



Agenda for Scrutiny Committee Thursday, 10th September, 2020, 6.00 pm

Members of Scrutiny Committee

Councillors: C Brown (Chair), C Pepper, V Ranger (Vice-Chairman), E Rylance, M Chapman, I Chubb, A Colman, V Johns, O Davey, S Hawkins, F King, T McCollum, H Parr, B Taylor and C Wright

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Venue: Online via the Zoom App. All Councillors and registered speakers will have been sent an appointment with the meeting link.

Contact: Chris Lane, Democratic Services Officer;
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(or group number 01395 517546)
Tuesday, 1 September 2020

- 1 Public speaking
Information on [public speaking](#) is available online
- 2 Minutes of the previous meeting (Pages 3 - 7)
- 3 Apologies
- 4 Declarations of interest
Guidance is available online to Councillors and co-opted members on making [declarations of interest](#)
- 5 Matters of urgency
Information on [matters of urgency](#) is available online
- 6 Confidential/exempt item(s)
To agree any items to be dealt with after the public (including the press) have been excluded. There are no items which officers recommend should be dealt with in this way.
- 7 Decisions made by Cabinet called in by Members for scrutiny in accordance with the Overview and Scrutiny Procedure Rules
There are no items identified
- 8 Quarterly monitoring of performance - 1st quarter 2020/21 April to June 2020 (Pages 8 - 16)

9 Car Parking TAFF Membership

On 7th November 2019, the Committee agreed to establish a Car Parking TAFF (as recorded in the minute below) but following changes in political balance of the Council and membership of the Committee it is necessary for this TAFF to revise the makeup of its membership.

40 **Establishment of TAFF - Membership**

Members discussed the establishment of the membership of the Car Parking Task and Finish Forum (TAFF).

RESOLVED: *that the following be agreed as members of the Car Parking TAFF:*

Alan Dent, Kim Bloxham, Paul Millar, Bruce De Saram, Jack Rowland, Mike Howe, Eleanor Rylance, Joe Whibley, Val Ranger, Tony Woodward, Andrew Colman and Maddy Chapman.

The TAFF should be on the basis of political balance of the Council. The Committee will be asked to confirm the size of the TAFF that it wishes to have going forward (usually it is a membership of 7) and for delegated authority to be given to the Monitoring Officer to agree the membership working with the Group Leaders.

10 Forward Plan (Pages 17 - 20)

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](#)

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EAST DEVON DISTRICT COUNCIL**Minutes of the meeting of Scrutiny Committee held at On line via the Zoom App. All Councillors and registered speakers will have been sent an appointment with the meeting link. on 21 May 2020****Attendance list at end of document**

The meeting started at 10.00 am and ended at 12.00 pm

70 Public speaking

There were no members of the public who wished to speak.

71 Minutes of the previous meeting

The minutes of the meeting held on 5 March 2020 were agreed and signed as a true record.

Members noted that the recommendation to Council on the Queens Drive Development Project call-in would be considered at the next available meeting of Cabinet.

72 Declarations of interest

Councillor Iain Chubb, Minute 8, Member of Devon County Council
Councillor Eleanor Rylance, Minute 8, received a Government Grant for her holiday let business.

Councillor Vicky Johns, Minute 8, Member of Ottery St Mary Volunteer Group
Councillor Tony McCollum, Minute 8. Member of Honiton Volunteer Group
Councillor Val Ranger, Minute 8, Volunteer Shielder

73 Matters of urgency

There were no matters of urgency.

74 Confidential/exempt item(s)

There were no confidential/exempt items.

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

There were no items called in.

76 Update on the COVID-19 response by East Devon District Council

Members received a verbal update on the COVID-19 response by the Chief Executive, Mark Williams, Topics of specific interest covered included aspects of housing, the Council Tax Reduction Scheme, the process of obtaining food parcels, and need for Food Bank support, and other COVID-19 related matters such as staffing issues, and future finances, since the impact of residents, businesses and the Council as a whole has been significant.

