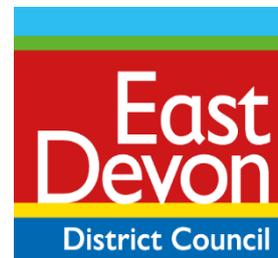


Agenda for consultative meeting of the Scrutiny Committee

Thursday, 7th July, 2022, 6.00 pm



Members of Scrutiny Committee

Councillors M Allen (Chair), V Ranger (Vice-Chair), J Bailey, J Bonetta, A Bruce, M Chapman, O Davey, C Gardner, S Hawkins, J Kemp, D Key, H Parr, E Rylance, J Whibley and T Woodward

East Devon District Council
Blackdown House
Border Road
Heathpark Industrial Estate
Honiton
EX14 1EJ
DX 48808 HONITON
Tel: 01404 515616

www.eastdevon.gov.uk

Venue: Online via the Zoom app

Contact: Sarah Jenkins 01395 517406 email;
sjenkins@eastdevon.gov.uk

(or group number 01395 517546)
Wednesday, 29 June 2022

**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/UCmNHQruge3LV4hcgRnbwBw>

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>

Until 31st October 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 (Pages 3 - 7)

3 Apologies

4 Declarations of interest

Guidance is available online to Councillors and co-opted members on making [declarations of interest](#)

5 Matters of urgency

Information on [matters of urgency](#) is available online

6 Confidential/exempt item(s)

To agree any items to be dealt with after the public (including the press) have been excluded. There are no items which officers recommend should be dealt with in this way.

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

There are no items identified

8 Update on Poverty Dashboard

9 People Data Annual Report 2021/22 (Pages 8 - 29)

10 Quarterly performance report (Pages 30 - 78)

11 Forward Plan (Pages 79 - 84)

1. Revised proposal form for items for consideration by Scrutiny Committee
2. Forward Plan 2022 / 23

[Decision making and equalities](#)

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

EAST DEVON DISTRICT COUNCIL**Minutes of the meeting of Scrutiny Committee held at Online via the Zoom app on 9 June 2022****Attendance list at end of document**

The meeting started at 6.00 pm and ended at 8.48 pm

1 Public speaking

There was one member of the public registered to speak.

Mr Mike Goodman spoke concerning car parking petitions (item 7 refers). As part of his statement, Mr Goodman called into question the grounds on which some signatories had been excluded from the petition. He also thanked the Monitoring Officer for his work in trying to resolve the matter but understood that senior unnamed Cabinet members had decided that the petition would not be heard at Cabinet, on the grounds that a decision had already been taken. He argued that this was undemocratic and unconstitutional.

The Monitoring Officer responded that with the car parking strategy having reverted to Cabinet, the car parking petition was a matter for Cabinet to deal with. Senior members had felt it was not an appropriate time for the petition to be considered by Cabinet given that the budget had already been set, and there was in any case a commitment to review the matter later in the year. This decision did not constitute a breach of the rules.

The Chair thanked Mr Goodman for his contribution to the meeting.

2 Minutes of the previous meeting

Minutes of the previous meeting held on 7 April 2022 were received and noted as a true and accurate record.

3 Declarations of interest

There were no declarations of interest.

4 Matters of urgency

There were no matters of urgency.

5 Confidential/exempt item(s)

There was one item to be considered in private session (minute 9 refers).

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 Car parking petitions

The Monitoring Officer introduced his report detailing a petition submitted in relation to car parking charges in Sidmouth and the Council's formal response. One of the organisers of the petition had requested a review of the way it had been handled in accordance with the Council's petition scheme rules, and the Committee was asked to determine whether there were any recommendations that it wished to make in relation to the specific petition or the Council's petition scheme or handling of petitions generally.

Discussion of the report included the following points:

- Some members expressed a view that the petition submitted in relation to car parking charges ought to have been accepted for Council debate, on the basis that:
 - at 1469, the number of valid signatories was only just shy of the threshold of 1500;
 - there had been a lot of noise around the issue of car parking charges and it was important to demonstrate that the voices of local people were being listened to;
 - it was possible that some of the signatories that had been discounted on the grounds that a postcode was missing or incomplete might nevertheless work or study in the district and therefore been eligible to sign the petition;
 - given that visitors to Sidmouth were affected by car parking charges, it was argued that they should legitimately be able to sign the petition and not be discounted.
- Other members expressed support for the position taken by the Monitoring Officer in response to the petition, given that:
 - The Monitoring Officer had taken a pragmatic view and erred on the side of generosity in considering the petition; he had done his due diligence in accordance with the rules in place at the time the petition was submitted;
 - It was important that the threshold of 1500 was adhered to because to let some petitions through and not others could leave the Monitoring Officer open to allegations of bias. Parliament also have clear thresholds concerning petitions and the Council should follow the example. If Members want to move the threshold for Council debate, then this should be done by changing the policy.
 - The Council is answerable to its tax payers including those who have businesses in East Devon, which is why only people who live, work or study in East Devon are able to contribute to East Devon petitions. To extend petitions beyond the boundaries of the district would dilute democracy for the people of East Devon.
 - The onus is on the organiser of the petition to ensure that signatories live, work or study in East Devon, and that they supply their full postcode for the purposes of verification; the petition concerning car parking had contained some signatories with only partial postcode, and some signatories that had been discounted were from elsewhere in the country, and overseas.
- Some members indicated that the Council should have its own platform for electronic petitions, with a field directing signatories to input their postcode. It was suggested that the data could be cross-referenced against the electoral roll, for the purposes of verification; a counterview was offered that this would not be appropriate since not everyone eligible to sign a petition would be on the electoral register.
- Other members suggested it was important the Council accepts paper petitions, in the interests of equal opportunities and ensuring the system was accessible to all.
- It was important to promote awareness among the people of East Devon of the ways that they can make their voices heard including by means of petition or public speaking at meetings.

In a vote of Committee members, the following recommendations were made.

RECOMMENDED to Cabinet

- To consider a petition platform within the Council's website.
- To publicise the council's petition scheme via the Council's weekly press release.

The following statement had been submitted in advance of the meeting by a member of the public, Mr Richard Eley, by email to Scrutiny Committee members; the Chair asked that the statement be set out in full in the meeting minutes. It was highlighted that the statement has not been seen by the Monitoring Officer, nor discussed by the Committee, and may contain claims that are incorrect.

Sidmouth Chamber of Commerce is referenced in tomorrow's agenda with regard to car parks and our petition on that subject. We don't have anyone available to appear at the zoom meeting.

However, we would like to comment briefly as follows:

We are described as 'accepting' the ruling that the petition was rejected, but in fact this is not the case. On the contrary we were disappointed and perplexed by the decision, and said so very clearly.

The petition was submitted to three senior Cabinet members and they apparently decided that it would not be allowed to go forward.

We were perturbed by the explanation for disqualifying the petition. The reason given was that the petition sought to change a decision that had already been taken. This seems odd, and we doubt this is acceptable under the current rules.

The decision to double car park charges in most seaside car parks was a big departure from normal practice: no consultation was undertaken, no benchmarking or comparisons were provided, and no schedule of the proposed charges was presented to Full Council. A lot of misinformation emanated from the District Council.

As we have said in the past: bad procedure leads to bad policy. As we all know, regardless of whether it turns out to be a good decision or not, it was handled and presented very badly.

We note that no recent petition has made it through the byzantine and obstructive system that currently operates at EDDC. This is perhaps indicative of something more serious which we would urge the Scrutiny to consider: why does our District Council often seem hostile to the people it represents - the residents of East Devon?

We would respectfully encourage a more conciliatory, kinder, outward-facing approach, and we think there would be big benefits in efficiency, performance and general wellbeing at EDDC if this was introduced.

The decision, to disqualify the petition because a council decision had been already taken, is invalid and should be corrected and withdrawn. But this will achieve little, unless it is accompanied by a sea change in the wider way in which EDDC interfaces with East Devon residents.

We are well aware that our petition was unlikely to change minds at senior level within the Council, but we did think it was important that the overwhelming public opposition to the car park price hike should be made clear to members. We have probably achieved this, regardless of the shabby treatment that the petition received.

8 **Forward Plan**

The Committee considered a proposal form received from Cllr Mike Allen concerning economic development and employment quality in rural and coastal areas. In

discussion, it was clarified that the proposal comprised two issues; the first being a strategic review of policy formulation and the second being a procedural matter about how people can put alternative strategic policies forward. These would be added to the Forward Plan as two separate items for scoping.

Discussion of the Forward Plan included the following:

- Members felt that it was not appropriate for meetings of the Scrutiny Committee to be cancelled or postponed.
- The Committee expected to meet with Portfolio Holders as a critical friend and to hold them to account.
- Some Members expressed disappointment that a further meeting with South West Water (SWW) would not take place until 8th September, given that sewage discharges are a live issue, and asked that the Committee seeks to bring the meetings forward. Others indicated that it was more important that the Committee is fully informed and that there is time for SWW to prepare good quality reports. The Chair clarified that the Committee should expect to meet with SWW on or before 8th September.
- Some Members were concerned that the use of scoping forms together with the wait for an officer report and subsequent debate is a convoluted process and not an effective way of getting important items onto the Committee's agenda quickly enough. One Member felt it was inappropriate for individual Members to specify on the form what the outcome should be. The Chair expressed it was important to have crisp objectives to ensure good use of officer time, and indicated that he would undertake to look into the process and suggest improvements.

9 **Update on outcomes of EELGA Learning Review**

The Monitoring Officer introduced a report which provided an update on actions arising from Personnel Committee's consideration of the East of England Learning Review.

Members discussed the report at length, and wanted the minutes to reflect the Committee's views that the leaking of the Part B report was abhorrent. Members noted the progress being made on the recommendations from the Personnel Committee but felt that no further recommendations were required.

