

Agenda for Scrutiny Committee
Thursday, 4th March, 2021, 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

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(or group number 01395 517546)
Wednesday 24th February 2021

Important - this meeting will be conducted online and recorded by Zoom only.
Please do not attend Blackdown House.
Members are asked to follow the [Protocol for Remote Meetings](#)

This meeting is being recorded by EDDC for subsequent publication on the Council's website and will be streamed live to the Council's Youtube Channel at <https://www.youtube.com/channel/UCmNHQruge3LVI4hcgRnbwBw>

Public speakers are now required to register to speak – for more information please use the following link: <https://eastdevon.gov.uk/council-and-democracy/have-your-say-at-meetings/all-other-virtual-public-meetings/#article-content>

1 Public speaking

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

2 Minutes of the previous meeting (Pages 3 - 11)

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 Report on staff morale (Pages 12 - 40)

- 9 Quarterly Monitoring of Performance - Quarter 3 2020-21 (Pages 41 - 50)

- 10 Forward Plan (Pages 51 - 55)

Proposal forms received:

1. The production of the Local Plan 2013-31 and Goodmores Farm
2. Playing Pitch Strategy

[Decision making and equalities](#)

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EAST DEVON DISTRICT COUNCIL**Minutes of the meeting of Scrutiny Committee held at Online via the zoom app on 4 February 2021****Attendance list at end of document**

The meeting started at 6.00 pm and ended at 8.25 pm

122 Public speaking

There were no members of the public wishing to speak.

123 Minutes of the previous meeting

The minutes of Scrutiny Committee held on 10 December 2020 were confirmed as a true record.

124 Declarations of interest

Minute 129. Scoping of Section 106/CIL Issues.
Councillor Eleanor Rylance, Personal, Broadclyst Parish Councillor.

Minute 129. Scoping of Section 106/CIL Issues.
Councillor Iain Chubb, Personal, Devon County Councillor.

Minute 129. Scoping of Section 106/CIL Issues.
Councillor Olly Davey, Personal, Exmouth Town Councillor.

125 Matters of urgency

There were no matters of urgency.

126 Confidential/exempt item(s)

There were no confidential/exempt items.

127 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.

128 Verbal update by Councillor Jung on role of the Coast, Countryside and Environment Portfolio Holder

Councillor Geoff Jung, Portfolio Holder for Coast, Countryside and Environment gave a short introduction that outlined his key responsibilities within his Portfolio that included beach management schemes, recycling and waste, nature reserves and environmental health issues. Members' attention was drawn to the Sport, Leisure and Tourism within his Portfolio and were advised that this was no longer within his Portfolio and that a new Portfolio Holder for Culture, Tourism, Leisure and Sport had been created.

He referred to pandemic advising that it had affected every role within the Council and thanked all the Officers and subcontractors for keeping everything running and applauded the Countryside Team with the award winning Seaton Wetlands and the Waste and Recycling Team which had one of the best recycling rates in the country with over 60% now being recycled.

Councillor Jung said that part of his role was to look at how to adapt the coast to climate change and how to adapt the countryside to more people wanting to live and to visit. These areas included:

- Clyst Valley Regional Park.
- Seaton Wetlands.
- Lower Otter Restoration Project
- Exe Estuary and the Pebblebed Heaths
- Wild East Devon Project

The Chair invited Members to ask questions that had been submitted before the meeting. Fourteen questions had been received and are set out below, including responses to the supplementary questions which Councillors submitting questions were entitled to do.

Question 1 – In response to a question about consultation and financial support received from Crown Estates for the Sidmouth East Beach, Councillor Jung advised that up to 12 miles belonged to the Crown that the Council would need to obtain a maritime licence for to carry out any works below the high watermark. Funding for coastal protection would come from DEFRA.

Question 2 – In response to a question about when the Sidmouth Beach Management Plan work commence, Councillor Jung advised the start date was not far away and details of meetings would be provided on the website.

In response to a supplementary question about what counter measures were being taken on erosion, Andrew Hancock, Service Lead - Streetscene addressed the Plymouth Study and advised it was a planning tool to help drive future planning policy about how to help communities adapt in worst case scenarios. He advised the erosion rate in the Sidmouth Beach Management figures was not a worst case scenario.

Question 3 – In response to a question about what benefits had East Devon seen from the contributions to the South East Devon Habitat Regulations? Councillor Jung first outlined the remit of the South East Devon Habitat Regulations and advised that funding had been provided the Pebblebed Heaths and the Nature Reserves along the Exe Estuary including Lypstone.

Question 4 – In response to a question about what lessons had been learnt from last year regarding litter on the beach and the lack of sufficient bins at Orcombe Point and to confirm that this summer following the end of the current lockdown that the Service Plan will be adjusted to ensure that this type of demand is catered for financially in the budget assuming we have a similar summer. In response Councillor Jung confirmed lessons had been learnt and that Streetscene were ready with the possibility of another busy summer and that temporary staff would be employed to cope with demand. It was noted the waste tonnage collected last year by Streetscene, district wide, and was 786 tons compared to 692 tons the previous year which was a 7% increase.

Question 5 – In response to a question about how many electric charging points had been installed in East Devon and by whom, it was advised a figure of 168 units was

taken from the internet of commercial premises and offices in East Devon which included 16 charging point in the Streetscene Depots and 4 points at Blackdown House. Councillor Jung was pleased to announce that there would be a further 8 electric points installed in our car parks very shortly which would be discussed at the next Car Park Task and Finish Forum.

In response to a supplementary question about whether there was enough electric points for visitors and residents in East Devon, Councillor Jung believed there would be enough and advised when the time was right petrol stations would start to close and open up fast charging stations.

Question 6 – In response to a question about whether East Devon District Council had a full complement of Environmental Health Officers, it was advised there were current vacancies for an Environmental Officer and Environmental Manager post and recruitment was in progress for three further Officers, funded by Central Government that included an Covid-19 Compliance Officer.

In response to a supplementary question about whether Environmental Health was able to give sufficient advice to food premises in these difficult times, the Strategic Lead – Housing, Health and Environment advised there was a sophisticated risk assessment process that underpinned a lot of the work which worked very closely with the Food Standards Agency to ensure targets were reached.

Question 7 – In response to a question asking for elaboration on the support for turning a car park area adjacent to the new watersports centre in Exmouth into an area of open space for a perceived low rental income. Councillor Jung advised the temporary car park was designated amenity use and the Queen's Drive Committee agreed that the area should be grassed.

Question 8 – In response to a question about the reason why Maer Road Car Park was perceived empty when Maer Road, Maer Lane and Foxholes Hill are strewn with cars parked on double yellow lines as DCC Highways allow on-street parking during certain months. Councillor Jung advised he would this follow up with Devon County Council Highways.

Question 9 – In response to a question about the number of times when EDDC had prosecuted a developer for not complying with a construction environmental management plan, Councillor Jung advised although it was not within his Portfolio he had sought advice from the Planning Development Manager who advised there had been no prosecutions as the National Planning Policy Framework promoted negotiation before enforcement.

In response to a supplementary question seeking evidence to confirm that actions had been achieved from the Exmouth Beach Management Plan which was delivered in 2015 and cost the public approximately £250,000 and do you accept the plans to rewrite the East Devon Local Plan 2013 – 2031 adopted in 2016 which would be another considerable cost to the public.

The Service Lead - Streetscene advised that it was not a statutory requirement to have a beach management plan, but that it was good practice to have a plan and keep it up to date to assess the causes of erosion and the measures that need to be taken. The Exmouth Beach Management Plan had an actions section, of which many of the smaller actions had been undertaken, including trial pits along the sea wall to assess the integrity of the toe.

Members' noted that the largest outstanding action of the plan was that it was anticipated that the sediment beach level drop on the main beach would start to cause an issue in the 2020's. The Service Lead for Streetscene confirmed this was evidently now the case and highlighted that funding from DEFRA was predicated around primarily protecting residential property and that there was no residential properties at risk along the main beach, and as such grant funding was unlikely. He outlined that a scoping study is planned through the Streetscene Service Plan, and that this would be undertaken this year to look at future amenity beach replenishment and what those costs would be.

The Service Lead - Streetscene also advised about an Innovation Study Funding Submission with Devon County Council for coastal protection measures to trial in Exmouth that could accrete (hold) sand along some sections of the beach.

Question 10 – Concerns were raised that there were a number of areas that have houses built with wildlife areas which were under site management for five years only, after five years the land was then considered 'no man's land'. In response to a question about trees being at risk of being cut down in Exmouth which were not covered by a Tree Preservation Order (TPO), Councillor Jung confirmed that trees without a TPO or outside a conservation area on private land would be at risk and highlighted a bigger issue that if trees were on land without a landowner there would be no-one to issue the Tree Preservation Order to help protect the trees.

Councillor Jung advised that EDDC were looking at planting a lot more trees and said he would like to see a one stop shop to provide information on planting and cutting trees

Question 11 – In response to a question about how the charging of refuse bins collections to town/parish councils is determined as Cranbrook is charged £520/bin/year which is significantly higher than other town/parish councils, Councillor Jung said he understood the concerns raised but as the highways in Cranbrook had not yet been adopted by DCC Highways, they were currently owned by the Consortium.

Question 12 – In response to a question about the management of SANGS and whether Cranbrook Town Council could manage their own SANGS, Councillor Jung advised that Council policy on delivery on the expansion of the town is detailed in Policy CB15 of the Cranbrook Plan which states it is for the developers to accompany their applications for a management strategy to detail how the SANGS are to be managed.

Question 13 – In response to a question about the increase in fly tipping in the last year and how many people have been prosecuted, Councillor Jung advised last year there had been 497 reported cases of fly tipping compared to 558 this year. He confirmed there had been a total of 17 fixed penalty notices served, resulting in 10 notices being paid in full and 7 unpaid notices due to insufficient evidence during investigation.

In response to a supplementary question about working with Devon County Council to provide security cameras outside recycling centres to deter fly tipping when the centres are closed, The Service Lead - Streetscene advised he would follow this up with Devon County Council's Waste Manager. He advised DCC do investigate cases of fly tipping outside the gates of their HWRCs, but at Sutton Barton was not aware of cameras.

Members' were made aware of a possibility of using safety cameras on the Suez fleet to catch people who litter and fly tip when they are out and about which would greater increase the chances of catching some of these people.

Question 14 – In response to a question raised about the aims and vision for Wild East Devon, Councillor Jung advised for East Devon to be a leading organisation in the delivery of species recovery, health and well-being improvements, outdoor learning and nature connectedness, this has to be achieved with a focus on habitat and access management along with innovative public engagement programmes which is an initiative driven by Councillor Marianne Rixson.

In response to a supplementary question to seek clarification on the delivery a new visitor infrastructure to Seaton Wetlands on page 3, item 8 of the Service Plan, Councillor Jung advised that it was considering visitor/information centre and a café similar to what the National Trust provides in their areas.

The Chair invited one further question as follows:

In response to a question about the use of double bins by some households and what was being done to promote recycling, The Service Lead - Streetscene advised when these cases are reported there was often a legitimate reason for the use of more than one bin. He identified the need for public participation and to make recycling as easy as possible providing leaflets and information and engagement to residents. Members' were made aware of a request for an additional staff member to help tackle unauthorised capacity.

129 **Scoping of Section 106/CIL Issues**

The Service Lead – Planning Strategy and Development Manager updated Members on the findings of the SWAP audit on the current spend to help Members understand the appropriate arrangements that were in place to manage receipt and expenditure of Section 106 and CIL contributions.

The following keys issues were highlighted with actions agreed:

- Over 1,200 actions were outstanding on the current database system.
In response the Service Lead – Planning Strategy and Development Manager advised the action agreed through audit was to advertise for six month temporary post to get the system up-to-date. Members' noted that in terms of outstanding action most were various administrative tasks and only 7% related to payments needing to be invoiced or chased. No monies had been lost as a result of delays of those actions.
- Not all demand notices had been raised in a timely manner and concerns were raised about the recovery process.
In response the Service Lead – Planning Strategy and Development Manager advised that this was the result of a resourcing issue and when the resource was in place this would be prioritised.
- Out of date Participatory Budgeting Guide.
In response the Service Lead – Planning Strategy and Development Manager confirmed this had been completed and was published on the website.
- Town and Parish Councils not being advised on how much S106 monies had been collected.
In response the Service Lead – Planning Strategy and Development Manager updated Members about a public facing module via the Exacom System that would provide free access to information which would be available on the website by the end of March 2021.

