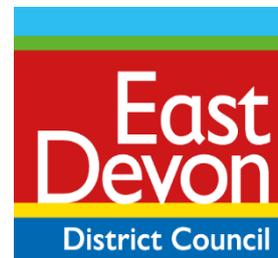


Agenda for consultative meeting of the Scrutiny Committee

Thursday, 7th October, 2021, 6.00 pm



Members of Scrutiny Committee

Councillors T Wright (Chair), V Ranger (Vice-Chair), M Allen, A Bruce, M Chapman, A Colman, O Davey, C Gardner, S Hawkins, T McCollum, P Millar, H Parr, C Pepper and E Rylance

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Venue: Online via the Zoom app

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(or group number 01395 517546)
Wednesday, 29th September 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/UCmNHQruge3LVl4hcgRnbwBw>

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-public-meetings/#article-content>

Between 27th July 2021 to 17th January 2022, the Council has delegated much of the decision making to officers. Any officer decisions arising from recommendations from this consultative meeting will be published on the webpage for this meeting in due course. All meetings held can be found via the [Browse Meetings](#) webpage.

1 Public speaking

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

2 Minutes of the previous meeting held on 29 July 2021 (Pages 3 - 6)

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
- 8 Further report on proposed actions to improve staff morale (Pages 7 - 24)
- 9 Quarterly Monitoring of Performance - Quarter 1 2021 - 2022 - April to June 21 (Pages 25 - 60)
- 10 Forward Plan

[Decision making and equalities](#)

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

EAST DEVON DISTRICT COUNCIL**Minutes of the consultative meeting of Scrutiny Committee held Online via the Zoom app on 29 July 2021****Attendance list at end of document**

The meeting started at 6.00 pm and ended at 8.40 pm

1 Public speaking

There were no members of the public registered to speak.

2 Minutes of the previous meeting

The minutes of the previous meeting held on 8 April 2021 were recommended to senior officers for approval.

DECISION:

The recommendation was approved by a Senior Officer. The Senior Officer Decision Notice is listed above under Additional Documents.

3 Declarations of interest

Minute 7. Report on proposed actions to improve staff morale.
Councillor Vicky Johns, Personal, Member was of the view that all Councillors had an interest in this item.

Minute 8. Planning Enforcement Process.
Councillor Olly Davey, Personal, Member is an Exmouth Town Councillor.

4 Matters of urgency

There were no matters of urgency.

5 Confidential/exempt item(s)

There were no confidential / exempt items.

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

There were no decisions made by Cabinet called in by Members for scrutiny.

7 Report on proposed actions to improve staff morale

The Chief Executive presented his report which was a follow up to the report to the Scrutiny Committee at its meeting on 4 March 2021, when the findings of a Health and Safety Executive approved survey of all staff taken during February 2021 had been presented.

Since the last Scrutiny Committee meeting, Strategic and Service Leads had worked with their teams to discuss the result and develop actions plans to work on any issues raised

regarding operational matters. The action plans formed part of an ongoing work to address and where necessary revisit issues raised through the survey results. The Chief Executive's report outlined the issues raised in the action plans.

It was intended that the same Health and Safety Executive approved questionnaire would be distributed to staff during October / November 2021 and that this would allow for a comparison position to be established and an assessment of the extent to which the concerns raised have been addressed.

In response to questions, the Chief Executive advised the following:

- Regarding IT issues, further investigation would be needed as not all problems were experienced all of the time
- Recruitment of staff remained problematic for various reasons including difficulties of re-locating during the pandemic and the shortage of professional staff wanting to work in local government
- Regarding the Code of Conduct and standards procedures, Members should take responsibility for their own behaviour and measures to enforce standards should remain for exceptional circumstances only
- The new Corporate HR Manager would be in post from 2 August and work on a pay review would be undertaken to ensure that the Council remained as a median pay employer as per its policy
- Member development and training was in the Monitoring Officer's work plan
- The draft Council Plan was expected to be presented to the Overview and Scrutiny Committees in September / October
- The CEO would prepare a project plan to set out the way forward with implementing the actions proposed in the report

During the debate, Members were advised of the background to the formation of the new Personnel Committee which would be chaired by the Chair of the Council. Members also discussed the role of Portfolio Holders and Member Champions and the ways in which these roles could improve the flow of information and assist with signposting.

The Chair thanked the CEO for his report.

Having received the report and noted the comments, members were accepting of endorsing the proposed actions set out in the CEO's report and that reports addressing the proposed actions will be presented to Cabinet and the Personnel Committee in due course.

Members also felt that the CEO and / or Strategic Lead Governance & Licensing should liaise with all Committee Chairs (and Vice Chairs) to encourage managing their meetings so as to allow appropriate breaks (from screens and for general comfort) for the benefit of both staff and Members.

Recommendations

That the Cabinet (through the Portfolio Holders for Democracy & Transparency and Strategic Planning) assess whether Member Champion roles should be reintroduced, particularly in respect of the Council as Local Planning Authority, and

That Cabinet considers asking the Member Development Working Group to meet as soon as possible to review and revise the member training programme with a view to providing training designed to mitigate concerns raised in the staff survey, and

That the Chief Executive brings a report back to the Scrutiny Committee meeting of 7 October 2021 to provide reassurance as to when and how the actions in the report would be addressed. The Chief Executive confirmed that the report would be provided.

8 **Planning Enforcement Process**

A report by the Service Lead Planning Strategy and Development Management had been circulated in advance. The report responded to a request from the Committee to look at the planning enforcement process and the resourcing of planning enforcement. It sought to outline the principles of enforcement, the process followed and how the work is resourced.

Responses to questions to the Service Lead Planning Strategy and Development Management and debate by Members included the following points:

- There is adequate officer capacity currently, but no slack in the system if an officer is on leave or sick
- A significant amount of officer time is spent explaining the enforcement system to members of the public and a simple guide for residents might assist with understanding the process and would free up officer time to concentrate on other planning matters such as reducing the backlog of applications
- Planning would support the introduction of fines for planning breaches and lobbying of Government needs to continue
- It is recognised that there is frustration among members regarding the limited enforcement powers available to Planning and which are unlikely to change, although there are powers which give rights of access to officers in order to carry out inspections

The Committee acknowledged the report and its contents and recognised that planning enforcement is constrained by current legislation.

9 **Quarterly Monitoring of Performance - Quarter 4 2020 - 21**

Regarding the Quarterly Monitoring of Performance, it was noted that the absence report looking at working days lost due to sickness was ready and would be brought to the next meeting.

The Committee considered and acknowledged the report on Quarterly Monitoring of Performance for the 4th quarter - January to March 2021.

10 **Forward Plan**

Members considered the proposal form on Playing Pitch Strategy submitted by Cllr Millar.

The Committee was advised that the Strategic Planning Committee had agreed at its February meeting that the Playing Pitch Strategy would be considered when officer resources allowed as the current focus was on the new Local Plan process. Members of the Scrutiny Committee were welcome to attend and contribute to the Strategic Planning Committee.

The Committee was content to leave consideration of the Playing Pitch Strategy to the Strategic Planning Committee.

Attendance List

Councillors present:

V Ranger (Vice-Chair)
M Allen
M Chapman
O Davey
V Johns
H Parr
E Rylance
A Bruce
P Millar
T Wright (Chair)

Councillors also present (for some or all the meeting)

J Bailey
C Brown
B De Saram
B Ingham
D Ledger
J Loudoun
M Rixson
J Rowland
M Armstrong
S Chamberlain
I Thomas

Officers in attendance:

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

Councillor apologies:

A Colman
C Gardner
S Hawkins

Chair

Date:



Report to: **Scrutiny Committee**

Date of Meeting 07/10/21

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Further Report on Proposed Actions to Improve Staff Morale

Report summary:

To report back to Scrutiny following the Committees consideration at its meeting on the Cabinet on the 29th July 2021

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the Committee consider this report and recommend that the proposed action plan set out in Appendix 1 is accepted and that the CEO take forward the actions identified

Reason for recommendation:

To ensure the Committee is content that appropriate steps are being taken to address the concerns raised in the HSE survey and report

Officer: Mark Williams CEO

Portfolio(s) (check which apply):

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

Equalities impact Low Impact

Climate change Low Impact

Risk: Low Risk

Links to background information See previous reports to Scrutiny

Link to [Statement of Intent](#)

Priorities (check which apply)

- Better Homes and Communities for all
 - Greener East Devon
 - A resilient Economy
 - Services that matter
-

Report in full

Committee will recall that there have been 2 previous reports regarding the matter of staff morale and the issues raised and identified by staff in the HSE survey.

At its July meeting the Committee considered a report from me and it was recommended as follows:

1. That the Cabinet (through the Portfolio Holders for Democracy & Transparency and Strategic Planning) assess whether Member Champion roles should be reintroduced, particularly in respect of the Council as Local Planning Authority.
2. That Cabinet considers asking the Member Development Working Group to meet as soon as possible to review and revise the member training programme with a view to providing training designed to mitigate concerns raised in the staff survey.
3. That the Chief Executive brings a report back to the Scrutiny Committee meeting of 7 October 2021 to provide reassurance as to when and how the actions in the report would be addressed. The Chief Executive confirmed that the report would be provided

Items 1 & 2 were reported to Cabinet at its meeting on the 6th October and an update will be provided.

Appendix 1 to this report sets out a proposed action/project plan for Committee to consider in respect of item 3.

In addition, at Appendix 2 I have included for Committee the annual HR summary report for 2020/21 that highlights a number of relevant considerations which are normally reported to Committee. It is intended that future reports will be presented to the Personnel Committee, albeit this would not prevent the Scrutiny Committee from seeking further information and reports on matters that may be of concern to members.

Financial implications:

There are no direct financial implications from the recommendation in the report but the report includes key measures for members to consider; the cost of employees represents nearly 50% of the Council's costs of running/delivering services.

Legal implications:

The report does not raise any specific legal implications requiring comment.

Theme	Actions	Lead / Responsible Portfolio Holder	Lead / Responsible Officer	Timescale	Outcome	Current Status
Staffing levels	Review staffing levels and recruit extra, suitable staff where necessary.	Personnel Cttee	CEO/Corp HR Manager			
Staffing levels	Recruit more suitable, knowledgeable temporary staff to cover sick leave / other leave / work on backlog.	Personnel Cttee	CEO/Corp HR Manager			
Human Resources Policy	Review council's existing pay and reward policy and assess whether council is still a median payer.	Personnel Cttee	CEO/Corp HR Manager			
Human Resources Policy	Speed up the recruitment process, / review the Recruitment Policy.	Personnel Cttee	CEO/Corp HR Manager			
Human Resources Policy	Review the relevant policy taking childcare issues into account.	Personnel Cttee	CEO/Corp HR Manager			
Human Resources Policy	Carry out staff survey on working from home and revise flexible working policy / Worksmart to take account of views raised.	Personnel Cttee	CEO/Corp HR Manager			Staff Hybrid Working Survey was carried out and results were known in Spring 2021.
Strata	Review sufficiency of current resource allocation to IT.	Cabinet	CEO/S.151 Officer			
Strata	Consider whether software and IT systems reflect best of breed / modern expectations.	Cabinet	CEO/S.151 Officer			
Strata	More capacity within Strata?		CEO/S.151 Officer			
Training for Members	Recognise need for ongoing Code of Conduct training and re-enforcement of good Member behaviours.	Chair of Council/Cllr Loudoun	Monitoring Officer			
Training for Members	Further training for Members around who is responsible for what, who to contact with their requests and how. In addition, training in how councils are split into operational and strategic.	Chair of Council/Cllr Loudoun	Monitoring Officer			
Training for Members	Further training for Members around how councils are split into operational and strategic / how the best councils operate.	Chair of Council/Cllr Loudoun	CEO/MO			
Training for Members	Consider training for Members on principles of motivation / effective relationships with people.	Chair of Council/Cllr Loudoun	CEO/MO			
Training for Members	Further training for Members around their roles, council procedures and the Code of Conduct.	Chair of Council	Monitoring Officer			
Demands and Behaviour of Members	Members to play their part in making sure customer demands and expectations are also realistic.	Chair of Council/Cabinet	CEO/SMT+			
Demands and Behaviour of Members	Make sure Member demands and expectations are realistic, and, if relevant, are reported to the right place / person in the most efficient way.	Chair of Council/Cabinet	CEO/SMT+			
Demands and Behaviour of Members	Members to not micro-manage projects / reports.	Cllr Loudon	CEO/SMT+			
Demands and Behaviour of Members	Members to treat staff with respect, and apply the Code of Conduct.	Chair of Council	Monitoring Officer			
Demands and Behaviour of Members	Leading Members to stop creating a blame / fear culture and a culture where bullying is exhibited, encouraged and rewarded.	Cabinet	CEO/MO			
Demands and Behaviour of Members	Work with LGA and others to promote good behaviours and initiate appropriate interventions	Chair of Council/Cabinet	CEO/MO			
Demands and Behaviour of Members	Improve relationships, communications and engagement with Members.	Chair of Council/Cllr Loudoun	CEO/MO			
Demands and Behaviour of Members	Review / revise the Member / officer protocol.	Chair of Council	Monitoring Officer			
Council Plan	Have a realistic and clear / affordable Council Plan that can guide where change happens.	Cabinet	CEO/SMT+	Oct-21	Agreed and published Council Plan	Progressing through the committee process leading to full Council sign off in October 2021
Council Plan	Have a realistic and clear Council Plan that staff can work towards to help prioritise what they should and should not be spending time on. What can staff say 'no' to.	Cabinet	CEO/SMT+	Oct-21	Agreed and published Council Plan	Progressing through the committee process leading to full Council sign off in October 2021
Council Plan	Have a realistic, clear and affordable Council Plan that staff can work towards to help guide the roles of all staff within the council.	Cabinet	CEO/SMT+	Oct-21	Agreed and published Council Plan	Progressing through the committee process leading to full Council sign off in October 2021
Engagement	Whole organisation to work to a 'one council' ethos.	Cabinet	CEO/SMT+			
Engagement	Review methods of how bigger changes are communicated to staff. For example use videos, paper, virtual / face to face meetings, phone calls as well as email.	Cllr Jackson	CEO/Corp HR Manager			
Engagement	Review interaction between CSC and service departments to ensure optimum engagement with customer.	Cabinet	CEO/SMT+			
Working practices	Recognise that there's been a change in working practices due to Covid. Where that has been beneficial to workloads, have policies to keep it in place.	Personnel Cttee	CEO/Corp HR Manager			
Budgeting	Cut back on non-statutory services where possible.	Cabinet	SMT+			
Procedure in meetings	More, longer breaks in meetings.	Cabinet/Cttee Chairs	Monitoring Officer			