Attendance List

Councillors present:

M Allen (Chair)

V Ranger (Vice-Chair)

J Bailey

J Bonetta

A Bruce

M Chapman

C Gardner

S Hawkins

J Kemp

D Key

H Parr

E Rylance

J Whibley

T Woodward

Councillors also present (for some or all the meeting)

M Armstrong
P Arnott
F Caygill
P Faithfull
M Hartnell
B Ingham
G Jung
R Lawrence
D Ledger
J Loudoun
P Millar
A Moulding
M Rixson
J Rowland
P Skinner
I Thomas
T Wright

Officers in attendance:

Henry Gordon Lennox, Strategic Lead Governance and Licensing (and Monitoring Officer)

Rebecca Heal, Solicitor

Andrew Hopkins, Communications Consultant

Susan Howl, Democratic Services Manager

Sarah James, Democratic Services Officer

Anita Williams, Principal Solicitor (and Deputy Monitoring Officer)

Councillor apologies:

O Davey

Chair:

Date:



Report to: Personnel Committee

Date of Meeting 5th July 2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

People Data Annual Report 2021/22 and the Latest Vacancy figures

Report summary:

As agreed with Committee, this is the annual people data report for the 2021/22 financial year. In addition updated vacancy data has been provided in light of current recruitment and retention challenges.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the Committee endorses the content of the report.

Reason for recommendation:

To support policy decision making and an overview of workforce matters.

Officer: Jo Fellows, HR Manager. jfellows@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;

Links to background information

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
 - A greener East Devon
 - A resilient economy
-

Report in full

1. Personnel Committee agreed in November 2021 that an annual people data report should be provided to Committee each summer, complimenting the regular people data provided to members on key issues such as headcount and vacancies. The annual report shows trends (where data is available) and provides information on areas such as learning and development, employee relations activity and the Council's workforce profile.
 2. The annual report is at Appendix 1 and relates to the 2021/22 financial year. Commentary is included within the appendix.
 3. Alongside the annual report, the latest regular people report as at the end of May 2022 is provided at Appendix 2. Headlines are that:
 - a. Market supplements have reduced by 5 since the last report (40 in March 2022, now 35). This is because some roles previously in receipt of a market supplement have been re-evaluated and re-graded. The impending Reward Review aims to reduce the number of market supplements further.
 - b. Vacancies increased to 58 from 47 as at 31st March 2022. The time taken to fill vacancies has however reduced to 73 days, which is positive.
 - c. There has been an increase in the number of full time equivalent (FTE) days lost through Covid absence. As at 31st May 2022 there were 8 people absent, with 2 of these being longer term, which has led to this increase in days lost. We are also seeing work-related stress within the top three reasons for long term sickness absence which is due to 2 members of staff being absent. Sickness absence is actively managed and employees are supported in accordance with the Absence Management Policy.
 4. Members are asked to endorse the content of this report and use it to inform decision making.
-

Financial implications:

There are no direct financial implication arising from this report.

Legal implications:

There are no specific legal implications requiring comment.

People Data Annual Report 2021/2022

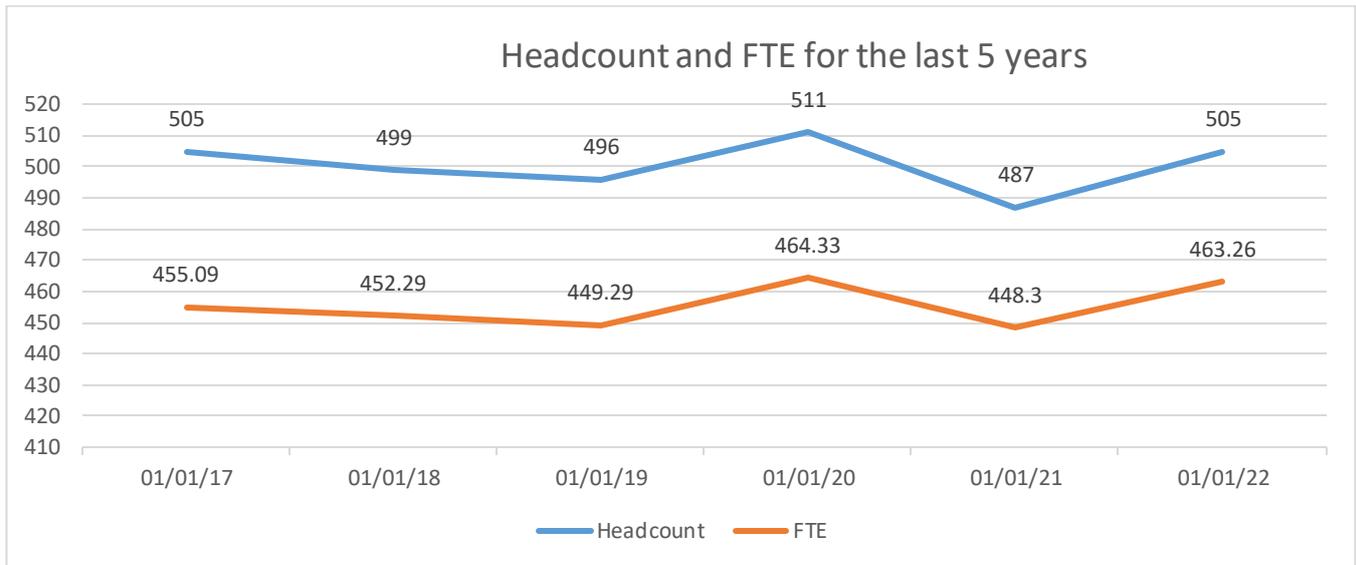
1 Introduction

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. Personnel Committee agreed some revisions to the annual report on 30th November 2021, which are reflected in the information below.

2 Headcount and full time equivalent

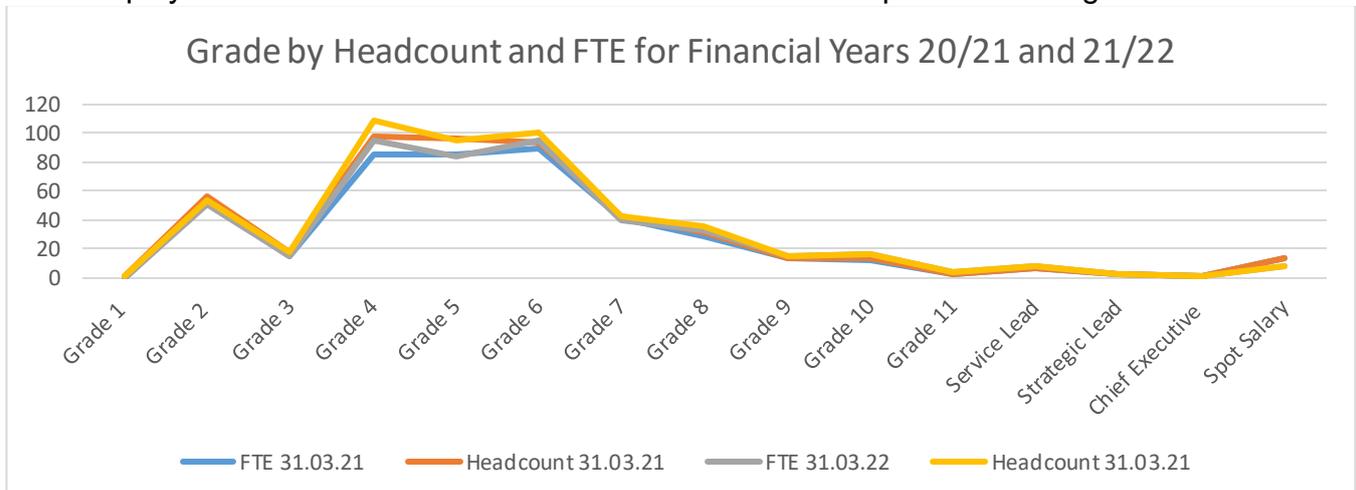
2.1. Headcount for this financial year compared to the previous 5 years

As at March 31st 2022 the headcount was 505 and the full time equivalent was 463.26.