Mark Williams reported that there had been three key areas for Local Government.

1. Supporting adult care – this was led by Devon County Council.
2. Supporting the economy.
3. Impact of lockdown and the Council.

With regard to the economy, Mark Williams reported that COVID-19 had a big impact on the local economy. From April there had been a substantial increase in Universal Credit claims. The Council was also the advocate for a grant scheme introduced by the Government to support small and medium sized businesses. There had been a fund of £50M and this had been distributed with help from the Revenues and Benefits and Economy teams.

The vast majority of businesses had been pleased to get the money quickly and 87% of all the money allocated to East Devon had been distributed. It was hoped to be able to run down the scheme by the end of May. However, there had been feedback from a number of businesses that had not benefited from the scheme. The government had responded with a new discretionary scheme to be implemented by the Council, that had a fund of £2.5M, grants to individual business were likely to be significantly lower than the first round of grants. Although grants were discretionary, the Council would contact businesses to inform them of the availability of this grant aid.

With regard to protecting the vulnerable the initial priority was to protect those who were thought to be particularly vulnerable. This was a national scheme provided through the NHS and unitary authorities. It was acknowledged that the quality of data on those who needed to be shielded provided by the government had been particularly poor.

With regard to those who had were less vulnerable. The Council had been asked to set up a Community Hub and to act as facilitator and provide guidance for community effort. Some staff had been re-allocated to form a team of 'hubsters'. They had received 40-50 calls a day requesting advice and help. This had been reasonably successful, helped by the low infection rate to date in Devon & Cornwall. There had also been a number of other grant schemes set up, including, the Foodbank fund and a COVID hardship fund.

It was hoped to be able to keep the Community Hub going and there had been central government funding for this purpose. So far central government had provided £1.5M of funding to EDDC. There was lobbying of central government to provide further funding. If central government funding had not been provided then there would be a number of local authorities that would struggle to provide services to their communities. The work of the Housing Team had included housing the homeless and all homeless people in East Devon had been provided with accommodation.

Karen Simpkin, Strategic Lead – Organisational Development & Transformation reported on the information dashboard developed with Strata. This was operational and a report on the number of telephone calls received had been provided. However, there would be a need for further licences to be provided for other users to access. Many of the calls received had been regarding prescriptions and shopping.

With regard to lockdown and the impact on the Council. Exmouth Town Hall had closed, but Blackdown House had been kept open for staff albeit closed to the public, as had Streetscene depots. But a large percentage of Council staff had been able to work from home. Staff sickness had improved immeasurably. The current sickness target was an average of 8.5 days and for 2019/2020 the final figures showed an average 8.6 days per person. In April 2020, the first month of the year the outturn sickness figure was 0.46 average days. This may be the consequence of staff adjusting to the new working from

home. It was also noted that managers had been tasked with keeping in touch with their staff.

Karen Simpkin, Strategic Lead Organisational Development & Transformation reported that HR had stepped up the level of communications. Worksmart principles had been amended to allow staff to work from Blackdown House where they want to and social distancing requirements and use of the office would be closely monitored. But the new 'normal' would be working from home until further notice.

During discussions the following questions or points were noted:

