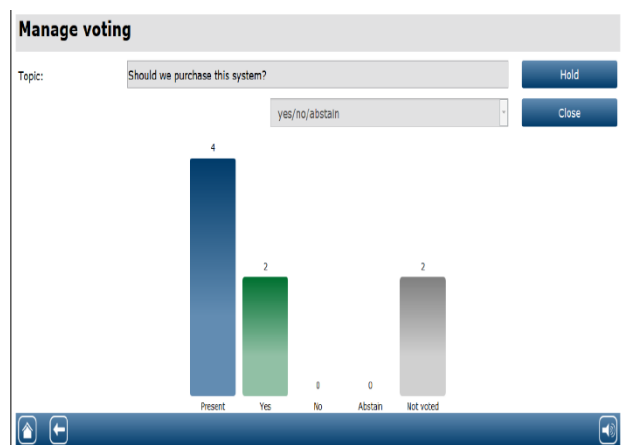
Parliamentary voting – simple yes, no or abstain shown on the delegate unit only

Option a + b

Parliamentary voting – includes the above but in addition, it has the ability to record votes against a Cllrs name and also be displayed on large screens or saved in file.

Option a only - available include simple parliamentary voting buttons that are displayed on the touch screen of each unit, to vote with.

The results will then be sent back to the units and displayed for the delegates. A running total also appears on the screen during the vote.



The voting results can be displayed externally via the web application if it is being run on a computer with a screen output. Please see the right-hand image above.

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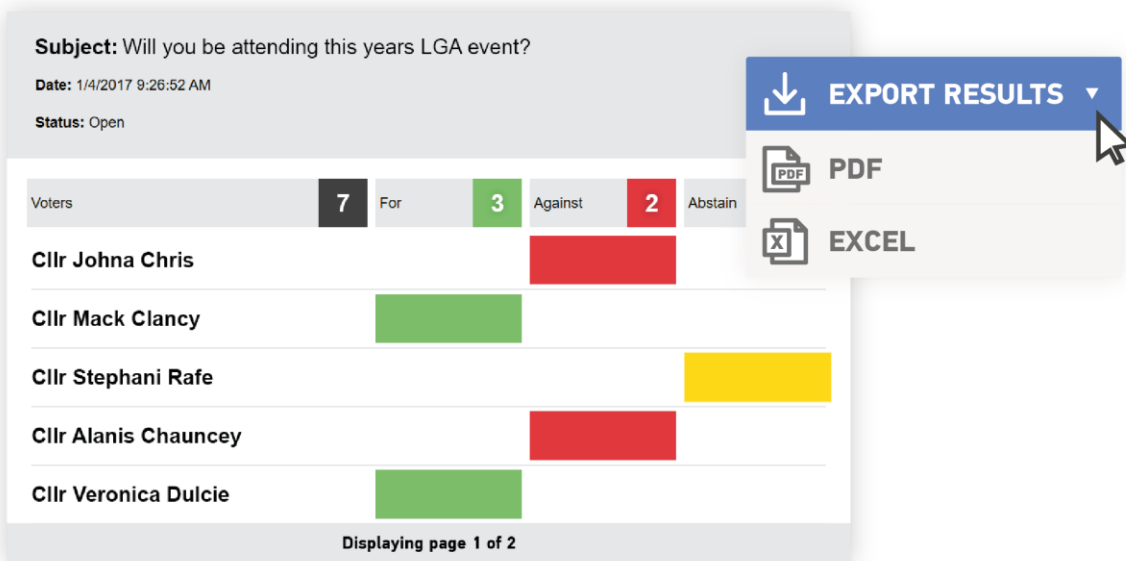
Website

www.public-i.info/audio-visual

Electronic voting and display: 70x Voting licenses	£4,645.00
Relocation of Bosch dicentis system including – de-commissioning, transportation, storage boxes and packaging	£650.00
Resource: Specialist Bosch trained engineer for site visit to install and train	£1,318.00 Discounted to £1,118.00
Total	£6,413.00

Option a, and b – this option is integral to our **Space Manager** application. Once purchased, this licence allows real-time vote results to be displayed over presentation facilities, ie; projectors or TV's.

Votes are recorded and displayed by name and they can easily be stored as a permanent record. You can also export the data in Excel & PDF.