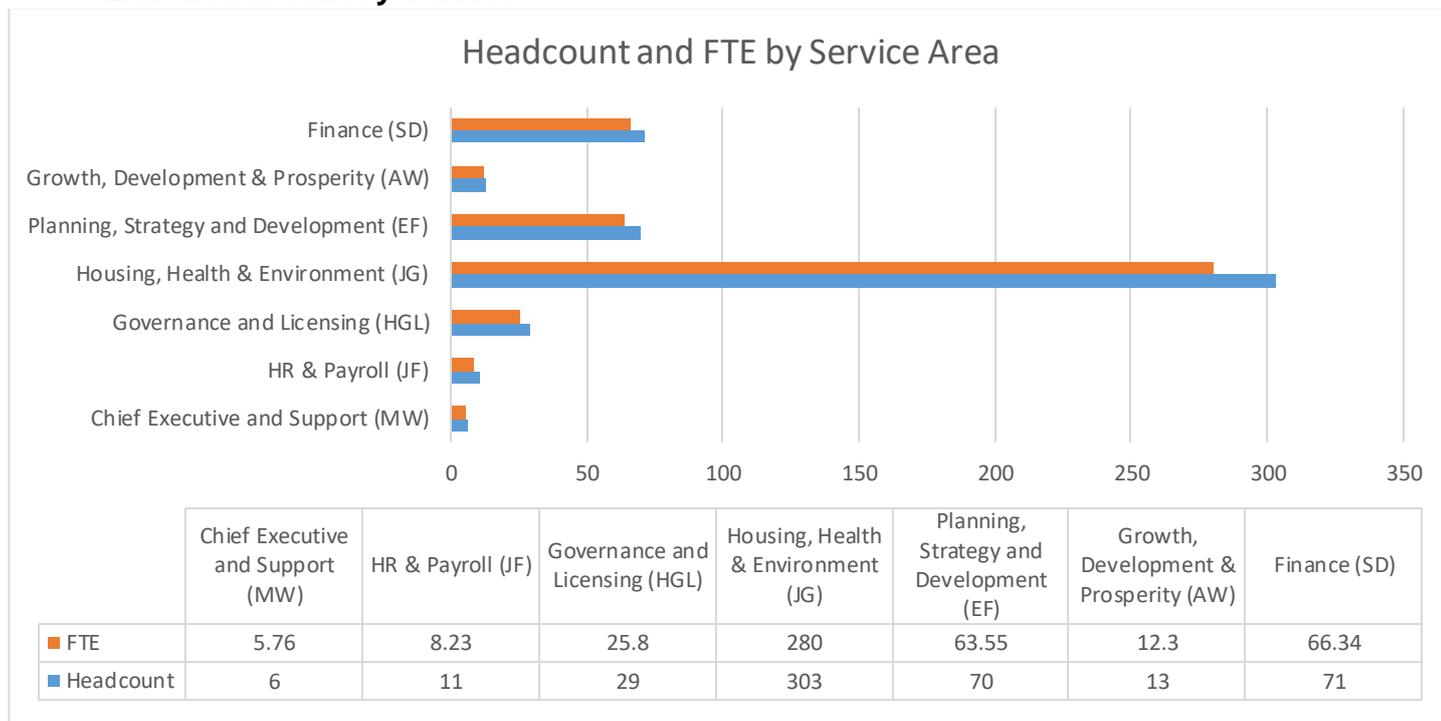


2.2. Actual Headcount and FTE by Grade for the year compared to previous year

The graph below shows FTE and Headcount by grade as at 31 March 2022 and 31 March 2021. The data held includes those employees who occupy more than one post at different grades, of which there are currently 3. The data also includes ‘Spot Salary’ which is a salary agreed outside of the pay and grading structure, these are normally externally funded specialist posts or apprentices of which there are currently 8 employees compared to the previous year of 14 employees. 59.6% of East Devon’s total workforce are paid between grades 4-6.



2.3. Headcount by Service



2.4. Annual Salary Costs for this financial year compared to the last 5 years



2.5. Staff Travel Costs for the last 5 years

Travel expenses includes business, relocation and training mileage. Relocation mileage has now ceased for all employees except for those employees who were based at Lymebourne, Sidmouth. The infographic below shows that compared to the previous years there has been a significant reduction for travel expenses claimed by employees. This reduction is a direct result of the limiting of visits and meetings during the pandemic and the Government's 'stay at home' message, particularly for 2020/21. Whilst there has been a circa £53k increase in 2021/22 compared to 2020/21, travel costs are still £94k below the highest level of 2019/20.



3 Vacancies, Agency Workers and Recruitment

3.1 Recruitment activity and its impact

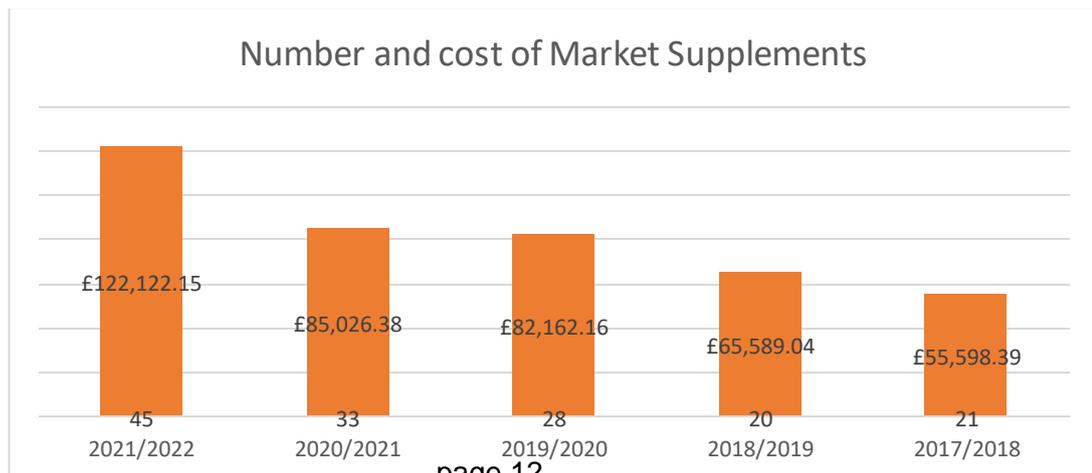
The costs of recruitment advertising for the last few years are shown in the table below and demonstrate the increase in recruitment activity, linked to the current recruitment and retention challenges. We recruited 82 new starters in 2021/22 and therefore the cost per head of recruitment advertising was £833, compared to the previous year of 34 new starters which was an average cost of £834 per head.

Recruitment Advertising Spend	2021/22	2020/21	2019/20
	£68,349	£30,105	£32,917

Vacancy and agency worker data is now being reported to Personnel Committee on a regular basis and next year's annual report will provide the first year of detail. HR are also developing other recruitment-related data, such as the number of applications, which will also be reported on.

3.2 Market supplements

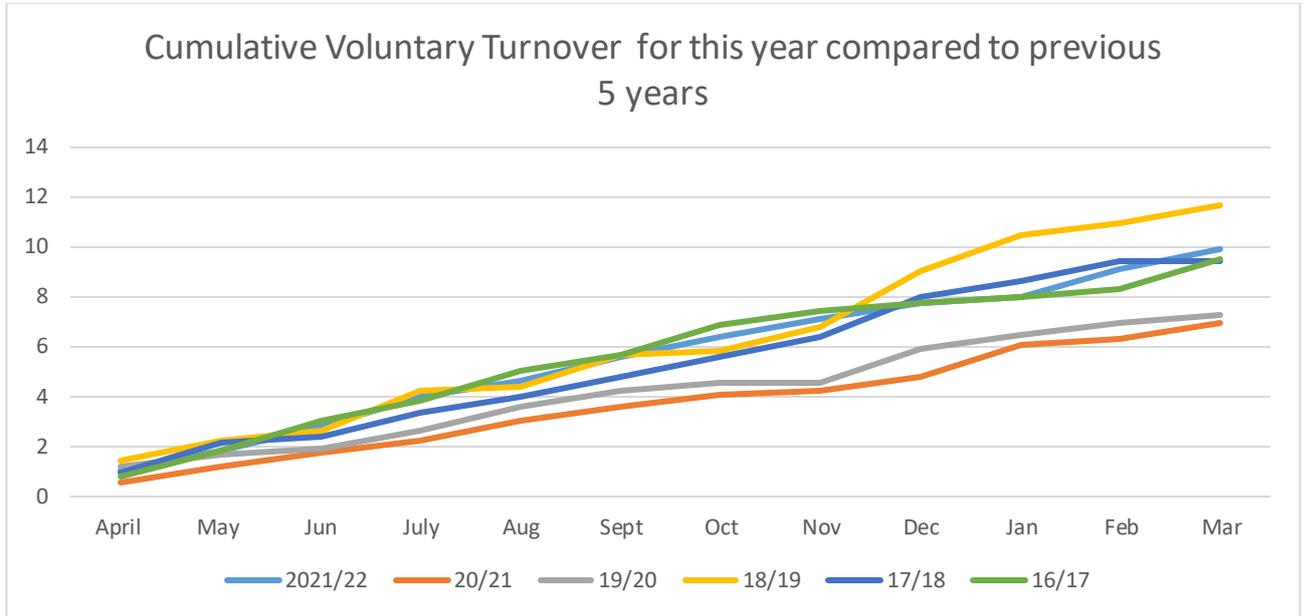
Market Supplements are an additional temporary payment to the basic salary of an employee where market pressures would otherwise prevent the Council from being able to recruit or retain staff with a particular skill. Market supplements are reviewed annually. The graph below illustrates that there has been a 114% year on year increase in the level of market supplements since 2018 from 21 to 45 at the end of March 2022. The current Reward Review aims to reduce the number of market supplements.



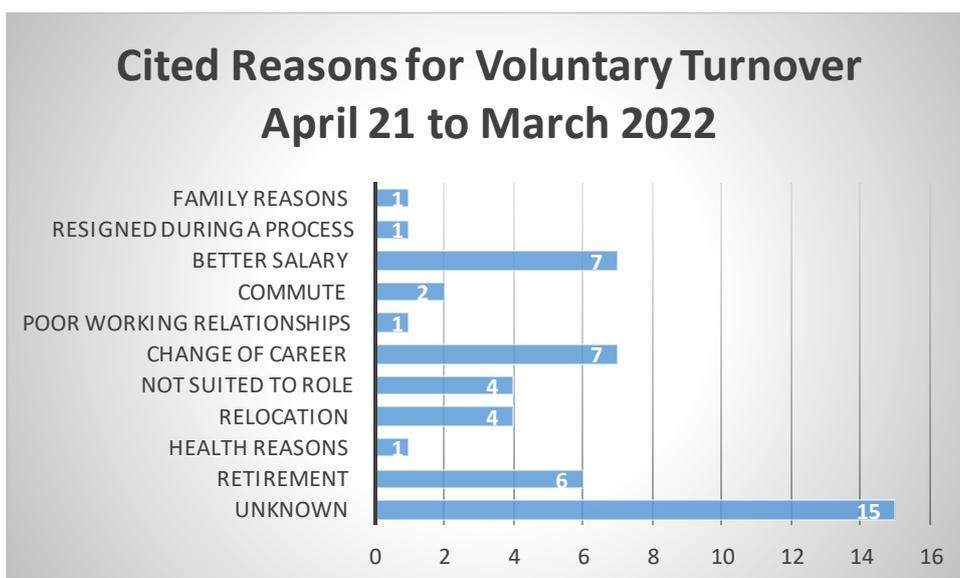
4 Turnover

4.1 Cumulative voluntary turnover

Voluntary Turnover includes resignations and retirements (there is no compulsory retirement age). The graph below shows cumulative voluntary turnover for the last five years. At the end of 2021/22 voluntary turnover was 9.91%, equating to 49 voluntary leavers across the year and was at the highest level since 2018/19, linked to the current recruitment and retention challenges being experienced.