- Air BnB's were eligible to apply for grant aid, provided they paid business rates and this made a substantial number of second homes in East Devon able to apply for grant aid.
- There had been 3,369 grants made to small and medium sized businesses so far.
- Importance of ensuring that there was clarity between the national support scheme and ours and that people had the appropriate support.
- The demand for foodbanks was increasing, particularly for young families and this would be likely to continue in future months as the furlough scheme was wound down and the economic effects of the pandemic was felt.
- The Community Hub had helped voluntary groups in the district, enabled different groups to connect with each other and helped to sustain and reinforce the need for key workers.
- How many conversations had been held with local MP's and how was their understanding of the District Council's financial crisis? Mark Williams, Chief Executive reported that he had weekly calls and regular contact with MP's Neil Parrish and Simon Jupp and they were well acquainted with the acute need for the Council to continue to deliver services. There had been a consistent message to both MP's who had been effective in lobbying the government to provide additional funding for EDDC.
- The District Council had been the facilitator for further discussion ensuring that community groups worked together to assist the voluntary response.
- Importance of finding a way of providing feedback from our hub so we have a clear picture of what was going on.
- How was EDDC going to support families at a time of crisis? This raised an issue of EDDC's ability to deal with wider societal issues.
- Reopening of schools in East Devon would be done on a voluntary basis, decided by the schools governors.
- Language Schools had not so far been able to qualify for business rate relief. Libby Jarrett, Service Lead – Revenues & Benefits would look into this.
- There had been a substantial increase in Universal Credit applications in East Devon from 3793 in February to 6779 in April.
- Committee members wanted to send a message to all staff thanking them for their efforts in adapting to the new working environment.
- Working with Devon County Council and other partners in the Community Hub had been very good with weekly meetings held.
- Devon had been a voluntary area for the local outreach plan and was waiting to hear if it had been accepted for test, trace and contact.
- Contact with care homes in the district would be through Devon County Council, with EDDC helping where it was asked.

RESOLVED that the Council lobby the government on the following issues –

1. So that future grant schemes do not include second homes.

2. To devolve the response and funding required for dealing with the current public health crisis to the lowest appropriate tier of government.

77 **Update on the Car Parking Task & Finish Forum (TAFF)**

Members noted that the Car Parking TAFF had met on four occasions prior to lockdown and agreed its Terms of Reference at the first meeting on 7 November 2019, when an approach was adopted to consider issues in each of the main towns of the District before proceeding further.

Links had been provided in the agenda to previous meetings so members could view progress to date and consider the original Terms of Reference and priority themes in the context of the more recently agreed climate emergency action plan. Members considered whether a different approach was now required for the future, given the Council's commitment to climate change and the way in which EDDC car parking policy could influence future driver behaviour and potentially fund projects such as delivering electric vehicle charging infrastructure.

It was noted that following the anticipated appointment of a new Leader and Cabinet at forthcoming Council meetings; the membership of the TAFF would need to be amended and so further consideration of car parking issues should wait until the appointment of the new TAFF membership.

Councillor Maddy Chapman reported her concerns about a potential influx of campers and caravans to the district. Officers reported that they were well aware of this issue and that government guidance was that people travelling should not stay overnight. This would be enforced in the district where appropriate.

Attendance List

Councillors present:

T McCollum (Vice-Chairman)
V Ranger
E Rylance
M Chapman
I Chubb
B De Saram
C Gardner (Chairman)
A Colman
V Johns

Councillors also present (for some or all the meeting)

M Armstrong
P Arnott
J Bailey
S Bond
P Hayward
N Hookway
G Jung
D Ledger
A Moulding
H Parr

G Pook
M Rixson
E Wragg
O Davey
A Dent
P Faithfull
M Howe
S Jackson
F King
K Simpkin

Officers in attendance:

Simon Davey, Strategic Lead Finance
John Golding, Strategic Lead Housing, Health and Environment
Henry Gordon Lennox, Strategic Lead Governance and Licensing
Susan Howl, Democratic Services Manager
Sarah Jenkins, Democratic Services Officer
Christopher Lane, Democratic Services Officer
Anita Williams, Principal Solicitor (and Deputy Monitoring Officer)
Mark Williams, Chief Executive
Libby Jarrett, Service Lead Revenues and Benefits
Giles Salter, Solicitor

Councillor apologies:

C Brown
K Bloxham
K McLauchlan
J Rowland
P Jarvis

Chairman

Date:



Report to: **Scrutiny Committee**

Date of Meeting: 10th September 2020

Public Document: Yes

Exemption: None

Review date for release [Click here to enter review date for release of document if currently covered by exemption above or state "None".](#)

Subject: **Quarterly monitoring of performance – 1st quarter 2020/21 April to June 2020**

Purpose of report: This report provides performance information and progress against our performance indicators from across the council services.