The Chair invited comments from Non-Committee Members.

The Leader showed his appreciation for the SWAP report and said it was reassuring moving forward but raised concerns about why the under resourcing issue had not been identified in the management structure for so long.

The following comments were raised by Committee Members:

- It was highlighted that approximately 2 years ago concerns had been raised in a Scrutiny Committee about the welfare of the Officer in question working alone in an office for 18 months inputting data. In response the Service Lead – Planning Strategy and Development Manager advised there had been 2 additional Officers in post to assist the S106 Officer but unfortunately they did not see the project through to completion. Through discussion with the S106 Officer it was felt that she could complete the project alongside her other work. Experience over time had demonstrated that this was not the case with the combination of being pulled to help with the Community Hub during the first Covid lockdown.
- Concerns raised about the participatory budgeting process being resource intensive and whether it was fit for purpose. In response the Service Lead - Planning Strategy and Development Manager confirmed it was resource intensive but highlighted major benefits in engagement with the public in terms of design of the play area and sports and open space resulting in the delivery of successful spaces valued by communities.
- Concerns raised about the S106 Officer always being taken off the job if something else needs doing.
- The two temporary Support Officers did not have the expertise to do the job.
- Concern was raised that as an important role within the Council it should not be 100% dependent on one Officer. What happens if that Officer is off sick or on holiday or they are seconded?
- Welcomed the SWAP report for a clearer process for town and parish councils to follow.
- It was noted that an important word was missing from bullet point 3 and words were repeated in bullet point 5.

RESOLVED:

1. That the findings of the SWAP audit into Section 106/CIL and the recommendations made in the audit report be noted.
2. That a review of the S106 spend and participatory spend process forms part of the draft Service Plan for Organisational Development be noted.
3. That the review of the S106 spend process go to Overview Committee for consideration be agreed.

130 **Forward Plan**

2 Scrutiny Forward Plan proposal forms were received.

Members considered a proposal form received from Councillor Helen Parr on staff morale, mental health and wellbeing in view of the Covid pandemic and other pressures on Officers.

During discussions the following points were noted:

- The Leader advised that as there was a staff survey currently in progress it should be a matter for Overview to consider.

- The Chair suggested that the Chief Executive could attend a future Scrutiny Committee to update Members on the results of the staff survey
- Members debated whether it should be Scrutiny Committee or Overview Committee that should consider the proposal. In response the Chief Executive advised that he would bring a report to Cabinet in due course and would discuss the matter with the relevant Portfolio Holder. He clarified that the role of the Scrutiny Committee was to look at morale and other issues that may impact on performance and the role of the Overview Committee was to look at policy development.
- The Chief Executive advised he was happy to bring a report to the Scrutiny Committee.
- This is a serious matter and should be examining many angles.
- Clarification sought on why some Members did not want the Scrutiny Committee to consider the proposal. In response the Chair confirmed he would like Scrutiny to consider the proposal.
- Clarification sought from Legal about whether it should be considered by Scrutiny or Overview. In response Anita Williams advised it could be considered by either Committee and suggested that because there was an issue with time and a duplication of resources it could be considered at a joint Overview and Scrutiny Committee.
- The need to look at provision for staff that are dealing with stress or other issues resulting from the pandemic;

RESOLVED:

1. That the proposal be put on the Scrutiny forward plan and scoped.
2. That Members invite the Chief Executive to come to a meeting as soon as possible to give his views on the situation to explain what he thinks needs doing and what he thinks can help.

Members considered a proposal form received from Councillor Val Ranger on the role of Planning Enforcement to consider scrutinising the performance of the council in relation to this area to ensure it is sufficiently resourced.

Members concurred their support.

During discussions the following points were noted:

- There was a need to look at the proposal and try and get as many different people to ask questions and as many people to answer those questions, particularly those involved in enforcement.
- The Chair of Planning Committee confirmed there were issues with planning enforcement and suggested the need to look at additional resources.
- The need for a better understanding of regimes and policies centred on Planning and the need to understand the way Central Government manages and inhibits district councils.

RESOLVED

1. That a report on the planning enforcement process should come to Scrutiny Committee so that Members can ask questions and fully understand the forces at play be agreed.
2. That Scrutiny Members consider whether the Planning Enforcement Team are fully resourced be agreed.

Attendance List

Councillors present:

C Brown (Chair)
V Ranger (Vice-Chairman)
E Rylance
M Chapman
I Chubb
A Colman
O Davey
S Hawkins
F King
H Parr
B Taylor
C Wright

Councillors also present (for some or all the meeting)

M Armstrong
P Arnott
J Bailey
K Blakey
F Caygill
B De Saram
A Dent
P Faithfull
P Hayward
N Hookway
B Ingham
S Jackson
G Jung
D Ledger
K McLauchlan
M Rixson

Officers in attendance:

Ed Freeman, Service Lead Planning Strategy and Development Management
John Golding, Strategic Lead Housing, Health and Environment
Andrew Hancock, Service Lead StreetScene
Wendy Harris, Democratic Services Officer
Sarah Jenkins, Democratic Services Officer
Anita Williams, Principal Solicitor (and Deputy Monitoring Officer)
Mark Williams, Chief Executive
Rebecca Heal, Solicitor

Councillor apologies:

V Johns
T McCollum

Chairman

Date:

Report to: **Scrutiny Committee**



Date of Meeting 4 March 2021

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Report re Staff Morale

Report summary:

This report has been prepared at the request of the Committee and follows on from comments made and concerns expressed at the Joint Overview & Scrutiny Committee when members were considering the draft budget proposals and the draft service plans for the 2021/2022 financial year.

In response to those concerns a Health & Safety Executive approved form of survey was undertaken of all staff over a 10 day period. In total 329 officers responded representing a 67% response rate. This report highlights areas for the Committee to assess.

Recommendation:

That the Scrutiny Committee considers this report and formulates appropriate recommendations to Cabinet and/or Council

Reason for recommendation:

This report raises relevant issues for Councillors to consider

Officer: Mark Williams CEO

Portfolio(s) (check which apply):

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

Financial implications:

None immediately arising

Legal implications:

The Council as employer will want to assure itself that it is providing an appropriate working environment which minimises the risks of employment based legal claims being made against it

Equalities impact: Low impact

The consultation was made available online to all EDDC employees, with paper copies available on request for those that preferred / needed a paper version. This consultation in itself has a low

equalities impact but any proposals / recommendations emerging as a result, or not taking action on issues, may require impact assessments and may have high equalities impact(s).

Climate change Low Impact

Risk: Low Risk

Currently low risk, any emerging proposals / recommendations / not taking action on issues could be high risk and may need risk assessments.

Links to background information 3 Appendices are attached

Link to [Council Plan](#):

Priorities (check which apply)

- Outstanding Place and Environment
- Outstanding Homes and Communities
- Outstanding Economic Growth, Productivity, and Prosperity
- Outstanding Council and Council Services

1. Background

- 1.1. EDDC has traditionally been an organisation where staff morale has been high. In September 2019 EDDC was described as an organisation with a 'strong track record of successful delivery'; 'strong financial management'; 'high quality services' and a 'hardworking and committed workforce.' (source: LGA Peer Review - <https://eastdevon.gov.uk/papers/cabinet/271119bpcabinetpeerreviewfinalreportsept2019.pdf>)

(N.B. – At Council on the 18th December 2019, 13 Councillors requested that their names be recorded as they 'disagreed with the report of the Peer Review': <https://democracy.eastdevon.gov.uk/documents/g239/Printed%20minutes%2018th-Dec-2019%2018.00%20Council.pdf?T=1>)
- 1.2. In January 2020 the Council achieved Platinum Investors in People status which is the highest status achievable. Previous to that the Council had been at Gold level (the previous highest status) for some 6 years. The IIP report has previously been circulated to the Committee (<https://eastdevon.gov.uk/media/3720918/east-devon-district-council-review-2020-platinum-report-ac.pdf>). In the context of this report the following extract is apposite: 'You...provide effective people management and development in order to achieve high levels of engagement, which has in turn delivered higher levels of performance overall and has enabled you to drive your ambition forward 'to be an outstanding and well run council which provides great services and outstanding opportunities for East Devon – now and for future generations'' This was further endorsed by people's passion around levels of service and support given to their residents, the community they serve and a genuine desire for EDDC to succeed, which I found inspirational. The encouraging high levels of involvement through working groups and team discussions during 1-2-1's and SMT/SMT+ meetings, is something which is highly appreciated by people across the business'.

2. Staff Morale/Sickness during Covid-19

- 2.1. Post the IIP report the country entered into a period of lockdown and the impact of the Covid pandemic was felt across the country. Devon was fortunate in that it had a lesser incidence of the disease but nonetheless fears for personal and family health, safety and welfare were a real concern. Generally speaking the organisation adapted well to the

challenges of home working and also took on board the various Government initiatives in terms of grant schemes and support for the local economy and vulnerable people.

- 2.2. In June of last year a staff survey was carried out to ascertain how the organisation had fared during the first part of the pandemic. A copy of the results are appended as Appendix 1. The results were considered by managers and a range of responses introduced to ensure that as best we could, the concerns that were being raised were addressed. Noticeable in terms of the comments were an increase in workloads and the practical impact of working from home. Overall the feeling of staff was that we had adapted well to the pandemic but there were matters that required ongoing monitoring and careful consideration.
- 2.3. As 2020 progressed into Summer/Autumn it was noticeable that staff absence rates were increasing. Relevant tables are set out below. An increasing reason given for absence was 'depression, stress and anxiety'. The impact of Covid infection was also measured and this has seen an increase post-Christmas 2020.

The end of year absence target is 8.5 days and the current projection for end of year is now 9.4 days per person. This has declined from a peak reported in November last year. It is noticeable that Covid absence increased by 50% in this January.

Month	Target	Outcome	Monthly Difference	Projected Outcome
April	0.71	0.46	0.25	5.52
May	1.42	0.89	0.53	5.34
June	2.13	1.64	0.49	6.55
July	2.83	2.55	0.28	7.65
August	3.54	3.26	0.28	7.81
September	4.25	4.09	0.83	8.17
October	4.96	5.78	0.82	9.9
November	5.67	6.83	1.16	10.24
December	6.38	7.17	0.34	9.55
January	7.08	7.84	0.67	9.4
February	7.79			
March	8.50			

Covid-19 absence tracking 2020/2021

Number of Total FTE days lost all absence for month of January	253.00
Number of reported days lost for Covid19 for January	37.33
Number of Total FTE days lost Covid 19 for April to date (January)	76 days
Number of people reporting Covid-19 Absence in to date (January)	4

3. Our Latest Survey

- 3.1. An analysis of the latest survey has been prepared and the results are set out in Appendices 2 & 3. Appendix 2 contains an analysis of the quantitative data whereas Appendix 3 contains an analysis of the qualitative data.
- 3.2. Appendix 2 confirms that in terms of the H&SE stress factors the highest scoring returns were in respect of role, peer support and relationships. This confirms some of the factors noted in the IIP report and is a positive result reflecting the inherent strength within our teams. In terms of inappropriate behaviour however, it is noticeable that although 83% stated they were never bullied at work, 6% of respondents stated they were sometimes bullied at work and 11% stated they were seldom bullied. The fact that 17% have given a qualified answer is considered to be significant due to the nature of the question. Also, in terms of not being subject to personal harassment in the form of unkind words or behaviour, although 62% of respondents stated they were never subject to personal harassment at work, 38% stated they were seldom, sometimes, often or always subject to personal harassment in the form of unkind words or behaviour. This is also significant due to the nature of the question.