Subject: Will you be attending this years LGA event?
Date: 1/4/2017 9:26:52 AM
Status: Open

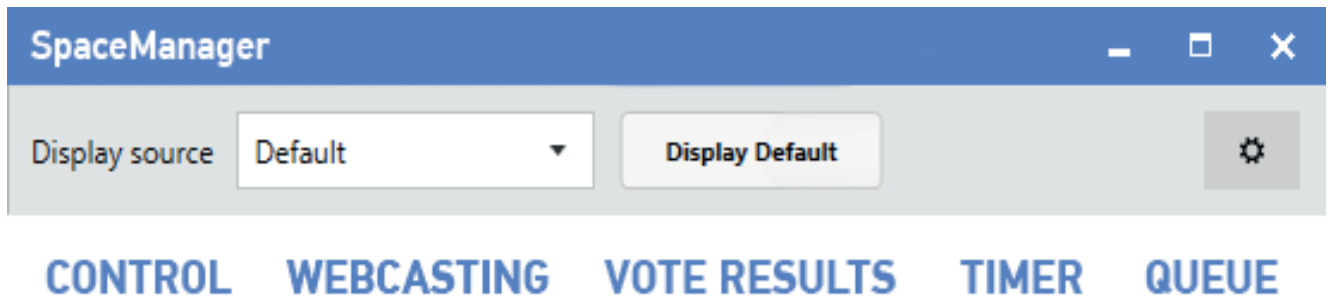
Voters	7	For	3	Against	2	Abstain
Cllr Johna Chris				[Red bar]		
Cllr Mack Clancy		[Green bar]				
Cllr Stephani Rafe						[Yellow bar]
Cllr Alanis Chauncey				[Red bar]		
Cllr Veronica Dulcie		[Green bar]				

Displaying page 1 of 2

EXPORT RESULTS (dropdown menu)
 PDF
 EXCEL

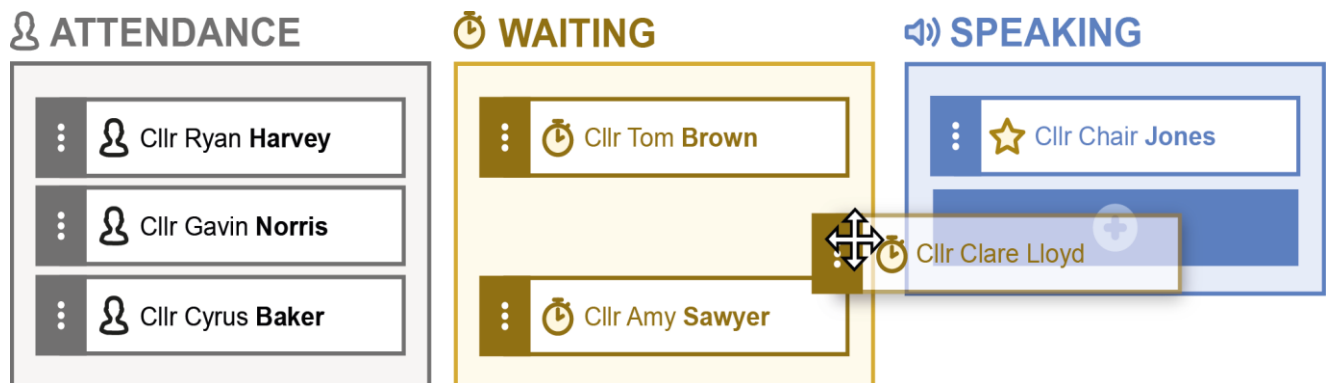
SpaceManager software to be able to display **individual named vote results**, Que management, speech timer and active speaker display.

The interface is easy-to-use, consolidating control of your meeting. Conference microphones, webcasting and voting – all managed in one place.



Queuing

The Chair can manage speakers with ease. You can also deactivate a microphone if it's been left on. This functionality requires no set-up. Data is pulled directly from the microphones.