Recommendation: **It is recommended that Members consider performance against delivery of our key performance indicators for the 1st quarter of 2020/21 so that issues can be addressed in a timely way.**

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

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

Portfolio Holder: Portfolio Holder Corporate Services and COVID-19 Response and Recovery

Financial implications: There are no direct financial implications.

Legal implications: No legal comments are required

Equalities impact: Low Impact
 If choosing High or Medium level outline the equality considerations here, which should include any particular adverse impact on people with protected characteristics and actions to mitigate these. Link to an equalities impact assessment form using the [equalities form template](#).

Climate change: Low Impact

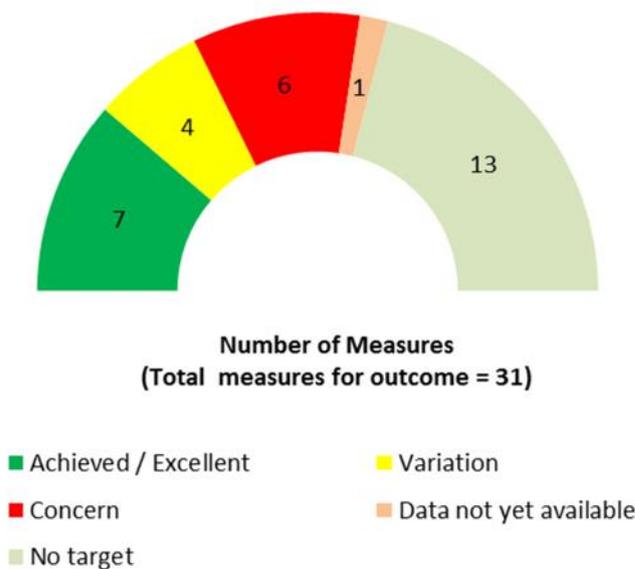
Risk: Comments
 Low Risk
 A failure to monitor performance may result in customer complaints, poor service delivery and may compromise the Council's reputation.

Links to background information: [Appendix A – Performance indicator progress Q1](#)
[Appendix C - Explanations and definitions.](#)

Link to [Council Plan](#): Choose Priorities and delete what not appropriate.
 Click here to enter which of the Council's priorities this report covers – Encouraging communities to be outstanding; Developing an outstanding local economy; Delivering and promoting our outstanding environment; Continuously improving to be an outstanding council.
 Outstanding Council and Council Services

Report in full

1. This quarterly report will only be providing details of our performance of our council wide performance indicators. This quarter will not include performance against our council plan or our service objectives which are both under review following the change in administration and the impact of the Covid-19 crisis.



2. Several of our performance indicators are showing on track or variation but six are showing a status of concern.

Number of households living in temporary accommodation - The outbreak of Covid-19 has seen a sudden and dramatic rise in the use of temporary accommodation, with factors including the 'everybody in' policy from central government and the additional homeless situations created by the lockdown period. Some people have been accommodated where they would not ordinarily be accommodated, under a power, and they remain accommodated at this moment in time. This trend is common throughout the region with all LA's experiencing rises in homeless applicants in need of emergency accommodation. Working closely with MHCLG we have drawn up plans for future pandemic related homelessness, and we are anticipating further homeless pressures when the moratorium on evictions is lifted and the furlough scheme concludes.

Number of affordable homes delivered (gross) – There has been a lack of movement with the housing market owing to the covid-19 situation affecting our programme of acquisitions, and housing association partner's development programmes were impacted by the construction industry shut down and gradual recovery.

Percentage of Non-domestic Rates Collected - This drop is to be expected in light of Covid-19. Clearly, it's had a significant impact on businesses, which in turn has reduced their revenue.

Percentage of Stage 2 complaints responded to within stated timeframes - This relates to one complaint exceeding the deadline due to complexity of matters raised and a temporary stop on housing repairs work during lockdown.

Days taken to process new Housing Benefit claims - The reason for the number of days taken to process applications going up is most likely down to the sheer volume of work we have received.

