

Agenda for Poverty Working Panel Monday, 15th March, 2021, 11.00 am

Members of Poverty Working Panel

Councillors M Allen, M Armstrong (Chair), M Chapman, B De Saram, S Hawkins, P Jarvis, F King, M Rixson, J Whibley and T Woodward

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)

Friday 5th March 2021



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<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
- 2 Apologies
- 3 Declarations of interest
- 4 Minutes of the previous meeting held on 15 February 2021 (Pages 3 - 7)
- 5 Presentation by the Housing Service
 - Jo Garfoot – Acting Housing Service Lead
 - Andrew Mitchell – Housing Solutions Manager – Housing Options ‘The Magic Garage’
 - Graham Baker – Housing Property & Asset Manager – Green Homes Grant, work and fuel poverty
 - Sue Bewes – Housing Services Manager – Estate Management – financial resilience and budgeting tips

- 6 Review of Council poverty-related activities 2020-21 (Pages 8 - 13)
 - Helen Wharam – Public Health Project Officer
- 7 Updated Draft Poverty Strategy Action Plan - John Golding - Strategic Lead - Housing, Health & Environment (Pages 14 - 30)
- 8 Date of the next meeting

[Decision making and equalities](#)

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EAST DEVON DISTRICT COUNCIL

Minutes of the meeting of Poverty Working Panel held Online via the Zoom app. on 15 February 2021

Attendance list at end of document

The meeting started at 11.00 am and ended at 1.26 pm

33 Public speaking

There were no members of the public registered to speak.

34 Declarations of interest

There were no declarations of interest.

35 Minutes of the previous meeting held on 18 January 2021

The Chair advised that apologies for the previous meeting had been received from Cllr Ian Hall but were not recorded in the minutes. With this amendment noted, the minutes of the meeting held on 18 January 2021 were agreed as a correct record.

36 Presentation by Tim Bridger - CEO Citizens Advice East Devon

The Chair welcomed Tim Bridger, CEO Citizens Advice East Devon (CAED), to the meeting. Mr Bridger's presentation on the work of CAED included the following points:

- An introduction to the CAED service and how it had identified the issues faced and had already been planning for change prior to the Covid-19 pandemic
- How the service then responded at short notice to the first Coronavirus lockdown in March 2020 and addressed the challenges of remote working in the short, medium and longer term
- The CAED service would not now return to previous ways of working prior to the pandemic as remote / digital working had addressed the issues which had been identified previously
- The service, with its strong historic message of being free, confidential and impartial, had identified the priorities of support, innovation and community which were underpinned by its core values
- CAED had introduced three directorates; community resilience, innovation and communication and quality and learning
- The use of video booths in partner locations was highlighted and CAED was keen to work with other stakeholders including foodbanks and town halls to provide an integrated digital service on a sector wide basis
- Projects for 2021 were outlined, including money management, cookery, mental health and wellbeing, improving the aftercare of clients and early warning systems to help clients to proactively avoid falling into crisis
- The key drivers of success were highlighted as partnership working, effective use of data and openness and transparency

Discussion and responses to questions included the following points:

- The age range of CAED clients has changed significantly, with 40% of clients now under the age of 40 and an increase in the 16-20 age group. Resources are in place to support the younger age groups

- CAED volunteers are equipped to work from any location, including home working via Teams software
- Former clients of CAED sometimes return as volunteers and CAED was looking at offering this as a way of assisting volunteers to get back into employment where appropriate
- CAED has identified the increased need for redundancy support as a result of the Covid-19 pandemic
- Money management advice would include helping clients to identify triggers so that behaviour patterns could be changed to avert a future crisis
- CAED had identified that one of the major causes of poverty was a change in circumstance such as relationship breakdown. Work was on-going to develop support in the form of questions for clients to provide an early warning that circumstances may be changing for the worse
- CAED is funded through Devon County Council, EDDC, town and parish councils and Lottery funding for specific projects
- Approximately half of CAED clients are in poverty according to the definition of poverty used by EDDC
- Digital services would remain in place and continue after the end of the Covid-19 lockdown and it was anticipated that services would be delivered through partnership working in community hubs
- Lockdown had contributed to an increase in relationship breakdown and domestic violence. CAED had trained advisers and a confidential process in place to support those leaving unsafe situations
- CAED was talking to service providers regarding mobile wifi units to assist clients to access broadband

The Chair thanked Tim Bridger for attending the meeting and for his presentation which would be circulated after the meeting.

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Libby Jarrett - Service Lead - Revenues, Benefits, Customer Services & Corporate Fraud

Libby Jarrett outlined ways in which the positive working relationship with CAED had benefited EDDC's service delivery. Examples included putting out information on social media platforms to assist clients who may not be receiving their full benefit entitlement, shaping a job description for an EDDC financial resilience officer and setting up a direct referral process to CAED.

Joint work also included data analysis and sharing in order to identify themes and trends in clients' behaviour. Other synergies such as one time data capture and sharing were also being introduced as partnership working continued.

The Chair thanked Libby for her contribution to the discussion and her team's ongoing work with CAED.

38

'Environmental Health and Car Parks Making a Difference'

Andrew Ennis – Service Lead for Environmental Health and Car Parks

Andrew Ennis introduced his presentation from the Environmental Health team and made the following points:

- Environmental Health works within a historic and statutory framework to support vulnerable groups. The factors which determine ill-health have a disproportionate impact on those in the community who are less well off, and there is a direct link between environmental health and poverty
- The EDDC Environmental Health work includes, for example, advice and support for those setting up new food businesses, dealing with the deceased where there is no other support, poor housing, deprivation, nuisances, noise and other social issues such as anti-social behaviour and pest control
- EDDC Environment Health also works with the East and Mid Devon Community Safety Partnership which collaborates with other agencies such as the Police and town and parish councils

Jody Harding – Principal Environmental Health Officer for Private Sector Housing

Jody Harding outlined his team's work to improve housing conditions in the private sector in East Devon as follows:

- Environmental Health also deals with climate change and fuel poverty in relation to housing and has obligations under the Homes Energy Conservation Act 1995 across all tenures of housing stock, including social rented housing
- The service is provided across four key areas; advice, education, enforcement and provision of adaptations and there are a range of legislative actions available, including undertaking inspections
- Three key activities to address fuel poverty have been identified; reduce energy bills, improve energy efficiency and maximise household income
- Environmental Health's work also supported local communities to break down barriers to improving energy efficiency and enabled residents to engage with the Council and its partners
- The presentation outlined the various interventions available to households to improve home energy efficiency and the various partners and methods of delivery, including loan providers for home improvements
- Current actions with regard to private sector housing were highlighted and proposed strategy and actions included to enhance and improve understanding of fuel poverty in East Devon, to influence and change behaviour, to signpost and educate residents and to make direct referrals to energy partner companies