Timer

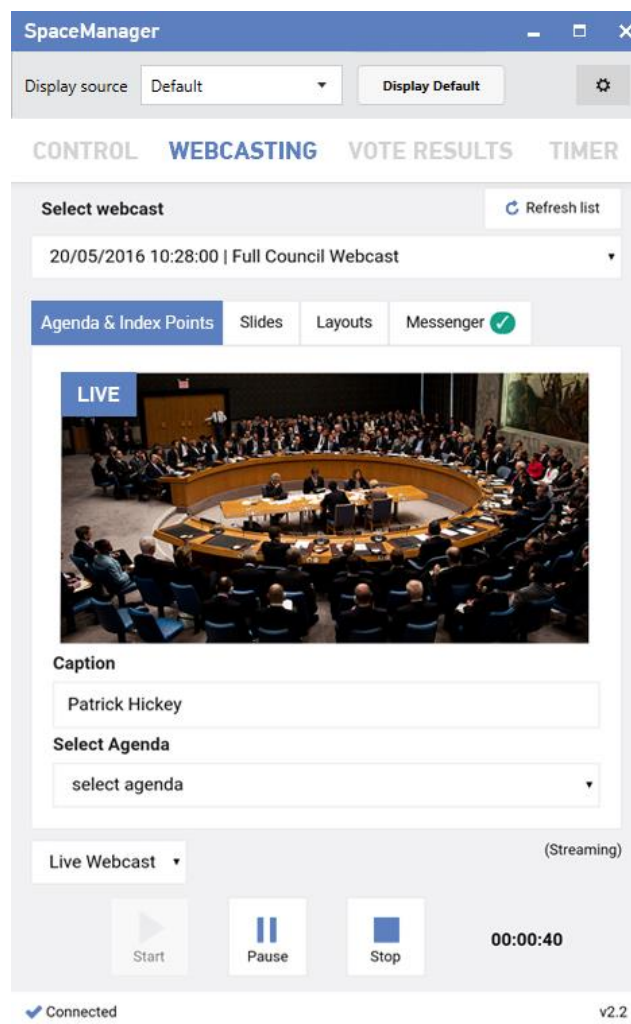
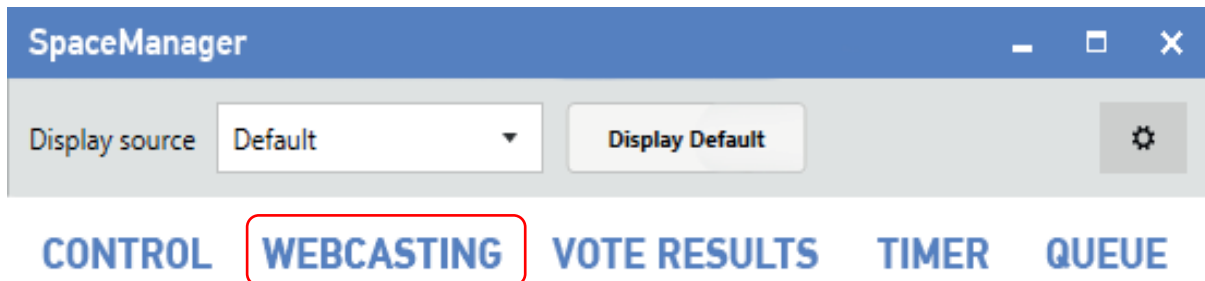
Set pre-defined/custom times with the inbuilt speaker timer. This changes colour (from green to orange and red) as time runs out. The timer can be displayed on any screen (of any size). It removes the need for any other Chamber timer system.



Webcasting

If you decide to webcast in the future, it can be consolidated the live stream to SPACEMANAGER making it much easier and cost effective for operators and officers alike.

This tab also includes our messenger service giving you real-time access to our Service Desk.



This function is not available from Bosch and has been developed using Public-i's, in house, expertise in the software industry. A laptop would need to be supplied by the council to run this software.

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Electronic voting and display: 70x Voting licenses	£4,645.00
'SpaceManager': User license for 70 units	£4,574.00 Discounted to £3,474.00
Relocation of Bosch Dicontis system including – de-commissioning, transportation, storage boxes and packaging	£650.00
Resource: Specialist Bosch trained engineer for site visit to install and train including overnight stay	£1,318.00 Discounted to £1,118.00
Total	£9,887.00

3 Identification/free seating



Another feature that is upgradeable by license is identification. The units have Near Field Communication (NFC) built into them and with the license activation, will allow members to login to the system using NFC cards. This allows members to sit where ever they want without allocated seating and still be recognised for queuing, speaking, voting and camera follow for webcasting applications.



Identification/free seating: 70x ID licenses	£4,645.00
ID cards – pack of 100	£133.57
Relocation of Bosch dicentis system including – de-commissioning, transportation, storage boxes and packaging	£650.00
Resource: Specialist Bosch trained engineer for site visit to install and train including overnight stay	£1,318.00 Discounted to £1,118.00
Total	£6,546.00

4 Terms & Conditions

This offer is made strictly on Public-i's Terms & Conditions. All prices are valid for 30 days and exclude VAT. We can only accept valid and official Purchase Orders.

For further details, please go to [Public-i Legal](#)

Payment terms are:

- 50% of the value of a valid official Purchase Order
- 40% on delivery of goods
- 10% upon completion and handover.

5 Assumptions & Dependencies

During the design and resource allocation of this proposal and regarding discussions and email correspondence with you, we have made several assumptions. At this stage our offer is based on the assumptions listed below.

To ensure you have an accurate proposal specific to the conditions of your project please review these assumptions carefully.

5.1 Site survey

- By the time of the delivery date we assume you will have completed all remedial/preparation work agreed following the initial site survey. Please refer to Paragraph 2.3.1 of our Standard Terms and Conditions of Business available on our website [Public-i Legal](#)
- You will notify us in writing of any impedance to the installation that comes to your attention.
- You will ensure that any work to be carried out by you or third parties is completed in accordance with the plan agreed with our Project Manager.