Executive Summary

The following bullet points summarise the key information contained in this report:

- a) Headcount at the end of the year 20/21 was 487 and FTE was 448.30, our budgeted FTE was 467.3
- b) Absence has increased from 8.62 FTE days per person to 9.52 FTE days per person. This is a 10.44% increase. Our Target is 8.5 days.
- c) For 2020/2021 the combined voluntary and non-voluntary turnover of staff was 10.04%, this is a slight increase of 0.33% on last year's 9.60%
- d) Recruitment advertising expenditure for the period was £30,105 which is £885 per head
- e) HR completed 4 disciplinary investigations 2 went to formal proceedings
- f) HR dealt with 4 grievances
- g) 452 people received training on 24 different subjects over 61 sessions
- h) The average age of the workforce is 48

Key people data report for 2020/2021

Human Resources

1 Introduction

This report has been produced annually for a number of years with the aim of providing important workforce management information and analysis to the Strategic Management Team and to Councillors.

2 Headcount and full time equivalent numbers

As at March 31st 2021 the headcount was 487 and the full time equivalent was 448.30. Budgeted FTE for 2020/21 was 467.3

In 2020, the headcount was 511 and the full time equivalent was 464.33

In 2019, the headcount was 496 and the full time equivalent was 449.29

In 2018, the headcount was 499 and the full time equivalent was 452.29

In 2017, the headcount was 505 and the full time equivalent was 455.09

3. Turnover and voluntary turnover

For 2020/2021 the combined voluntary and non-voluntary turnover of staff was 10.04%, this is a slight increase of 0.33% on last year's 9.60%

Voluntary turnover has reduced to 6.97% this year compared to the previous year of 7.30%.

Non-voluntary turnover includes dismissals, ill health retirement, death in service, redundancy and end of fixed term contracts. For 2020/2021 non voluntary turnover was 3.07% and is an increase on the previous year's 2.30%

We anticipated our voluntary turnover would be relatively low this year due to uncertainty of the economic climate as a result of the Covid-19 pandemic, however overall our combined turnover rate has not changed significantly and has stabilised as predicted since our relocation to Blackdown House from Sidmouth.

In the last 4 years, the following areas had the following voluntary leavers (This excludes internal movements/transfers) Housing, Health and Environment has maintained similar level of leavers to previous years and the outcome is proportionate

to the number of employees within the service. Organisational Development which includes Communication has had 2 leavers for first time since 2016.

Service	2020-2021	2019-2020	2018-2019	2017-2018
Chief Executives & Support	0	1	0	2
Organisational Development	2	0	0	0
Legal, Licensing & democratic Services	0	0	4	2
Housing, Health & Environment	26	25	37	23
Growth, Development & Prosperity	0			
Development, Regeneration and Partnership	2	5	8	8
Finance	3	4	9	8
Total	33	35	58	47

4 Dismissals (including redundancy dismissals)

In 2020/21 there were 14 dismissals which is the same as the previous year.

3 employees were made redundant, 7 dismissals as a result of their fixed term contract ending, 1 dismissal under ill health retirement and 3 dismissals as a result of long term absence.

5. Leavers within first 9 months

According to ACAS employing the wrong candidate can cost an organisation at least £30k in hidden costs from lost productivity through induction and getting the person up to speed, HR and management time dealing with the issue and recruitment costs of hiring and replacing.

In the last financial year we had 4 employees who left the Council inside 9 months of starting - this is an estimated 120K. These leavers were from the following areas and for the following reasons:

Streetscene	1	Dismissed for Misconduct
Property & Asset Management	1	Career move
Countryside and Leisure	2	Permanent job offer, relocation.

This is an improvement compared to the previous year 2019/20 where there were 8 leavers in the year.

6. Disciplinary action (excluding absence warnings)

In 2020/2021 there were 2 disciplinary actions as a result of employee conduct falling below Council expectation. A further two disciplinary investigations were completed and although the investigations recommended a formal disciplinary meeting should take place, both employees made the decision to resign before this stage of the process.

7. Grievances

In 2020/21 we received 4 formal grievances.

We aim where possible to resolve grievances informally and through mediation, however, it is for the individual to decide whether they wish to take a formal or informal approach in the first instance. The impact of grievances on the individuals involved cannot be underestimated in terms of damage to confidence and relationships but also the cost to the organisation in time required to investigate and deal with the issue, as well as the impact on teams of resulting absence. These are the hidden costs which impact on morale and lead to feelings of discontent which can spread quickly through the organisation, it is therefore important to seek an early resolution to any employee grievance and to protect the organisation from legal claims.

8 Absence

Absence has increased from 8.62 FTE days per person to 9.52 FTE days per person. This is a 10.44% increase. This is our 2nd highest absence outcome per FTE in the last 5 years of reporting and 6th highest in our history of 15 years reporting. This increase is hardly surprising and is a trend which has followed organisations nationally given the knock on effects of a global pandemic. The main reason for the increase is long term absence.

The top 3 main reasons for absence are:

1. Stress, Anxiety and Fatigue (Personal) (1072 days)
2. Stress, Anxiety and Fatigue (Work Related) (588 days)
3. Hospital Treatment (445 days)

Summary overview of absence for 2020/21

- Overall the number of days lost across the organisation increased by 469 days to 4388 days compared to 3919 last year.
- 35 employees had absence as a result of personal stress, anxiety and fatigue ranging from 0.5 days absence to the most significant 227.5 days
- Last year 324 employees had at least one episode of absence, this year it has reduced by 85 to 239 employees.
- Of the 239 employees who had absence this year, 80 people had more than 1 episode this is a 58.76% reduction compared to last year.
- 49% of the workforce had no sickness absence this year
- 70 employees exceeded 9 days or more absence compared to last year which was 38
- 25 employees had absence for longer than 2 months compared to last year where there were 12.
- 115 days were lost by employees citing Covid-19 as a reason based on an average salary this has cost the council in the region of 12k. This figure could have been higher if we had not swiftly implemented working from home which enables some individuals to continue working whilst self-isolating.

- The average length of absence was in the region of 6.48 days
- Women (126) had more absence than men (113) this year losing 2330 days compared to men 2058 days. The organisation is split equally between men and women.
- Work related stress/ depression increased this year by 313 days and resulted in 588 days absence which is a 144.2% increase. The cost to the organisation is circa £61k based on an average salary.

Further analysis is provided in Appendix 1 of this report.

9. Learning and development

We have had to cancel face to face training as a result of social distancing measures and the requirement to stay at home due to Covid-19. As a result we have modified our approach to delivering training through tools such as zoom or skype. Training has either been compressed to fit into half a day or has been over several days to avoid screen fatigue which would only serve to reduce the effectiveness of the training. We have within budget organised training around themes which emerged during lockdown such as resilience, working from home, mindfulness as well as training up Mental Health First aiders and focussing on mental health awareness.

We have organised and delivered 61 training events on 24 different subjects to 452 attendees.

- Resilience
- Working from home Maintaining your Focus
- An Introduction to Mindfulness
- Mental Health Awareness and remote working
- NLP for effective telephone communication
- Emotional Intelligence - an Introduction
- Emotional Intelligence - an Introduction follow-on
- Giving Feedback
- Appraisal Conversations for PERS
- Managing Virtual Teams
- Thinking Differently

- Choosing your State and Energy
- Planning for Post Lockdown
- Time Management
- Delivering Engaging Presentations
- Effective Meetings
- Dealing with Difficult Phone Calls
- Minute Taking
- Writing in Plain English
- Welcome Morning
- Pre-retirement course
- Asbestos compliance courses
- Mental Health First Aider Course
- Mental Health Awareness for Managers - Asking those difficult questions

E-learning is now firmly bedded in as a valuable learning and development resource and the number of employees engaging with e-learning has increased significantly by **26.7% over the last 2 years**. We have 361 users, 1192 courses are covered and 1551 lessons were activated.

10. Recruitment

We continue to operate a Service Level Agreement with Devon County Council so that we can use their advertising agency. This enables us to use DCC's leverage in terms of negotiating prices for advertisements and saves considerable officer time at EDDC as there is no requirement to go through lengthy tendering and procurement procedures.

In 2018/19 we spent £52,708 on recruitment advertising, 2019/20 this decreased to by 37.55% to £32,917, and this year 2020/21 it has decreased further by 8.5% to £30,105 this correlates with the decrease in turnover but also at the start of lockdown we temporarily ceased recruitment.

We recruited 34 new starters and therefore the cost per head of recruitment was £834

We use public sector sites and local online advertising, as well as our own careers page. We write our own adverts to cut down costs. We have not been able to attend any job fairs this year as we would have pre pandemic but continue to look at ways in which we can creatively recruit. This new financial year we have engaged with the government's kick-start scheme, a scheme aimed at employing claimants of universal credit in the 16-24 age bracket for 6 months in order to help re-establish themselves in the employment market.

We also have a referral scheme for employees to recommend a friend, this last year 1 employee was recommended and subsequently recruited.

11. Apprenticeship training and apprentices

In the last financial year we have not recruited any new apprentices to the organisation although we are still supporting some apprentices which were recruited in 2019/20. We have also supported the further development of existing employees who are wanting to progress within their career, this fits with our strategy of growing our own and succession planning where we are at risk of losing specific skills due to desires to retire.

In the last financial year we have been supporting the following apprenticeships which are either 1 or 2 years in duration.

- **1 x Level 4 Accountant - Finance**
- **1 x Construction Level 4 – Project Engineering**
- **1x Level 3 Business Administration- Customer Services**
- **2 x level 3 Town Planning - Planning**

- **2 x Revenues and Welfare Practitioner Level 4**
- **1 X Arborist – Level 2**
- **1 x Horticulture Level 3**
- **2 x Chartered Town Planner Degree - Level 7**

We have been working with the following education providers who have delivered excellent training to our apprentices, CIPFA, Exeter College, Bicton College, Education Training and Skills, University of West of England, Plymouth University Institute of Revenues and Valuations, and Bridgewater and Taunton College.

Apprenticeship training is paid for through the apprenticeship levy fund.

Between April 2020 and March 2021 just over £58K was transferred to our levy account to spend on Apprenticeship training, this includes the 10% top up the Council is given from the government. From this 58K we have spent just over £38K. Our projected spending for next year is around £25k. We continue to encourage managers to review their vacancies and assess their suitability for apprenticeship and to develop existing staff through the apprenticeship scheme to encourage better succession planning and skills development within the Council. We have already agreed to an existing apprentice continuing her development with us as we are keen to retain them with a Masters Level qualification to start in September.

12. Preferred supplier savings for temporary staff

Reasons for using recruitment agencies range from recruitment difficulties, absence cover and short term need due to increase in operational demand.

We have for some years used “Temp Solutions” which is Devon County Council’s in house preferred supplier which provides administrative and clerical roles. This enables EDDC to take advantage of lower agency commission rates negotiated by Devon County.