Helen Wharam – Public Health Project Officer

Helen Wharam introduced her work which included writing the Public Health Strategic Plan and evidence-based projects aimed at tackling health inequalities and health deprivation. Helen's presentation highlighted the following:

- Deprivation covers a wide range of issues including employment and education as well as financial poverty, so that there is a strong overlap with public health
- The Public Health Project Officer works with services across the District Council, at County Council level and with colleagues in the NHS
- Projects included working with other agencies to support community activities, for example, encouraging public libraries to host hygiene banks and setting up of flu vaccine drive through clinics
- Work in the past year has focussed on Covid-19 support work, but would normally focus on providing information for residents to help with making good decisions which impact on their health

Discussion included the following points:

- The need for support for disabled residents to access digital and online services

- Regarding problems with housing, referrals may come from tenants and are then triaged
- Enforcement is undertaken through Environmental Health and Trading Standards legislation
- In past years, the single greatest reason for homelessness has been the loss of private rented accommodation
- Part of the Environmental Health remit is joint working with the Planning team on health aspects of development
- Concern was raised about the number of food businesses starting up from individuals' homes, partly as a result of the Covid-19 pandemic, and whether the right support was in place to ensure public safety
- It is a legal requirement to register a new food business with the local authority prior to commencement and registration is free

The Chair thanked Andrew Ennis, Jody Harding and Helen Wharam for their very informative presentations.

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Updated draft Poverty Strategy Action Plan - John Golding - Strategic Lead - Housing Health & Environment

John Golding presented the latest draft of the Poverty Strategy Action Plan which had already been circulated. The Plan was being updated after each of the meetings to reflect the different themes covered.

Future iterations of the Plan would include housing and working with community and voluntary groups.

The Chair thanked John for this latest draft of the Action Plan.

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Date of next meeting

The next meeting will be held on Monday 15th March at 11am, with a presentation from Jo Garfoot, Acting Housing Service Lead.

The following meeting will be held on Monday 12th April, with input from Community Development workers and a proposed final draft of the Poverty Strategy.

Future meetings will be held on 10th May, 14th June, 19th July, 20th September and 22nd November to monitor progress in part due to the Covid-19 pandemic.

Attendance List

Councillors present:

M Allen

M Armstrong (Chair)

M Chapman

S Hawkins

P Jarvis

F King

M Rixson

T Woodward

Councillors also present (for some or all the meeting)

P Arnott
P Faithfull
I Hall
D Ledger
A Moulding
E Rylance
B Taylor

Officers in attendance:

Sharon Church, Benefits Manager
Andrew Ennis, Service Lead Environmental Health and Car Parks
Jo Garfoot, Acting Housing Service Lead
John Golding, Strategic Lead Housing, Health and Environment
Susan Howl, Democratic Services Manager
Libby Jarrett, Service Lead Revenues and Benefits
Sarah Jenkins, Democratic Services Officer
Helen Wharam, Public Health Project Officer
Andrew Wood, Service Lead - Growth Development and Prosperity
Jody Harding, Principal Environmental Health Officer for Private Sector Housing

Councillor apologies:

Panel member: B De Saram

Non Panel members: S Gazzard, K McLauchlan

Chair

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Date:

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Poverty: review of council activities during the pandemic year 2020-2021

Introduction: council work which underpins the Poverty Strategy

This brief overview of activities has been compiled from information readily available from East Devon District Council's published Service Plans, published here: <https://eastdevon.gov.uk/council-and-democracy/strategies-policies-and-performance/our-plans/service-plans/>

Services covered:

- Countryside and Leisure
- Environmental Health, Private Sector Housing & Car Parks Services
- Finance
- Governance and Licensing
- Growth Development and Prosperity
- Housing service
- Place, Assets and Commercialisation
- Planning service
- Organisational Development, Transformation and Equalities
- Streetscene service

The period reviewed here covers the pandemic months of 2020-2021 and therefore inevitably follows an exceptional course, different from the one anticipated when services planned their activities for 2020-2021.

It is not a comprehensive list of all activities, but provides a flavour of work by services while the Poverty Strategy was under development. The structure follows the five themes of the new Strategy.

1. Helping people on low incomes

Helping people on low incomes to maximise their household income and minimise their costs, building financial resilience and reducing indebtedness.

- i. The Revenues and Benefits Team had numerous initiatives to implement and a significant increase in workload, to support residents and businesses impacted by Covid-19:
 - Government Business Rate relief schemes were introduced to support business during the year. These had to be implemented quickly, with customers informed and revised bills issued. (Circa £18m+ in reliefs)
 - Various business grant support schemes were introduced at extremely short notice ranging from prescriptive schemes to discretionary schemes. Ongoing work by the team, the Growth and Development team, Strata and Members to implement successfully and at pace. To date circa £50m has been deployed to over 4,500 businesses.
 - A significant and unprecedented increase in the number of individuals requiring financial support, has resulted in more residents claiming Council Tax Reduction, requiring arrangements, money advice, council tax hardship and also needing direct financial support.

- The team led on a Devon-wide Test and Trace Payment scheme policy that was set up and implemented successfully within a couple of weeks.
 - The Council Tax team have supported many of these changes and assisted individuals to deal with difficulties currently experienced in paying their council tax bills.
 - A financial resilience officer post has been created using external funds.
- ii. Our Customer Services Team have been handling a high volume of calls ranging across council services; the public have required more support with during the pandemic. Since October the Team also now manage (with the support of specialist colleagues across the council) the Coronavirus Community Hub.
- iii. A new banded discount scheme was implemented for Council Tax Support giving additional support and reducing administration of the scheme.
- iv. Assets estates team: Delivered rent deferment scheme for tenants struggling to pay rent during lockdown. They supported tenants generally through Covid 19, signposting to other services or grants where applicable.

2. Strengthening families and communities

Strengthening families and communities, including supporting groups of people that are more likely to experience poverty, and community and voluntary groups working to combat poverty.