The two lowest scoring (and therefore most negative) of the workplace stressors recognised by the H&SE were in regard to demand and change. In particular, officers have reported that they are having to work intensively; having to work very fast; having to neglect some tasks because of having too much to do; different groups demanding things that are hard to combine; not having a choice in deciding what to do at work; and not always being consulted about change at work; and when changes are made at work, not being clear about how they will work in practice.

When the results are split by teams and all the stressors are taken into account the teams that are a priority for further assessment are Housing, Streetscene and Planning. The teams that had the highest average scores overall were HR/OD, Countryside and Economy. That being said all teams within the Council will need to feel engaged in our follow up work.

- 3.3. Appendix 3 comprises a summary analysis of comments that officers chose to make when completing the survey. A total of 164 respondents gave free text comments, representing 33% of all staff.

The most common positive comments were (in order with the most common at the top):

1. Colleagues / my team are supportive.
2. My Manager is supportive.

The most common negative comments were (in order with the most common at the top):

1. Our already large workload has increased significantly recently / my / my team's workload is overwhelming / too large.
2. We need more staff / previous staff or managers have left and not been replaced.
3. New Councillors / the new political leadership are seriously mistreating officers, which is very stressful.
4. My Manager isn't supporting me / listening / sorting issues.
5. Home schooling children and working is hugely stressful.
6. Council teams need to communicate better / work together better.
7. I feel too isolated working from home (from my team / other people).
8. New Councillors / the new political leadership are unnecessarily micro-managing / causing extra workload.

4. Concluding Considerations

- 4.1. We have regularly carried out staff surveys and always treated the results with respect. They have helped build up a picture of a hard working organisation and a well-earned reputation for the Council as a good employer. The latest survey is highlighting a number of issues that the Committee will want to consider but it does confirm the key concern, that there is a growing problem with staff morale. This can be seen from the reasons being given for absence, the increased incidence of ill health and the various comments that have been made. Overall I think there are 3 factors that need to be considered.
- 4.2. The first is the ongoing pandemic and where we now sit in the cycle of the pandemic. The June 2020 survey suggests that there was an optimistic feeling within the organisation at the end of the first period of lockdown. The February 2021 survey suggests that that optimism is not so apparent and it raises a number of issues that will require ongoing monitoring and evaluation. It is clear that depression, stress and anxiety amongst staff is a cause for concern and I have no doubt that many officers are continuing to work despite being depressed or otherwise impacted.
- 4.3. The second is the issue of workload/staff absence/staffing levels generally. The pandemic has led to an increase in workload for several of the teams. In the main we have adapted well to these challenges and the public have been very appreciative of what the staff have been doing. However, I think there are enough references in the survey to additional pressures resulting from changing political behaviours, uncertain organisational direction and a more hands-on/challenging approach to operational matters that have not been so noticeable in the past. This goes to the issue of control over workload and ability to manage its volume. The Council is due to start work soon on its new Council Plan and a refresh of the Medium Term Financial Plan and I would hope that this work might help with addressing some of these concerns. On the positive side my sense is that many officers (but not all) are also benefitting in working from home and I think it will be a real challenge for the organisation to revert to a pre-Covid expectation of regular daily attendance at the office. I will look to give reassurance on this aspect as soon as I reasonably can.
- 4.4. The third is the impact on certain staff (mainly managers) of a change in the political culture and the working environment that is experienced by them and the consequential impact this has within the organisation. I have previously written to all councillors highlighting my concern about an oppressive and menacing online work environment that some officers have experienced/are experiencing from certain councillors. Whilst, generally speaking, standards of discourse and communication have declined in society at large this should not detract from the requirement that it is very important that the standards officers and members display are consistently demonstrated to a high standard because this behaviour directly impacts on the internal working environment.
- 4.5. If I were to compare and contrast where we are with where we were I would summarise that this time last year the following factors were noticeable and important in terms of facilitating high morale and the ability of the organisation to cope with change/additional work:
1. Mutual respect between members and officers
 2. A recognition by members that officers would always do their best and work hard with the resources that they were allocated to achieve the best possible results.
 3. A sense of pride in the organisation and what it was seeking to achieve for the district.
- 4.6. The latest survey results suggest that these 3 factors are now less noticeable and that they have been replaced by a growing recognition of an inappropriate work environment; a sense of a 'blame culture' with officers increasingly fearful of doing their jobs and much less likely to 'go the extra mile' for the organisation; and a related perception that some

members consider that the expectations of the Member Code of Conduct and the Member/Officer protocol are there to be ignored either because there is a lack of appreciation of the corrosive impact of that behaviour or that there is no effective enforcement. It is important to balance out the positive and the negative comments but it is clear that the survey results have raised serious issues for the Committee to consider. Of particular concern in terms of the Council's future reputation as a good employer and possible legal liabilities in terms of employment based claims is the question whether these changes are to be experienced by officers as temporary or permanent.

Appendix 1

East Devon District Council

Staff Survey - Summer 2020

Summary

The Council

- 96% agreed that as a one Council Team, we have shown the willingness and flexibility required to successfully adapt to the challenges posed by the pandemic.
- 83% agreed that our managers are demonstrating the capabilities and confidence required to lead us forward at this time, 6% disagreed.
- 90% agreed that our organisational values have underpinned our actions and behaviours during the covid-19 crisis.
- 91% agreed that East Devon District Council is communicating with them effectively.

Your mental health and wellbeing

- 74% would rate their mental health as good, 8% would rate their mental health as poor.
- 80% agreed that EDDC supports them to balance work and caring responsibilities effectively, 5% disagreed.
- 86% feel supported by their line manager, 7% do not.
- 84% agreed they have enough contact with their line manager, 10% disagreed.

People's top six concerns were:

1. Wellbeing of myself / colleagues due to a lack of face to face contact with / support from colleagues / lack of positive work related outcomes that come from talking to colleagues in the office.
2. Current excessive workload.
3. Lack of staff / lack of managers, need to recruit.
4. Going back to the office building with its high risk of infection (some mentioned air filtration system).
5. Difficult work / life balance (most mentioned childcare).
6. Job security / redundancy.

When asked for any other comments about mental health and wellbeing, the most common were:

1. I feel isolated, I want to do face to face work / see my team.
2. Working from home has had a positive impact / I want to keep working from home.
3. My Manager has been supportive / had regular meetings.
4. I don't have a work / life balance (most mentioned children).

Working from home

- 80% agreed that working from home had not adversely affected their productivity, 10% disagreed.
- 77% agreed that they had the tools they needed to work effectively from home, 14% disagreed.

When asked what would help them work more productively from home, the most common answers were:

1. Having two screens / a second screen.
2. Having a proper office chair.
3. Being able to print / a printer.
4. Strata to sort out system connectivity issues – drops out all the time / goes slow.

Any other comments, the most common comments were:

1. My team / the council are doing a great job in difficult circumstances.
2. I have felt well supported by my manager / the council.
3. Regular staff updates / communications / news / team updates has been great.
4. Working from home has had a positive impact / increased productivity / want to do it more.

Methodology

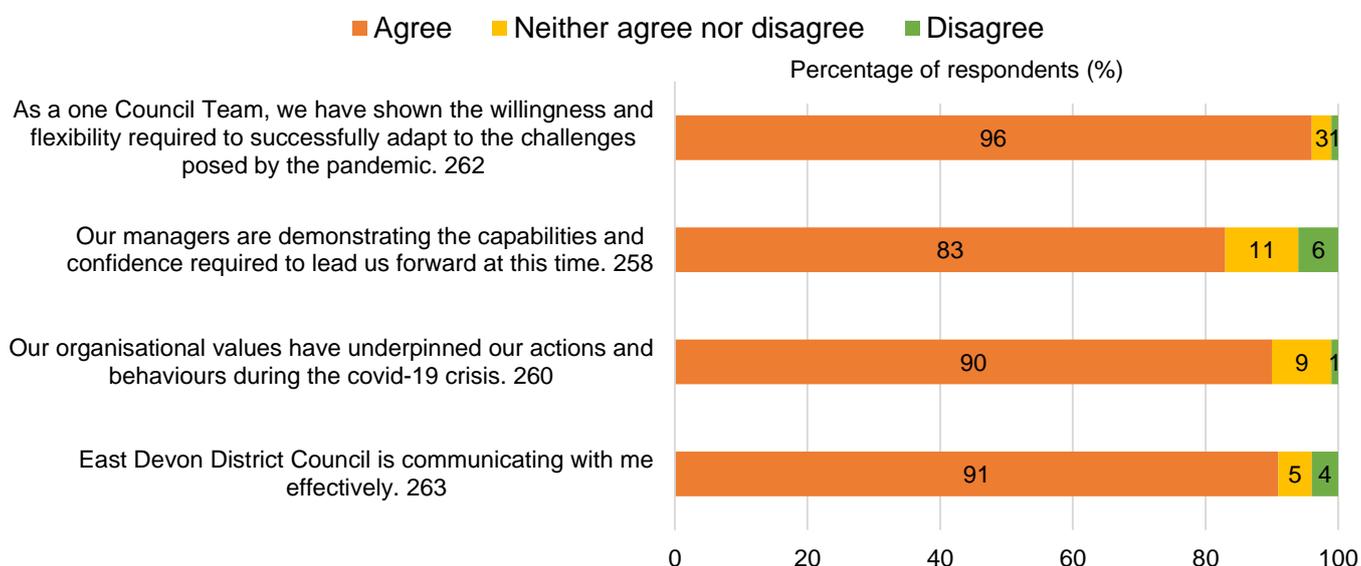
The questionnaire was publicised to staff using the staff email newsletter, and by email. It was available both online and in paper format. 13 copies of the questionnaire were submitted on paper and 250 online.

Where any total percentages equal 101% or 99% this is because decimal places have been rounded up or down accordingly so whole percentages are given. Where numbers appear after the end of questions, this is how many people have a valid answer to that particular question.

Full Results

A – The Council

1. To what extent do you agree or disagree with the following statements?

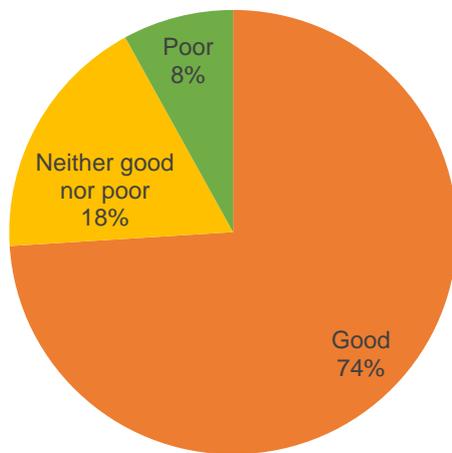


If you disagree with any of the statements in question 1, please tell us about any improvements you would make:	Number of respondents that gave this comment
20 respondents commented. The most common comments made by more than one person were:	
Speak to staff, don't just email.	5
Clearer / any communication within teams / sections.	4
My Manager hasn't communicated with me in too long.	3
Lack of consistency between different managers.	2
No / too few team meetings.	2

B – Your mental health and wellbeing

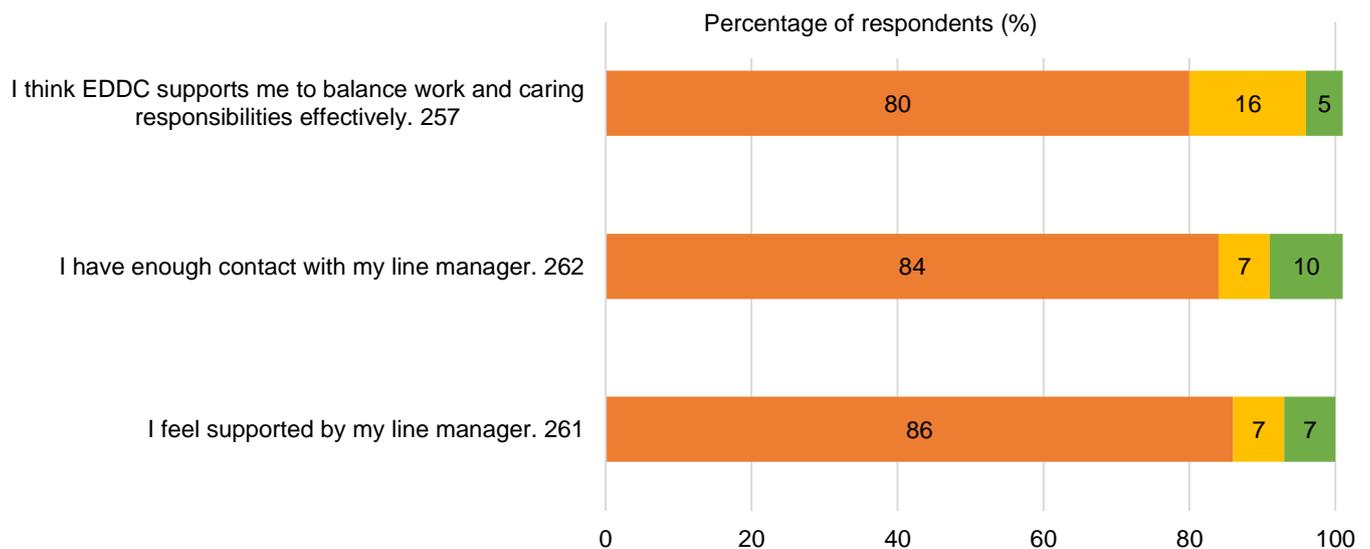
2. I would rate my mental wellbeing as:

260 respondents answered this question.