Reasons for leaving are varied and it is not always possible to identify a specific reason, particularly as not all leavers return an exit questionnaire or specify detailed reasons within their resignation letter. However from the data we have collected and held over the last year, the most common reason for leaving is jointly “better salary” and “change of career”, closely followed by retirement, as shown below.

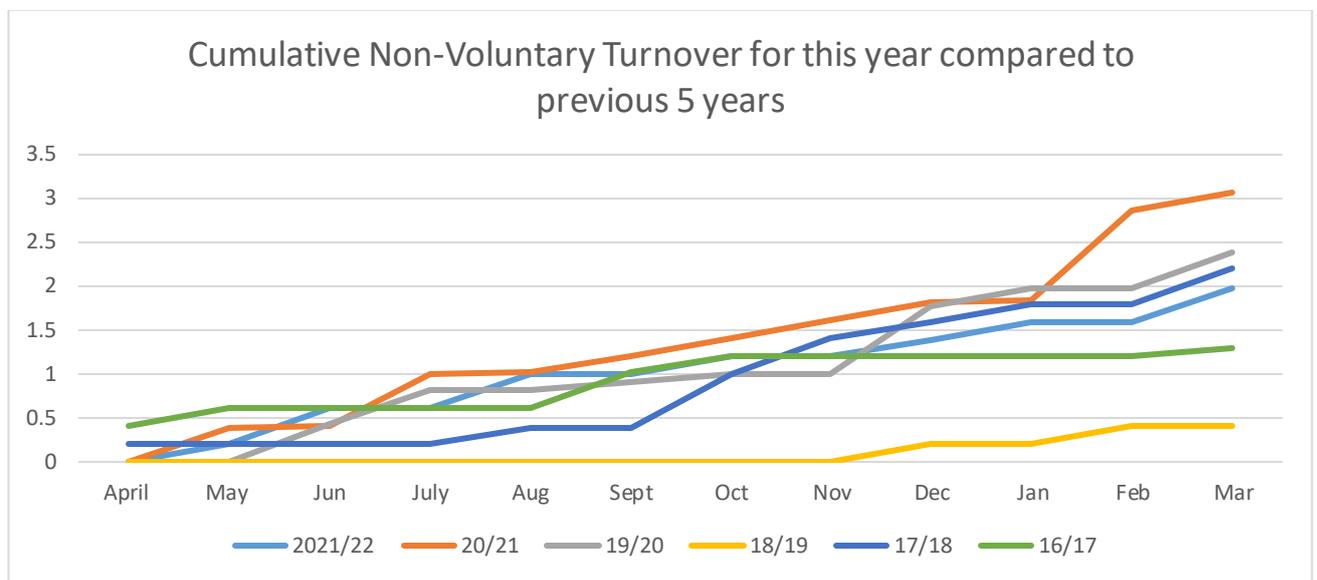


In 2021/22 16 employees left the Council within nine months of starting, with the reasons for leaving including:

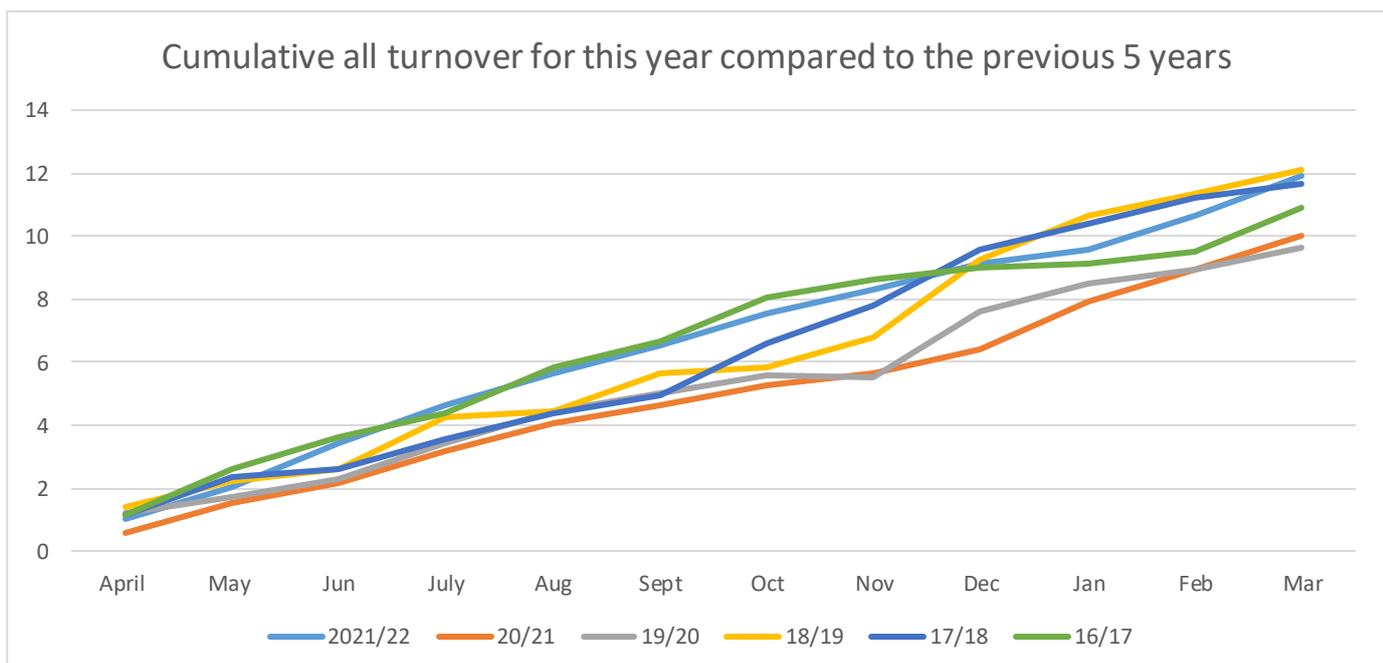
- Approached by former employer with a higher salary
- Commute too far/offered job closer to home
- Employee not suited to the role
- Change of career
- Not Suited to the role
- Health reasons
- Resignation during a formal process

4.2 Cumulative non-voluntary turnover

Non-voluntary turnover includes dismissals, redundancy and end of fixed term contracts. At the end of 2021/22 cumulative non-voluntary turnover was 1.98% (9 dismissals) and is lower than some of the previous years, particularly 2020/21 (14 dismissals)



4.3 Combined cumulative voluntary and non-voluntary turnover



Looking at all turnover data (voluntary and non-voluntary), the 2021/22 cumulative turnover rate (11.89%) is the second highest over the last five years, with only 2018/19 being higher at 12.1%.

The table below from Local Government Inform shows benchmark data for all (voluntary and non-voluntary) turnover. East Devon District Council's cumulative voluntary and non-voluntary turnover is less than the average for all the years where benchmarking data has been reported.

Period	Labour turnover		
	%		
	Minimum for All local authority districts in South West	Mean for All local authority districts in South West	Maximum for All local authority districts in South West
2016/17	11	13	15
2017/18	9	15	22
2018/19	14	19	30
2019/20	no value	no value	no value
2020/21	7	11	19

Source:
Local Government Association

5 Learning and development and 'growing our own'

5.1 Learning and development activity

Learning and development activity	2021/22	2020/21
Number of learning and development events organised and delivered	31	61
Number of attendees	227	452
Overall spend (corporate training budget)	£34,514	£32,819

Learning and development topics include:

- Welcome (induction)
- Appraisal conversations for Performance Excellence Reviews (PERs)
- Assertiveness, self-confidence & communications
- Choosing your state and energy
- Dealing with difficult customers and negativity
- Developing a positive virtual workplace culture
- Identification verification and pre-employment checks
- Leading your team
- Management Academy
- Managing sickness absence
- Mental Health awareness
- Mental Health First Aid
- Monitoring performance and supporting well being
- Problem solving and decision making
- Project Management

The reduction in staff attending training during 2021/22 is attributed to the need for staff to prioritise work issues above learning and development, particularly in light of current capacity issues as a result of demand and recruitment and retention challenges.

The overall corporate spend on training and development for 2021/22 has increased slightly from last year due to new software to support the Welcome (induction) Module for new employees, Mental Health First Aider training and a

higher spend on online learning system licences due to increased number of new starters to the organisation.

Evaluation feedback on the learning and development offered continues to be generally positive. Further promotion of the Council's learning and development offer will take place in autumn 2022 following the completion of the Worksmart team discussions and Performance Excellence Reviews (PERs), with the aim of increasing participation. The Investors in People (IIP) reaccreditation process in early 2023 will also help us to raise the profile of workforce development.

5.2 Apprenticeship activity

Apprenticeships are nationally accredited qualifications available to new and existing employees, which are funded by the Council's apprenticeship Levy.