- i. Roles were reassigned during the pandemic. Officers worked with volunteer contacts and councillors helping to identify community volunteer response leads for all 8 towns and 70-80 parishes/villages. The Covid-19 hub was created on our website providing information and guidance for all our residents and businesses and leading on engagement with East Devon's Coronavirus community efforts.
- ii. We worked with elected members to distribute £25,912 to community-based not-for-profit projects through CrowdFund East Devon.
- iii. Environmental Health officers investigated and dealt with a 50% increase in complaints about neighbours behaving in an anti-social manner, neighbourhood disputes / breaches of lockdown restrictions and accumulations of rubbish in gardens. This increase may be associated with lifestyle changes linked to Covid-19 lockdown measures.
- iv. Our Pest Control Officer treated an increased number of rat infestations thought to be associated with reduced domestic green waste collections, closure of household waste recycling centres and closure of food businesses.
- v. Wild Exmouth met our target of recruiting 35 volunteers including new role of Orchard Guardian, created 3 new Community Orchards.
- vi. Thelma Hulbert Gallery with Wild East Devon and Area of Outstanding Natural Beauty (East Devon and Blackdown Hills) developed the 'Creative Cabin' – a mobile creative space taking

- nature and culture on tour in a 'Recovery Roadshow' to enable dialogue and exchange and support communities in their health, environment and well-being.
- vii. Streetscene continued to open and maintain all parks and gardens and react to increased maintenance demand due to rising volumes of local residents and visitors enjoying open spaces due to Covid-19.
- viii. Officers communicated with groups of young adults to avoid incidents of anti-social behaviour.
- ix. Planning collected over £3.2million in CIL receipts in the year towards infrastructure projects in the district with over £500k being distributed to communities within the district as their neighbourhood proportion.
- x. Planning collected over £850k in S106 receipts and worked with our communities to spend over £550k on sports and play areas in the district.
- xi. Key evidence documents to support production of the new Local Plan have been produced included an East Devon Housing Needs Study.
- xii. We have established a gypsy and traveller forum and held a first meeting of the group which seeks to improve communication with these groups and enable their greater participation in planning as we seek to meet their housing needs.

3. Inclusive economy

Promoting an inclusive economy, by raising skills and improving access to a range of employment opportunities for people on low incomes.

- i. Place and prosperity team: existing Thriving Towns funding for Exmouth and Axminster amalgamated to form an East Devon Thriving Towns mini-programme to provide greater scope and flexibility. In addition to the two local authorities, the NHS, Police and central government departments will be actively involved in the programme.
- ii. EDDC was allocated £130,992 from the Re-opening High Streets Safely Fund (RHSS) programme (based on population as a proxy for footfall). The monies are from the European Regional Development Fund (ERDF).
- iii. Growth and Development staff provided support for key local employers who were experiencing challenging conditions. This included a rapid redundancy response when Axminster Carpets and Flybe went into administration. A series of events featured Job Centre Plus, Business Information Point, Axminster Job Club, and others. The team also participates in a Redundancy Task Force set up to offer coordinated support to Oscar Mayer in South Somerset following October's announcement of potential site closure. The team provided input to a county-wide Redundancy Response Network in partnership with Devon County Council and DWP.

- iv. A package of support has been agreed for Exeter Airport, the most impacted by Covid-19 of any business in the District.
- v. Hospitality businesses e.g. pubs and cafes, were assisted with identifying outdoor seating spaces, risk assessments, temporary licences and sitting-out consents. Their endeavours to trade responsibly following the lockdown were supported.
- vi. Parking Services Covid-19 Response & Recovery:
 - Provided free parking to NHS and key workers.
 - Extended winter parking offer to the end of June 2020 to support the community during the lockdown period.
 - Introduced a range of parking concessions for community volunteers doing Covid-related voluntary unpaid work.
- vii. Licensing team assisted the taxi trade through the impact of the pandemic and associated legislation/guidance by prompt delivery of an emergency hackney carriage and private hire licensing policy to alleviate reduction in work and income of licensees.
- viii. Licensing provided high levels of contact and support to existing and to new business ventures throughout 2020 in the hospitality industry and taxi trade in line with our commitment for “assisting clients to run their businesses effectively”.
- ix. Officers and councillors worked in collaboration with the taxi association and licensees in spring 2020 by promoting healthier lifestyle options for licensed drivers in support of the council’s Public Health Strategic Plan 2019-23.

4. Housing

Addressing the high cost of housing, improving housing conditions, creating affordable warmth and reducing homelessness.

4.1 Housing Service

- i. Response & Recovery actions during the Covid-19 pandemic maintaining essential services to tenants, using alternative methods of communication and contact, maintaining tenant safety, switching to agile/remote working and supporting the Community Support Hub.
- ii. Housing have delivered and enabled 356 new affordable homes in 2019/20 with housing association and developer partners.
- iii. Have sustained tenancies and supported tenants during a challenging period of lockdown where vulnerable and shielding tenants have found it difficult to adjust to the ‘new normal’.
- iv. Efficient response to the Covid-19 outbreak with a swift response to the ‘Everybody In’ requirement and the continuation of letting properties through the pandemic. Temporary accommodation provided to 89 households from when lockdown was introduced until the end of September; support provided to all whilst accommodated.

- v. Reacting the pandemic and the effect it had on homelessness in the district, including bringing the Sailors Rest, Exmouth flats into use as move-on accommodation. The project included a change of proposed use and upgrading the furnishing and fitting of all rooms using repurposed funding from MHCLG. This has provided a sustainable move in addition to benefitting the temporary accommodation budget by freeing up units of temporary accommodation.
- vi. A homelessness project to get the HMO in Morton Road, Exmouth up and running including furnishing and fitting of all rooms, setting up a key card entry system and provision of procedures. Close management of the HMO has been in place since it became available to occupy in February 2020. Sixteen occupants have benefited from the accommodation to date with only one eviction. As of October 2020 it is calculated that £78,430 has been saved, based on calculating the number of nights occupied a standard B&B nightly charge of £50.
- vii. Effective use of the private sector and the rent deposit and bond scheme – 88 applicants assisted into the private sector through the scheme in 2019-20 and 56 in the first six months of 2020-21, providing positive outcomes for applicants and relieving pressure on social housing.
- viii. Successful bid to MHCLG for Rough Sleeper Initiative (RSI) funding. £230k received, jointly with Mid Devon for 2020-21, enabling the team to (i) employ two Rough Sleeper Navigators (ii) employ a second Private Sector Liaison Officer (iii) cover a contract with BCHA for support to six Housing First projects between both LAs and (iv) receipt of a £10,000 prevention pot.
- ix. Taking actions such as tackling the hard-to-let properties within our stock and prioritising the availability of properties when under offer to homeless applicants in temporary accommodation. Providing options for properties that cannot be let through the usual channels e.g. Manor Close being used as temporary accommodation, reducing the B&B budget whilst bringing revenue in.