3. To what extent do you agree or disagree with the following statements?

Agree Neither agree nor disagree Disagree



4. In relation to work, what are your top three concerns?

230 respondents gave 609 comments. The most common comments made by more than three people were:	Number of respondents that gave this comment
Wellbeing of myself / colleagues due to a lack of face to face contact with / support from colleagues / lack of positive work related outcomes that come from talking to colleagues in the office.	67
Current excessive workload.	55
Lack of staff / lack of managers, need to recruit.	30
Going back to the office building with its high risk of infection (some mentioned air filtration system).	23
Difficult work / life balance (most mentioned childcare).	22
Job security / redundancy.	20
Lack of information about when we can get back to the office / normal work will start and what this will look like.	18
The financial future of the council / my service.	18
I need other equipment / resources to work from home that I don't have / work from home set up causing physical issues.	17
Line managers / service leads not listening / not being supportive / not addressing issues.	15
Not being able to provide appropriate / high standard of service to customers.	15
Slowness of ICT / crashing ICT systems and ICT system limitations.	13
Changes in Cabinet and its effect on the future of the council.	13
The increasing volume of work in the recovery phase / post Coronavirus.	12
New systems in place at Blackdown House (most mentioned the one way system).	11
Lack of ICT equipment that I need.	11
Poorer working relationships between teams.	10
Very little / no contact from my line manager / service lead.	10
Be able to stay safe in face to face appointments.	10
Lack of team / council morale.	9
Preparing for the future.	9
Communication.	9
Going back to the office, I need to / want to work from home.	8
I want to go back to the office, don't want to work from home.	8
Meeting deadlines.	8
Lack of team cohesion.	7
Keeping track of changes in law.	6
Catching Coronavirus.	6
Getting back to normal work / a normal routine.	6
Staff aren't being treated equally / staff not pulling their weight.	6
Managers / service leads are too busy to manage.	6
Not paid appropriately / erosion of pay and benefits.	6
Stressful interactions with angry public / businesses.	6
Me / colleagues staying safe.	5
Lack of training.	4
New Cabinet wanting too much involvement, delaying projects.	4
Keeping the same managers for continuity.	4
New Cabinet needs to behave better towards officers / be respectful to officers / listen to highly experienced officers.	4

5. Any other comments about your mental health and wellbeing:

128 respondents commented. The most common comments made by more than three people were:	Number of respondents that gave this comment
I feel isolated, I want to do face to face work / see my team.	16
Working from home has had a positive impact / I want to keep working from home.	15
My Manager has been supportive / had regular meetings.	14
I don't have a work / life balance (most mentioned children).	14
I have a great deal of non-work stresses / anxieties.	12
All is good.	9
I have some very down / anxious days.	9
My team has been supportive of me.	8
Suffering due to work related issues that haven't been sorted out.	6
I have no suitable office space, can't work from home long term.	6
My physical health is suffering.	6
Suffering due to a lack of communications / support / understanding from my manager.	5
The method of communication are enough e.g. newsletters.	4
The more flexible working patterns / practices are great.	4

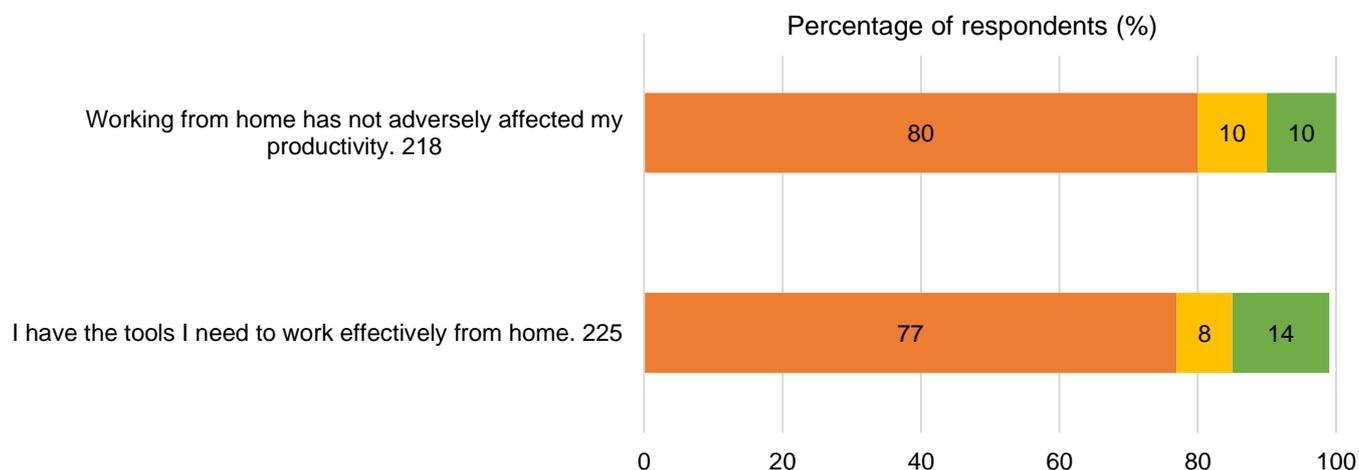
C – Working from home

6. Are you currently working from home at all:

85% of the 259 respondents were working from home.

7. If you are currently working from home at all, to what extent do you agree or disagree with the following statements:

■ Agree ■ Neither agree nor disagree ■ Disagree



8. Is there anything that would help you be more productive whilst working from home?

142 respondents commented. The most common comments made by more than three people were:	Number of respondents that gave this comment
Having two screens / a second screen.	34
Having a proper office chair.	15
Being able to print / a printer.	15
Strata to sort out system connectivity issues – drops out all the time / goes slow.	13
I've had to buy equipment myself and pay for it to function; chair, screens, desk, keyboard.	10
Having a proper set up, not just a laptop with a small screen.	8
Not having to use personal devices / own old small laptop.	7
There would need to be less distractions at home (most mentioned children).	7
Getting back to face to face interactions.	6
Having a proper set up workstation.	6
Being able to print on my home printer.	6
Better internet connection.	6
Having a scanner.	5
Paper plans being printed and sent out, as can't see properly on screens.	5
A bigger laptop screen.	4
Having a keyboard.	4
Having a proper desk.	4
An office / space to set up a workstation.	4

D – Any other comments

9. Any other comments?

100 respondents commented. The most common comments made by more than three people were:	Number of respondents that gave this comment
My team / the council are doing a great job in difficult circumstances.	17
I have felt well supported by my manager / the council.	16
Regular staff updates / communications / news / team updates has been great.	16
Working from home has had a positive impact / increased productivity / want to do it more.	16
Thanks for being flexible.	6
I am ok with it.	5
Physical meetings need to be reintroduced.	4
Want to get back into office.	4
Our team have been very supportive to all our members.	4

Summary

329 members of staff filled in the questionnaire, this is 67% of staff.

Positives

Our three highest scoring of the workplace stressors recognised by the Health and Safety Executive were:

A high score is positive. The most positive score that can be given is 5, and the least positive score is 1.

1. Role (4.34)
2. Peer support (4.08)
Relationships (4.08)

page 24

Within these stressors the 5 areas that scored most highly were (in order with the highest scoring at the top):

1. Not being subject to bullying at work. 4.77. Although 83% stated they were never bullied at work, 6% of respondents stated they were sometimes bullied at work and 11% stated they were seldom bullied, which is still significant due to the nature of the question.
2. Knowing how to get their job done. 4.41
Being clear what their duties and responsibilities are. 4.41
3. Being clear what's expected of them at work. 4.4
Not being subject to personal harassment in the form of unkind words or behaviour. 4.4. Although 62% of respondents stated they were never subject to personal harassment at work, 38% stated they were seldom, sometimes, often or always subject to personal harassment in the form of unkind words or behaviour, which is still significant due to the nature of the question.

If we look at all questions from the stressors, the areas with the highest scores remain the same as the list above.

Negatives

Our two lowest scoring of the workplace stressors recognised by the Health and Safety Executive were:

A low score is negative. The most positive score that can be given is 5, and the least positive score is 1.

1. Demand (3.29)
2. Change (3.5)

Within these two stressors the areas that had the lowest scores were (in order with the most significant concern at the top):

1. Having to work intensively. 2.39. 54% of respondents said they often or always have to work intensively, only 6% said this seldom or never applies to them.
2. Having to work very fast. 2.74. 85% of respondents said they sometimes, often or always have to work very fast.
3. Having to neglect some tasks because of having too much to do. 3.03. 71% of respondents said they sometimes, often or always have to neglect some tasks because of having too much to do.
4. Different groups demanding things that are hard to combine. 3.15
5. Not being consulted about change at work. 3.29
6. When changes are made at work, not being clear about how they will work in practice. 3.47

If we look at all questions from the stressors, the areas of most concern are (in order with the most significant concern at the top) were slightly different to the list above:

1. Having to work intensively. 2.39
2. Having to work very fast. 2.74
3. Having to neglect some tasks because of having too much to do. 3.03
4. Different groups demanding things that are hard to combine. 3.15
5. Not having a choice in deciding what to do at work. 3.25
6. Not always being consulted about change at work. 3.29

page 25

Split by Strategic / Service Lead

When the results are split by Service / Strategic Lead and all the stressors are taken into account the following three teams had the lowest average scores overall:

- Housing
- Streetscene
- Planning Strategy and Development Management

The following three teams had the highest average scores overall:

- Organisational Development
- Countryside and Leisure
- Growth, Development and Prosperity