Up until the end of last year we also used Comensura for the supply of seasonal StreetScene Staff, again with a lower agency fee than if we did not have this agreement. It was apparent from our 2019/2020 agency spend and from Manager feedback that it was becoming increasingly harder for Devon County to fulfil some of our more difficult niche roles and subsequently we have extended our agreement with Comensura beyond just StreetScene placements to assistance in all council areas where required. This has proved fruitful and we have seen a significant saving in overall spend of £136,934 in 20/21 down from £483,474 in 19/20 to £346,540 in 202/21

13. Work experience and student placements

In previous years we have worked in partnership with local schools and Exeter University to provide meaningful work experience opportunities for students. This year we have been unable to offer such opportunities as a result of the Covid-19 pandemic and requirement to stay home. We hope that in the following years to come we will be able to resume this offering to students in the East Devon community as it is an excellent opportunity to see the wide and varied work which is carried out by the Council and its employees and to understand the different career possibilities that local government can offer.

14. Organisation profile

The average age of an employee at East Devon District Council is 48. 222 employees are between the age of 41 and 55 years of age. 12 employees are working beyond the age of 65. The oldest employee is 76, the youngest is 20. We have 5 employees aged 70 and over.

Age Group	No. of Employees	% of work force
25 and under	18	3.69%
26 to 40	100	20.53%
41 to 55	222	45.58%
56 to 65	135	27.72%
>65	12	2.46%

Average Age	48
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75.35% (367 employees) of our workforce are full time employees working 37 hours per week. The rest of the organisation 24.64% is made up of part time employees. We have on record 69 different working arrangements which reflects the flexible working environment offered.

Appendix 1 – Sickness Absence 2020/2021

The graph below illustrates that the number of days lost per person has increased by 10.44 % from 8.62 days per person to 9.52 days per person which has exceeded our target of 8.5 days. Whilst this is an increase it is important to put this into the context of people living through one of the most difficult periods in our history and despite this we have had worse outcomes in previous years where there has been no pandemic. The overall increase is a direct result of the number of long term absences increasing this year due to Stress, Anxiety and Fatigue (Personal).

There have also been other factors which have likely had a negative impact on absence levels as previously highlighted in the [Scrutiny Committee report](#) provided by the Chief Executive in March. The report highlighted themes of member behaviour adversely affecting staff and absence analysis indicates this has resulted in some absences, regrettably this is not a theme we have seen before or had to cite in 16 years of reporting.

It should be acknowledged that staff, managers and HR have worked tirelessly this last year under the most difficult of circumstances and without their hard work to support staff through the most unprecedented period of our time, absence levels may have been a lot worse.

Table 1: Number of Days lost per FTE 2006 -2021

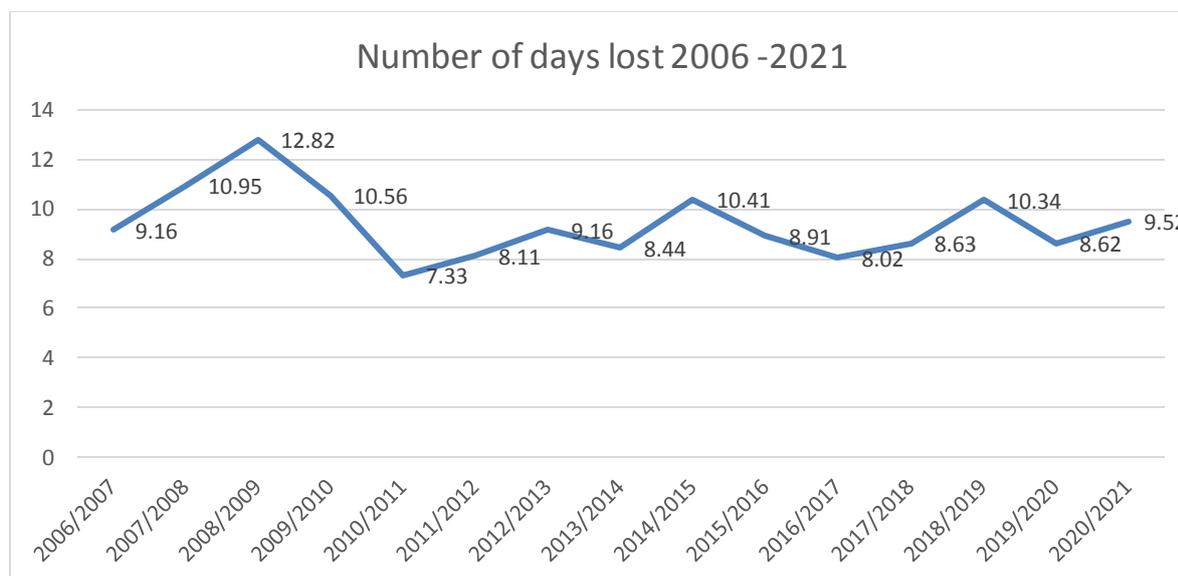
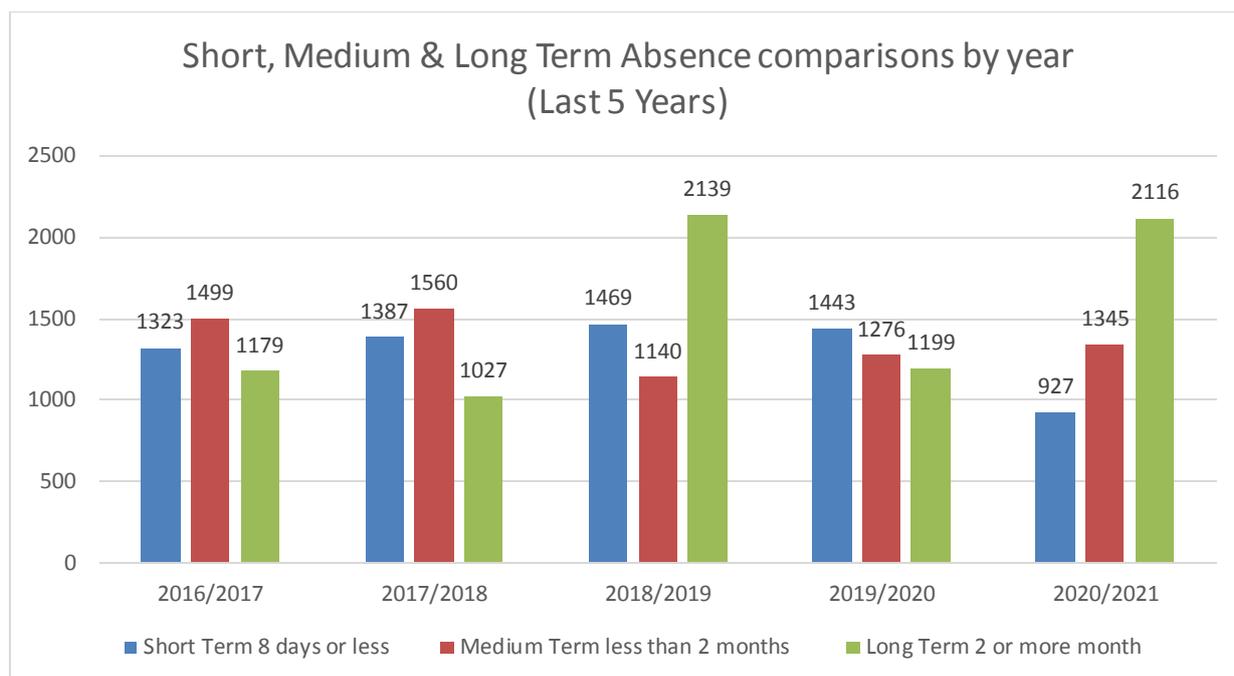


Table 2: Short, Medium & Long Term Absence Comparisons over a 5 year period



Short Term Absence (8 days or less) (927 days)

The coronavirus (COVID-19) pandemic has affected the sickness absence data in a number of ways. While the virus and the impact of the virus itself may have led to additional sickness absence, measures such as furloughing, social distancing, shielding and increased homeworking appear to have helped reduce other causes of absence which would typically have featured in short term absence reasons.

Short term absence is any absence of 8 days or less. Short term absence has **reduced** by 35.75% to 927 short term days lost in total across the organisation. This is the lowest level ever reported.

The top 3 reasons for short term absence were;

1. Phased return to work (140 days)
2. Stomach, kidney, liver, digestion (103 days)
3. Cold & Flu (100 days)

Cold and flu is normally the most cited reason for short term absence, this deviation in trend is most likely as a result of hand, face, space, hygiene and less social mixing / working from home. Phased returns are a management tool to assist employees who have had periods of medium to long term absence return to work on a gradual basis, implementing phased return helps to facilitate a more successful return and reduces the likelihood of further absence.

Medium Term Absence (9 days or more but less than 2 months) (1345 days)

Medium term absence has increased slightly this year by 5.40% (69 days) compared to the same period last year. 70 employees had medium absence this year.

The top 3 reasons for Medium Term Absence were;

1. Stress, anxiety, Fatigue (personal) (525.5 days)
2. Stress, Anxiety, fatigue, (work related) (165 days)
3. Hospital Treatment / operation (142 days)

The most significant reason for medium absence which accounts for 525.5 days or 39% of all medium term absence was Stress, Anxiety and Fatigue (Personal).

187 days were lost by 5 employees who were feeling anxious or fatigued due to the knock on effects of the pandemic because of loneliness and isolation, home schooling and caring for elderly parents. 83 days were lost by 3 employees as a result of close family bereavement which was made harder to deal with due to Covid-19 restrictions on funerals and seemingly longer wait times for funeral services. Other reasons for absence included stress caused by family illness, new diagnosis of long term health condition, changes in personal circumstances and family problems.

4 employees lost 165 days combined as a result of work related absence. 1 employee was struggling to cope with the increased high work demands and quick change in requirements as a result of government initiatives to support businesses and residents during the pandemic. This employee has now returned to work following a phased return and support. 1 employee cited work related stress caused by member behaviour and finally 2 employees who have now since left the council were absent as a result of managing their poor performance.

Other significant reasons for medium term absence cited by employees was operations or hospital treatment for serious illnesses. In this last year we have had 11 employees who have had medium term absence because of this reason.

Long Term Absence (More than 2 months) (2116 days)

Long-term absence is usually defined as lasting at least 2 months or more and can be challenging to manage as the longer someone is off sick, the harder it can be for them to return.

The role of the line manager is vital in managing long-term absence, but other interventions which we commonly practice are also important. These include:

- Maintaining regular contact with the absent employee
- Return-to-work interviews that are supportive and discuss ongoing adjustments where needed.
- The role of occupational health services and proactive measures to support staff health and wellbeing.
- A supportive case management approach, for example involving HR, occupational health services and the individual's line manager.
- Risk assessment to help return to work after long-term absence.
- Changes to work patterns or environment, including flexible working or phased return.
- Return-to-work interviews.

There are five typical elements in the recovery and return-to-work process in order to ensure that return to work is successful:

- Keeping in contact with unwell employees, in a sensitive manner, to help prevent them feeling isolated.
- Planning and implementing workplace adjustments where necessary, in collaboration with the individual.
- Accessing professional advice and treatment.
- Planning and co-ordinating a return-to-work plan.
- Regular evaluation with the employee about how they are adjusting to being back at work.

24 employees lost 2116 days between them as a result of absences longer than 2 months. This represents 48.22% of the total days lost. This is a 76.48% **increase** compared to same period last year.

8 employees were absent as a result of serious/acute medical conditions requiring treatment and often a period of post-operative recovery.

Of the 24 cases, 2 employees lost 399 days combined. Both of these cases were awaiting surgery just as the pandemic started. Unfortunately the pandemic impacted on non-urgent surgery waiting times which resulted in prolonging their absence, both being unable to work whilst surgery was awaited. If just these 2 cases alone were not included in the absence figures this year our outcome would have been 8.65 days per person and on target.

7 employees had 616 days absence as a result of personal stress, anxiety and fatigue. Reasons for this varied from post-natal depression, family problems, health worries and 3 employees had anxiety related to lockdown.

A further 7 employees were absent as a result of work related stress which accounted for 513 days lost between them. 2 employees were facing performance/ disciplinary action and as a result were signed off by their GP. 2 employees in the same team were absent as a result of deterioration of cross departmental relationships which had impacted on them adversely, this has now been addressed. 2 employee's cited councillor behaviour as an underlying reason for their absence which resulted in 178 days between them and 1 employee has struggled with homeworking.

Of the 24 cases, 1 employee had more than one episode of long term absence and 10 employees are no longer with the organisation.

Covid - Absence

Sickness absence directly and clearly attributable to covid-19 was 115 days. There has also been the indirect effects on absence which are much harder to determine. We have identified at least a further 892 days which may not have occurred if it had not been for the pandemic as a result of the effects of isolation, bereavement, family

problems, home schooling children whilst trying to also work, and anxiety about family getting Covid-19 as well as delays to receiving surgical procedures.