East Devon have been sent 1505 new claims by Universal Credit between the 23 March and 03 June. For the same period last year we received 344 new claims. Those cases all need to be looked at even if they don't all end up as new claims. All of the UC records we have been sent for 23 March to 03 June 2020 is 6859 whilst the same period last year was 2226. This is only the figure for work we have been sent from Universal Credit. We have continued to receive work from other sources as normal.

Our case load figures between annual billing and 01 May show an increase of 411 cases but at that point we still had the majority of UC cases to process so this may have increased further.

Since 18 May 2020 we have also received 1084 pieces of manual work that we wouldn't normally expect to receive. This is a mixture of work including things like having to award Exceptional Hardship to customers so that they don't lose out after receiving the extra money given by the government e.g. the rise in the standard allowance rate for Universal Credit.

We have also had to develop an application process and put into place resources to help those through DHP/EHF means who were left with no income at short notice, such as the self-employed who couldn't work during the lockdown.

We have been focussing on processing the cases sent to us by Universal Credit over the last week and will continue with this over the coming week. As at the end of last week these are no older than two weeks and the numbers outstanding had reduced to 587. We have also continued to make sure that we keep our work received from other sources no older than two weeks.

Percentage of Other planning applications determined within 8 weeks - The lockdown has temporarily impacted on the performance for other planning applications. This is mainly in relation to applications for house extensions as a greater percentage of these are submitted in paper form and the switch to working at home required new processes to be put in place, that were initially less efficient than working in the office (working at home on a laptop at a table looking at many electronic documents being less efficient compared to sitting at an office desk with two screens and paper), and this has temporarily impacted upon performance. Alongside this, we have seen an increase in the number of applications for house extensions and related applications and enquiries being submitted. However, now that the new processes are in place and officers have access to Council computers and screens at home, it is expected that the performance indicator will be met in the next quarter.

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

4. Website statistics - from 1 April 2020 to 30 June 2020

-) 392,055 visits to our website (58,808 more than the same period last year)
-) 1,127,882 page views
-) 246,917 unique visitors
-) 65,488 returning visitors
-) 50.71% bounce rate (the percentage of visitors to our website who navigate away from the site after viewing only one page)

5. The download statistics for the East Devon app up to the 30th June 2020:

-) Android: 6,250
-) Apple iOS: 16,170
-) Total: 22,420

PIs report 20/21

Quarterly report for 2020/2021
Arranged by Aims
Filtered by Flag: Include: Quarterly

Key to Performance Status:

Performance Indicators: No Data Concern Variation Achieved Excellent

Key to change on same period in previous year:

↑ Improved Performance ↓ Worse Performance ↔ Unchanged

Key to +/- Column:

+ Higher figures are better - Lower figures are better OFF Direction cannot be determined

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

PIs report 20/21

Priority: Encouraging communities to be outstanding

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>Number of households living in temporary accommodation</u>	-	44	30 (1/4)	50				↓	Andrew Mitchell

Management Notes:

(Quarter 1)

The outbreak of Covid-19 has seen a sudden and dramatic rise in the use of temporary accommodation, with factors including the 'everybody in' policy from central government and the additional homeless situations created by the lockdown period. Some people have been accommodated where they would not ordinarily be accommodated, under a power, and they remain accommodated at this moment in time. This trend is common throughout the region with all LA's experiencing rises in homeless applicants in need of emergency accommodation. Working closely with MHCLG we have drawn up plans for future pandemic related homelessness, and we are anticipating further homeless pressures when the moratorium on evictions is lifted and the furlough scheme concludes.

(JA)

<u>NI155 Number of affordable homes delivered (gross) (LAA)</u>	+	247 (3/4)	25 (1/4)	19				↓	Andrew Mitchell
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Management Notes:

(Quarter 1)

There has been a lack of movement with the housing market owing to the covid-19 situation affecting our programme of acquisitions, and housing association partner's development programmes were impacted by the construction industry shut down and gradual recovery.