Full results

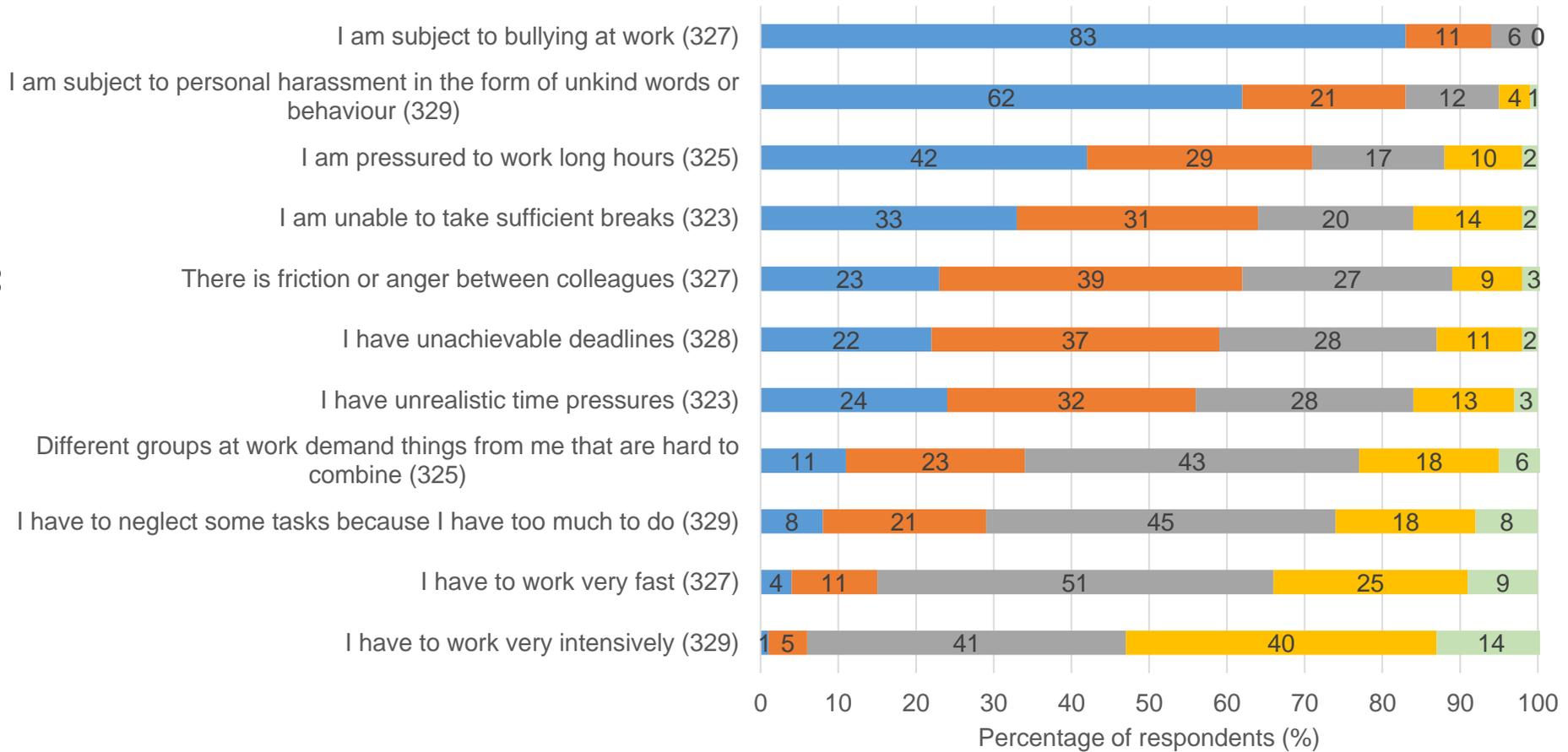
1. Question 1, part 1. How often do the following statements apply to you at work:

Please remember to give responses that reflect your work in the last six months.

There were 23 questions for people to answer as part of question 1 which were a mixture of positive and negative statements. For ease of reading and understanding, we've split these into positively angled statements (part 1) and negatively angled statements (part 2).

■ Never ■ Seldom ■ Sometimes ■ Often ■ Always

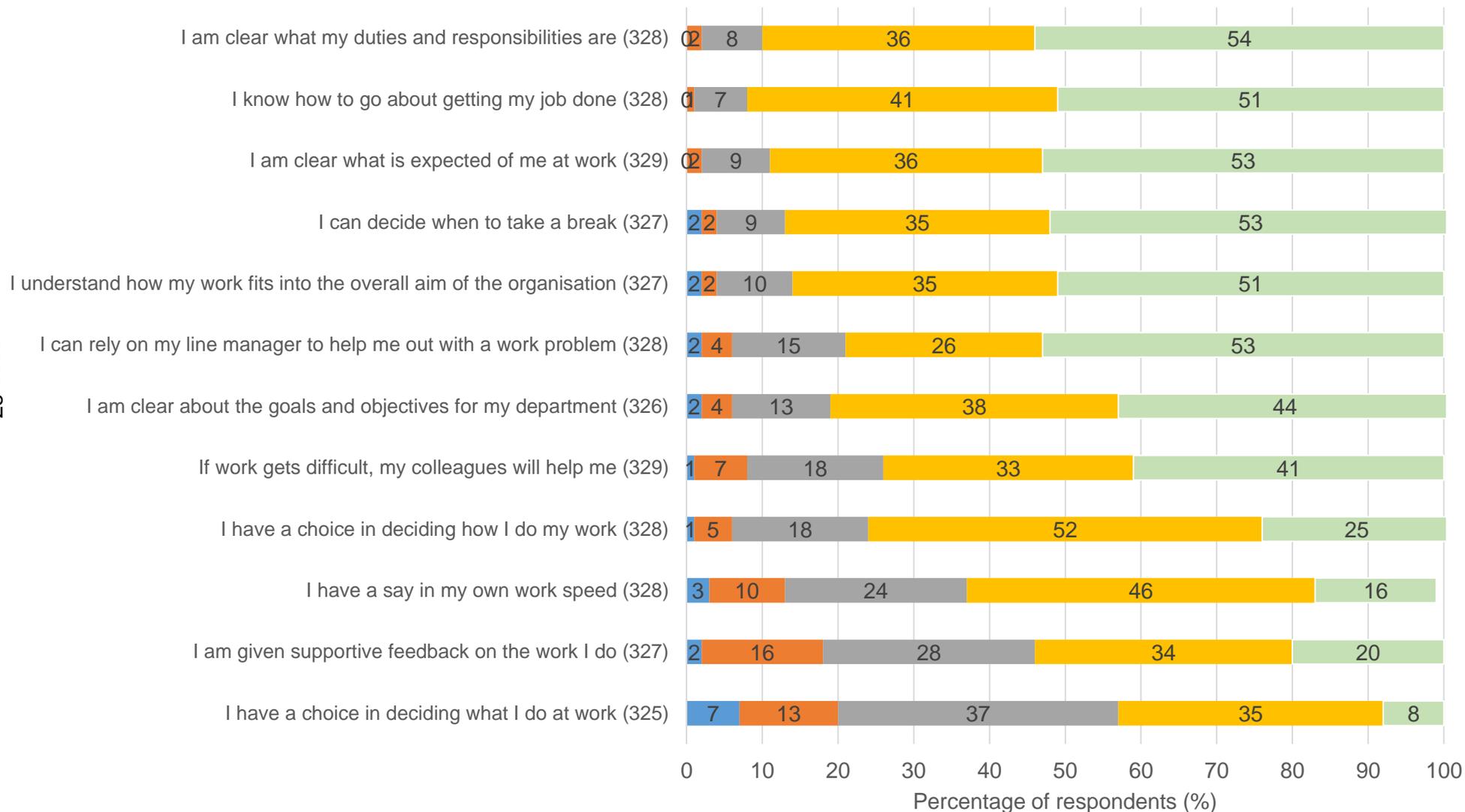
page 26



Question 1, part 2. How often do the following statements apply to you at work:

Please remember to give responses that reflect your work in the last six months.

■ Never ■ Seldom ■ Sometimes ■ Often ■ Always



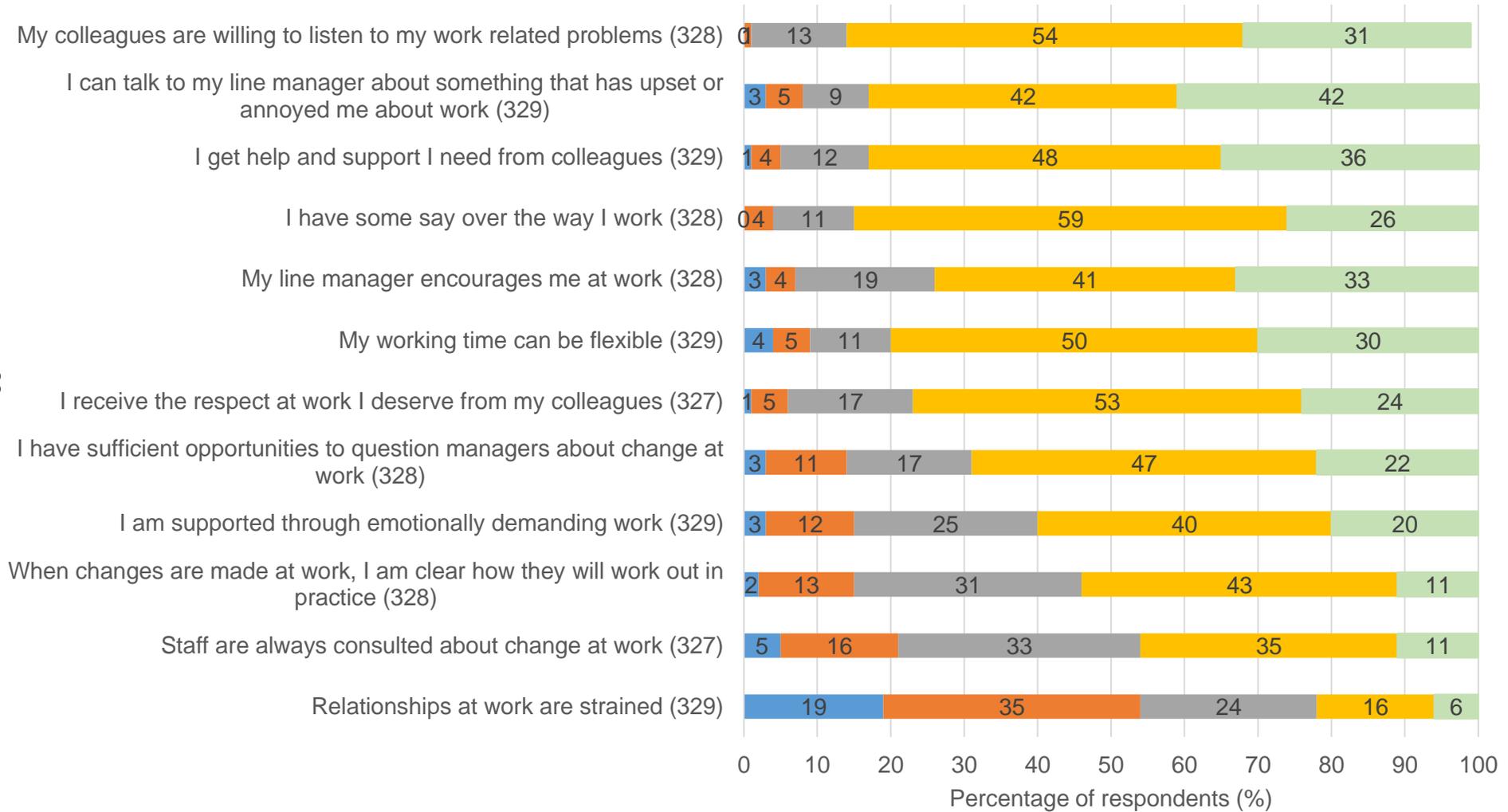
page 27

2. To what extent do you agree or disagree with the following statements:

Please remember to give responses that reflect your work in the last six months.

Please note: The statement 'relationships at work are strained' is a negative statement, so to disagree with it is a positive response.