5.2 Accessibility

- The Client will grant us free access to the agreed areas, Council Chamber, adjoining corridor and basement on the agreed dates **(TBC)**
- All work is to be carried out during normal office working hours (8:00 – 18:00 Monday – Friday excluding public holidays)
- The site will have a secure storage room for our exclusive use
- The Client will provide us with clear free cable access under floors and/or in ceiling spaces as required
- The Client will remove carpets/floor coverings and/or ceiling tiles if we require access for cabling. All builders working such as packing walls, alterations to the AV cupboard, making good holes in bench work etc will be carried out by the client.
- The Client will provide appropriate equipment if we are required to work at height
- The Client will provide us with adequate power, lighting and data.

5.3 Variations to the contract

- The pricing is based on the results of the initial survey. If further adverse conditions arise (including but not limited to the presence of asbestos or any specific requirement arising from heritage listing) this may incur additional costs. Please refer to Paragraph 2.3.2 of our Standard Terms and Conditions of Business available on our website [Public-i Legal](#)
- If both parties agree that additional hardware or service is required, we assume there will be no delay in you providing a valid purchase order to cover the additional costs.

5.4 Sign-off

- On the date of final testing (**date to be agreed in advance**) you will provide a suitably-qualified representative who has authority to sign-off the work
- You will ensure that users are available on the day if agreed in advance with our Project Manager.

We are undertaking this project in accordance with the agreed specification and based on these assumptions. Please be advised that if we are subjected to any delays, disruptions or additional expense, you will be subject to additional charges.

6 Timescales & Duration of Work

Please allow a 6 - 8 week lead time from the time of placing a Purchase Order.

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Report to: Cabinet
Date of Meeting: 3 October 2018
Public Document: Yes
Exemption: None



Review date for release: None

Agenda item: 16

Subject:

SELECT COMMITTEE ON REGENERATING SEASIDE TOWNS AND COMMUNITIES

Purpose of report:

The House of Lords Select Committee on Regenerating Seaside Towns and Communities was appointed by the House on 17 May 2018.

The remit of the Committee is “to consider the regeneration of seaside towns and communities”.

The Committee will explore a number of key issues in detail and has issued a public call for written evidence to a list of questions.

A number of seaside towns and communities are located along the East Devon coastline, including the principal seaside towns of Exmouth (East Devon’s largest town) and Sidmouth, together with the seaside towns of Seaton and Budleigh Salterton. East Devon District Council and partner organisations have for many years championed regeneration in its seaside towns and communities, and have considerable knowledge and experience to contribute to this call for evidence.

Overview Committee (27 September 2018) considered and discussed a draft submission and recommend that the Deputy Chief Executive, in consultation with the Chair, bring forward a final document as an urgent item to Cabinet (3 October).

The final document will be submitted to both The House of Lords Select Committee before the 9th October and to the Local Government Association Coastal Special Interest Group workshop on 31st October.

Recommendation:

That the attached response is submitted to both The House of Lords Select Committee before the 9th October and to the Local Government Association Coastal Special Interest Group workshop on 31st October.

Reason for recommendation:

East Devon District Council has a wealth of information and experience to offer The House of Lords Select Committee on Regenerating Seaside Towns and Communities.

Officer: Richard Cohen, 01395 571552

Financial implications:	There are no direct financial implication arising from this report
Legal implications:	We have no particular comment to make on the report at the moment, Legal Services will be able to assist and advise on any particular aspects of regeneration and/or development as they come to fruition.
Equalities impact:	Low Impact This is the submission of a response to a call for evidence by The House of Lords Select Committee on Regenerating Seaside Towns and Communities and will have no direct equalities impact.
Risk:	Low Risk This is the submission of a response to a call for evidence by The House of Lords Select Committee on Regenerating Seaside Towns and Communities and will have no direct equalities impact.
Links to background information:	<ul style="list-style-type: none"> • Not applicable
Link to Council Plan:	<p>Encouraging communities to be outstanding – highlighting the issues affecting our seaside towns and communities, particularly the extent of demographic change</p> <p>Developing an outstanding local economy – stressing the importance of robust and diverse economies for our coastal towns and communities</p> <p>Continuously improving to be an outstanding council- sharing our knowledge and experience of Regenerating Seaside Towns and Communities</p>

APPENDIX 1

Date xxxx

**SELECT COMMITTEE ON REGENERATING SEASIDE TOWNS AND COMMUNITIES
CALL FOR EVIDENCE**

Response submitted by Richard Cohen, Deputy Chief Executive on behalf of East Devon District Council (approved by Cabinet 3rd October 2018)

**Knowle
SIDMOUTH
Devon
EX10 8HL**

Background and understanding***1. What are the challenges facing seaside towns and communities? Which of those challenges are common to many seaside towns, and to what extent (and why) have such challenges persisted over a number of years?***

1.1 East Devon is the largest district in Devon by population (139,908), and the second largest by both employment and output. A number of seaside towns and communities are located along the East Devon coastline, including the principal seaside towns of Exmouth (East Devon's largest town) and Sidmouth, together with the towns of Seaton and Budleigh Salterton as well as smaller coastal and estuary villages such as Beer, Branscombe, Lymstone and Exton. Exmouth and the village of Beer have Coastal Community Team status.