As an organisation we have proactively taken steps to support employees through this unprecedented period of uncertainty and worry; for example we have;

- Trained and implemented Mental Health First aiders through Mental Health First Aid England.
- Implemented Stay Informed, Stay Connected, Stay Well a communications tool to promote wellbeing advice/ training, organisation information and news to prevent isolation and feelings of remoteness
- Introduced new topics to the training available to deal with Pandemic issues such as managing remote teams, resilience training, mindfulness, mental health awareness, working effectively at home etc.
- Produced a stay well resource full of information, advice and sources of help
- A dedicated covid-hub on the intranet signposting staff to sources of help and information.
- Flexibility around working hours to help support working parents who needed to home school their children.
- During height of pandemic weekly check in with employees required to self- isolate.

The graphs below illustrate the rise and falls of absence and personal stress related absence. Table 4 closely mirrors the implementation and easing of lockdowns.

Absence per month is relatively low until June where there is a small rise and a small peak around July when lockdown 1 restrictions started to ease, absence cases reduced slightly in August but follows an upward trend beginning in September where restrictions started to be imposed and once again people were prohibited from meeting more than 6 people. In November national restrictions started again and non-essential shops were closed and people were prohibited from meeting those not in a support bubble apart from 1 person to exercise with. In December the Tier system was introduced, initially East Devon was in Tier 2, but by 30 December we were into Tier 4 and on 6 January we were into a third national lockdown and people were once again told to “ Stay Home” on 8th March England began a phased, cautious, exit out of lockdown.

Table 3: Number of days lost per Month

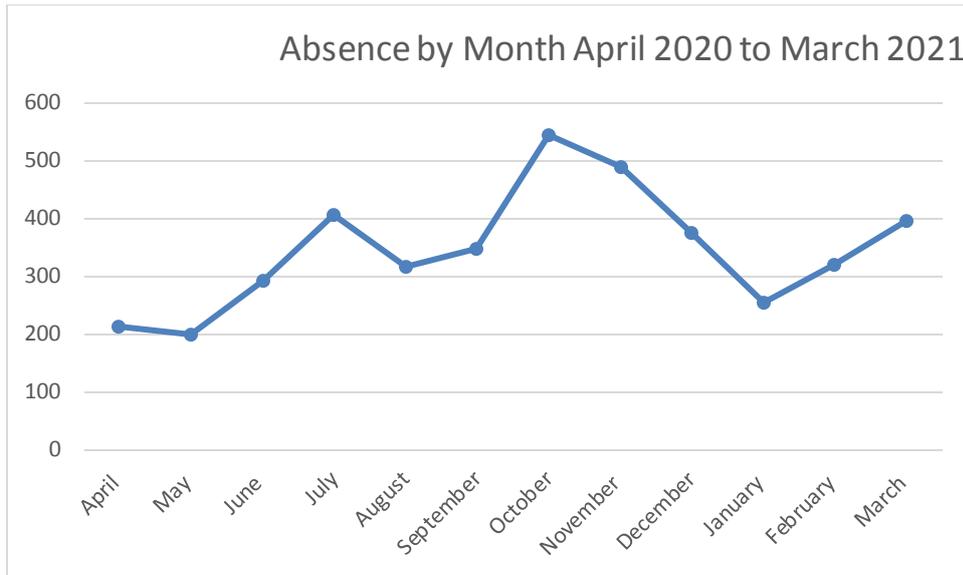


Table 4: Days lost due to Stress, Anxiety, Fatigue (Personal) by Month

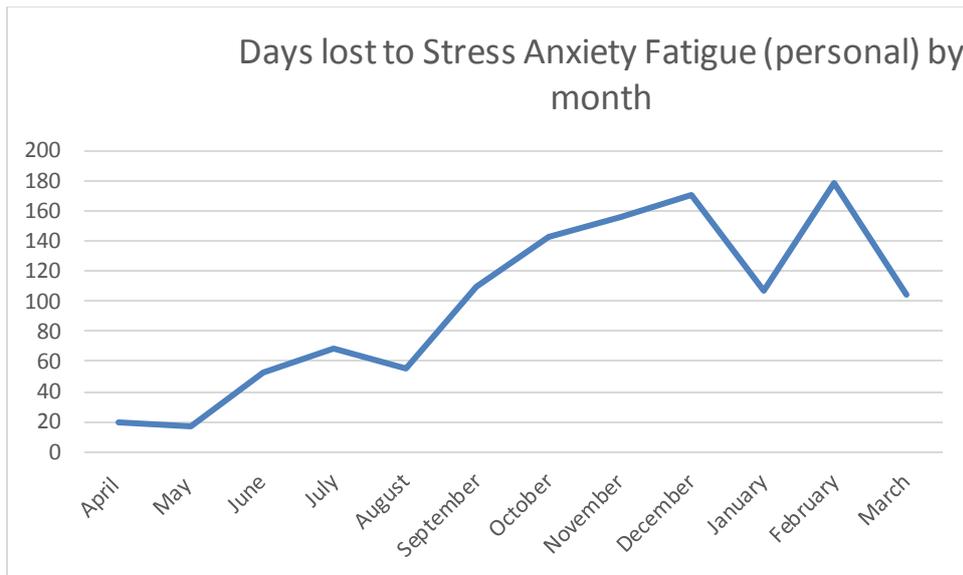


Table 5: Counselling Services

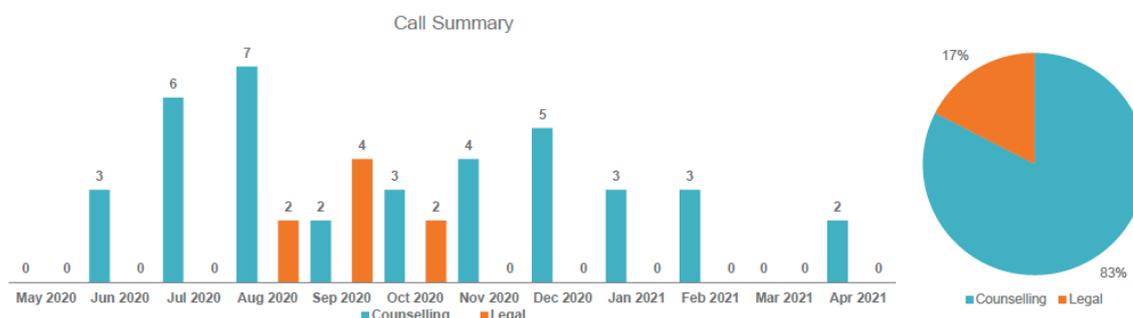
46 employees contacted the counselling services over the last year. Which is an annual utilisation of this service of 9.2% against a headcount of 497.

38 of the 46 calls were counselling calls. Partner was the most common reason, accounting for 23.7% of overall counselling engagement, this was followed by individual event 15.8% and anxiety 10.5%

h a Employee Assistance Programme:
East Devon District Council
1 May 2020 - 30 April 2021

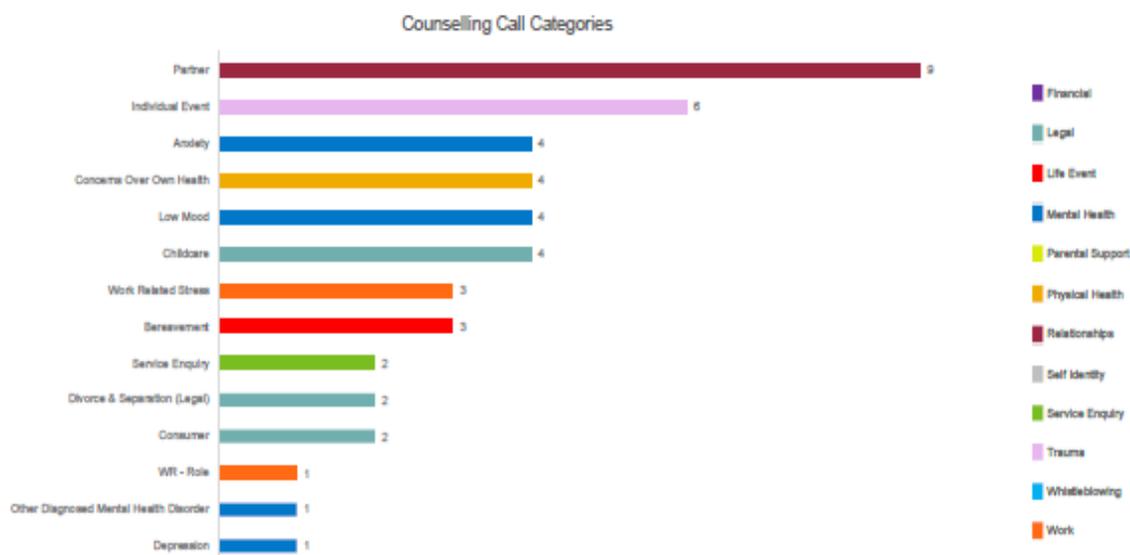
Call Summary

	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	Total	Total
Counselling	0	3	6	7	2	3	4	5	3	3	0	2	38	83%
Legal	0	0	0	2	4	2	0	0	0	0	0	0	8	17%
Overall	0	3	6	9	6	5	4	5	3	3	0	2	46	100%



h a Employee Assistance Programme:
East Devon District Council
1 May 2020 - 30 April 2021

Top 20 Counselling Call Categories (Graph)





Report to: **Scrutiny Committee**

Date of Meeting 7th October 2021

Document classification: Part A Public Document

Exemption applied: None

Review date for release: N/A

Quarterly monitoring of performance – 1st quarter 2021/22 April to June 2021

Report summary:

This report provides performance information and progress against our performance indicators and key objectives from across the council services.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

It is recommended that Members consider performance against delivery of our key performance indicators for the 1st quarter of 2021/22 so that issues can be addressed.

Reason for recommendation:

So that Members can gain a clear view of progress against what we said we would deliver in our 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 and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

Equalities impact Low Impact

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

Link to [Statement of Intent](#)

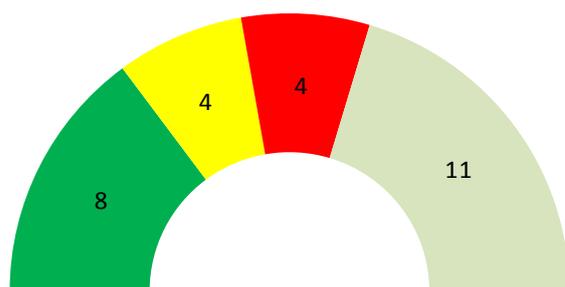
Priorities (check which apply)

- Better Homes and Communities for all
- Greener East Devon
- A resilient Economy
- Services that matter

Report in full

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

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



Number of Measures
(Total measures for outcome = 27)

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

Number of households living in temporary accommodation – Numbers of homeless households in need of emergency accommodation have risen considerably since the pandemic began, mainly in due to the effects of the pandemic. These numbers have increased without the main contributing factor for homelessness in the district year on year prior to the pandemic, namely households losing accommodation in the private sector, where we have seen restrictions placed on landlords from evicting tenants in the private sector only recently lifted. We expect to see the numbers of homeless households requiring emergency accommodation to continue.

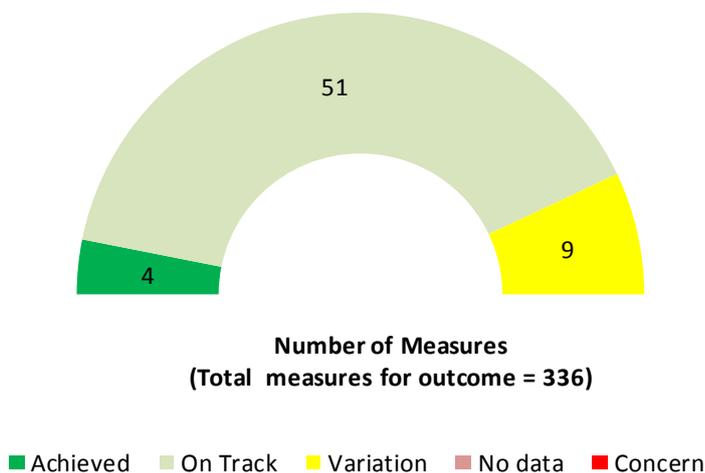
Working days lost due to sickness absence - Absence at the end of the quarter is higher than expected however there has been a decline in absence in following months and is now showing as a variation to the target.

Percentage of planning appeal decisions allowed against the authority's decision to refuse . – Four appeal decisions received for the month of August; two appeals allowed and two appeals dismissed. The two dismissed appeals, however, are not subject of the performance indicator.

Percentage of Stage 2 complaints responded to within stated timeframes - Due to very heavy workloads for frontline service and complaints teams and the complex nature of some complaints received, it has not been possible to meet our response deadline on all occasions. Where it is not possible, we always try to maintain contact with complainants to provide a progress update.

See [Appendix A](#) for more details of the key performance indicators for quarter one 2021-22.

3. All of our current key service objectives that have been taken from the Service plans for 2021-22 are showing as on track to be achieved or with a variation which would indicate a mild concerns or minor setback for the objective.