■ Strongly disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly agree

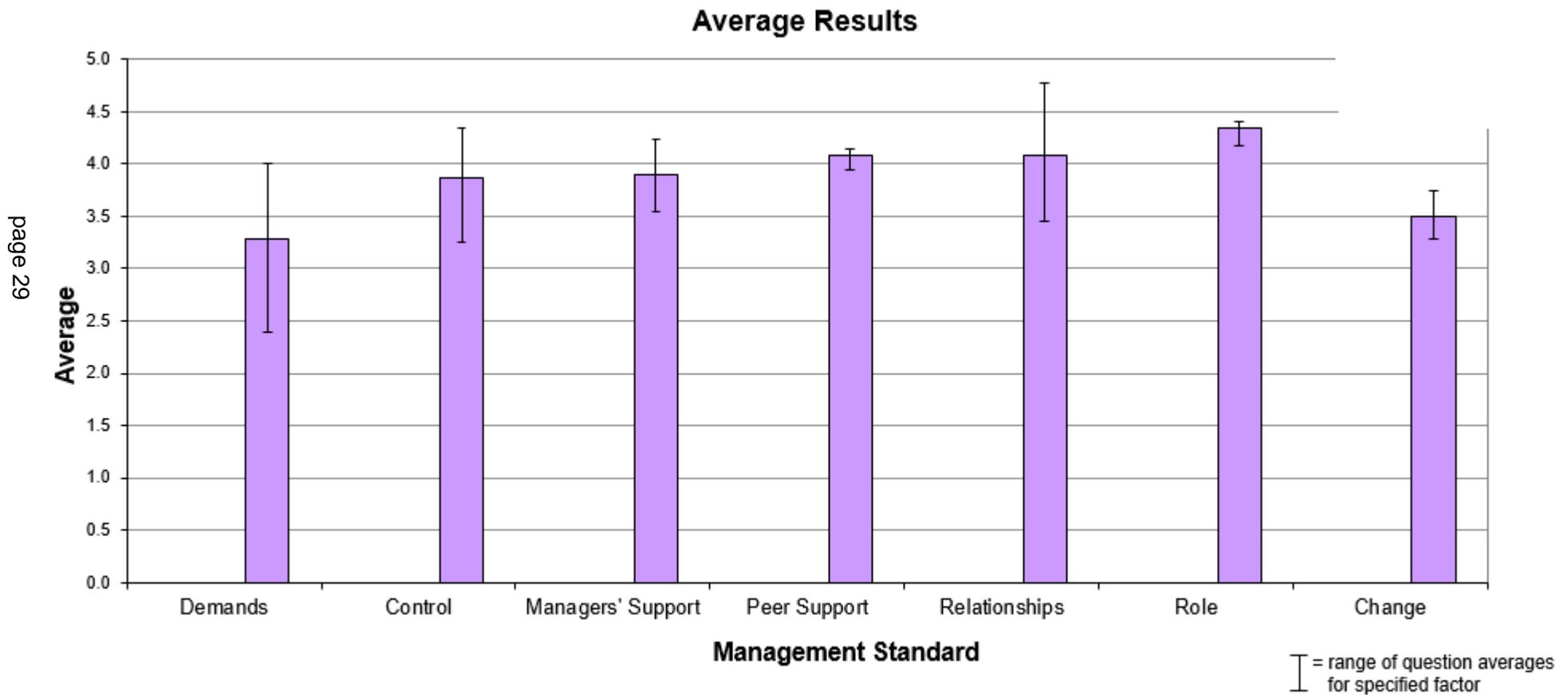


Stressors

The survey consisted of 35 statements that ask about 'working conditions' known to be potential causes of work related stress. These working conditions correspond to the six stressors of the Health and Safety Executive Management Standards.

Each respondents answer to each question was given a score out of 5, with 5 being the most positive response possible, and 1 being the most negative response possible. This allows us to work out an average score for each question, and subsequently an average response for each Management Standard.

The graph and table below show an average figure for each of the seven Management Standards. 5 is the most positive average score, and 1 is the most negative. Managers' support and peer support have been separated.



The information below shows which questions are attributed to which stressor, and the average score for each of those individual questions.

From this, we can see which particular aspects of each stressor are of the most concern. The two lowest average scores for each stressor are surrounded by the outline of a black box. 5 is the most positive average score, and 1 is the most negative.

Group 1 – demands

3	Different groups at work demand things from me that are hard to combine	3.15
6	I have unachievable deadlines	3.66
9	I have to work very intensively	2.39
12	I have to neglect some tasks because I have too much to do	3.03
16	I am unable to take sufficient breaks	3.78
18	I am pressured to work long hours	4.01
20	I have to work very fast	2.74
22	I have unrealistic time pressures	3.60
Overall		3.29
Max		4.01
Min		2.39

Group 2 – control

2	I can decide when to take a break	4.34
10	I have a say in my own work speed	3.63
15	I have a choice in deciding how I do my work	3.94
19	I have a choice in deciding what I do at work	3.25
25	I have some say over the way I work	4.07
30	My working time can be flexible	3.99
Overall		3.87
Max		4.34
Min		3.25

Group 3 – managers' support

8 I am given supportive feedback on the work I do	3.54
23 I can rely on my line manager to help me out with a work problem	4.23
29 I can talk to my line manager about something that has upset or annoyed me	4.15
33 I am supported through emotionally demanding work	3.63
35 My line manager encourages me at work	3.97
Overall	3.90
Max	4.23
Min	3.54

Group 4 – peer support

7 If work gets difficult, my colleagues will help me	4.05
24 I get help and support I need from colleagues	4.15
27 I receive the respect at work I deserve from my colleagues	3.95
31 My colleagues are willing to listen to my work-related problems	4.15
Overall	4.08
Max	4.15
Min	3.95

page 31

Group 5 – relationships

5 I am subject to personal harassment in the form of unkind words or behaviour	4.40
14 There is friction or anger between colleagues	3.70
21 I am subject to bullying at work	4.77
34 Relationships at work are strained	3.46
Overall	4.08
Max	4.77
Min	3.46

Group 6 – role

1 I am clear what is expected of me at work	4.40
4 I know how to go about getting my job done	4.41
11 I am clear what my duties and responsibilities are	4.41
13 I am clear about the goals and objectives for my department	4.18
17 I understand how my work fits into the overall aim of the organisation	4.32
Overall	4.34
Max	4.41
Min	4.18

Group 7 – change

26 I have sufficient opportunities to question managers about change at work	3.74
28 Staff are always consulted about change at work	3.29
32 When changes are made at work, I am clear how they will work out in practice	3.47
Overall	3.50
Max	3.74
Min	3.29

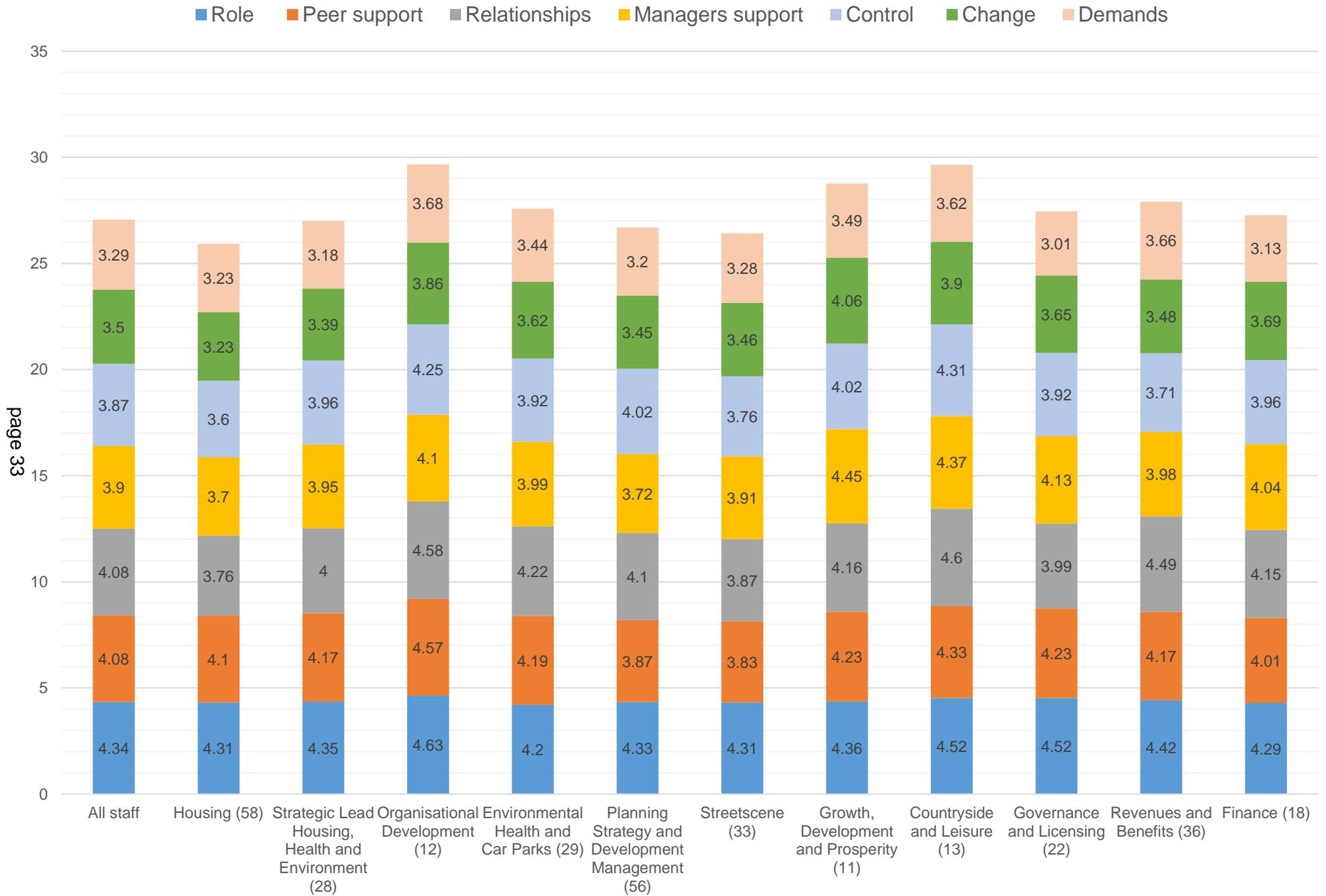
page 32

Stressors split by Strategic / Service Lead

The survey consisted of 35 statements that ask about 'working conditions' known to be potential causes of work related stress. These working conditions correspond to the six stressors of the Health and Safety Executive Management Standards.

Each respondents answer to each question was given a score out of 5, with 5 being the most positive response possible, and 1 being the most negative response possible. This allows us to work out an average score for each question, and subsequently the average score for each stressor given by each Strategic / Service Leads teams. The graph and table over the page shows an average figure for each of the six Management Standards. Managers' support and peer support have been separated.

5 is the most positive average score, and 1 is the most negative no matter whether the question is negatively or positively phrased.



When the results are split by Service / Strategic Lead and all the stressors are taken into account the following three teams had the lowest average scores overall:

- Housing
- Streetscene
- Planning Strategy and Development Management

The following three teams had the highest average scores overall:

- Organisational Development
- Countryside and Leisure
- Growth, Development and Prosperity

The following table shows the average scores for each stressor within each Strategic / Service Lead's Teams.

5 is the most positive average score, and 1 is the most negative.

Where the stressor is highlighted in yellow this means the average score given by those teams is less than the overall average score of all respondents.

Where the stressor is highlighted in green, this means the average score given by those teams is above the average score given by all respondents.

Management Standards	Average result – all staff	Average result – Housing (58)	Average result – Strategic Lead Housing, Health and Environment (28)	Average result – Organisational Development (12)	Average result – Environmental Health and Car Parks	Average result – Planning Strategy and Development (56)	Average result – Streetscene (33)	Average result – Growth, Development and Prosperity (11)	Average result – Countryside and Leisure (13)	Average result - Governance and Licensing (22)	Average result – Revenues and Benefits (36)	Average result – Finance (18)
Role	4.34	4.31	4.35	4.63	4.20	4.33	4.31	4.36	4.52	4.52	4.42	4.29
Peer support	4.08	4.1	4.17	4.57	4.19	3.87	3.83	4.23	4.33	4.23	4.17	4.01
Relationships	4.08	3.76	4	4.58	4.22	4.1	3.87	4.16	4.6	3.99	4.49	4.15
Managers support	3.90	3.7	3.95	4.10	3.99	3.72	3.91	4.45	4.37	4.13	3.98	4.04
Control	3.87	3.6	3.96	4.25	3.92	4.02	3.76	4.02	4.31	3.92	3.71	3.96
Change	3.50	3.23	3.39	3.86	3.62	3.45	3.46	4.06	3.9	3.65	3.48	3.69
Demands	3.29	3.23	3.18	3.68	3.44	3.2	3.28	3.49	3.62	3.01	3.66	3.13

Staff Survey

January / February 2021

Summary

329 members of staff filled in the questionnaire, this is 67% of staff. 164 of those respondents gave free text comments, 33% of all staff.