4.2 Private Sector Housing team

- i. HMOs licensing and service requests for housing standards.
- ii. Currently have £800k grant for adaptations to houses.
- iii. Ensuring Covid security in HMOs and caravan sites and advising landlords on Covid-19 security.
- iv. Working to help residents in filthy and verminous homes.
- v. Resumed the Better Care Fund and our Disabled Facilities Grant (DFG) programme and maintained the Devon wide Housing Assistance Policy offering more variety of grant assistance.
- vi. Seen an increase in ECO Flex top ups and loan applications for energy efficiency measures.
- vii. Resumed the caravan and HMO licensing visits to ensure compliance.
- viii. Income generation of fees and ensure the safety of the residents.
- ix. Maintained our social media presence by providing advice and information on harassment and illegal evictions of tenants in private rented accommodation.

- x. Advised and informed tenants and landlords on changes to harassment and illegal evictions.
- xi. Updated policy and procedures and introducing new policies for the enforcement of EPC and MEEC regulations.

4.3 General

- i. Public Health officer facilitated contacts for fuel poverty schemes with WEB and NHS colleagues; made various introductions and set up meetings.
- ii. Planning team consulted on and adopted a new supplementary planning guidance on affordable housing, to help to guide the delivery of affordable housing in the district.

5. Improving health outcomes

Aiming to improving health outcomes for people on low incomes, including access to good diet, health care and ill health prevention.

- i. Housing Services team contacted sheltered tenants more frequently than pre-Covid, and contacted every tenant to check their wellbeing, many still now having a weekly call.
- ii. Officers provided support for clinically shielded people, ranging from emergency food distribution to welfare visits. This included prioritising and addressing numerous actions raised by Devon County Council. Parking Services team reassigned Civil Enforcement Officers and their vehicles to deliver 150 emergency food parcels and over 150 dietary boxes. Environmental Health and Housing officers made welfare visits to uncontactable shielded people.
- iii. Our public health focus shifted to Covid-19 communications but some social media activities have resumed e.g. tweeting health messages.
- iv. We continued to liaise with other communications teams and groups such as campaigns from Public Health England, and the Smokefree Devon Alliance led by Devon County Council. These campaigns are evidence-based and aim to tackle health inequalities.
- v. Researching and liaising assistance for Axminster community-based holiday hunger scheme.
- vi. Facilitated East Devon's first Hygiene Banks [in response to request from member] by arranging for public libraries to host drop-off points.
- vii. Public Health Officer was invited to join the local NHS-funded Devon Population Health Management Development Programme PCN Action Learning Set delivered by Devon's CCG, and influenced the decision to focus on Littleham, Exmouth.

Helen Wharam

26.02.21

Anti-Poverty Strategy 2021 – onwards. An Action Plan

| No. | Action | Service | Completion date | Narrative, performance measures and outcomes |
|--|--|--|--|---|
| Objective 1 - Helping people on low incomes to maximise their household income and minimise their costs, building financial resilience and reducing indebtedness. | | | | |
| 1.1 page 14 | Exploring the opportunity for developing a poverty dashboard that draws on data from a range of different sources to allow us to gather, understand and use the data to help shape policy and inform on future interventions | Finance | Subject to resources following Covid-19 response | <ul style="list-style-type: none"> ➤ Understanding of the different types of poverty and issues being experienced in different demographic areas of district. ➤ Breakdown by Ward if possible to illustrate difference and rural poverty. ➤ Dashboard that breaks poverty down into types; relative, absolute and in-work so that future interventions are based on needs of individuals living within certain areas. ➤ Demographic areas of highest need shown on a map that can be used to help inform and target future interventions including hidden poverty. ➤ Dashboard to be used as a measure on the trajectory of poverty within the District. ➤ Relevant data provided in an easy to understand format to help inform poverty panel and internal departments on future interventions for supporting financially vulnerable households. |
| 1.2 | Working with partner organisations, such as Citizens Advice, schools, etc. to promote and reach out to those who aren't currently engaging but are financially struggling (hidden poverty) | Finance & Housing plus partner organisations | Ongoing | <ul style="list-style-type: none"> ➤ Capturing data on where referrals have come from, e.g. schools, local charities & support agencies, foodbanks, etc. ➤ Breaking the cycle of repeated emergency support measures. ➤ Feedback from partner organisations. |
| 1.3 | Creation of Financial Resilience Team within Revenues and Benefit responsible for administering discretionary funds. Team to work in | Finance | Ongoing | <ul style="list-style-type: none"> ➤ Future financial resilience is achieved for residents living on low incomes e.g. repeat arrears in future financial years. ➤ Numbers of residents requiring repeat support. ➤ Average length of time taken to support residents out of poverty. |

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| | close partnership with other internal departments (Housing and Council Tax) to ensure that joint approach is taken to supporting residents experiencing poverty. Team to also work in partnership with other external agencies and organisations to ensure that residents are receiving necessary support not provided by East Devon through referrals and signposting | | | <ul style="list-style-type: none"> ➤ Type and amount of discretionary support used. ➤ Number of referrals made to outside agencies. ➤ Number of cases working in partnership with outside agencies/organisations. ➤ Recognition of rural isolation and digital poverty. ➤ Recognition of poverty amongst older people. ➤ Recognition of poverty caused by major life events/crisis i.e. disability, unemployment etc. |
| 1.4 page 15 | Support Council tenants and other low income residents' households to access financial support, and provide advice on benefits, budgeting and money issues | Finance & Housing | Ongoing | <ul style="list-style-type: none"> ➤ Income maximisation, minimisation of expenditure and budgeting support to help customers live within their means. ➤ Number of residents supported to access financial support. ➤ Number of residents provided with advice on benefits, budgeting and debt. ➤ Number and type of interventions undertaken. ➤ Advice on avoiding loan sharks and offering credit unions as an affordable lending source. ➤ Environmental Protection team will continue to provide National Assistance Burials, making arrangements and covering costs for individuals who die without anyone to arrange the burial or cremation. ➤ The Environmental Protection team's Pest Control service operates at significantly subsidised costs compared to private sector costs for the control of rats, mice and wasps. |
| 1.5 | Support low income households to access entitlements to welfare benefits and continue to work in partnership with Job Centre Plus and DWP to support vulnerable households with the continued migration of claims from Housing Benefit to Universal Credit. Analyse and assess trends and patterns on claimant profile to determine future actions, interventions | Finance | Ongoing | <ul style="list-style-type: none"> ➤ Ensures that income is maximised for those who are experiencing poverty. ➤ Number of households who have been supported to apply for and subsequently receive Welfare Benefits. ➤ Using data to identify patterns and trends in future needs. |