See [Appendix B](#) for more details of the service key objectives and their current status.

Financial implications:

There are no direct financial implications

Legal implications:

No legal comments are required

Key Performance Indicator Report - 2021/22

Quarterly report for 2021/2022
 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

Key Performance Indicator Report - 2021/22

Priority: Greener East Devon

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>	-	67		65				↑	Lorraine Tolman
<u>Management Notes:</u>									
<u>NI192 Percentage of Household waste sent for reuse, recycling and composting</u>	+	59	50 (1/4)	62				↑	Lorraine Tolman
<u>Management Notes:</u>									
<u>Percentage of municipal waste for disposal (incineration and landfill)</u>	-	41		38				↑	Lorraine Tolman
<u>Management Notes:</u>									

Priority: Better Homes and Communities for All

Performance Indicators

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

Key Performance Indicator Report - 2021/22

Priority: Better Homes and Communities for All

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>	-	51	30 (1/4)	37					Andrew Mitchell
Management Notes: (Quarter 1)									
Numbers of homeless households in need of emergency accommodation have risen considerably since the pandemic began, mainly in due to the effects of the pandemic. These numbers have increased without the main contributing factor for homelessness in the district year on year prior to the pandemic, namely households losing accommodation in the private sector, where we have seen restrictions placed on landlords from evicting tenants in the private sector only recently lifted. We expect to see the numbers of homeless households requiring emergency accommodation to continue.									
(JA)									
<u>NI155 Number of affordable homes delivered (gross) (LAA)</u>	+	168	25 (1/4)	54				↑	Amy Gilbert-Jeans
Management Notes:									

Priority: Services that matter

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>	-	9.52	3.54 (5/12)	2.44				↓	Sarah Vincent
Management Notes: (August)									
Absence at the end of the quarter is higher than expected however there has been a decline in absence in following months and is now showing as a variation to the target									
(JA)									
<u>Percentage of Council Tax Collected</u>	+	98.70	47.20 (5/12)	29.87				↑	Melissa Clode
Management Notes:									
<u>Percentage of Non-domestic Rates Collected</u>	+	93.00	41.09 (5/12)	23.47				↓	Melissa Clode
Management Notes:									
<u>Percentage of planning appeal</u>	-	31.80	30.0 (5/12)	33.3				↓	Bob Capon

Key Performance Indicator Report - 2021/22

Priority: Services that matter

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>decisions allowed against the authority's decision to refuse</u>									
Management Notes: (April - August) Four appeal decisions received for the month of August; two appeals allowed and two appeals dismissed. The two dismissed appeals, however, are not subject of the performance indicator. (BC)									
<u>Percentage of Stage 2 complaints responded to within stated timeframes</u>	+	60	100 (1/4)	68				↓	Kate Symington
Management Notes: (Quarter 1) Due to very heavy workloads for frontline service and complaints teams and the complex nature of some complaints received, it has not been possible to meet our response deadline on all occasions. Where it is not possible, we always try to maintain contact with complainants to provide a progress update. (JA)									
<u>% of minutes and audio from council meetings uploaded together within 5 working days</u>	+	100	100 (1/4)	100				↔	Susan Howl
Management Notes:									
<u>Percentage of FOI responded to within the statutory timelimits</u>	+	99	100 (1/4)	100				↑	Kate Symington
Management Notes:									
<u>Percentage of 'higher risk' licensed premises inspected annually</u>	+	0	0 (1/4)	0				↔	Stephen Saunders
Management Notes: (Quarter 1) Throughout the 2020/21 pandemic relevant schedule of the enforcement authorisation powers have been to Environmental Health and Trading Standards until 18 July 2021 when they are revoked. The usual regime of licensed premises visits has not occurred for this reason, together with the ongoing risk posed by Covid19, prevented the usual visits and inspections to those premises over the previous period. (SS)									
<u>Number of taxi</u>	+	0	0 (1/4)	0				↔	Stephen

Key Performance Indicator Report - 2021/22

Priority: Services that matter

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>vehicle licence complaint investigations</u>									Saunders
Management Notes: (Quarter 1) Due to Covid-19 situation with less use of taxis, there have been no complaints received over previous period. (SS)									
<u>Total average headcount (quarterly total)</u>	+	454		492				↑	Sarah Vincent
Management Notes:									
<u>Cumulative Staff Turnover as a percentage of all staff (voluntary leavers)</u>	-	7		2				↑	Sarah Vincent
Management Notes:									
<u>Capability at point of contact for Benefits</u>	+	84		58				↑	Melissa Clode
Management Notes:									
<u>% of residents who pay their Council Tax by Direct Debit</u>	+	81		82				↑	Melissa Clode
Management Notes:									
<u>Number of Level 2 complaints (year to date)</u>	+	45		22				↑	Kate Symington
Management Notes: (Quarter 1) Due to very heavy workloads for frontline service and complaints teams and the complex nature of some complaints received, it has not been possible to meet our response deadline on all occasions. Where it is not possible, we always try to maintain contact with complainants to provide a progress update. (JA)									
<u>Number of Freedom of Information Requests (year to date)</u>	+	473		96				↑	Kate Symington
Management Notes:									

Key Performance Indicator Report - 2021/22

Priority: Services that matter

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>Days taken to process new Housing Benefit claims</u>	-	16.27	13.00 (5/12)	13.71				↑	Melissa Clode
Management Notes: (August) As was the case in July, we are still seeing a high number of test and trace self-isolation payment claims coming in to the section that need to be dealt with. We also had a number of staff on leave in the section during August and had to use some of the remaining staff for developing and testing our new Firmstep application form. We continue to deal with new claims as a priority along with the test and trace applications and have seen a small reduction in the number of days for processing new claims and changes from July figures. (MC)									
<u>Days taken to process changes to Housing Benefit claims</u>	-	4.34	5.50 (5/12)	5.92				↓	Melissa Clode
Management Notes: (August) As was the case in July, we are still seeing a high number of test and trace self-isolation payment claims coming in to the section that need to be dealt with. We also had a number of staff on leave in the section during August and had to use some of the remaining staff for developing and testing our new Firmstep application form. (MC)									
<u>Days taken to process local land charges property searches</u>	-	8	5.0 (1/4)	2.7				↑	Nick Wright
Management Notes:									
<u>Missed bin collections per 1000 households</u>	+	23		26				↑	Lorraine Tolman
Management Notes:									
<u>NI157b Percentage of Minor planning applications determined within 8 weeks</u>	+	70.87	65.0 (1/4)	62.5				↓	Nick Wright
Management Notes:									
<u>NI157c Percentage of Other planning</u>	+	74.80	80.00 (1/4)	76.41				↑	Nick Wright

Key Performance Indicator Report - 2021/22

Priority: Services that matter

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>applications determined within 8 weeks</u>									
<u>Management Notes:</u>									

Not linked to any aims

Performance Indicators

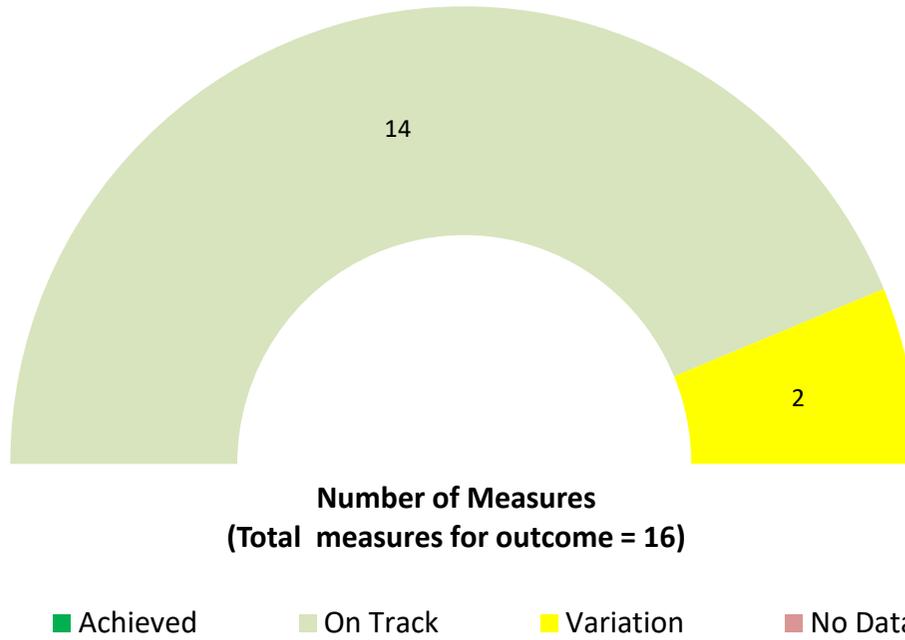
Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>Number of redundancies (year to date)</u>	+	3		1				↔	Sarah Vincent
<u>Management Notes:</u>									

PRIORITY: Better Homes and Communities

Service Plan Objectives - Quarter One Results 2021/22

page 34

Progress towards outcome



Service Plan Objectives - Better Homes and Communities

Annual report for 2021/2022

Arranged by Aims

Filtered by Aim: Priority Better Homes and Communities for All

Filtered by Performance Status: Exclude Objective Status: No Data available

Key to Performance Status:

Key Strategic Objective:	Milestone Missed	Achieved	On track	Variation	Concern	No Data available
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* indicates that an entity is linked to the Aim by its parent Service

Service Plan Objectives - Better Homes and Communities

Priority: Better Homes and Communities for All

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
Variation	pla-PA-2630	<u>Adopt the Cranbrook Plan DPD and determine planning applications for the expansion areas in accordance with the DPD.</u>	Planning Strategy and Development Management	The Cranbrook Plan DPD remains at examination with further evidence on issues of viability currently being consulted on at the request of the Inspector. Following this consultation with the main parties in the examination we understand that we will be advised whether further hearing sessions are required to consider these issues or whether the inspector can make a decision on what she has and in either case the timescales for moving this forward.
On track	pla-PA-2467	<u>Continue to engage and support communities in Neighbourhood Planning activities.</u>	Planning Strategy and Development Management	We continue to work with our communities to progress neighbourhood planning with a further 2 plans having been made in this period and others having made significant progress. An online workshop session with neighbourhood planning groups was also held to highlight progress and discuss the relationship between neighbourhood plans and the emerging new local plan. The session was well attended and we have received positive feedback. Further sessions will be held as the local plan work progresses.
On track	LGL-PA-2581	<u>Continue to secure affordable housing (and other planning benefit) through planning and property transactions.</u>	Governance and Licensing Services	s106 agreements being negotiated and completed to secure affordable housing.

Service Plan Objectives - Better Homes and Communities

Priority: Better Homes and Communities for All

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
On track	LGL-PA-2582	<u>Continue to support the Development Management function in securing the right development in the right place, and taking effective enforcement action against unauthorised and harmful development.</u>	Governance and Licensing Services	Support being provided in-house and with external support.
On track	pla-PA-2634	<u>Continue to work with our communities to deliver high quality new and improved play areas, open spaces and sports pitches funded from development proposals.</u>	Planning Strategy and Development Management	We continue to work with our communities to deliver play areas using section 106 monies. It is hoped that the recent provision of greater access to information held in our system through the Exacom public facing module will help communities to understand the monies held and for what purposes to help to support work on this area.
Variation	pla-PA-2633	<u>Enable the delivery of affordable housing, gypsy and traveller pitches, homes for life, self build plots etc to enable our diverse range of housing needs to be met.</u>	Planning Strategy and Development Management	We continue to work to deliver to the broad range of housing needs of the district however suitable sites for gypsy and traveller sites, self build etc are difficult to find with landowners generally less willing to bring these types of housing forward compared with general housing. This is something that needs to be looked at again through the new local plan tso that adequate provision is made through allocations and policies in the plan.
On track	pla-PA-2632	<u>Ensure that all new homes inspected by our building control service are built to appropriate standards ensuring that high quality homes are provided.</u>	Planning Strategy and Development Management	The expertise within the service is at the appropriate level to meet the upcoming challenges of the new Building Safety Regulator, however we need to fill our vacant Surveyor post at the appropriate level to maintain this position going forward - PS
On track	HOU-PA-2710	<u>Maintain up to date Fire Risk Assessments and publish documents and renewal dates.</u>	Housing	FCS Live have been appointed to carry out a new tranche of Fire Risk Assessments, this work is progressing on site and should complete by September 21. Under our Fire Policy FRA's are carried out every 2 years. At present, with the amount of work outstanding we have not published FRA's. If requested they are issued
On track	HOU-PA-2706	<u>Meet the increased demand from homeless households and secure</u>	Housing	39 homeless households were provided with temporary accommodation throughout the