(JA)

Priority: Developing an outstanding local economy

PIs report 20/21

Priority: Developing an outstanding local economy

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>Creditor Days - % of invoices paid in 10 working days</u>	+	89	95.00 (3/12)	93.96				↑	Mark Worth
<u>Management Notes:</u>									
<u>Creditor days - % of invoices paid within 30 days</u>	+	96	99.00 (3/12)	98.99				↑	Mark Worth
<u>Management Notes:</u>									

Priority: Delivering and promoting our outstanding environment

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>NI191 Residual household waste in kg per household</u>	-	60		67				↓	Gareth Bourton, Louise Hodges, Lorraine Tolman
<u>Management Notes:</u>									
<u>NI192 Percentage of Household waste sent for reuse, recycling and composting</u>	+	59	50 (1/4)	60				↓	Gareth Bourton, Louise Hodges, Lorraine Tolman
<u>Management Notes:</u>									
<u>Percentage of municipal waste for disposal (incineration and landfill)</u>	-	41		40				↓	Gareth Bourton, Louise Hodges, Lorraine Tolman
<u>Management Notes:</u>									
<u>NI196 Improved street and environmental cleanliness – fly tipping</u>	-							n/a	Richard Martin
<u>Management Notes:</u>									

Priority: Continuously improving to be an outstanding council

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
	-	8.70		1.64				↔	Sarah Vincent

PIs report 20/21

Priority: Continuously improving to be an outstanding council

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>Working days lost due to sickness absence</u>			2.13 (3/12)						
Management Notes:									
<u>Percentage of Council Tax Collected</u>	+	98.69	29.89 (3/12)	28.83				↓	Melissa Clode, Libby Jarrett, Martin Lloyd-Jones
Management Notes:									
<u>Percentage of Non-domestic Rates Collected</u>	+	97.91	31.27 (3/12)	22.65				↓	Melissa Clode, Libby Jarrett, Martin Lloyd-Jones
Management Notes:									
<u>Percentage of planning appeal decisions allowed against the authority's decision to refuse</u>	-	25.0	30.00 (3/12)	30.10				↓	Bob Capon
Management Notes:									
<u>Percentage of Stage 2 complaints responded to within stated timeframes</u>	+	78	100 (1/4)	89				↓	Kate Symington
Management Notes: (Quarter 1) This relates to one complaint exceeding the deadline due to complexity of matters raised and a temporary stop on housing repairs work during lockdown. (KS)									
<u>% of minutes and audio from council meetings uploaded together within 5 working days</u>	+	100	100 (1/4)	100				↔	Susan Howl
Management Notes:									
<u>Percentage of FOI responded to within the statutory timelimits</u>	+	99	100 (1/4)	99				↓	Kate Symington
Management Notes: (Quarter 1) One response went over deadline (KS)									
<u>Percentage of 'higher risk' licensed</u>	+	134		0				↓	Stephen Saunders

PIs report 20/21

Priority: Continuously improving to be an outstanding council

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>premises inspected annually</u>									
Management Notes: (Quarter 1) Vists have not occurred over the first quarter as a result of the closure of Licensed premises from March to July due to Covid-19 restrictions (SS)									
<u>Number of taxi vehicle licence complaint investigations</u>	+	29		0				↓	Stephen Saunders
Management Notes: (Quarter 1) The taxi trade has been massively restricted in its business and has only largely been operating for vulnerable customers during the Covid 19 period. There have been no complaints received regarding the taxi trade (SS)									
<u>Total average headcount (quarterly total)</u>	+	460		459				↑	Sarah Vincent
Management Notes:									
<u>Cumulative Staff Turnover as a percentage of all staff (voluntary leavers)</u>	-	6.51		3				↓	Sarah Vincent
Management Notes:									
<u>Capability at point of contact for Benefits</u>	+	38 (3/4)		52				↓	Melissa Clode, Martin Lloyd-Jones
Management Notes:									
<u>% of residents who pay their Council Tax by Direct Debit</u>	+	80		80				↓	Melissa Clode, Martin Lloyd-Jones
Management Notes:									
<u>Number of Level 2 complaints (year to date)</u>	+	36		9				↔	Kate Symington
Management Notes:									
<u>Number of Freedom of Information Requests (year to date)</u>	+	494		82				↓	Kate Symington
Management Notes:									