The most common positive comments were (in order with the most common at the top):

1. Colleagues / my team are supportive.
2. My Manager is supportive.

The most common negative comments were (in order with the most common at the top):

1. Our already large workload has increased significantly recently / My / my team's workload is overwhelming / too large.
2. We need more staff / previous staff or managers have left and not been replaced.
3. New Councillors / the new political leadership are seriously mistreating officers, which is very stressful.
4. My Manager isn't supporting me / listening / sorting issues.
5. Home schooling children and working is hugely stressful.
6. Council teams need to communicate better / work together better.
7. I feel too isolated working from home (from my team / other people).
8. New Councillors / the new political leadership are unnecessarily micro-managing / causing extra workload.

3. Any comments:

There was an opportunity for respondents to add any free text comments they wished to make. 164 respondents gave comments. Some of these comments were very long and contained multiple issues. The issues have been categorised in the table below so that by reading them EDDC would know how to act on the issue.

Positive comments given: Comments given by three or more respondents.	Number of respondents that gave this comment
Colleagues / my team are supportive.	27
My manager is supportive.	19
Colleagues are hardworking / pull together.	6
I enjoy working from home / there are positive aspects to working from home.	6
I really like my job.	5
The current situation has brought my team closer together.	5
I appreciate the flexibility (most mentioned working hours).	5

page 68

Negative issues raised: Issues raised by three or more respondents.	Number of respondents that raised the issue
Our already large workload has increased significantly recently / My / my team's workload is overwhelming / too large.	30
We need more staff / Previous staff or managers have left and not been replaced.	22
New Councillors / the new political leadership are seriously mistreating officers, which is very stressful. Comments included: <ul style="list-style-type: none"> • They are being disrespectful to officers X 9 • They are suspicious of professional officers / don't trust us to do our jobs X 9 • They have fostered a blame culture / fault finding exercise against officers X 9 • They need to work with staff for the community and the future, not against staff X 8 • The negative way they behave towards officers has caused me to be physically sick / lose sleep / extreme anxiety X 7 • They are bullying / intimidating / harassing council officers X 7 • Their negative behaviour needs to be sorted, not just left X 5 	18

My Manager isn't supporting me / listening / sorting issues.	16
Home schooling children and working is hugely stressful.	15
Council teams need to communicate better / work together better.	13
I feel too isolated working from home (from my team / other people).	12
New Councillors / the new political leadership are unnecessarily micro-managing / causing extra workload.	10
I really struggle with the work / life balance as I'm working from home.	8
We accumulate a lot of flexi due to work pressures, but then aren't allowed to use it anymore to take days off, this adds to stress and anxiety.	7
There is political infighting and Councillors disrespecting other Councillors, which is stressful.	7
Allow us the Happy, Healthy, Here half hours at lunchtime for a walk / cycle / run / online exercise class.	6
Our team is divided, some people in the team are unsupportive and critical of others in the team.	5
SMT / managers are too busy to provide guidance when we need it.	5
SMT need to contact staff more / be more present.	5
Staff turnover is too high, we need to keep the staff we recruit.	5
Our strategic lead being off work has negatively impacted the team.	5
Issues with ICT aren't sorted by Strata / there is too little support from Strata.	5
Due to not having enough staff, there's no guarantee I'll be able to take the annual leave I've booked. This increases stress.	4
Some new Councillors don't understand how councils work / the split between strategic and operational.	4
Staff are off sick (due to workloads), which causes more stress for those left.	4
There's no support / understanding from EDDC about the pressures of home schooling and working.	4
ICT is too unreliable.	4
We don't know what new Councillors want.	3
I struggle to do my job to the same standard whilst working from home.	3
Why are we having a pay freeze when we've worked throughout the pandemic?	3
The new planning processes aren't working.	3
I'm subject to increased harassment / unkind words from the public.	3
I don't get consulted about changes at work.	3

Summary

329 members of staff filled in the questionnaire, this is 67% of staff. 164 of those respondents gave free text comments, 33% of all staff.

The most common positive comments were (in order with the most common at the top):

1. Colleagues / my team are supportive.
2. My Manager is supportive.

The most common negative comments were (in order with the most common at the top):

1. Our already large workload has increased significantly recently / My / my team's workload is overwhelming / too large.
2. We need more staff / previous staff or managers have left and not been replaced.
3. New Councillors / the new political leadership are seriously mistreating officers, which is very stressful.
4. My Manager isn't supporting me / listening / sorting issues.
5. Home schooling children and working is hugely stressful.
6. Council teams need to communicate better / work together better.
7. I feel too isolated working from home (from my team / other people).
8. New Councillors / the new political leadership are unnecessarily micro-managing / causing extra workload.

3. Any comments:

There was an opportunity for respondents to add any free text comments they wished to make. 164 respondents gave comments. Some of these comments were very long and contained multiple issues. The issues have been categorised in the table below so that by reading them EDDC would know how to act on the issue.

Positive comments given: Comments given by three or more respondents.	Number of respondents that gave this comment
Colleagues / my team are supportive.	27
My manager is supportive.	19
Colleagues are hardworking / pull together.	6
I enjoy working from home / there are positive aspects to working from home.	6
I really like my job.	5
The current situation has brought my team closer together.	5
I appreciate the flexibility (most mentioned working hours).	5

page 68

Negative issues raised: Issues raised by three or more respondents.	Number of respondents that raised the issue
Our already large workload has increased significantly recently / My / my team's workload is overwhelming / too large.	30
We need more staff / Previous staff or managers have left and not been replaced.	22
New Councillors / the new political leadership are seriously mistreating officers, which is very stressful. Comments included: <ul style="list-style-type: none"> • They are being disrespectful to officers X 9 • They are suspicious of professional officers / don't trust us to do our jobs X 9 • They have fostered a blame culture / fault finding exercise against officers X 9 • They need to work with staff for the community and the future, not against staff X 8 • The negative way they behave towards officers has caused me to be physically sick / lose sleep / extreme anxiety X 7 • They are bullying / intimidating / harassing council officers X 7 • Their negative behaviour needs to be sorted, not just left X 5 	18

My Manager isn't supporting me / listening / sorting issues.	16
Home schooling children and working is hugely stressful.	15
Council teams need to communicate better / work together better.	13
I feel too isolated working from home (from my team / other people).	12
New Councillors / the new political leadership are unnecessarily micro-managing / causing extra workload.	10
I really struggle with the work / life balance as I'm working from home.	8
We accumulate a lot of flexi due to work pressures, but then aren't allowed to use it anymore to take days off, this adds to stress and anxiety.	7
There is political infighting and Councillors disrespecting other Councillors, which is stressful.	7
Allow us the Happy, Healthy, Here half hours at lunchtime for a walk / cycle / run / online exercise class.	6
Our team is divided, some people in the team are unsupportive and critical of others in the team.	5
SMT / managers are too busy to provide guidance when we need it.	5
SMT need to contact staff more / be more present.	5
Staff turnover is too high, we need to keep the staff we recruit.	5
Our strategic lead being off work has negatively impacted the team.	5
Issues with ICT aren't sorted by Strata / there is too little support from Strata.	5
Due to not having enough staff, there's no guarantee I'll be able to take the annual leave I've booked. This increases stress.	4
Some new Councillors don't understand how councils work / the split between strategic and operational.	4
Staff are off sick (due to workloads), which causes more stress for those left.	4
There's no support / understanding from EDDC about the pressures of home schooling and working.	4
ICT is too unreliable.	4
We don't know what new Councillors want.	3
I struggle to do my job to the same standard whilst working from home.	3
Why are we having a pay freeze when we've worked throughout the pandemic?	3
The new planning processes aren't working.	3
I'm subject to increased harassment / unkind words from the public.	3
I don't get consulted about changes at work.	3

Report to: Scrutiny Committee



Date of Meeting 4 March 2021

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Quarterly monitoring of performance – 3rd quarter 2020/21 October to December 2020

Report summary:

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 3rd 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: Joanne Avery- Management Information Officer – javery@eastdevon.gov.uk

Portfolio(s) (check which apply):

- Climate Action
- Coast, Country and Environment
- Corporate Services and COVID-19 Response and Recovery
- Democracy and Transparency
- Economy and Assets
- Finance
- Policy Co-ordination and Regional Engagement
- Strategic Planning
- Sustainable Homes and Communities

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: 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 Q3](#)

[Appendix C - Explanations and definitions.](#)

Link to [Council Plan](#):

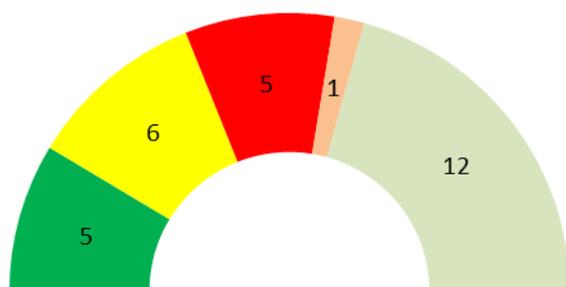
Priorities (check which apply)

- Outstanding Place and Environment
- Outstanding Homes and Communities
- Outstanding Economic Growth, Productivity, and Prosperity
- Outstanding Council and Council Services

Report in full

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.



Number of Measures
(Total measures for outcome = 31)

- Achieved / Excellent
- Variation
- Concern
- Data not yet available
- No target

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

Number of households living in temporary accommodation - As a snapshot as of 31.12.20 there are 52 households in temporary accommodation, made up as follows:

- 33 in emergency accommodation-B&B or holiday lets (19xsingles and 14xfamilies)
- 8 in supported accommodation (Gissage House)
- 12 in EDDC sock (4xfamilies and 1xsingle in EDDC properties, 7 singles in HMO)

- 1 family in a private sector lease property

The overall figure includes rough sleepers accommodated under a power (3) and rough sleepers accommodated under severe weather provisions (SWEPP)

Working days lost due to sickness absence - A full report evaluating the sickness data for this year will be produced in April. Well-being advice and wellness courses being promoted through weekly staff communications.

Percentage of Stage 2 complaints responded to within stated timeframes - This relates to three complaints exceeding deadline during a very busy period. The reason for delay is down to workload on the part of the information and complaints team and also other service areas whose contribution was needed in order to respond to complaints. Where a complaint cannot be responded to within deadline, we communicate with complainants to explain the reason for delay and provide an expected response timescale.

Percentage of FOI responded to within the statutory time limits - During this period there was a problem with the Lagan system and the auto email function which meant that, although our responses were sent within time limits, the system did not actually send the emails and so some recipients will not have received their response on time. Unfortunately, the system did not highlight that the messages had not been sent and so this was not picked up immediately. The problem has now been resolved by Strata but we have not received feedback in terms of what the cause of the issue was.

Days taken to process new Housing Benefit claims - The number of days taken to process new claims has reduced slightly from days taken in October and November as we have been focussing on clearing the outstanding work.

We are still experiencing a high amount of work coming into the team. For example, we have received over a 1000 pieces of work per week from our customers and the Department for Works and Pensions since week commencing 19.10.2020. (This does not include work from Test and Trace, hardship requests due to Covid-19 or the Housing Benefit award accuracy).

A proportion of this work relates to new claims: latest quarterly figures show there has been an 8.35% increase in working age claims since September 2020.

We are continuing to focus our efforts on processing new applications as quickly as possible. However, the number of days taken to process applications are unlikely to reduce significantly in January due to:

- the Christmas closure
- the amount of work we have returned to and
- the latest lockdown.

We are also entering into our end of year processes where we traditionally receive more work that needs to be dealt with before our systems can be updated for the new financial year.