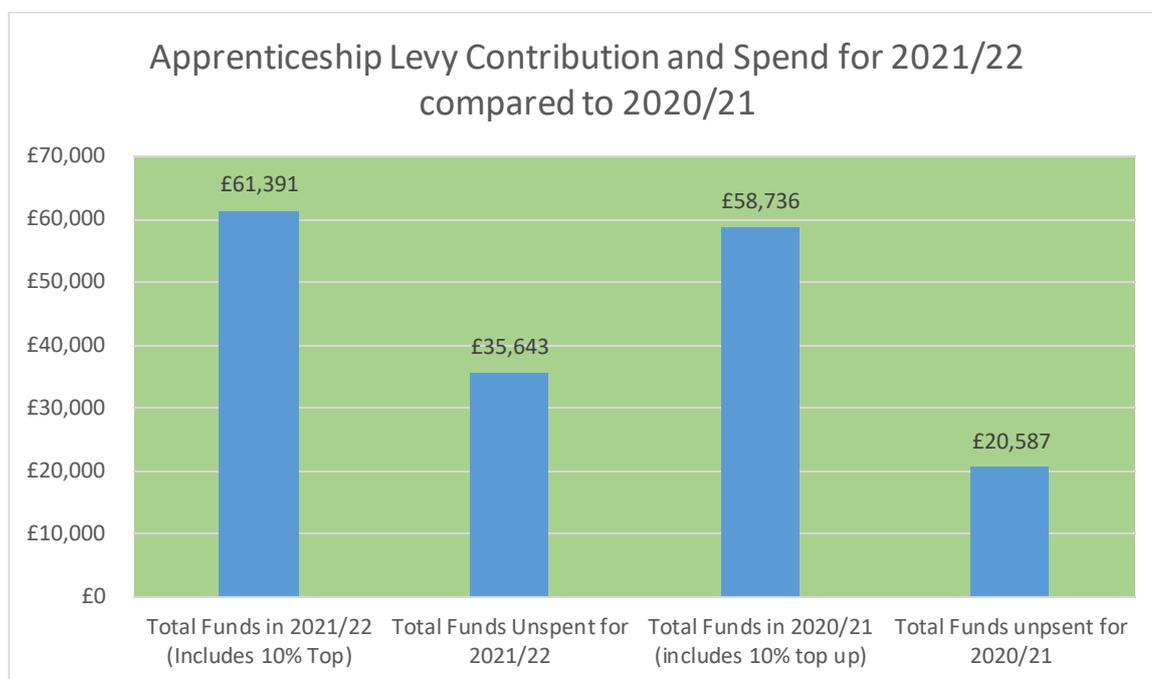
We have had no new recruit apprenticeship starts during 2021/22 and this was also the case in 2020/21, linked primarily to the pandemic. We have attempted to recruit 2 new business administration apprenticeships in Revenues and Benefits, albeit with little success during 2021/22, although we have now recruited 1 new apprentice to start in July 2022. Apprenticeship providers report that the pool of applicants for apprenticeships is significantly lower than in previous years and the reasons for this are attributable to school leavers preferring to remain in full time education due to the uncertainties in the employment market.

As at 31st March 2022, we have 5 existing employees continuing to undertake their apprenticeship qualification, although during the course of the year a further 5 were also enrolled on an apprenticeship programme and have now completed their studies and obtained their qualifications. This is a similar number of existing staff compared to the year before. The box below shows the apprenticeship qualifications being utilised.

Apprenticeship qualifications used include:

- Level 7 Chartered Town Planning (masters level)
- Level 7 Senior leader (masters level)
- Level 6 Environmental Health Practitioner (degree level)
- Level 3 Business Administrator

Employers with an annual pay bill of more than £3m automatically pay into an apprenticeship Levy at a rate of 0.5% of the total pay bill, which is then topped up by the Government through a 10% contribution. This can only be used by the employer to fund apprenticeship training. Levy funds have an expiration date of 24 months from the first month in which it is paid, and any monies not spent are reclaimed by HMRC. Payment from the levy fund is made to training providers on a monthly basis. The graph below shows the total Levy fund and the amount that expired and was reclaimed by HMRC.



The Government asks public sector bodies with 250 or more staff in England to work towards the target to employ at least 2.3% of their staff as new apprentice starts and to actively consider the use of apprenticeships in workforce planning decisions. The Council's data for the last two years is in the table below and shows that we are some way off achieving the target.

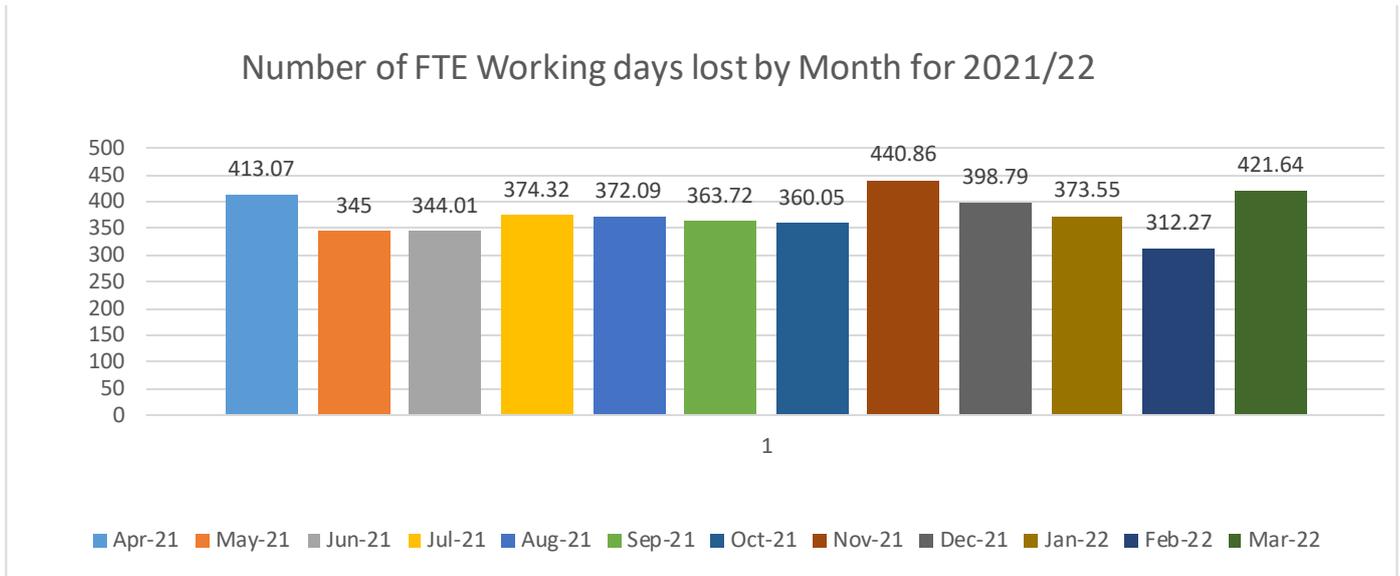
Public Sector Apprenticeship Target	2021/22	2020/21
Percentage of apprentice starts (new & existing staff who started an apprenticeship) between 1 st April and 31 st March as proportion of total headcount	0.59%	0.41%

The planned 'grow our own' work aims to utilise apprenticeships which will also maximise Levy spend and support the Council in working towards the Public Sector Apprenticeship Target.

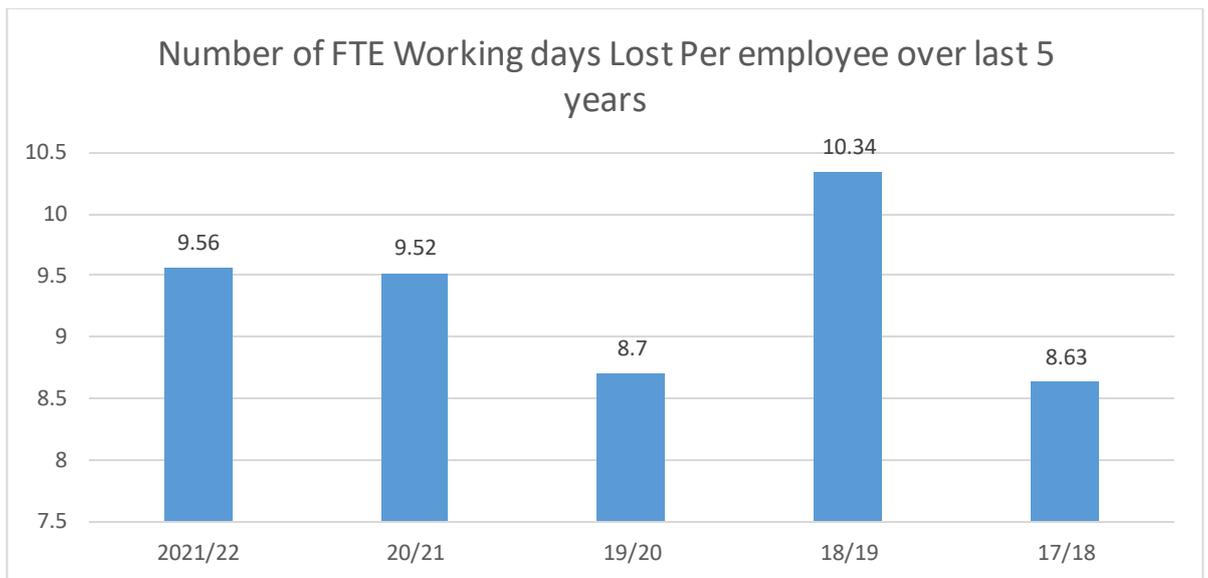
6 Sickness Absence & Wellbeing

6.1 FTE working days lost due to sickness absence

The graph below shows the total number of full time equivalent (FTE) working days lost per month for the 2021/22 financial year.



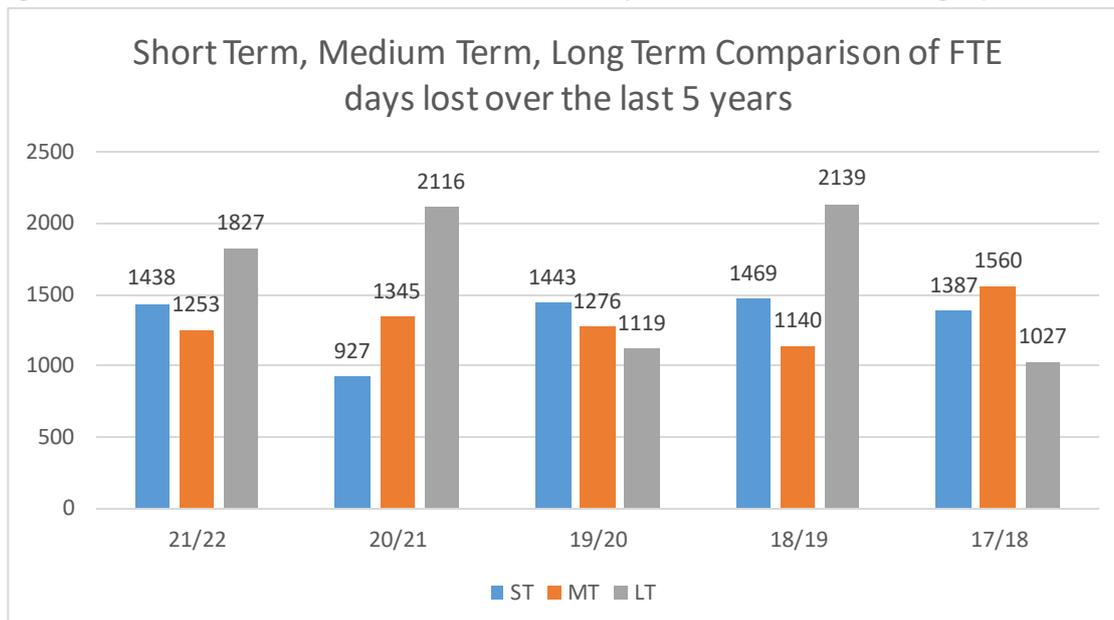
The following graph shows how working days lost for 2021/22 compares to previous years.