Service Plan Objectives - Better Homes and Communities

Priority: Better Homes and Communities for All

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>suitable temporary and permanent accommodation, supporting households who present with physical and mental health needs, poverty and other issues, to ensure they are able to sustain their tenancies.</u>		quarter, compared to 40 for the same period in 2020-21. All applicants placed into temporary accommodation received support.
On track	EH-PA-2645	<u>To review; risk assess; sample and enforce on private water supplies so that homes are fit for occupation and have a wholesome and safe water supply</u>	Env Health & Car Parks	Recruiting third PWS Technical officer to support the team to fulfil statutory duties. Resumed risk assessments and sampling. 1 planning consultation completed. New contract for laboratory analysis.
On track	HOU-PA-2708	<u>Refresh and clearly define our offer of sheltered accommodation ensuring clarity and a commitment to the levels of support that can be offered.</u>	Housing	Following a systems thinking review in 2019 the remaining actions are to revisit the definition of, and criteria for admission to, sheltered housing accommodation and how these are communicated on Devon Home Choice, and interpreted as part of the allocation process. Initial meetings between team managers has taken place and the remaining tasks will pick up momentum now that we have recruited to the Sheltered Housing Manager post that had been vacant since before the pandemic.
On track	pla-PA-2631	<u>Revise the Axminster Urban Extension masterplan to consider what elements can be delivered in the absence of external funding.</u>	Planning Strategy and Development Management	Work assessing the options for taking this work forward and revising the masterplan has now progressed to the point where the options and their implications are understood and wider discussion with Members needs to commence. A Members Advisory Panel is currently being arranged to take this work forward.
On track	LGL-PA-2583	<u>Support the Strategic Planning Committee in ensuring appropriate strategic policy direction and delivery of CIL regime.</u>	Governance and Licensing Services	Advice given when required.
On track	EH-PA-2646	<u>To accredit PWS technical Officer for risk assessments sampling and enforcement</u>	Env Health & Car Parks	Accreditation planned Q3 PWS Sampling manual prepared for accreditation
On track	EH-PA-2647	<u>To deliver an increased in home improvements and</u>	Env Health & Car Parks	Increase in stair lift application Increase in DFG applications.

Service Plan Objectives - Better Homes and Communities

Priority: Better Homes and Communities for All

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>adaptations using the Better Care Fund</u>		
On track	EH-PA-2648	<u>To license and inspect all houses in multiple occupation and residential caravan sites</u>	Env Health & Car Parks	HMO licence applications and inspection 1 HMO taken out of HMO licencing 1 HMO identified as a licensable HMO Caravan Sites – Introduced a new legislation on Fit and proper person test for mobile home site owners and managers. Ongoing identification of caravans requiring planning and caravan licensing.

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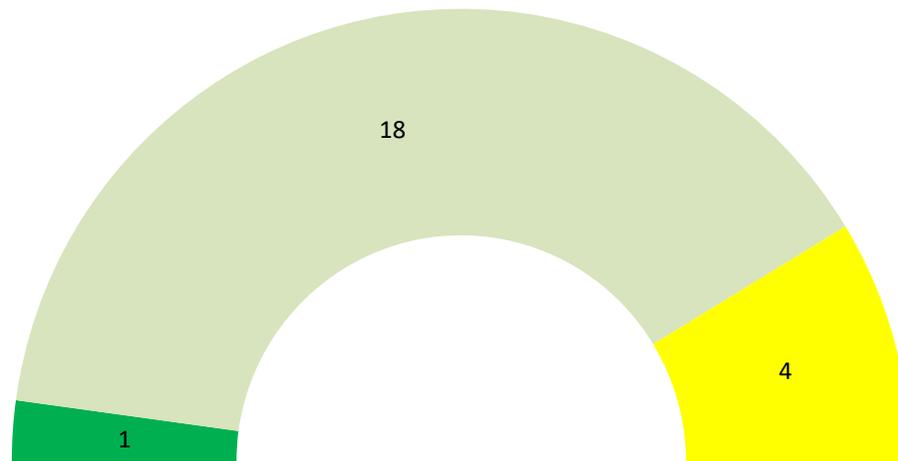
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PRIORITY: Greener East Devon

Service Plan Objectives - Quarter One Results 2021/22

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**Progress towards
outcome**



**Number of Measures
(Total measures for outcome = 23)**

- Achieved
- On Track
- Variation
- No data
- Concern

Service Plan Objectives - Greener East Devon

Annual report for 2021/2022

Arranged by Aims

Filtered by Aim: Priority Greener East Devon

Filtered by Performance Status: Exclude Objective Status: No Data available

Key to Performance Status:

Key Strategic Objective:	Milestone Missed	Achieved	On track	Variation	Concern	No Data available
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* indicates that an entity is linked to the Aim by its parent Service

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
On track	HOU-PA-2555	<u>Carry out an updated Stock Condition Survey on our Council owned housing stock in order to collate up to date information, including energy performance, and use it to inform a new stock investment programme to decarbonise the Housing assets. Once the Stock Condition Survey has been completed we will use the data to update and inform the 30 year HRA Business Plan that includes detailed Asset Management considerations.</u>	Housing	Currie & Brown appointed, Contracts with Legal for review Mobilisation starts Oct 1st 21
On track	Cou-PA-2669	<u>Countryside Sites team to maximise grant drawdown for applicable Local Nature Reserves:</u> <ul style="list-style-type: none"> • <u>Collaborative work with AVDCS at Holyford Woods LNR to manage woods – set up a new natural regen project, continue Dormice monitoring project, improve habitat for Devon Greater Horseshoe Bat project and utilise wood products for charcoal initiative.</u> • <u>Delivery of Higher Level Stewardship targets for Trinity Hill LNR to increase heathland restoration area.</u> 	Countryside, Arts and Leisure	On track for completion of works this financial year. HLS grant secured for Knapp Copse; all other targets on track

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<p><u>help improve Dartford Warbler population numbers, introduce new grazing regime using Devon Reds.</u></p> <ul style="list-style-type: none"> • <u>Secure Higher Level Stewardship funds at Knapp Copse LNR to deliver habitat and access improvements.</u> 		
On track	Cou-PA-2666	<p><u>Countryside volunteer development programme 2021/22:</u></p> <ul style="list-style-type: none"> • <u>Creation of a new volunteer group in partnership with natural England at the Undercliffs National Nature Reserve</u> • <u>Creation of a new Wild Honiton volunteer group to help manage green spaces in town</u> • <u>Continue development of new volunteer wetlands warden role and restart paused roles across the team as Covid restrictions ease.</u> 	Countryside, Arts and Leisure	NNR volunteers have undertaken one work party this year; a new Wetlands volunteer role has been created and is in operation a minimum of three days/week.
On track	Cou-PA-2667	<p><u>Creation of a new Tram Halt and linking boardwalk to Seaton Wetlands as part of Seaton Tram's Heritage Lottery Fund grant. Will create:</u></p> <ul style="list-style-type: none"> • <u>Additional 10K visitors p.a to Wetlands;</u> • <u>Additional 1km of access for all infrastructure as part of commitment to visitors with mobility issues.</u> 	Countryside, Arts and Leisure	On track for completion Autumn 2021.
On track	Cou-PA-2668	<p><u>Deliver new visitor infrastructure to Seaton Wetlands to enhance visitor experience and monetise the increased footfall:</u></p> <ul style="list-style-type: none"> • <u>Creation of a café offer – concessionary arrangement (Black Hole Marsh hub)</u> • <u>Installation of contactless payment points and car park machine for donations</u> • <u>Resurface and reimagined car area for visitor information/welcome</u> • <u>Increased septic tank</u> 	Countryside, Arts and Leisure	On track for completion of works this financial year.

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
Variation	Cou-PA-2664	<p><u>capability for public toilets</u></p> <p><u>1. Delivery of Wild Honiton project as a local Nature Recovery Network pilot:</u></p> <ul style="list-style-type: none"> • <u>Target green space improvements to existing EDDC green spaces – wildlife, access and recreational enhancements;</u> • <u>Develop new volunteering opportunities;</u> • <u>Develop links to Honiton's GP referral and social prescribing programme;</u> • <u>Activate discussions with neighbouring landowners to improve access and circular walks.</u> • <u>Develop engagement activities including art and activity trails and link green spaces with town centre through these trails.</u> 	Countryside, Arts and Leisure	While the core outputs of this proposal will be delivered, this will now form part of District-wide Wild East Devon work rather than a single town focus. Lessons from Wild Exmouth have suggested this will be a more effective way of engaging new audiences in many urban settings.
On track	Cou-PA-2672	<u>Develop and deliver phase 2 of Culture + Climate - the Creative Cabin / Climate Cabin</u>	Countryside, Arts and Leisure	<p>THG opened Climate Conversations this summer with a multi-site exhibition of the work of artist Mike Perry and a Climate Conversations roadshow. We explored the climate emergency through 42 events held across East Devon between May and Aug. 18 of these were open to the general public, others were either group based or school based. They range across 23 different locations across East Devon and beyond, including Exmouth, Sidmouth, Honiton, Taunton and many of the village locations in between these locations.</p> <p>588 adults 1203 Young People participated</p> <p>Partnerships 2021 include: with Wild East Devon, East Devon AONB, Blackdown Hills AONB, RSPB, Double Elephant Print Workshop, Exeter University, Exeter Scrapstore, Tate/ Artist Rooms, DRLC, Community Development team at EDDC,</p>

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
				<p>Donkey Sanctuary, Clinton Devon Estates</p> <p>Furthermore 4 flagship events were programmed in 4 East Devon Towns:</p> <ul style="list-style-type: none"> • Climate Conversations: Exmouth 29 July – 42 people attended • Climate Conversations: Sidmouth 18th July in partnership with Sidmouth Sea festival – 200 people attended • Future Climate Conversations: Honiton 5th November
On track	str-PA-2684	<p><u>Exmouth Beach management/recharge</u> <u>Direct award initial scoping study for Exmouth beach amenity recharge to consultant to allow for a meaningful capital budget to recharge/manage the amenity beach as set out in the Exmouth BMP for the 2020s.</u> <u>Form a stakeholder group, and agree scope of beach works for Exmouth.</u> <u>Tender for and carry out future capital works.</u> <u>Prepare a budget estimate for Exmouth BMP review (which should take place every 5 years).</u></p>	StreetScene	<p>1st advisory meeting on the Exmouth steering group has been held to introduce the project, ToR and scope. The next meeting will see the election of Chair and members. Using EA resource to provide a budget price for the capital budget process (Sept) to allow appointment of consultant for the project.</p>
Variation	str-PA-2685	<p><u>Green materials trials – Linking to Climate Change Action Plan. Funding to actively trial sustainable and low carbon material alternatives in civil engineering projects; to include Cemfree concrete alternative and tarmac overlays with recycled plastic content.</u> <u>- Develop joint trials with manufacturers, with joint funding where the trial will have commercial benefit.</u> <u>- Report to BSCSAP on reduced costs achieved through joint trials, carbon reduction and suitability of materials for future use.</u> <u>- Delayed due to Covid-19</u></p>	StreetScene	<p>Limited progress due to workloads, however the team do think about embedded carbon and alternative construction methods as part of normal tendering.</p>

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
On track	str-PA-2679	<p><u>Health & Wellbeing events, Fitness Licences & social prescribing</u></p> <p><u>Ensure all major parks/public realm areas have an event or engagement activity during the year which offers opportunities for health & wellbeing.</u></p> <p><u>5 ways to wellbeing – Connect, Give, Take notice, Keep learning & be active.</u></p> <p><u>Support our Public Health Officer in setting up or compiling a network of friends of groups in our parks and open spaces within towns.</u></p> <p><u>Publicise the list so GPs and others can use it to prescribe social activity in outside spaces with volunteers.</u></p> <p><u>Fitness licence. Set out a fitness licence procedure and agree this through a Portfolio Holder report.</u></p> <p><u>Allowing the proper administration of those operating fitness classes on our land, with a reduced fee to help support this kind of use, but control locations.</u></p>	StreetScene	<p>We have now introduced the fitness licence. We currently have 11 organisations using the fitness licences, with 4 more going through the sign up process now. The activities include Bootcamp, Personal Training, Nordic Walking, Open Water Swimming, Beach Volleyball and organised runs. Most of these fitness licences take place in Exmouth, however we have one for Ottery, one for Sidmouth and one Nordic Walker only operates in the East of the District.</p>
On track	str-PA-2676	<p><u>On-street Recycling</u></p> <p><u>Procure additional bin lift cleansing vehicles as leases expire to allow efficient emptying.</u></p> <p><u>Monitor contamination levels and report on viability.</u></p> <p><u>Further trials in town centre areas to be determined, following assessment of use at Exmouth.</u></p>	StreetScene	<p>Some progress made, but focuss has been on summer staffing issues and increased service demand.</p> <p>We are continuing to add additional on street recycling bins in prime areas. we have purchased and installed 4 combined triple waste and recycling stations which are in Exmouth and Sidmouth (Magnolia centre and near the Ham). With the installation of these although we are still seeing recycling contamination, we are also seeing more recycling which the teams take back to the depot and these dry mixed recycling is collected by our contractor.</p>