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| 1.6 | Operate a Council Tax Reduction scheme (working age) which strikes the right balance between providing the right level of support for those that are financially vulnerable whilst also recognising the importance of protecting council tax income for providing essential services | Finance | Ongoing | <ul style="list-style-type: none"> ➤ Monitor and evaluate household data to identify patterns and trends in caseload. ➤ Use the data to identify actions, appropriate interventions to help shape and inform policy and strategy. ➤ The effectiveness of the scheme in relation to collection and arrears levels. ➤ Ensuring scheme protects the most financially vulnerable and meets our equality duties. |
| 1.7 | Promote the Real Living Wage and encourage our contractors and partners to pay their staff the Real Living Wage | Human Resources/ Services | September 2021 | <ul style="list-style-type: none"> ➤ Measure progress towards the Real Living Wage year on year. ➤ Benchmark against the Minimum Wage and the National Living Wage. ➤ Document conversations with contractors and partners. |
| 1.8 page 16 | Promote Living Wage accreditation to employers in East Devon, including businesses, public bodies and voluntary and community sector organisations | Growth, Development & Prosperity | March 2023 | <ul style="list-style-type: none"> ➤ Increase the number of East Devon employers that have achieved Living Wage accreditation to 100, of which at least 55 will have received direct support from the Council. ➤ Number of employees working for employers that have achieved Living Wage accreditation. ➤ We could support this via communications and through our business ambassador programme. Many of them will be our larger employers. ➤ Discourage zero based contracts or where employees have low contracted hours as these have a big impact on how much people get paid/job security as we know these are factors that low income households are caught up in as its low skilled/low paid work. |
| 1.9 | Review the funding arrangements for Money Advice and how these are delivered to ensure they are meeting the Council's priorities in helping to alleviate poverty. <ul style="list-style-type: none"> • reducing indebtedness • Improving money management skills • Maximising household income • Addressing hidden poverty | Finance | March 2022 | <ul style="list-style-type: none"> ➤ How the service is being delivered to reflect the make-up of the district – digital tools (apps, social media, web), face to face, phone, etc. ➤ The effectiveness of the service being provided. ➤ Numbers of residents provided with debt, benefits and financial advice broken down by different demographic groups. ➤ Number of debt referrals made. ➤ Number of Debt Relief Orders applied for. ➤ Number of Bankruptcy Cases made. ➤ Number of residents attending budgeting courses. ➤ Number of recurring cases of arrears after debt actions taken. ➤ Number and type of money advice campaigns. |

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| 1.10 | Implement new Breathing Space legislation that comes into force May 2021 that will need to be reflected in the way that we manage debts within the Council. This will include updating our corporate debt policy, implementing changes to our working practices and ensure contracts/agreements with external agents involved with the collection of debts are updated | Finance in conjunction with Housing & Environmental Health | May 2021 | <ul style="list-style-type: none"> ➤ Capturing data on the number of residents that seek professional debt help under the 'Breathing Space' scheme and the types of council debts this includes- council tax, business rates, rents, sundry debts, car park debts, etc. ➤ An initial review (3-6 months) from when the scheme goes live to understand how this scheme is working within the district and whether it is delivering against the aims so that we can assess and provide useful feedback to the poverty panel. This review will also help to identify further actions that we will need to take. |
| 1.11 page 17 | Implement a common financial statement for capturing income and expenditure so that we have a consistent approach across all Council services for assessing income and expenditure, and exploring how we can work with partner organisations and agencies (Citizens Advice) for sharing this information more widely (subject to GDPR) | Finance in conjunction with Housing | Subject to resources following Covid-19 response | <ul style="list-style-type: none"> ➤ Remove barriers for residents in accessing support. ➤ Providing consistency of approach across all Council services for determining financial support. ➤ Will reduce timelines for determining financial support to residents as will only have to complete this information once. |
| 1.12 | Review the rent deposit/loan scheme that the Council operates to better understand the effectiveness and whether the scheme could be better linked in with other discretionary funds to ensure that these debts do not lead to wider financial problems | Housing and Finance | Subject to resources due to ongoing response to Covid-19 | <ul style="list-style-type: none"> ➤ Number of rent deposits/loans that are repaid. ➤ Number of loans requested that are supported via other discretionary funds. ➤ Number and reasons for subsequent defaults. |
| 1.13 | Review the use of Discretionary funds, (Discretionary Housing Payments, Exceptional Hardship Fund, DEFRA funding etc.), to ensure that funding in is working to the same goals in providing long term financial resilience and helping to alleviate poverty as other internal departments | Housing and Finance | Ongoing | <ul style="list-style-type: none"> ➤ Ensures that residents are supported to stay in affordable/suitable accommodation, whilst meeting statutory requirements. ➤ Number of customers presenting with arrears or for debt advice after discretionary funds have been awarded to secure tenancies. |

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| 1.14 | Support digital inclusion sessions for Council tenants and leaseholders, and older residents in sheltered housing schemes and more widely in the community, and by into training sessions already funded by Job Centre plus | Housing/Finance | September 2021 | <ul style="list-style-type: none"> ➤ Numbers of digital inclusion sessions held in community centres. ➤ Numbers of digital inclusion sessions held for older residents in sheltered housing schemes and more widely. ➤ Outcomes for those attending sessions. |
| 1.15 | Providing greater accessibility for our low income households through the development of our digital solutions including the online app | Finance | Subject resources (including Strata) following Covid-19 response | <ul style="list-style-type: none"> ➤ Easy to access and complete using various electronic devices when applying for financial support. ➤ How applications and numbers are being received across different digital channels. |
| 1.16 page 18 | Work with partner organisations and local communities to develop measures to support residents experiencing economic hardship and poverty as a result of the economic impact of the coronavirus pandemic | All services | March 2021 | <ul style="list-style-type: none"> ➤ Expand the relationship with Citizens Advice and community & voluntary groups to support residents. |
| 1.17 | Provide funding to voluntary and community groups for activity focused on reducing social or economic inequality, including funding for debt advice services and other activities that will help reduce poverty | Finance | March each year June each year | <ul style="list-style-type: none"> ➤ Main Community Grants budget is fully allocated each year to voluntary sector activities that meet Council's grants priorities. ➤ Grant awards are monitored to ensure they deliver the outcomes set out in funding agreements - Summary report produced each year. |
| 1.18 | Work in partnership with local voluntary and community groups to understand and address causes of food poverty, including developing a food re-distribution hub | Finance/ Growth, Development & Prosperity | April 2021 | <ul style="list-style-type: none"> ➤ Budget agreed. ➤ Premises secured. ➤ Business Plan agreed. ➤ Underlying reasons for referral. ➤ The different types of wider support required and provided. ➤ Number and reasons for referrals made to foodbanks. ➤ Explore with our network of local food and drink producers through Gate to Plate to ensure any surplus/potential waste is appropriately channelled. |