PIs report 20/21

Priority: Continuously improving to be an outstanding council

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>Days taken to process new Housing Benefit claims</u>	-	10.96	13.00 (3/12)	16.36				↓	Melissa Clode, Martin Lloyd-Jones
Management Notes:									
<u>Days taken to process changes to Housing Benefit claims</u>	-	3.36	5.50 (3/12)	4.62				↓	Melissa Clode, Martin Lloyd-Jones
Management Notes:									
<u>Days taken to process local land charges property searches</u>	-	4	5 (1/4)	3				↑	Nick Wright
Management Notes:									
<u>Missed bin collections per 1000 households</u>	+	23		25				↑	Gareth Bourton, Louise Hodges, Lorraine Tolman
Management Notes:									
<u>NI157b Percentage of Minor planning applications determined within 8 weeks</u>	+	73.88	65.00 (1/4)	86.71				↑	Nick Wright
Management Notes:									
<u>NI157c Percentage of Other planning applications determined within 8 weeks</u>	+	79.94	80.00 (1/4)	70.75				↓	Nick Wright
Management Notes:									
(Quarter 1)									
<p>The lockdown has temporarily impacted on the performance for other planning applications. This is mainly in relation to applications for house extensions as a greater percentage of these are submitted in paper form and the switch to working at home required new processes to be put in place, that were initially less efficient than working in the office (working at home on a laptop at a table loses at many electronic documents being less efficient compared to sitting at an office desk with two screens and paper), and this has temporarily impacted upon performance. Alongside this, we have seen an increase in the number of applications for house extensions and related applications and enquiries being submitted. However, now that the new processes are in place and officer have access to Council computers and screens at home, it is expected that the performance indicator will be met in the next quarter.</p>									
(JA)									
<u>Proportion of outstanding debt that is more than 90 days old from date of invoice</u>	-	47.62 (10/12)		44.40				↑	None

PIs report 20/21

Priority: Continuously improving to be an outstanding council

Performance Indicators

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

Not linked to any aims

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>Number of redundancies (year to date)</u>	+	1		1				↔	Sarah Vincent

Management Notes:

Scrutiny Forward Work Plan

a) Proposal Forms received

Form from Cllr Mike Allen on Review of Poverty reduction actions by EDDC in 2020 to date attached.

b) Scoping reports

None received as yet.

c) Timetabling of these reports

None received as yet.

PROPOSAL FORM FOR ITEMS FOR CONSIDERATION BY SCRUTINY

Submitted by : Mike Allen

Item for Consideration: Review of Poverty reduction actions by EDDC in 2020 to date

Expected outcome (i.e. new policy, new action, new partnership, review and/or scrutinise the performance of other public bodies or of the Council in relation to its policy objectives, performance targets and/or particular service areas): Clear understanding of extent and issues dealt with by EDDC and Partner Agencies during the first wave of Covid and to assess if changes are needed

Priority for matter to be considered:

High (up to 3 months) Medium (3-6 months) Low (over 9 months).

Basis on which priority has been set: [Click here to enter text.](#)

The suggested item should be included in future programme(s) because: (please tick as appropriate)

- a) It is a district level function over which the district has some control
- b) It is a recently introduced policy, service area of activity which would be timely to review
- c) It is a policy which has been running for some time and is due for review
- d) It is a major proposal for change
- e) It is an issue raised via complaints received
- f) It is an area of public concern
- g) It is an area of poor performance
- h) It would be of benefit to residents of the district

Which of the Council's objectives does the issue address?

All objectives

Is there a deadline for the Council to make a decision? (If so, when and why?)