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
				<p>We have also agree to roll out 2 combined waste and recycling stations in each town and this will commence after the summer once supplier availability is improved.</p> <p>On top of the above, we have also increased our on street recycling provision across our seafront locations with the installation of additional recycling stations to sit alongside most seafront litter bins.</p>
On track	Cou-PA-2670	<u>Provide guidance and technical support to the Routes for Roots project.</u>	Countryside, Arts and Leisure	This project is being led by the Green Infrastructure team and updates should be provided by Simn Bates, GI Officer.
On track	str-PA-2677	<u>Renewable technology for Council vehicle fleet:</u> <u>- Investigate options for changing from ICE vehicles to renewables on larger fleet such as mechanical sweepers, 3.5 tonne and recycling & waste fleet.</u> <u>- Continue to move small vans to electric as leases expire. 10 more in 2021, to add to the 15 on fleet already.</u> <u>- 25% of fleet to be electric by summer 2021.</u> <u>- Trial at least 1 electric 3.5 tonne tipper vehicle to test range limitations and carrying capacity, with further 3.5tonne vehicles switched to electric in 2023/24</u> <u>- Complete installation of stage 1 charging infrastructure at Camperdown & Manstone Depots.</u> <u>- Plan charging infrastructure requirements for operations across the district, including future stage 2 expansion for 3.5 tonne fleet.</u> <u>- Longer term planning/technology appraisal for Recycling & Refuse fleet renewal in 2026, to include investigations of</u>	StreetScene	<p>Phase 1 charging infrastructure in depots is installed and in use. The next order of lease vehicles sees more electric vehicles coming on fleet, including some new maxis chasis vans and 3.5t chassis version.</p> <p>We have also jsut taken delivery of this years handheld machinery for grounds and cleansing (blowers, strimmers, hedge cutters). This was slightly delayed due to battery availability (from April to July), but it means we now have 1/3 of our hand held equipment transferred to electric from ICE.</p>

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>depot infrastructure requirements.</u>		
On track	LGL-PA-2693	<u>Review of Taxi Policy to help seek to meet climate change targets and reduce emissions</u>	Governance and Licensing Services	In progress
On track	Cou-PA-2675	<u>Support the work of the LED Monitoring Committee:</u> <ul style="list-style-type: none"> • <u>Ensure that the Service teams help collaborate and support LED's Outreach programme</u> • <u>Inform and support the new 5yr SLA between EDDC and LED</u> • <u>Provide support as Client Lead to the new Committee in terms of providing reports and data</u> • <u>LED Outreach programme incorporated within EDDC's Public Health action plan targets 2021/22</u> • <u>Review capital budget allocations with Service Lead – Place, Assets & Commercialisation</u> 	Countryside, Arts and Leisure	The draft Sport England Diagnostic report has now been submitted to the LED Forum for approval which provides the first step in producing a Leisure Strategy following Sport England's guidance. It is anticipated that Consultants will start the process of drafting a Leisure & Built Facilities Strategy this autumn and that it will be ready for adoption within a 6 to 9 month timeframe. The LED Forum has agreed a funding support package that will ensure that its leisure operators LED will be able to continue operating as we come out of the impacts of COVID19 and the lockdowns.
On track	Cou-PA-2674	<u>Support work of EDDC's Arts & Culture Forum during 2021/22 to:</u> <ul style="list-style-type: none"> • <u>Review EDDC Cultural Strategy 2017-2022 ready for consultation and adoption</u> • <u>Agree and oversee the delivery of a rural touring programme for Villages in Action programme</u> • <u>Agree and oversee a programme of funded support for east devon's museums through the SW Museums partnership;</u> 	Countryside, Arts and Leisure	The Arts & Culture Forum has supported the creation of a new Culture Strategy which will help to deliver on the new ambitions of Council for culture and its importance for delivering economic and social benefits to the district. Funding has been secured to develop the Strategy and it is anticipated that work will begin on its development in the Autumn 2021. A new Arts Culture East Devon (ACED) network has been set up bringing together a wide representation of the creative arts sector of the district to give a platform to share information, better understand the needs of the sector and be represented on the Council's Arts & Culture Forum
On track	Cou-PA-2665	<u>The whole Service to contribute to the East Devon's Public Health Plan and improved health and wellbeing through:</u>	Countryside, Arts and Leisure	Work has been carried out across the whole service in the last quarter through initiatives such as the THG's Creative Cabin and linked workshops to the Mike

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<ul style="list-style-type: none"> • <u>Established projects delivering health benefits such as Wild Honiton & Wild Exmouth projects, THG outreach programme (funded by Arts Council) and Sport England's Connecting Actively to Nature</u> • <u>Deliver our corporate health and safety training to all staff and ensure we keep our staff safe at work promoting a safety first culture.</u> 		<p>Perry exhibition to engage audiences to overcome the impacts of COVID such as feelings of isolation, depression and anxiety by coming together in organised workshops that help to breakdown those feelings. The Countryside Team have been leading a programem of practical conservation tasks for its volunteers since lockdown restrictions have eased which again provide both physical and mental wellbeing benefits. There has been a signiifcant increase in take up of these activities and events as communities and visitors have been looking to reconnect with nature and be together in a social environment following the impapcts of COIVD.</p>
Variation	Cou-PA-2673	<p><u>THG continues to digitize activity, develop audiences and increasing revenue:</u></p> <ul style="list-style-type: none"> • <u>Donation online</u> • <u>Online workshops and 'SHORTS' series</u> • <u>Mini docs – high profile speakers</u> • <u>Shop online – develop business plan, increase lines and embed processes.</u> 	Countryside, Arts and Leisure	<p>Variation - New digital 'Collect Tin' that accompanies the Creative Cabin. Online donations pending. Online shop declined in priority as restrictions eased, the Cabin is now scheduled to be used as a mobile shop</p> <p>Our digital series Guest Editor Pics Art Historian John Francis, and Creative Cabin Shorts (2021) developed grew and sustained connectivity with our audiences through curating a digital offer that was relevant and resonated during the pandemic</p> <p>Creative Cabin Shorts (2021) featured meditative art and nature activities from artists including environmental artist Justin Carter and theatre director Tom Bailey. The series was part of a 'Winter Wellness' 2021 campaign in partnership with the Royal Devon & Exeter NHS Hospital reaching 15,000 NHS works</p> <p>Three new films produced capturing Mike Perry, Ben Borthwick in conversation and the Creative Cabin</p>
On track	Cou-PA-2671	<u>THG delivers Creative Communities 2021 - through exhibitions, public</u>	Countryside, Arts and Leisure	<p>Variation to the programme due to Covid. THG reopened on the 20th May in-line with government</p>

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<p><u>programme and events we invite communities to join us to explore complex issues such as equality and environmental justice, whilst celebrating the importance of individual creative expression and the joy it can bring.</u></p> <p>• <u>Jan 16 - March 6: Mikhail Karikis' Children of Unquiet</u> • <u>20 March – 8 May: In Plain Sight London Group and Thelma Hulbert</u> • <u>22 May – 14 August: Ingrid Pollard</u> • <u>21 August – 23 October: Mike Perry Land/Sea</u> • <u>November – December: Present Maker Delivered in partnership with: Arts Council, Arts Council Collection, University of Exeter and Ffotogallery</u></p>		<p>guides.</p> <p>In 2021 we are now presenting four exhibitions, which are on for a longer duration, across multiple sites and supported by a touring engagement programme. To maximise visitor reach, we collaborated with Leisure East Devon to develop a sister exhibition space in Ocean, Exmouth. Piloting the use of this large multi-use, sea front venue enabled us to bring art and culture to wider audiences Covid compliantly</p> <p>In 10 weeks 20 May -31 July: Ocean, Exmouth open 7 days a week 10- 5pm (ave 15 a day) 1050. THG, Honiton open 3 / 4 days a week 10 -5pm – 600</p> <p>The next exhibition London Group, In Plain Sight opens on the 28th August. The show includes the work of 50 contemporary artists, alongside works of historical relevance to Thelma Hulbert's legacy. The year closes with COP: a photo essay coinciding with the 26th UN Climate Change Conference of the Parties (COP26) in Glasgow 31 Oct and Present Maker opening on the 13th November and closing on Christmas eve.</p>
Variation	pla-PA-2629	<p><u>To continue to enforce against unauthorised and harmful developments quickly and effectively.</u></p>	Planning Strategy and Development Management	<p>We continue to work hard to enforce the planning legislation where unauthorised developments have taken place and are causing harm, however we have seen a marked increase in complaints in recent months and workloads are high and as a result responding to complaints and resolving issues is taking longer than usual.</p>
On track	pla-PA-2627	<p><u>To deliver all necessary habitats and flood mitigation measures to mitigate the impacts of developments.</u></p>	Planning Strategy and Development Management	<p>Through the joint habitat regulations executive committee we continue to work with partners to deliver the required mitigation on the Exe Estuary and Pebblebed Heaths and plan for the delivery of SANGS alongside Cranbrook through the Cranbrook</p>

Service Plan Objectives - Greener East Devon

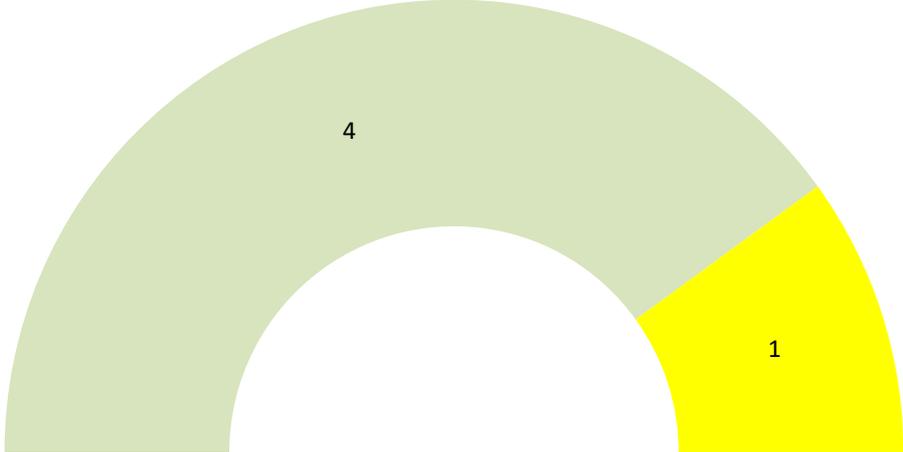
Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
				Plan DPD. Development proposals continue to be required to deliver the necessary mitigation to address any flooding issues.
Achieved	pla-PA-2628	<u>To provide a responsive and pro-active dangerous structures service to ensure that action is taken against any dangerous structures in a timely manner.</u>	Planning Strategy and Development Management	No comment - PS
On track	Cou-PA-2442	<u>Wild Exmouth Heritage Lottery Fund year 3</u> <ul style="list-style-type: none"> • <u>Design and deliver Green Space map for each household in the town.</u> • <u>Install 4 interpretation boards of this map in key green spaces.</u> • <u>Grow the 'My patch for Nature' campaign to increase pledged wild space to 2000 sq. metres across Exmouth.</u> • <u>Deliver 8 new events and engage 1000 people.</u> • <u>Sow and cultivate 2 new wildflower areas</u> • <u>Establish pocket tree planting and identify additional areas for Community Tree Planting in Urban environment.</u> • <u>Complete second phase of Artist in Residence's Tree and Orchard Trail, developing 2 more Orchard Locations and provide grafting and pruning workshop for volunteers.</u> 	Countryside, Arts and Leisure	On track for completion December 2021

PRIORITY: Resilient Economy

Service Plan Objectives - Quarter One Results 2021/22



Number of Measures
(Total measures for outcome = 5)

■ Achieved ■ On Track ■ Variation ■ No Data ■ Blank

**Progress towards
outcome**

Service Plan Objectives - A resilient economy

Annual report for 2021/2022

Arranged by Aims

Filtered by Aim: Priority A Resilient Economy

Filtered by Performance Status: Exclude Objective Status: No Data available

Key to Performance Status:

Key Strategic Objective:	Milestone Missed	Achieved	On track	Variation	Concern	No Data available
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* indicates that an entity is linked to the Aim by its parent Service

Service Plan Objectives - A resilient economy

Priority: A Resilient Economy

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
On track	LGL-PA-2585	<u>Advise on legal strategy / implementation of major projects (including regeneration) and related processes (internal with external resource where required).</u>	Governance and Licensing Services	Advice / support being given when required.
On track	LGL-PA-2694	<u>Ensure review of street trading regime charging arrangements.</u>	Governance and Licensing Services	In progress.
On track	str-PA-2686	<u>Public Toilet review - Following the June Cabinet report on StreetScene services in Covid, complete the long term public toilet review taking account of Covid secure building design, staffing and cleaning frequency, investment in improved toilet facilities, the right toilet in the right location and medium term financial plan savings requirements. - to assist with MTFP savings and meeting future budget deficit review options for paid access, leases to businesses for some toilets and other innovative ways of reducing the costs of providing the service, whilst retaining key sites</u>	StreetScene	Public consultation went live 3rd Aug (we had aimed for the end of July, but some of the supporting documents required more in depth work). The webpage is now live with all these documents and the survey. A medi release has gone out and we will continue with social media. On the first morning of the consultation being live we've already had 68 responses!