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| 1.19 | Work with partner agencies and community groups to develop sustainable networks to support residents in fuel or water poverty to reduce their energy and water costs | Environmental Health | March 2022 | <ul style="list-style-type: none"> ➤ Networks in place and operational by March 2021. ➤ Additional performance measures and targets to be set once scale of network has been established and is in place. |
| 1.20 | Support partner organisations and community groups to develop sustainable activities to support low income residents to access the internet and develop digital skills | Growth, Development & Prosperity | March 2023 | <ul style="list-style-type: none"> ➤ Numbers of digital champions providing support to residents. ➤ Numbers of residents receiving support from digital champions. |
| 1.21 | Work with local businesses to identify ways in which they might use their skills, capacity and resources to support the achievement of shared objectives around tackling poverty and disadvantage | Growth, Development & Prosperity/ Environmental Health | October 2021 | <ul style="list-style-type: none"> ➤ Number of businesses and employers engaged. ➤ Number and type of new corporate social responsibility activity undertaken by businesses and employers following engagement with the Council. ➤ Support engagement and promotion of best practice. ➤ Environmental Health Commercial team help to boost residents on low incomes who want to start small food-based businesses. The team ensure these start-up businesses comply with legislation in ways that do not require large investments, until they have proved that they will be able to generate income to fund the improvements they need. |
| 1.22 | Lobbying and influencing Government on welfare benefits policy issues | Portfolio Holder & Poverty Panel | Ongoing | |

Objective 2 - Strengthening families and communities, including supporting groups of people that are more likely to experience poverty, and community and voluntary groups working to combat poverty.

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| 2.1 | Review the needs of the community and voluntary sector in building stronger communities, and identify where the Council can best provide support | Housing | September 2021 | |
| 2.2 | Review, develop and implement the Volunteer programme of activities, | Housing | October 2021 | |

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| | including holding an event to increase the number of people volunteering for local community and voluntary groups in East Devon | | | |
| 2.3 | Provide a programme of 'community days' in low income areas of the district to: save residents money from disposing of bulky waste; encourage residents to have a sense of pride in their neighbourhood; and encourage community engagement to help create sustainable communities | Housing | September 2021 | <ul style="list-style-type: none"> ➤ Number of community days held in low incomes areas of the district (target 6 in 2021/22). ➤ Number of skip days held in low income areas of the district. ➤ Tonnage of bulky waste collected at community days. |
| 2.4 page 20 | Ensure that Cranbrook residents and neighbouring disadvantaged communities benefit from enhanced service delivery and improved physical, social and psychological linkages between the existing and new developments. | Planning + Growth Development & Prosperity | Ongoing | <ul style="list-style-type: none"> ➤ Reduction in number of residents receiving unemployment benefits. ➤ Prioritise investment in Cranbrook Town Centre – ensuring delivery of local facilities – including supermarket, GP surgery, dental surgery, early years child care, library, etc. ➤ Provide employment skills support to enable disadvantaged residents are able to apply for jobs within local facilities (in partnership with JSP). ➤ Work with RSLs to support disadvantaged households (e.g. Live West). ➤ Use the poverty dashboard to identify the socio-economic make-up of Cranbrook to help understand the need. |
| 2.5 | Use planning policy to ensure that new developments promote permeability, connectivity and accessibility | Planning | Ongoing | <ul style="list-style-type: none"> ➤ Planning policies promote safe, legible, permeable, and accessible public realm. |
| 2.6 | Ensure that the Council's Environmental Improvement programme includes schemes in more deprived wards | Environmental Health | Ongoing to March 2023 | <ul style="list-style-type: none"> ➤ Raise awareness of the EIP scheme amongst residents ➤ Seek and consider EIP scheme proposals from local communities ➤ The Environmental Protection team have proposed new links with Housing officers to work more closely with our own tenants in conflicts with neighbours. ➤ Our Community Safety Partnership Coordinator will continue to work with a wide network of contacts across the district, sharing information - most aimed at supporting families, young people and preventing harm or exploitation. |

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| | | | | <ul style="list-style-type: none"> ➤ Our Community Safety Partnership Coordinator will continue to use social media to share key messages and opportunities around community safety themes. ➤ Our Community Safety Partnership Coordinator anticipates a further grant from the Office of the Police and Crime Commissioner for community-strengthening activities throughout 2021/22. |
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| No. | Action | Service | Completion date | Narrative, performance measures and outcomes |
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| | | | | <ul style="list-style-type: none"> ➤ Develop and delivery priority schemes identified by local communities. |
| page 21 2.7 | Develop a collaborative, area-based approach to support communities with high levels of deprivation in partnership with a range of organisations | Housing | Ongoing to March 2023 | <ul style="list-style-type: none"> ➤ Performance measures to be developed as area-based approach and initiatives are explored. |
| 2.8 | Support an annual programme of events which celebrate diversity and promote community cohesion, in partnership with local equality and diversity organisations | Housing | Annually from March 2022 | <ul style="list-style-type: none"> ➤ Successful programme of events delivered linked to each national or international event, including free events and events with free spaces for people on low incomes. |
| Objective 3 - Promoting an inclusive economy, by raising skills and improving access to a range of employment opportunities for people on low incomes. | | | | |

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| 3.1 | Explore opportunities to spread the benefits of economic growth across the District, ensuring that all communities have access to high quality skills and education provision in order to access employment opportunities and that the development of the new Local Plan is supported by a robust evidence base | Planning/ Growth Development & Prosperity | Ongoing | <ul style="list-style-type: none"> ➤ Develop a Local Plan evidence base that identifies the needs for employment land across the district and make site allocations through the new Local Plan to meet those needs. <i>This process should include discussions of where the LA should invest to improve access to employment.</i> ➤ Opportunities explored for anti-poverty considerations to be included in viability assessments for new developments <i>What does this mean? Can we insist new development factor in contributions toward mitigating existing deprivation? I think we'd need a robust methodology showing the activities and measures to be funded are effective at reducing local poverty. The overall impact on development viability would need to be considered</i> ➤ Opportunities explored to support “meanwhile uses” for land that is earmarked for development not necessarily an anti-poverty action. Can the council use revenue generated from meanwhile uses to support anti-poverty action? |
| 3.2 page 22 | Ensure that the proposed developments in the West End of the District benefit both new residents and existing neighbouring disadvantaged communities by maximising local employment, skills and training opportunities | Planning/ Growth Development & Prosperity | | <ul style="list-style-type: none"> ➤ See comments at 2.4 |
| | <i>Suggest something around digital inclusion here – could speak with Julie at Cosmic as it would need to cover skills/training as well as infrastructure provision</i> | | | |