1.2 The relationship between city, coast and countryside in East Devon together with a powerful combination of great schools, leisure opportunities, food culture, environmental quality (most of the coast falls in the East Devon Area of Outstanding Natural Beauty and nearly all forms part of the Jurassic Coast World Heritage site) and diversity of businesses in the District make this a wonderful place not just to work and run a business but also to live and to visit. However, this should not be allowed to mask the fact that there are a number of significant economic challenges and opportunities, for East Devon, in relation to seaside town and community regeneration.

1.3 Seaside towns and communities, in particular, face challenges by way of their geography (peripherality) i.e. poor connectivity (infrastructure) restricting catchment/ hinterland (due to coastal/ estuary boundaries) in addition to the seasonality of the visitor economy. Furthermore, the environmental and heritage designations within our area bring challenges in terms of balancing the need for economic growth and continued prosperity with the sensitivities of these special planning designations.

1.4 There are specific challenges and significant resource requirements in relation to the infrastructure needed to implement adaption strategies to deal with coastal erosion, flood events and increasingly intense weather e.g. storms and storm surges and climate change impacts e.g. sea level rise.

1.5 East Devon has the fourth lowest productivity level in Devon with real value added per employee equivalent to just 80% of the national average in 2012. If productivity levels met the national average, an additional £425m of value added would be generated per annum.

1.6 Several of the sectors which are highly represented in East Devon in employment terms typically generate lower levels of value added, including accommodation, health and social care and food and distribution. In contrast, sectors with higher levels of productivity, including information and communications continue to be under-represented in employment terms.

1.7 Analysis of commuting in East Devon illustrates the dominant and growing influence of the Exeter economy (seaside towns do not function in isolation).

1.8 We believe that there has been insufficient national policy and intervention relating to coastal towns and communities. There is a need for a greater recognition of the challenges and opportunities that coastal locations offer, a form of 'coastal proofing' of government policy, strategy and intervention?

2. Has sufficient research been conducted to provide robust analysis of the economic and social health and vitality of seaside towns? What are the main conclusions to be drawn from such data and research – and where are the principal gaps in knowledge and understanding?

2.1 The coastal economy is complex and individual to each place. We have found national studies extremely useful in understanding the broad issues and determining the focus of bespoke study. We have used studies by the Centre for Regional Economic and Social Research at Sheffield Hallam University (CRESR) e.g. England's Seaside Towns – A benchmarking study and The Seaside Tourist Industry in England and Wales. **There is a need for a more structured, longitudinal and consistent evidence base.** Our experience has been that commissioning our own research is the most effective way of truly understanding the issues at play in a particular location and as a means of capturing and reporting facts on which to base policy and intervention strategy. For example, the Exmouth Coastal Community Team commissioned its own research including a Socio-Economic Profile compiled by Strategic Economics Ltd (NJSE) and the Exmouth Visitor Survey (2016) undertaken by the South West Research Company. The latter research highlighted that whilst Exmouth attracted high numbers of visitors, expenditure was less than half the average for East Devon and Devon as a whole.

2.2 Sidmouth has participated in the European Union TourFish (Tourism for Inshore Fishing, Food and Sustainability) cluster. That project has predominantly focussed on the economic and social aspects of inshore fishing resulting in the increased awareness of the fishing heritage of Sidmouth and Beer and the creation of the annual Sidmouth Sea Fest.

2.3 We have found the work by the National Coastal Tourism Academy both useful and practical however, the focus on tourism, is of course, a narrow view of a typical coastal economy; **more work is needed to look at coastal economies in their entirety.** In addition, the Coastal Community Alliance has highlighted and championed the specific issues affecting coastal communities. Inland East Devon is rural and we frequently refer to the body of research and good practice in relation to market towns, it would be useful to see that work expanded to consider seaside towns.

Housing and demographics

3. To what extent are seaside towns affected by issues arising from the nature of their housing stock, including Houses in Multiple Occupation (HMOs) and former tourist accommodation that has been converted for other uses? How might any such issues be addressed – and are any changes to Government policy required?

3.1 In East Devon there is a continuing issue in respect of tourism accommodation, especially hotels, coming under pressure for what is often higher value (for the owner) in residential use. Whilst it is recognised that some jobs in tourism can be lower paid it is the case that tourism is, and remains, a crucial part of our economy and loss of visitor bed spaces does undermine this sector.

3.2 The coastal towns of East Devon (Exmouth, Budleigh Salterton, Sidmouth and Seaton) in common with many other coastal areas have a high elderly population, ours being some of the most elderly in the country, with incoming retirees adding to an already ageing resident population. Whilst the active retired can make major contributions to communities, as people age they do place increasing strains and demands on stretched health, social and welfare facilities. In an environment of more demands, from a projected increasing elderly population, but not necessarily increasing resources, there are major as yet unresolved challenges ahead.