3. Further details of the progress of our performance indicators can be found in appendix A.

4. Website statistics - from 1 October 2020 to 31 December 2020

- 338,234 visits to our website (206,009 more than the same period last year)
- 899,821 page views
- 222,967 unique visitors
- 52,324 returning visitors

- 49.84% 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 30th December are as follows:

- Android: 6,230
- iOS: 19,130
- Total: 25,360 (up 505 on last quarter)

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
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Key to change on same period in previous year:

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

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

PIs report 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 (3/4)	50	40	52		↓	Andrew Mitchell

Management Notes:

(Quarter 1 - 3)

As a snapshot as of 31.12.20 there are 52 households in temporary accommodation, made up as follows:
33 in emergency accommodation-B&B or holiday lets (19xsingles and 14xfamilies)
8 in supported accommodation (Gissage House)
12 in EDDC sock (4xfamilies and 1xsingle in EDDC properties, 7 singles in HMO)
1 family in a private sector lease property

The overall figure includes rough sleepers accommodated under a power (3) and rough sleepers accommodated under severe weather provisions (SWEPP)

(JA)

<u>NI155 Number of affordable homes delivered (gross) (LAA)</u>	+	247 (3/4)	75 (3/4)	19	59	111		↓	Amy Gilbert-Jeans
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Management Notes:

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 (9/12)	93.96	88.36	91.26		↑	Mark Worth

Management Notes:

<u>Creditor days - % of invoices paid within 30 days</u>	+	96	99.00 (9/12)	98.99	95.67	98.04		↑	Mark Worth
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Management Notes:

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	66	63		↓	Lorraine Tolman

Management Notes:

<u>NI192 Percentage of Household waste sent for reuse, recycling and composting</u>	+	59	50 (3/4)	60	62	61		↔	Lorraine Tolman
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Management Notes:

<u>Percentage of municipal waste for disposal (incineration and landfill)</u>	-	41		40	38	39		↔	Lorraine Tolman
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Management Notes:

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>	-	8.70	7.08 (10/12)	1.64	4.09	7.17		↓	Sarah Vincent

Management Notes: (January)

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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A full report evaluating the sickness data for this year will be produced in April. Well being advice and wellness courses being promoted through weekly staff communications.

(JA)

Percentage of Council Tax Collected	+	98.69	85.12 (9/12)	28.83	56.45	84.65		↓	Melissa Clode
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Management Notes:

Percentage of Non-domestic Rates Collected	+	97.91	84.09 (9/12)	22.65	54.02	78.82		↓	Melissa Clode
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Management Notes:

Percentage of planning appeal decisions allowed against the authority's decision to refuse	-	25.0	30.00 (10/12)	30.10	24.00	32.30		↓	Bob Capon
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Management Notes:

Percentage of Stage 2 complaints responded to within stated timeframes	+	78	100 (3/4)	89	89	75		↓	Kate Symington
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Management Notes:

(Quarter 3)

This relates to three complaints exceeding deadline during a very busy period. The reason for delay is down to workload on the part of the information and complaints team and also other service areas whose contribution was needed in order to respond to complaints. Where a complaint cannot be responded to within deadline, we communicate with complainants to explain the reason for delay and provide an expected response timescale.

(KS)

% of minutes and audio from council meetings uploaded together within 5 working days	+	100	100 (3/4)	100	100	100		↔	Susan Howl
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Management Notes:

Percentage of FOI responded to within the statutory timelimits	+	99	100 (3/4)	99	100	88		↓	Kate Symington
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Management Notes:

(Quarter 3)

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
<p>During this period there was a problem with the lagan system and the auto email function which meant that, although our responses were sent within time limits, the system did not actually send the emails and so some recipients will not have received their response on time. Unfortunately, the system did not highlight that the messages had not been sent and so this was not picked up immediately. The problem has now been resolved by Strata but we have not received feedback in terms of what the cause of the issue was.</p> <p>(KS)</p>									
<u>Percentage of 'higher risk' licensed premises inspected annually</u>	+	134		0	0	0		↓	Stephen Saunders
<p><u>Management Notes:</u> (Quarter 3)</p> <p>The continued restrictions for licensed premises together with the ongoing risk posed by Covid19 to licensing staff has prevented the usual visits and inspections to those premises over the previous period. Compliance of licensing laws continues on the basis of partnership working with other agencies, particularly the police. The police have provided specific frontline staff for this purpose over the last quarter and linking in with Councils.</p> <p>(SS)</p>									
<u>Number of taxi vehicle licence complaint investigations</u>	+	29		0	0	0		↓	Stephen Saunders
<p><u>Management Notes:</u> (Quarter 3)</p> <p>Due to Covid-19 situation with less use of taxis, there have been no complaints received over previous period.</p> <p>(SS)</p>									
<u>Total average headcount (quarterly total)</u>	+	460		459	496	456		↓	Sarah Vincent
<p><u>Management Notes:</u></p>									
<u>Cumulative Staff Turnover as a percentage of all staff (voluntary leavers)</u>	-	6.51		3	5	6		↓	Sarah Vincent
<p><u>Management Notes:</u></p>									
<u>Capability at point of contact for Benefits</u>	+	38 (3/4)		52	22	32		↓	Melissa Clode
<p><u>Management Notes:</u></p>									

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>% of residents who pay their Council Tax by Direct Debit</u>	+	80		80	81	81		↑	Melissa Clode
Management Notes:									
<u>Number of Level 2 complaints (year to date)</u>	+	36		9	18	30		↑	Kate Symington
Management Notes:									
<u>Number of Freedom of Information Requests (year to date)</u>	+	494		82	221	342		↓	Kate Symington
Management Notes:									
<u>Days taken to process new Housing Benefit claims</u>	-	10.96	13.00 (10/12)	16.36	15.43	16.07		↓	Melissa Clode
Management Notes: (January)									
<p>The number of days taken to process new claims has reduced slightly from days taken in October and November as we have been focussing on clearing the outstanding work.</p> <p>We are still experiencing a high amount of work coming into the team. For example, we have received over a 1000 pieces of work per week from our customers and the Department for Works and Pensions since week commencing 19.10.2020. (This does not include work from Test and Trace, hardship requests due to Covid-19 or the Housing Benefit award accuracy).</p> <p>A proportion of this work relates to new claims: latest quarterly figures show there has been an 8.35% increase in working age claims since September 2020.</p> <p>We are continuing to focus our efforts on processing new applications as quickly as possible. However, the number of days taken to process applications are unlikely to reduce significantly in January due to:</p> <ul style="list-style-type: none"> • the Christmas closure • the amount of work we have returned to and • the latest lockdown. <p>We are also entering into our end of year processes where we traditionally receive more work that needs to be dealt with before our systems can be updated for the new financial year.</p>									
(JA)									
<u>Days taken to process changes to Housing Benefit claims</u>	-	3.36	5.50 (10/12)	4.62	4.94	5.31		↓	Melissa Clode

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:

<u>Days taken to process local land charges property searches</u>	-	4	5 (3/4)	3	8	9		↓	Nick Wright
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Management Notes:

<u>Missed bin collections per 1000 households</u>	+	23		25	39	23		↑	Lorraine Tolman
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Management Notes:

<u>NI157b Percentage of Minor planning applications determined within 8 weeks</u>	+	73.88	65.00 (3/4)	86.71	76.54	72.93		↓	Nick Wright
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Management Notes:

<u>NI157c Percentage of Other planning applications determined within 8 weeks</u>	+	79.94	80.00 (3/4)	70.75	72.14	73.80		↓	Nick Wright
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Management Notes:

<u>Proportion of outstanding debt that is more than 90 days old from date of invoice</u>	-	47.62 (10/12)		44.40	50.05			↓	Libby Jarrett
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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
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<u>Number of redundancies (year to date)</u>	+	1		1	1	1		↔	Sarah Vincent
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Management Notes:

Proposal form for items for consideration by Scrutiny Committee



Submitted by: Cllr Maddy Chapman

Date submitted: 13/02/2021

Item for Consideration: The Production of the Local Plan 2013-31 and Goodmores Farm

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):

Priority for matter to be considered (please tick):

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

Basis on which priority has been set:

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

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

Outstanding Homes & Communities

Is there a deadline for the Council to make a decision? (If so, when and why?): No, but lessons learned will impact on the new emerging Local Plan.

Members are requested to provide information on the following:-

What do you wish to achieve from the review?:

Councillors and residents wish to know how a primary school was allowed to be added to the Goodmores Farm and Exmouth Town Council's Local Plan and who was consulted on this.

Are the desired outcomes likely to be achievable? Yes

Will it change/increase efficiency and cost effectiveness? Not relevant, it is about local democracy and meaningful consultation

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

a, b and c are self-explanatory.

e and f - I have had many complaints from residents over the past five years about how their wishes from the three public meetings held in 2014 were not implemented (and there was no evidence that they were even considered.

h. The right community infrastructure in the right place is of key concern and benefit to residents.

Please can you return the completed form to Democratic Services via email to democraticservices@eastdevon.gov.uk.

MONITORING OFFICER COMMENTS

Members may recall similar discussions in 2016 around the inclusion of the Sidford Employment site in the Local Plan. A report was brought to the Scrutiny on 7th July 2016 detailing the evolution of the Local Plan as it related to that site (see section 5 of the report). While a similar analysis could be undertaken in relation to Goodmore's Farm the comments in section 6 of the report ought to be borne in mind by the Committee. In particular it should be noted that it says '*the role of the Scrutiny committee is not to comment on the merits or otherwise of a site allocation – that is not permitted under the constitution. It can look at the process of how the local plan was shaped, but it is clear from the long timeframe of production of the draft Local Plan through to Examination and then final adoption that there have been many opportunities to comment on the provisions of the draft Local Plan, and that Members on both Development Management and Overview and indeed collectively as a full Council supported the adoption of the Local Plan.*'

Date: 24 February 2021

Proposal form for items for consideration by Scrutiny Committee



Submitted by: Cllr Paul Millar

Date submitted: 23/02/2021

Item for Consideration: Implementation of the Playing Pitch Strategy 2015 Review

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):

Review and scrutinise the performance of the Council in relation to its policy objectives, performance targets; which will inform a new strategy.

Priority for matter to be considered (please tick):

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

Basis on which priority has been set:

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

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

Outstanding Place and Environment, Outstanding Homes & Communities, Outstanding level of economic growth, productivity and prosperity

Is there a deadline for the Council to make a decision? (If so, when and why?): Yes, the new Playing Pitch Strategy is now being developed and learning lessons from the previous strategy is vital. The sooner the lessons are learned, the sooner they can be considered as part of the new strategy.

Members are requested to provide information on the following:-

What do you wish to achieve from the review?:

A better Playing Pitch Strategy which is properly implemented and where decisions are made according to the strategy not against it.

Are the desired outcomes likely to be achievable? Yes

Will it change/increase efficiency and cost effectiveness? Yes

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

a, b, c and h are self-explanatory.

e, f and g- Exmouth forms a major part of the playing pitch strategy and yet it has taken five years the forfeiture of a former tenant to put one of the playing pitches - Warren View - out to tender, and no evidence of any focus on maintaining the pitches. Three usable playing pitches have now become one due to a failure of the Council to maintain and invest in them between 2015-2019.

In addition, it is concerning that at Brixington Park, an informal 11-a-side playing pitch was saved by Cllr Chapman and myself in terms of proposals for the site where officers had planned to install a concrete Multi Use Games Area in the middle of the field.

It was stated in a report to the Strategic Planning Committee on the date of submission of this form that "the previous Playing Pitch Strategy, from 2015, addressed playing pitch supply and need for [football, rugby union, cricket and hockey]"

However, the evidence suggests that in some areas we have been moving backwards. Indeed, due to the loss of playing fields at Rolle College, in Exmouth (added to the Warren View situation), we have fewer playing pitches than we had 10 years ago.

Therefore, a task-and-finish Scrutiny review (holding a number of Member meetings, not open to the public) will establish why this was allowed to happen, with a view of ensuring that officers seek to implement our Playing Pitch Strategy and where possible a situation prevailing of perfectly usable playing pitches to fall into dereliction, when the objective should be the direct opposite, to maximise their uses.

There may be consideration of the introduction of key performance indicators during the strategy to ensure the strategy stays on track.

Please can you return the completed form to Democratic Services via email to democraticservices@eastdevon.gov.uk.

MONITORING OFFICER COMMENTS

It is perfectly permissible for this matter to be subject to scrutiny for the reasons given. It will be for Scrutiny to decide whether it is necessary to look at this by way of a TaFF or whether it can simply be dealt with through the ongoing work programme of the Committee. Timings need to be considered to ensure that outcomes can feed into the work of delivering the new Strategy.

Date: 24.2.21