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| 3.3 | Seek funds to continue the Activate project, working with local arts and cultural organisations to deliver a programme of cultural activities for a cohort of young people on free school meals, who will benefit from a programme of different activities to develop self-awareness, resilience and leadership skills | All Services | March 2021 | <ul style="list-style-type: none"> ➤ Number of young people taking part in the programme who are eligible for free school meals and have been identified by the college as being at significant risk of not reaching their potential. ➤ Educational attainment of participants, as measured by the school, compared to expected educational attainment without the programme. ➤ Aspiration levels of participants, including number of participants aspiring and planning for further or higher education. |
| 3.4 | Ensure all large scale/major developments develop and deliver an Employment and Skills Plan as part of their S106 agreement. Delivery against agreed targets will be monitored to ensure provision of tangible benefits to local employment and skills development | Planning/Growth, Development & Prosperity | Ongoing | <ul style="list-style-type: none"> ➤ Encourage developers to provide a satisfactory ESP as a standard requirement of each legal agreement for all large scale major developments. ➤ Consider new planning policies through the new Local Plan to make ESP's a requirement for large scale major developments and potentially some smaller scale developments. ➤ The provision of a satisfactory ESP will be a requirement of both the appointed contractor at construction stage and the operating tenant at occupation stage where development is for commercial use. ➤ Delivery of ESP targets in line with CITB Key Performance Indicators. Monitored by Building Greater Exeter. |
| 3.5 | Include employment, training and skills development opportunities in regular communications to East Devon businesses and residents | Growth, Development & Prosperity | Ongoing | <ul style="list-style-type: none"> ➤ Provision of relevant information in regular business updates and resident newsletters. ➤ Analysis of unique click through and forwarding data to assess impact. |

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| 3.6 | Hold quarterly DWP updates to ensure our local JCP branch managers are aware of all approved developments in district so they can prepare work coaches to discuss associated local employment opportunities with benefit claimants | Growth, Development & Prosperity | Ongoing | <ul style="list-style-type: none"> ➤ Quarterly virtual meetings with DWP Partnership Manager. ➤ Monitor engagement with relevant construction contractors and site occupiers where commercial. |
| 3.7 | Ensure suitable provision of a Gateway service to maximise the benefit and value of the DWP Kickstart Scheme to both local employers offering jobs and the 16-14 yr. old UC claimants who take on these local placements | Growth, Development & Prosperity | Ongoing (18 month scheme beginning Sept, 2020) | <ul style="list-style-type: none"> ➤ Identify the optimal Gateway provider to work with local business and training providers ➤ Regular liaison with employer and Kickstarter to ensure the right wrap around support and employability training is being provided. ➤ Formally partner with this gateway provider, support with regular communications to encourage compliant placements and refer all enquiries received. |
| | | All Service Teams | June 2021 | <ul style="list-style-type: none"> ➤ If we're serious about tackling poverty and improving access to employment, this strategy could include a simple requirement for all service teams to take on and train X no. of kickstart placements (16-24 yr. old claiming Universal Credit) to bolster our staff resource and tangibly improve the future employability of the benefit claimant, many of whom will be from less wealthy households. This would improve both access to employment, training and education and help address some of the limiting self-belief and confidence issues mentioned earlier. ➤ We could also establish a 50+ work placement scheme to address the needs of that age group. |
| 3.8 | Lobby Government on relevant economic and skills policy issues | Growth, Development & Prosperity with Portfolio Holder | Ongoing | |

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| 3.9 | Seek to influence the strategic approach to the local economy taken by the Local Enterprise Partnership | Growth, Development & Prosperity | Ongoing | <ul style="list-style-type: none"> ➤ Hard to identify performance indicators for this. If we are to facilitate a shift in focus from productivity to inclusive prosperity. |
| Objective 4 - Addressing the high cost of housing, improving housing conditions, creating affordable warmth and reducing homelessness. | | | | |
| 4.1 | Develop new Council homes for rent, and ensure that rent levels are as affordable as possible | Housing | Annually March 2022 | <ul style="list-style-type: none"> ➤ Number of new homes for rent provided annually on Council owned sites. ➤ Number of new Council homes started in East Devon. ➤ |
| 4.2 <small>page 25</small> | Develop a new business plan/strategy for a further Council affordable housing programme | Housing | October 2021 | <ul style="list-style-type: none"> ➤ Business Plan approved by the Council's Housing Review Board. |
| 4.3 | Identify opportunities to reduce energy consumption as part of the development of new Council affordable housing schemes and consider the cost impact of alternative energy sources on Council tenants | Housing | September 2021 | |

| No. | Action | Service | Completion date | Narrative, performance measures and outcomes |
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| 4.4 | Ensure that existing council homes are well maintained and implement a programme of energy efficiency improvements to lower-rated council homes | Housing | Ongoing March 2023 | <ul style="list-style-type: none"> ➤ Percentage of reactive repairs completed within target timescales. ➤ £2.5 million programme of energy efficiency improvements delivered in Council properties, predominantly in properties with Energy Performance Certificate (EPC) ratings of D, E, F or G |

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| 4.5 | Support private tenants in their homes, taking enforcement action against landlords / property managers whose properties do not meet the required energy efficiency standards | Environmental Health | Ongoing | <ul style="list-style-type: none"> ➤ Measurable once Government enforcement toolkit has been trailed and released. Expected from April 2021 onwards. ➤ Numbers of cases/investigations that have resulted in enforcements action taken. ➤ The Private Sector Housing team will continue to work on improving conditions of housing in private ownership for rented and owner occupiers. ➤ The Private Sector Housing team will continue to combat fuel poverty by helping to reduce energy bills, improve energy efficiency and maximise household income. ➤ The Private Sector Housing team will continue to work on eliminating EFG EPC rated homes occupied by fuel poor households. ➤ The Private Sector Housing team are planning a park homes insulation project. ➤ The Private Sector Housing team plan to review their communications processes and update their website. ➤ The Private Sector Housing team manager plans to develop a strategy and action plan for their activities. |
| page 26 | Ensure Houses in Multiple Occupation (HMOs) are licensed where required and proactively take enforcement against landlords or property managers that are not complying | Environmental Health | Ongoing | <ul style="list-style-type: none"> ➤ Number of HMO licences issued. ➤ Number of cases / investigations that have resulted in enforcement action for failure to licence. ➤ Breakdown of enforcement action taken: <ul style="list-style-type: none"> ○ Warning letter ○ Simple Caution ○ Civil Penalty ○ Prosecution |
| 4.7 | Implement the Council's Homelessness and Rough Sleepers Strategy and embed within it a range of measures to significantly improve access to the private rented sector and retention of a private sector tenancy for homeless people | Housing | Ongoing | <ul style="list-style-type: none"> ➤ Increase the number of households assisted to move into the private rented sector. |