3.3 In East Devon the incoming population also impact on the cost of housing with house prices along our coastal strip being much higher than in inland areas. East Devon as a whole already has a high affordability ratio, the

average wage compared to average house prices ratio is 9.4¹. In our coastal areas the house prices are typically much higher than just a few miles inland but there would be no expectation that wages would be higher; the affordability ratio could therefore be expected to be significantly greater. A clear consequence of the housing affordability gap is to make it less easy for people, especially younger and first time buyers, to buy or rent houses in coastal areas of East Devon. **This lack of housing choice adversely impacts on their life choices and exacerbates a wider challenge of coastal towns becoming centres for the more affluent aged where younger less well-off people are excluded from the housing market. This underlines the need to support the younger generation, working age families and those not on high incomes. We should focus our interventions on affordable and appropriate new homes building, encouraging higher paid jobs, skills and the infrastructure that promotes increased productivity.**

4. Do population transience, and demographic changes more widely, present any particular issues for seaside towns and communities? What is the nature and scale of such issues, and how can local organisations and communities be assisted in seeking to address them?

4.1 Population transience is an issue in our larger seaside towns however it does not present the challenges on a scale that may be faced in other coastal towns. The Coastal towns and communities have experienced an increase in rough sleeping, particularly during the summer months this year.

4.2 The significant demographic change, already noted, is and has been in an increasing ageing population in total and as a significantly larger proportion of our overall population with younger people increasingly unable to afford coastal property prices in East Devon. The average age of residents in East Devon is 50.3 years. The national average is 40 years.

4.3 East Devon has a small working age population in comparison to Exeter and the Heart of Devon (East Devon, Mid Devon and Teignbridge) areas with just 54.5% of the population at working age.

4.4 The 65+ age range looks set to grow more than any other over the next decade, growing from 29.9% of the population in 2014, to 33.1% of the population in 2024 and up to 37.6% by 2034. The main household composition in East Devon is a one person household with a resident aged 65 and over, making up 18.3% of all households – nationally this figure is 12.4%.

4.5 **As recently stated by the Coastal Communities Alliance (policy strategy, Spring 2018) ‘Creative solutions will be required to deliver regeneration that reconciles the needs and desires of older and retired residents with attempts to build new markets and rebalance the demography.’** As well as identifying economic opportunities from the older population.

Transport and connectivity

5. Do problems relating to transport and connectivity (including digital connectivity) present a barrier to economic growth for seaside towns and communities? What action has been taken to address such matters, and is any further Government action required? To what extent would addressing such issues create the opportunity for future inward investment and growth?

5.1 Problems of transport and digital connectivity in coastal East Devon are not significantly different from many inland areas. The East Devon population is largely car dependent and the ongoing reduction in bus services means that this is an issue that is not going to go away.

5.2 Linking seaside towns to major employment sites

Devon County Council and East Devon District Council have joined forces to fund enhancements to bus services. The new CONNexIONS service will reduce congestion and help more people get to work by bus between Exmouth, our Enterprise Zone, the Met Office and the city of Exeter.

¹ Sources: HM Land Registry, UK House Price Index June 2017 and Office for National Statistics, Annual Survey of Hours and Earnings (ASHE) – resident analysis, published 2016.

5.3 Digital Connectivity

There is a huge variation in broadband widths across a Devon. Along our entire coastline broadband speeds are low with only our coastal towns at or exceeding 50 Mtps.

The role of the visitor economy

6. How successful have initiatives that seek to promote tourism and the visitor economy in seaside towns proven to be? How important are these sectors to the economies of seaside towns? Is sufficient attention being given to the potential contribution that could be made by other sectors, beyond tourism?

6.1 Seaside towns are much more than their seafront, a narrow 'bucket and spade' focus alone is not what is needed. East Devon has taken a development led approach to enabling growth in its coastal towns (rather than a marketing led approach to attract tourists to the district). In two of its towns it has enabled and led on physical development activities through the Local Plan process and bringing forward redevelopment opportunities. Our focus has been to provide de-risked development sites (selectively and carefully investing using our own land resources) and providing new infrastructure and facilities that will attract visitors.

6.2 Seaton has benefited from this approach with the delivery of a new supermarket, housing and a Premier Inn hotel on the site of a closed down holiday park. Further new housing, retail, food and drink is proposed on the site of a factory that closed in 2000. The Council used its own land and s.106 receipt from the supermarket development to kick-start the development of Seaton Jurassic, a community led initiative that resulted in a £4m new visitor centre for the World Heritage Jurassic Coast attracting over 50,000 visitors in its first year.

6.3 Significant and ongoing investment in Seaton Wetlands has resulted in the development of extensive range of habitats offering leisure and educational opportunities for all ages.