Yes by end September at Scrutiny on this proposal and for Council to review the report in December in order to effectively manage any further pandemic or epidemic impacts on employment and wellbeing of residents

Scope of work for scrutiny

Broad topic area	To produce an in-depth report on the Poverty management activities of East Devon District Council to include all partner engagement and their relationship with the council.
Specific areas to explore within topic area	<p>1. The extent to which homelessness and poverty has been managed in the East Devon area in 2020 to date and what mechanisms are in place to assess success/failure</p> <p>2 Public perception, transparency and reputation of the Council in reducing Poverty</p> <p>3. Funding - explore costs of poverty reduction actions by team and including officer time - what other funding comes from the Public Sector?</p> <p>4. Voluntary Sector - explore what help the voluntary sector has provided in 2020 to help reduce poverty</p> <p>5. The way forward - how other councils reduce poverty - other examples of poverty strategies - see 'desired outcomes of the review'</p>
Areas NOT covered by review	Individual resident examples of poverty reduction Individual contracts between the council and contractors or suppliers
Desired outcomes of the review	Recommendations on a positive and transparent way forward for EDDC to improve its work to reduce poverty, that has the confidence of East Devon Councillors and residents.
Who should be consulted to obtain evidence (eg ward member, officers, stakeholders)	<p>East Devon Officers in Finance, Housing and other functions</p> <p>East Devon Planning Officers</p> <p>EDDC Economic Development Manager</p> <p>Public Sector Partners such as DWP/JobCentre Plus, Devon County Council, Devon CCG</p> <p>Voluntary sector organisations in East Devon dealing with poverty reduction such as Citizen's Advice Bureau or Food Banks</p> <p>Chambers of Commerce representatives</p> <p>Local Enterprise Partnership</p> <p>Blackdown Hills AONB</p> <p>Federation of Small Businesses</p> <p>EDDC Chief Executive and Finance Lead officers</p> <p>EDDC planning policy manager and Strategic Lead</p> <p>EDDC leader and EDDC Strategic Lead for Housing</p> <p>Members of the public</p>
What evidence already exists (consultation, good practice examples)	
What experts are needed to help with the review	
What other resources are needed	
Undertaken by the committee or is a TAFF required	Task and finish forum comprising:
Timescale including start date	First meeting: October 2020 then 4-5 meetings to report December for action before Christmas
Who are the recommendations being reported to	Scrutiny committee before going to Overview or cabinet/council.

Members are requested to provide information on the following:-

What do you wish to achieve from the review?

A clear understanding of the effects of the Covid pandemic on unemployment and poverty in East Devon Authority Area and the extent of problems anticipated in 2021 and beyond

Are the desired outcomes likely to be achievable?

Certainly and failure to review current progress and approaches would be improper

Will it change/increase efficiency and cost effectiveness?

It is intended to do both

Additional information – an explanatory sentence or paragraph to be provided below to support each box which has been ticked:

- A. It is a district level function over which the district has some control and is one where we already have a policy, but we also need to take account of Partner actions and the extent of our working together cost-effectively
- B. It is a recently introduced policy, service area of activity which would be timely to review because since our policy approach has been assessed at Overview there has been no report, no Committee set up and there has been a Covid-19 epidemic devastating our economy and social/health services
- C. It is an area of public concern because hardly a day goes by without a discussion in press and Councillor interactions with residents.
- D. This topic is of critical importance to residents of the District since between 15% and 20% are expected to lose their jobs according to latest County-wide Partner estimates

Please return completed form to Democratic Services.

MONITORING OFFICER COMMENTS

Reviewing / scrutinising the Council's poverty reduction actions in 2020 with a view to helping make improvements in poverty reduction is within the scope of the Committee if it is so minded. It should be noted that a Poverty Working Panel has been established with a view to developing the Council's Poverty Strategy and therefore the Committee will need to be mindful of its role *viz a viz* the role of the Panel and the Overview Committee in developing policy. Findings from reviewing / scrutinising actions in 2020 should be fed into the work of the Panel and / or Overview to inform the development of the Strategy.

Date: 4.9.20