| No. | Action | Service | Completion date | Narrative, performance measures and outcomes |
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| 4.8 | Review, rebrand and promote the Rent Deposit scheme to enable more people to find a private rented sector solution to their homelessness | Housing | March 2021 | <ul style="list-style-type: none"> ➤ Increase in the number of households taking up the Housing Benefit Plus scheme. ➤ Number of households supported into private rented accommodation (target: 40 households supported into PRS accommodation per annum). |
| 4.9 | Extend the Housing First pilot programme to provide self-contained accommodation and support for 20 rough sleepers | Housing | Ongoing | <ul style="list-style-type: none"> ➤ 10 'Housing First 1' units to be tenanted by June 2020. ➤ 12 'Housing First 2' social housing units (with an onsite caretaker for every 2 tenants) provided. ➤ 4 'Housing First 2' units to be tenanted by March 2021. |
| 4.10 page 27 | Embed improvements identified as good practice in tackling Domestic Abuse into service delivery | Housing | Ongoing | <ul style="list-style-type: none"> ➤ Analysis of customer and partner feedback. ➤ Case audits results. ➤ MASH completions/MARAC/Safeguarding referrals by service and individual. ➤ Evidence of target-hardening budget usage. |
| 4.11 | Work with developers through the planning process to enable the delivery of new high quality, energy efficient affordable homes | Housing | Ongoing | <ul style="list-style-type: none"> ➤ Number of affordable homes delivered on strategic growth sites and on other sites. ➤ Planning policies ensure that affordable housing is well integrated on sites and indistinguishable from market homes. ➤ Number of affordable homes delivered to BREEAM standards or equivalent (PassivHaus etc.). ➤ Number of affordable homes delivered close to transport infrastructure. |
| 4.12 | Work with Registered Providers to ensure homes are genuinely affordable to those that need them | Housing | Ongoing | <ul style="list-style-type: none"> ➤ Encourage social rents in place of affordable rents. |

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| 4.13 | Develop the furniture poverty initiative to ensure that tenants have access to basic household furniture items | Housing | September 2021 | <ul style="list-style-type: none"> ➤ Option review report to Housing Review Board January 2021. |
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| Objective 5 - Improving health outcomes for people on low incomes, including access to good diet, health care and ill health prevention. | | | | |
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| No. | Action | Service | Completion date | Narrative, performance measures and outcomes |
| 5.1 Provide a reduction in entry prices at LED operated sports and swimming facilities for people receiving Means Tested Benefits | | | | |
| page 28 | | Countryside & Leisure | Ongoing | <ul style="list-style-type: none"> ➤ Number of people holding concessionary cards. ➤ Number of entries to Council-owned leisure facilities by people holding concession memberships. <p><i>(N.B. Attendance numbers during 2020/21 will be affected by pool closures as a result of Covid-19).</i></p> |
| 5.2 | Provide free swimming sessions for low income families with children, and free and discounted swimming sessions for young people | Countryside & Leisure | March 2021 | <ul style="list-style-type: none"> ➤ Number of Surestart sessions for families with young children run and number of attendances. ➤ Number of attendances at free swim sessions for juniors between 4-6pm on weekdays. ➤ Number of attendances at discounted (£1) sessions for young people. <p><i>(N.B. Attendance numbers during 2020/21 will be affected by pool closures as a result of Covid-19).</i></p> |
| 5.3 | Provide monthly free health sessions for low income groups | Countryside & Leisure | March 2021 | <ul style="list-style-type: none"> ➤ Number of free health sessions held. ➤ Number of people attending free health sessions. |

| No. | Action | Service | Completion date | Narrative, performance measures and outcomes |
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| 5.4 | Use planning policy to help ensure new developments help create a good living environment which supports good mental and physical health outcomes, through provision of open space and the design of the built environment | Planning Service/ Growth Development & Prosperity | Ongoing | <ul style="list-style-type: none"> ➤ Planning policies that emphasise design quality of new homes and enhance and increase open space provision and public access to it. ➤ Planning policies ensure that developments with mixed tenures provide the same access to shared amenities for all residents of the development. ➤ Provision of green space serving new developments. |
| 5.5 | Support free exercise referrals by GPs for low income residents in East Devon <i>Link to the Sport England pilot here?</i> | Environmental Health | August 2021 | <ul style="list-style-type: none"> ➤ Total number of free exercise referrals made by GPs for residents on low incomes. ➤ % of participants on low incomes completing an activity programme. |
| 5.6 | Support healthy eating programmes targeted at low income residents and delivered by local voluntary and community organisations | Environmental Health | October 2021 | <ul style="list-style-type: none"> ➤ Number of cookery skills workshops delivered in low incomes areas of East Devon. ➤ Number of people participating in cookery workshops. |
| 5.7 | Provide a programme of cooking skills with local partners for low income families in areas of highest need in East Devon | Environmental Health | September 2021 | <ul style="list-style-type: none"> ➤ Number of venues providing cookery skills around the district and number of people reached. |
| 5.8 | Support outreach advice and support for residents experiencing stress and anxiety due to low income and debt | Environmental Health | September 2021 | <ul style="list-style-type: none"> ➤ Number of clients seen by the outreach advisor in total. ➤ Total value of additional income for clients identified by the outreach advisor. |
| 5.9 | Influence key health strategies, including the Devon Health and Wellbeing Strategy and the models being developed by Primary Care networks | Environmental Health | Ongoing | <ul style="list-style-type: none"> ➤ Partner health strategies take account of key issues identified by EDDC. ➤ The Public Health Project Officer will continue to work with services to influence annual implementation plans and collate annual reviews of our public health activities across the council. ➤ The Public Health Project Officer will continue to identify projects that help to implement our public health strategic plan, which aims to tackle health inequalities and deprivation. |

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| | | | <ul style="list-style-type: none">➤ The Public Health Project Officer will continue to represent EDDC at County-wide meetings e.g. Devon Smoke free Alliance and contributes to County-wide developments e.g. JSNA working group.➤ The Public Health Project Officer will continue to represent EDDC with local groups e.g. WEB Community Health & Wellbeing Board as required, to help tackle health inequalities.➤ The Public Health Project Officer will continue to liaise with local NHS colleagues as required, and continue efforts to influence potential projects e.g. via their Population Health Management programme.➤ The Public Health Project Officer will continue to liaise with other agencies to support those community-strengthening activities which are likely to improve health/wellbeing outcomes.➤ The Public Health Project Officer will continue to source, evaluate and share reliable and locally relevant health information; communicating messages with a wide range of contacts as appropriate, and using various formats. |
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