There is currently no up to date relevant benchmarking data available for district council's in Devon in relation to sickness absence.

6.2 Reasons for sickness absence

Short-term absence (8 days or less) accounted for 31.83% of all absences in 2021/22, medium term (9 days – 2 months) was 27.73% and long term absence (more than 2 months) was 40.44%. Comparisons between short, medium and long term sickness absence over the last five years is shown in the graph below.



Short-term absence has increased by 55.12% compared to last year and has returned to similar levels previously reported prior to the pandemic. Last year was an exceptional year in relation to short-term absence levels and was the lowest level reported, presumed to be related to factors such as social distancing, shielding and increased home working, which was designed to lessen the spread of Covid-19, but also helped reduce absences for minor illnesses, which would typically feature in short term absence reasons. Cold and flu remains the main reason for short term absence, with Covid-19 being the second highest in 2021/22 and analysis showing that incidences of Covid-19 peaked in March 2022 with 17 employees reporting this reason for absence. Phased return, which is used to assist employees to return to the work place after a prolonged period of absence, was the third most common reason for short-term absence, compared to last year where it was the most common.

The most common reasons for short-term absence over the last five years are shown in the table below:

Short Term Absence (8 days or less)						
	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
1	Cold & Flu (280 days)	Phased Return to work (140 days)	Cold & Flu (399.5 days)	Cold & Flu (387 days)	Cold & Flu (313 days)	Cold & Flu (362 days)
2	Covid-19 Positive Test (244 days)	Stomach, Kidney, Liver Digestion (103 days)	Phased Return (251 days)	Chest, Respiratory (257.5 days)	Stomach, Kidney, Liver, Digestion (185.5 days)	Stomach, Kidney, Liver Digestion (196 days)
3	Phased return to work (159 days)	Cold & Flu (100 days)	Stomach, Kidney, Liver, Digestion (217 days)	Back Problems (230 days)	Infections (80.5 days)	Infections (111 days)

The most common reasons for medium-term absence over the last five years are shown in the table below:

Medium Term Absence (9 days – 2 months)						
	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
1	Stress, anxiety, fatigue (personal) (303 days)	Stress, anxiety, fatigue (personal) (525.5 days)	Stress, anxiety, fatigue (personal) (446 days)	Other Muscular Skeletal Problems (243 days)	Stress, anxiety, fatigue (personal) (317 days)	Stress, anxiety, depression (236 days)
2	Other Muscular Skeletal Problems (148 days)	Stress, anxiety, fatigue (work-related) (165 days)	Hospital treatment/operation (203 days)	Stress, anxiety, fatigue (personal) (230 days)	Hospital treatment/operation (260 days)	Hospital Treatment/operation (160 days)
3	Hospital treatment/operation (133 days)	Hospital Treatment/Operation (162 days)	Stress, anxiety, fatigue (work-related) (193 days)	Hospital treatment/operation (173 days)	Other Muscular Skeletal Problems (247 days)	Back Problems (145 days)

Medium Term absence has decreased by 6.75% compared to the same period last year. For the third year running, personal stress, anxiety and fatigue is the most significant reason, cited by 19 employees which accounts for 24% of all medium term absence. However whilst this is the most significant reason for medium term absence there has been a reduction compared to the previous year. Unlike the previous year, work-related stress, anxiety and fatigue did not feature in the top three reasons for medium term absence in 2021/22.

The most common reasons for long-term absence over the last five years are shown in the table below:

Long Term Absence (more than 2 months)						
	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
1	Stress, anxiety, fatigue (Personal) (504 days)	Stress, anxiety, fatigue (Personal) (525.5 days)	Hospital treatment/operation (354 days)	Hospital treatment /operation (777 days)	Stress, anxiety, fatigue (Personal) (282 days)	Personal stress, anxiety, depression (557 days)
2	Stress, anxiety, fatigue (work-related) (329 days)	Stress, anxiety, fatigue (work-related) (165 days)	Stress, anxiety, fatigue (Personal) (210 days)	Other Muscular Skeletal Issues (422 days)	Other muscular Skeletal Problems (208 days)	Other Muscular-Skeletal Problems (297 days)
3	Heart, blood pressure, circulation (263 days)	Hospital treatment/operation (142 days)	Chest/ Respiratory (165 days)	Eye, Ear, Nose & mouth /dental, Sinusitis (253 days)	Infections (114 days)	Hospital Treatment (127 days)

23 employees were absent for 2 months or more during the period 2021/22 but long term absence has decreased by 13.65% from the previous year. For the second consecutive year running, personal stress, anxiety and fatigue is the most significant reason for long term absence, cited by 7 employees and ranging 47 to 107 days. 18.27% of long-term absence and 7.2% of all absences were lost as result of work-related stress, anxiety and fatigue.

A deviation from normal trends is the 263 days lost as a result of heart, blood pressure and circulation, which has not appeared in the top 3 reasons for long term absence in any of the previous 5 year reporting periods, and which relates to 2 employees.

For all sickness absence, the Council continues to utilise its Absence Management Policy, which aims to secure an early return to work where possible. This includes initiating occupational health referrals where necessary, with 47 referrals during 2021/22, compared to 29 the previous year.

6.3 Employee wellbeing support

Overall spend on occupational health services for the year 2021/22, which includes the Employee Assistance Programme, fitness for employment screening and occupational health referrals, was £8,936, an increase on the previous year when it was £3,721.

Health Assured provide our Employee Assistance Programme (EAP), which is a confidential and anonymous service for employees to get impartial advice and support through counselling or advice on a range of issues which affect employee wellbeing. During 2021/22 there have been 25 calls to the EAP helpline, with 23 of these being counselling calls. Service Enquiry was the most common reason for calls, accounting for 42.9% of overall counselling engagement, followed by Low Mood 38.1% and Anxiety 14.3%. Advice calls account for 8% of all calls and include a range of issues such as employment, child care and financial advice.

The Council's Happy Healthy Here wellbeing programme, which also includes the promotion of healthy eating, exercise and other wellbeing support, continues to be promoted to all employees.

7 Employee Relations

7.1 Dismissals (Including redundancy dismissals)

In 2021/22 there were 9 dismissals which is less than the previous year when there were 14. 2 employees were made redundant, 6 dismissals as a result of the cessation of a fixed term contract and 1 dismissal under ill health retirement.

7.2 Grievances

There has been no formal grievances raised during the last financial year.

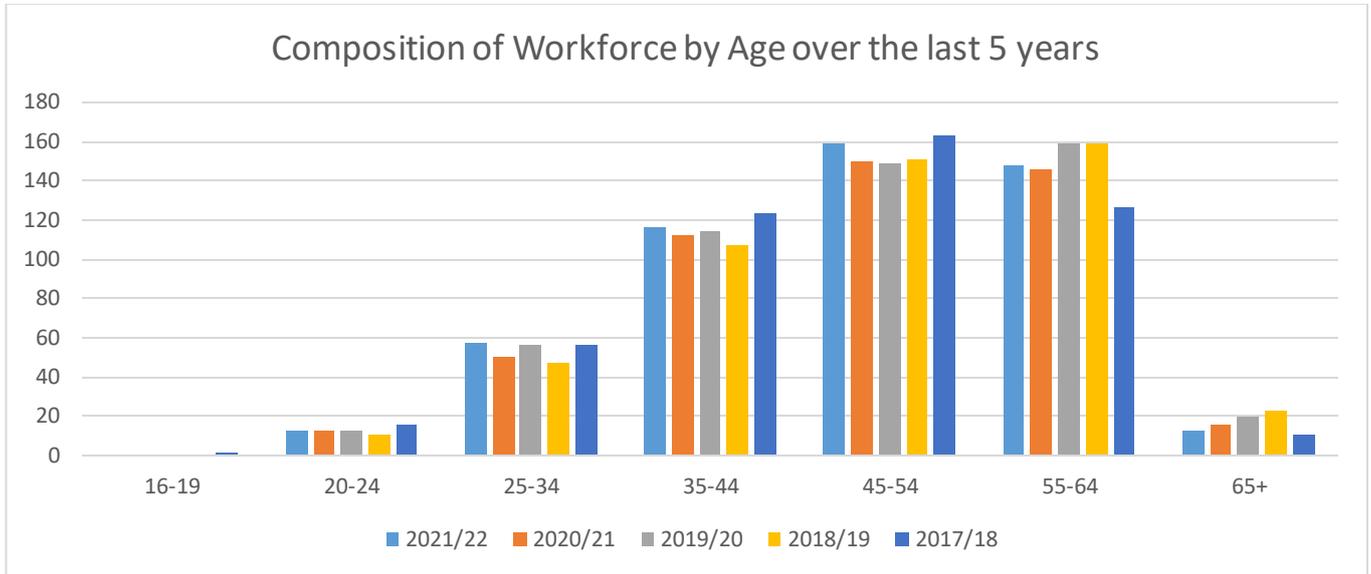
7.3 Disciplinary Action (excluding absence warnings)

In 2021/22 there have been 3 disciplinary proceedings as a result of employee conduct falling below Council expectation, compared to 2 last year.