6.4 Other new development delivered by the private sector includes a new Seaton tramway terminus and a mixed use scheme with gym, retail, restaurant and housing in the town centre. These new ventures have created in the region of 400 new jobs for the town. Other private commercial property owners are now responding with improvements to the retail and restaurant offers in the town and leisure concessions on the beach.

6.5 Devon's largest town, Exmouth is also benefitting from a regeneration led approach following a masterplan exercise in 2012. Through its landholdings, the council has enabled delivery of a new 60 bed Premier Inn, new slipway, indoor leisure facility, community facility and a new seafront leisure opportunities. A council owned 9 acre seafront site will come forward for redevelopment in phases providing a new not for profit Watersports centre, along with new mixed use leisure facilities.

6.6 The seaside towns and communities of East Devon have established a number of distinctive festival and events e.g. Budleigh Literary Festival, Exmouth Mussel Festival, Sidmouth Sea Fest, Seaton Grizzly and Grizfest to name but a few. These events add a new and dynamic layer to the exiting visitor offer, providing unique experiences that attract new visitors to the area and open up new, often higher value, visitor market opportunities. In addition, they provide new and different leisure opportunities for the local community, generating additional revenues and having the potential to extend the length of the visitor season.

6.7 We feel that there is insufficient attention being given to the potential contribution that could be made by other sectors. Seaside towns are working towns with residents who wish to live and work in the area; there needs to be a balanced and robust economy. The seaside environment is an attractive place to live and work and more needs to be done to create wider economic opportunities. Seaside Towns need greater investment and reconfiguration to broaden and strengthen their economies. Far from trying to 'drag' seaside towns out of economic decline, they have the potential to be significant drivers of the new economy as they can offer a fantastic quality of life if they can be connected into employment (including the provision of new and innovative workspace within those towns and communities).

6.8 There has been a great deal of discussion and policy issued in relation to the future of town centres; Seaside town centres need to be included as they too need to be fit for the future i.e. this could include a greater focus on a broader town centre leisure offer, increased public realm/ social space/ residential offering to attract and retain younger residents.

Physical regeneration

7. Are sufficient tools and resources available to local authorities, property owners and other stakeholders to allow them to promote and deliver the restoration and regeneration of the physical environment in seaside towns? Could new approaches –or the removal of any existing barriers – support further regeneration?

7.1 There have been a number of tools and resources available over time, and these have been welcome. We feel, however, that there is a need for a more focussed and holistic policy in relation to seaside towns and communities. This is needed to facilitate real and sustained change that can overcome the historic development lag and provide a new and continued momentum in the reinvention of our coastal towns and communities.

7.2 We found the case studies illustrated in the report from Ebb to Flow (Centre for Entrepreneurs, 2015) particularly inspiring and useful. **There needs to be a more open minded approach to new ideas and development in seaside towns and greater financial resources available. Regeneration in seaside towns is expensive and the seasonality of the visitor economy means that physical resources need to be fit for purpose and work hard. Seaside towns are evolving and must continue to do so, to remain relevant and productive. There needs to be a focus on bespoke high quality design, this requires significant ‘pump priming’ resource and a supportive environment to progress development.**

7.3 It is important that seaside towns are open to new ideas, good practice and outside influence; to this end, we are currently working with HemingwayDesign who are undertaking a visioning exercise for a key seafront location (Queen’s Drive) in Exmouth.

Social and economic regeneration

8. What work is being done in seaside towns to support social and economic regeneration, and to improve social mobility across the whole community? What more could or should be done by the Government, and relevant organisations, to deliver such initiatives?

8.1 East Devon has pursued an ambitious regeneration strategy for its seaside towns and communities. Low productivity levels across the district has meant that the key focus is economic regeneration. To this end, we have pursued a policy of creating the economic conditions for investment using our land assets to support new investment and development examples of this are the Seaton Jurassic project, the rebuilding of the Mamhead Slipway in Exmouth, continued enhancement and development of the Seaton Wetlands Visitor Centre and the continued investment in countryside, parks, beaches, play spaces and excellent public realm. This has been the result of the establishment of and support of Regeneration Boards providing clear vision, leadership and support to regeneration.

8.2 **There needs to be a full and frank debate about the coastal economy and future community needs with a focus on delivering a strong and diverse economy for future generations.**

9. What role should local businesses, SMEs and social enterprises play in seeking to deliver regeneration in seaside towns? How effective is any help currently provided to these groups by the Government, local authorities and others? Are there any barriers to growth that could be addressed by changes in policy?

9.1 A diversity of business form is an important element of a robust economy. Our seaside towns have a mix of small and medium sized enterprises some of which have a seaside relevance whilst others do not. **The public sector can only do so much, it is important that there is a greater focus on proportionate regeneration interventions that put a robust economy and balanced community first.**

9.2 The way to help businesses is to build a prosperous community/ provide excellent connectivity and an outstanding environment. The Government's Industrial Strategy should not exclude the economic challenges and opportunities for seaside towns.