Service Plan Objectives - A resilient economy

Priority: A Resilient Economy

Key Strategic Objective

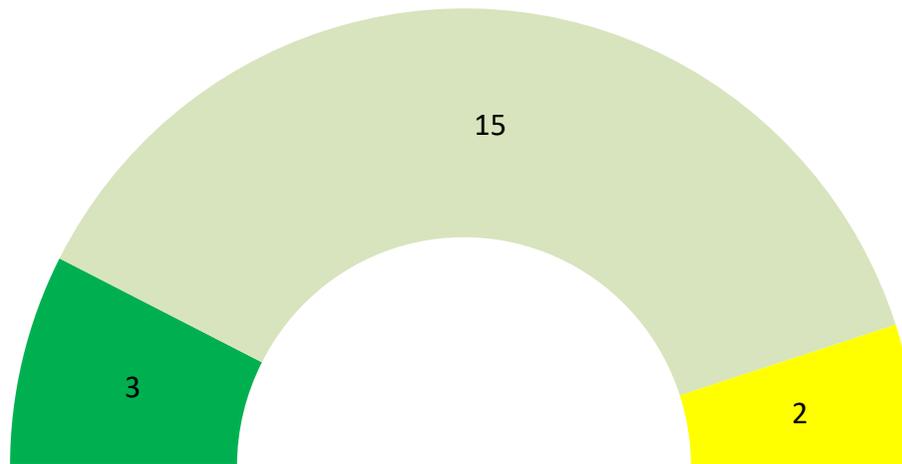
Objective Status	Code	Objective	Service	Comments
		<u>and investing in infrastructure to improve the buildings and user experience.</u> <u>- Consultation on proposals.</u>		
On track	str-PA-2687	<u>Sustainably increase our range of events hosted on our land through new Events Officer Role (a council wide resource).</u>	StreetScene	We are on target to reach income an income of £50k p.a. this year, we have currently invoiced £65,170 worth of land hire and clean up costs (including Queens Drive Space). We have hosted a wide range of events from funfairs, Sidmouth Folk Week, Manorfest, British Rowing Championships and our first wedding is this weekend. The Events team and our Graphic Designer (James) have produced a wedding brochure and are currently in the final stages of producing our marketing brochure. We have updated our webpages to reflect our marketing brochure, and we now have social media pages as well. Our Events Strategy and Policy is now adopted.
Variation	pla-PA-2473	<u>To work with the Cranbrook consortium of developers to promote and enable the development of Cranbrook Town Centre in a way that secures a sustainable economy within the town and meets the communities needs including bringing forward a Cranbrook Town Centre SPD which sets out the Council's vision for the town centre.</u>	Planning Strategy and Development Management	Work continues with negotiations on an MOU with the developers that sets out how the town centre will come forward. There has been some delay to this work as negotiations of land values for the areas that EDDC is looking to potentially acquire have taken longer than previously envisaged. It is however hoped that applications for the supermarket and adjacent parade will be submitted very shortly.

Services Matter

Service Plan Objectives - Quarter Four Results 2021/22

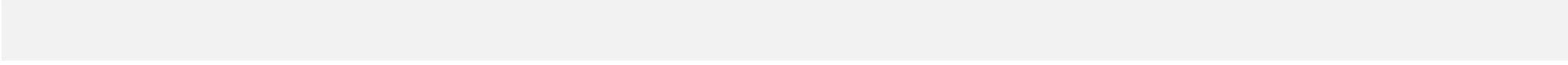
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Progress towards outcome



Number of Measures
(Total measures for outcome = 20)

■ Achieved ■ On track ■ Variation ■ No Data ■ Concern Blank



Service Plan Objectives - Services that matter

Annual report for 2021/2022

Arranged by Aims

Filtered by Aim: Priority Services that matter

Filtered by Performance Status: Exclude Objective Status: No Data available

Key to Performance Status:

Key Strategic Objective:	Milestone Missed	Achieved	On track	Variation	Concern	No Data available
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* indicates that an entity is linked to the Aim by its parent Service

Service Plan Objectives - Services that matter

Priority: Services that matter

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
Achieved	EH-PA-2657	<u>Annual Public Health Implementation Plan – work with Service Leads to identify public health priorities looking forward to 21/22.</u>	Env Health & Car Parks	Implementation Plan for 21/22 completed. Reported to Cabinet 9th June 2021. Published: https://eastdevon.gov.uk/environmental-health-and-wellbeing/health-and-wellbeing/east-devon-s-public-health-plan-and-review-of-progress/public-health-implementation-plan/
On track	EH-PA-2658	<u>Annual review of public health activities – looking back over highlights from 19/20 and 20/21.</u>	Env Health & Car Parks	Annual review of public health activities looking back over highlights from 19/20 has been completed and is waiting to go to Cabinet in September.
On track	pla-PA-2635	<u>Complete implementation of Microsoft Enterprise to manage tasks within the development management team and enable paperless working.</u>	Planning Strategy and Development Management	The main areas have been completed, with a few minor adjustments needing to made.
On track	EH-PA-2656	<u>Continue involvement with DCC & Shielding Devon team in corona recovery response and preparedness for any future waves of infection.</u>	Env Health & Car Parks	Throughout this quarter the public health officer contributes to and feeds back from regular County/District meetings aiming to ensure residents have the support they need to self-isolate. She liaises with EDDC teams including CSC, Benefits, EH to explain/train/support & trouble-shoot processes. Provides weekly stats to SMT and collates returns for DCC.

Service Plan Objectives - Services that matter

Priority: Services that matter

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
On track	LGL-PA-2697	<u>Deliver licences and consents in accordance with the Licensing and Gambling Policies and enforce where necessary.</u>	Governance and Licensing Services	Determining licences in accordance with policies.
On track	LGL-PA-2695	<u>Deliver taxi licences in accordance with the Taxi Policy and enforce where necessary.</u>	Governance and Licensing Services	Licences being granted / enforced in accordance with Policy.
On track	LGL-PA-2700	<u>Develop an intranet hub to provide easy access to training information on legal issues for other services</u>	Governance and Licensing Services	In progress.
On track	LGL-PA-2701	<u>Develop and deliver training on governance issues for managers and new starters to ensure compliance with the Council's Constitution</u>	Governance and Licensing Services	In progress.
Variation	LGL-PA-2698	<u>Ensure implementation of any decision by Council to change its Governance arrangements following the outcomes of the Governance Review Working Party</u>	Governance and Licensing Services	This is on hold pending further work / decisions by the Council.
On track	EH-PA-2660	<u>Health messaging • Continue to scope ways of increasing access to and understanding of reliable health information across East Devon. Worked with colleagues and existing</u>	Env Health & Car Parks	For example the public health officer: Liaising with DCC to ensure vaccine and self-isolation support messages are clear and can be understood e.g. infographics for hard-to-reach groups; 23 tweets raising awareness of wellbeing opportunities; 15 wellbeing ideas researched and written for Comms to use in staff newsletter and shared with member mental health champion.

Service Plan Objectives - Services that matter

Priority: Services that matter

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<p><u>partners and continue to establish new contacts.</u></p> <ul style="list-style-type: none"> <u>• To use social media e.g. by tweeting at least one health-related message each week.</u> <u>• To maintain our public health internet presence, identifying and creating appropriate material and managing links to explain topical issues.</u> <u>• To explore opportunities for increased use of pictures rather than words.</u> <u>• To work with Comms and other teams e.g. Housing and/or Licensing to share and distribute relevant messages in a range of formats both print and digital, at least three in the year.</u> 		
On track	HOU-PA-2715	<u>Improve our approach to safeguarding by implementing the protocol developed for Registered Providers.</u>	Housing	Sue Bewes delivered presentation to HSMT in July 21 All staff updating their SG training Safeguarding on the minutes of meetings as agenda item
On track	fin-PA-2691	<u>Review and improve process of financial monitoring; to provide improved and timelier dashboard reports to the Finance Portfolio Holder</u>	Finance	Financial monitoring reporting continues to be developed; work is ongoing to further develop back office systems and processes to improve the timeliness of data.

Service Plan Objectives - Services that matter

Priority: Services that matter

Key Strategic Objective

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Achieved	LGL-PA-2699	<u>and then Cabinet.</u> <u>Review of approach to Council meetings (virtual / hybrid / normal - including issues such as electronic voting, speaker queuing, webcasting)</u>	Governance and Licensing Services	The approach to Council meetings has been reviewed on an ongoing basis and in line with Government legislation throughout the COVID restrictions and subsequently to their easing in July 2021. Taking a virtual, hybrid and then a consultative approach as agreed at Full Council.
On track	LGL-PA-2587	<u>Revising the Cemetery Regulations to ensure an updated and fit for purpose regime for burials</u>	Governance and Licensing Services	In progress.
On track	pla-PA-2638	<u>To develop a draft new Local Plan in accordance with the agreed timetable in the Local Development Scheme and to include policies and proposed site allocations to meet Members aspirations and the development needs of the district</u>	Planning Strategy and Development Management	We continue to bring a series of topic papers through the Strategic Planning Committee addressing key issues affecting production of the new Local Plan in accordance with the agreed timetable. Unfortunately a member of the Planning Policy Team has left us leaving a vacancy that will need to be filled. We continue to monitor the timetable and work to minimise any impact of this on progressing the work in line with the timetable.
Achieved	pla-PA-2636	<u>To introduce paperless working to planning enforcement through greater use of the document management system, enterprise and mobile devices.</u>	Planning Strategy and Development Management	This has been completed. All planning files and processes are electronic.
Variation	pla-PA-2637	<u>To progress the playing pitch strategy in partnership with sports governing bodies and local clubs to support future funding bids for pitch provision and</u>	Planning Strategy and Development Management	Work on the playing pitch strategy had been delayed due to the pandemic which was making it difficult to engage with sports governing bodies and clubs. It is hoped that these issues are easing and more progress can be made in the coming months.

Service Plan Objectives - Services that matter

Priority: Services that matter

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>enhancements</u>		
On track	fin-PA-2692	<u>Undertake the statutory requirement of producing the 2020/21 Statement of Accounts, incorporating new accounting standards and their external audit to achieve an unqualified opinion.</u>	Finance	Published draft accounts to be presented to Audit & Governance Committee in Sept and will be subject to external audit after which the final accounts will be presented back to Committee for approval.
On track	EH-PA-2652	<u>We will continue to work with the Devon Emergency Planning Partnership to maintain, review and exercise our emergency plan and to ensure that we have plans in place to maintain and recover our services in the event of a major incident or disaster.</u>	Env Health & Car Parks	We continue to meet and develop the plans with Devon Emergency Planning Partnership
On track	EH-PA-2661	<u>WEB board and health forums</u> <u>• Attend WEB board and health forums as and when required.</u> <u>• Provide support to the WEB community health & wellbeing board as appropriate within the remits of the Public Health Officer role.</u> <u>• Attend and contribute to their Board meetings throughout the year, facilitating activities e.g. by sharing contacts, identifying relevant evidence</u>	Env Health & Car Parks	The PH Officer routinely contributes to WEB Board meetings, by outlining recent activities, sharing any funding opportunities, and providing an information-sharing "heads up" e.g. advising members at WEB's May meeting of the King's Fund report: The NHS's role in tackling poverty: awareness, action and advocacy. She provided a summary of activities for the Budleigh Hub advisory group in June. She makes introductions for these and other local groups as/when relevant.

Service Plan Objectives - Services that matter

Priority: Services that matter

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<p><u>to help select suitable activities, and for the foreseeable future maintaining a basic webpage for them.</u></p> <p>• <u>Attend health forums across the district on an ad hoc basis as requested and contribute to Budleigh Hub's advisory group as appropriate.</u></p>		
On track	EH-PA-2659	<p><u>Work on one or more public health projects during recovery phase: could include support for national / regional / local activities such as poverty initiatives and/or climate change mitigation, e.g. fuel poverty.</u></p>	Env Health & Car Parks	<p>For example the Public Health Project Officer:</p> <p>Contributes to Devon's Community Food Network and Devon's Food Partnership – working with DCC, Devon Communities Together, Project Food & others; maintaining discussions about importance of nutritious food.</p> <p>Contributes to WEB area Population Health Management CCG/STP/WEB working group, including focussing the group's attention on patients with mental health issues in Littleham, arranging 121 meeting with their new project manager; and involving EDDC services e.g. PSH re fuel poverty.</p>