8 Workforce Profile

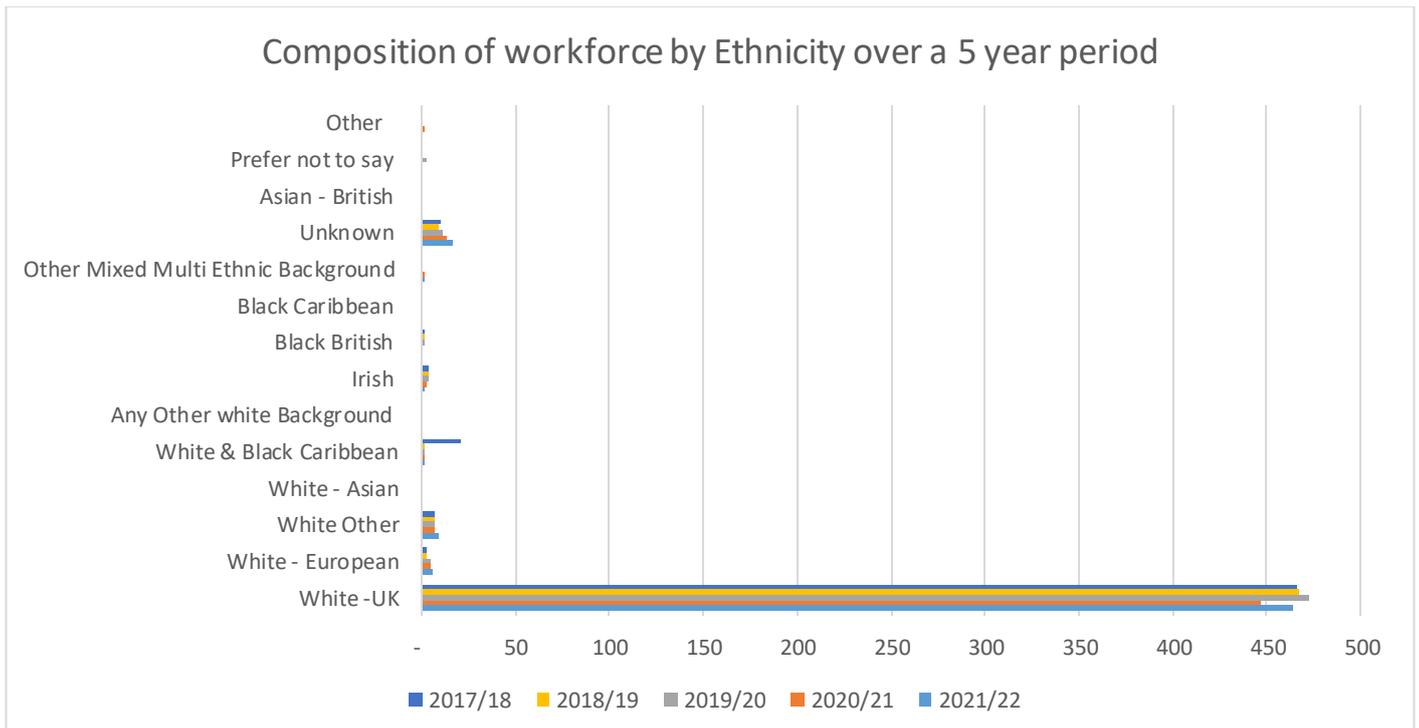
8.1 Age

The average age of the workforce is currently 49. The largest proportion of the workforce are aged between 45-54 (31.4%), with 55-64 following closely behind at 29.2%, meaning that 60.67% of the workforce is aged between 45-64 years.



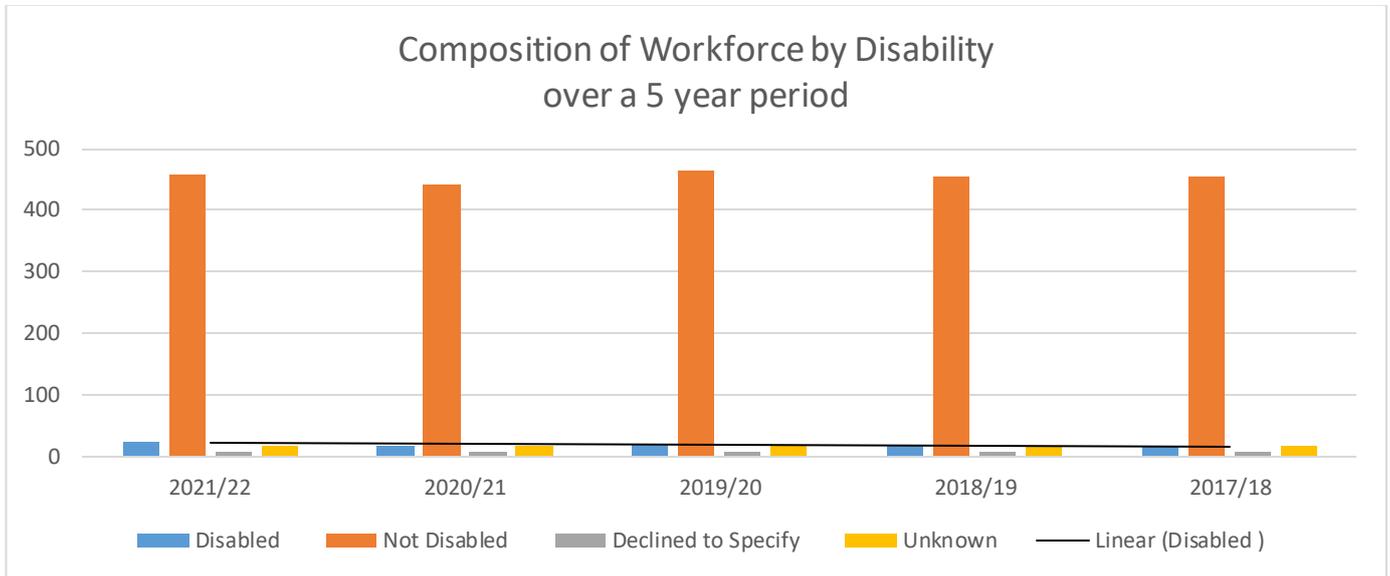
8.2 Ethnicity

The Percentage of employees represented by Black, Asian and Minority Ethnic (BAME) backgrounds is 1.38% of the workforce. Those employees who identified as White UK (English, Welsh, Scottish, & Northern Irish) accounts for 91.8% of the workforce.



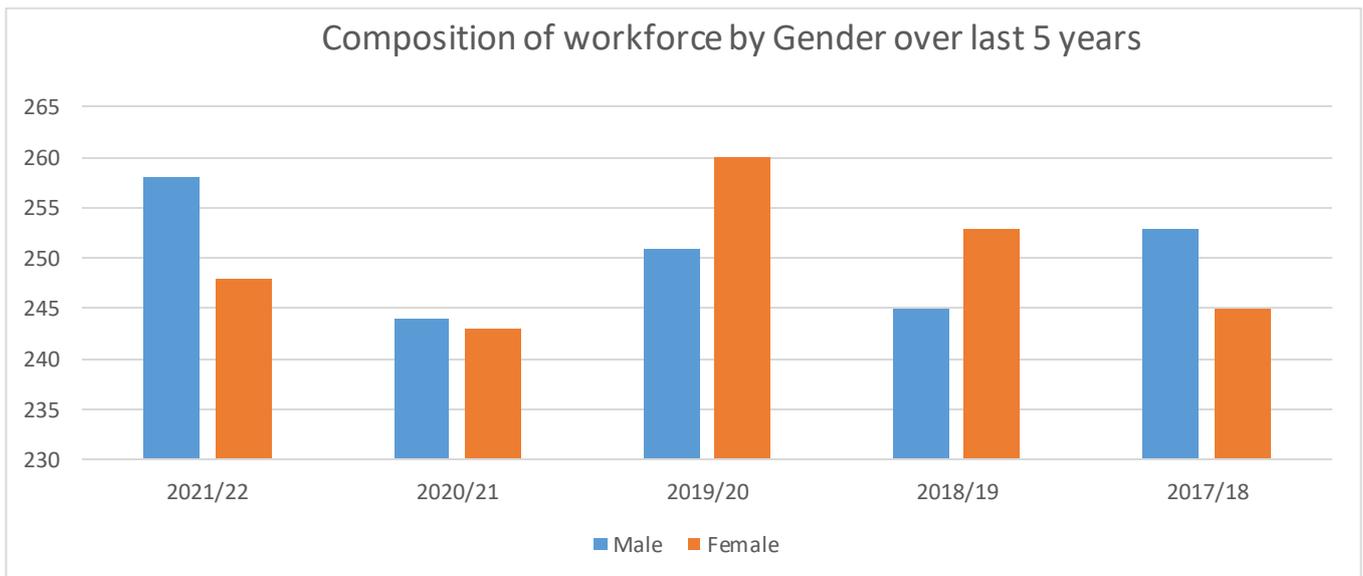
8.3 Disability

The percentage of employees who have self-declared a disability is currently 4.74% of the workforce. The Council is a Disability Confident employer and is also signed up to the MINDFUL employer initiative which demonstrates the Council's commitment to supporting the health and wellbeing of its employees.



8.4 Gender

The Gender split of the workforce for 2021/22 is generally at an even level. There are 1.97% more males than females working for the Council. The gender split is 248 Females (49.01%) and 258 Males (50.98%). This is a trend which has reversed compared to the period 2018/19 when there was 1.6% more females than males and in 2019/20 1.77% more females than males.



Employers in Great Britain with more than 250 staff are required by law to publish their Gender Pay Gap. The results of the Gender Pay Gap analysis for the Council for 2021/22 shows that females are paid 8.49% lower than males (for the mean average of all hourly rates calculated separately for all males and females) and this has increased from last year's analysis which was 8.29%. The

reason for this is because there are more males in the upper quartile (highest hourly rate) compared to females.