9.3 A fairer taxation system is needed that is equitable between online and high street/ retail/ businesses.

9.4 Support for visitor and retail businesses (that have historically been excluded from business support regimes).

Education, health and wellbeing

10. Is educational provision in coastal communities of a good enough standard? Do coastal communities experience any particular challenges around the provision of secondary, further and higher education and, if so, what action should be taken to promote positive change?

10.1 The proportion of 15 years olds achieving 5 or more GCSE's at grades A*-C including English and Maths in East Devon in 2013/14 was 71.30% with the area ranking in the top 20% of districts nationally.

10.2 There are opportunities for continuing education both within the district (Bicton College) and in Exeter; however, transport to and from seaside towns and communities can be very difficult for students.

11. Is there evidence to suggest that certain health conditions are more prevalent in seaside towns? What factors might contribute to levels of poor health in coastal areas? Would any targeted interventions help to address any such issues in these areas?

11.1 This is not an area of expertise for the council however, the ageing demographic of our coastal towns and communities will lead to increasing health needs and future resource implications for local health and well-being services.

Delivery structures

12. What impact has the Coastal Communities Fund had upon seaside towns and communities? Are any further targeted interventions from Government required?

12.1 East Devon has benefitted from investment by the Coastal Community Fund in terms of the building of Seaton Jurassic. The development of this project took in excess of ten years and has been hard won. It is an important tourism resource in Seaton that forms part of a much broader package of developments needed to create an integrated and modern tourism offer in a seaside town. We welcome the very recent announcement that the village of Beer has been awarded CCF funding (round 5 fast-track).

12.2 We would welcome a move towards the CCF becoming more transparent/ evidence driven and for more resource to be invested in the funding available and the management of the funding regime (this year's funding announcement is currently 3 months late). There needs to be a greater certainty of funding streams and/or a longer term investment approach for seaside towns and a move away from sporadic funding regimes. There is so much potential and opportunity to boost the economic performance of seaside towns, but often initial public investment is needed to create the optimum economic conditions and market confidence to kick start private sector investment.

13. To what extent is it currently possible to develop a 'vision' for individual seaside towns? Is there a need for longer-term thinking and, if so, is that need currently being met? What role should Government departments, local authorities, local enterprise partnerships and other stakeholders play in delivering against such a vision, and is any action required to improve integrated working between these groups?

13.1 The development of a vision for seaside towns is crucial and that vision should be endorsed and supported by all, at all levels (in terms of policy, strategy, financial support and practical interventions/ commitment). However, a vision has no purpose unless there's a sense that it can happen (it requires funding, deliverability and local will).

14. Are there fiscal or financial measures available which could help to support the regeneration of seaside towns? Could the Government provide any financial freedoms or investments which would help to generate positive change?

14.1 In an age of austerity, Local Authorities and their communities can benefit from good seaside regeneration i.e. an uplift in business rates income; allowing Local Authorities to retain a large proportion of Business Rates can help.

14.2 Is it time to introduce Coastal Enterprise Zones? low or zero Business Rates during periods of site investment? - Central Government paying Local Authorities the Business Rates and that monies being invested in seaside town infrastructure?

People and place

15. What role should local people and local communities play in the regeneration of seaside towns and communities? Do good processes of community engagement, and community resilience and capacity building, currently exist and, if so, could they be applied more widely?

15.1 The communities of East Devon have embraced the opportunity to make Neighbourhood Plans thus providing a community perspective of local aspirations and opportunities for regeneration. These are important community owned documents to feed into regeneration planning and delivery.

15.2 Interest from the community in development activities in our seaside towns is strong and the challenge for the council and developers is to ensure that a diverse range of the community (all ages) is able to engage with any consultation processes.

15.2 It is absolutely essential that the local community is involved in decision making about the future objectives of seaside towns. This process must be evidence based to enable informed and objective decisions to be made about the challenges and opportunities available and weighed against the uncertainty of change.

16. Do any integrated models of regeneration, bringing together local communities, businesses, public sector bodies and others to pursue common goals, currently exist? If so, how do such models seek to promote physical, social and economic regeneration in seaside towns? How can any lessons learnt from such work be applied more widely – and is further innovation required?

16.1 East Devon has a number of regeneration initiatives specifically focussed on seaside towns and villages e.g. Exmouth, Seaton and Beer. The council has established Regeneration Boards for Seaton and Exmouth which comprise local stakeholders, businesses and community representatives. Consultation has taken place on masterplans and planning permission by the council/developers and is continuing with the work of Hemingway Design in respect of our key seafront site in Exmouth.

16.2 The localism agenda provides an opportunity to support the aspirations of communities to effect change including the transfer of community assets.

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