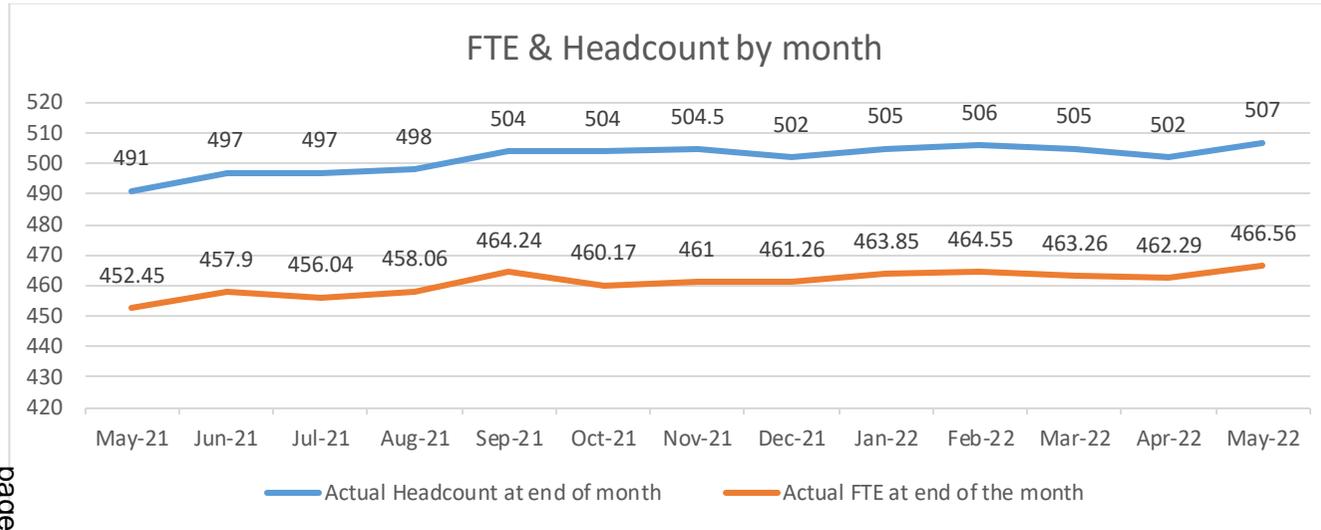
The Council will be analysing the impact of the planned pay and grading changes as a result of the Reward Review and will be considering how staff can progress within the organisation, as part of the 'grow our own' work.

East Devon District Council People Data

Data as at: 31 May 2022



Headcount



Actual Headcount:	507
Full Time Equivalent:	466.56
Budgeted FTE for 2022/23:	475.5

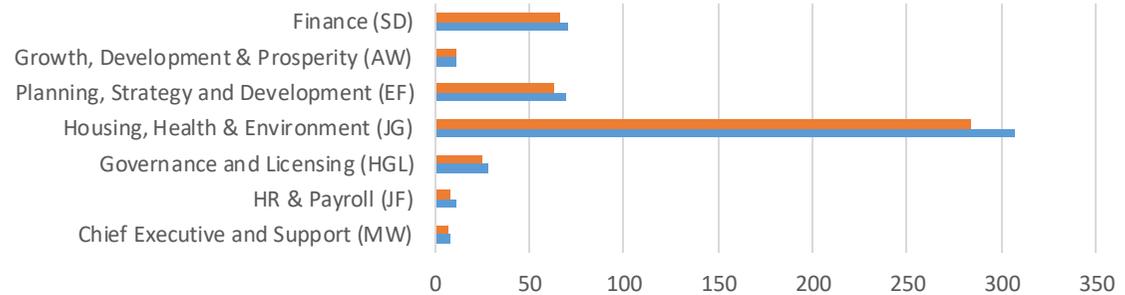
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This data incorporates permanent, fixed term and apprentice employees. It excludes casuals, agency workers and contractors.

Headcount is the actual number of employees.

Full Time Equivalent (FTE) measures employees in a way that makes them comparable although they may work a different number of hours per week. The unit is obtained by comparing an employee's average number of hours worked to the average number of full time hours. A full-time person is therefore counted as 1 FTE, while a part-time worker is a proportion of 1 FTE. For example, a part-timer employed for 18.5 hours a week where full-time work consists of 37 hours, is counted as 0.5 FTE.

Headcount and FTE by Service Area as 31.05.22

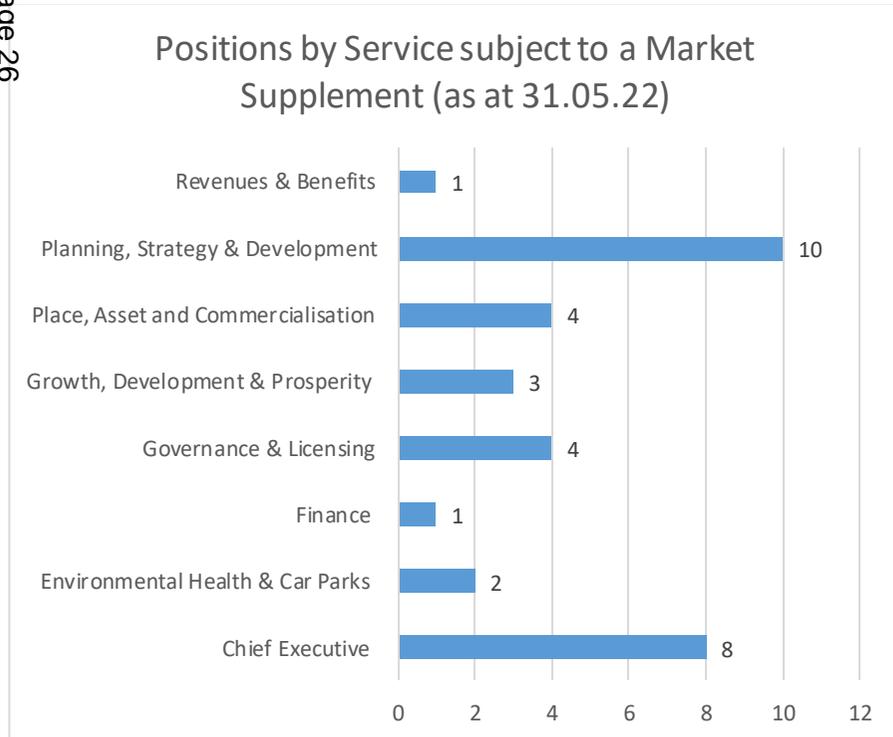
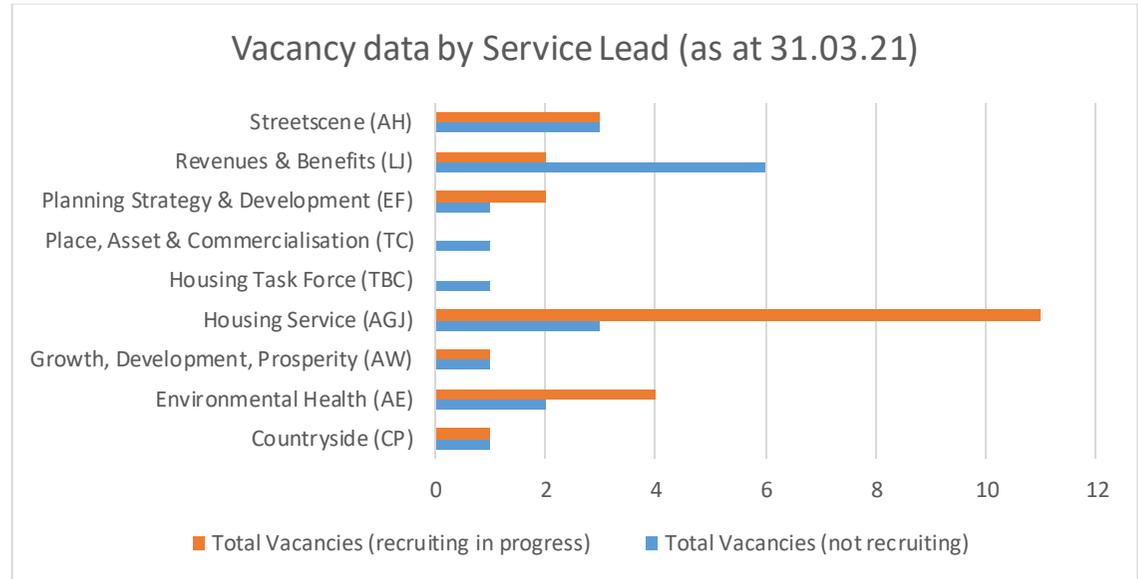


	Chief Executive and Support (MW)	HR & Payroll (JF)	Governance and Licensing (HGL)	Housing, Health & Environment (JG)	Planning, Strategy and Development (EF)	Growth, Development & Prosperity (AW)	Finance (SD)
FTE	7.26	8.62	24.79	284.12	63.74	11.3	66.34
Headcount	8	11	28	307	70	12	71

■ FTE ■ Headcount

Vacancies, Agency Workers, Market Supplements and Recruitment

	This month	Last reporting period
Total Vacancies for EDDC (Recruiting in Progress & Not Recruiting)	58	47
Total number of Market Supplements	35	40
Average length of time a Recruiting in Progress vacancy is vacant	73.47 days	99.4 days
Total Positions filled by Agency	25	22



Last Reporting Period – this was 31 March 2022, as reported to Personnel Committee on 19 May 2022.

NOT Recruiting Vacancies - Vacancies that are not currently part of the recruiting process, where a valid Authority to Recruit is in place or the position has been vacant for less than 1 month. This may be because they are on hold or recruitment is being prepared.

Recruiting in Progress - Vacancies being recruited to.

Average length of time a vacancy is vacant – this counts the number of calendar days a Recruiting in Progress Vacancy has been vacant. The count is from either when the post became vacant or when a new post was added to the HR system. It is only possible to calculate this figure for the Council as a whole due to HR system capabilities.

Agency - The number of posts that are currently filled by Agency Workers. The numbers by Service or costs are not held centrally in the HR system.

Market Supplement – An additional payment made in excess of the job evaluated grade because of recruitment issues linked to market pressures, as per the Market Supplement Policy. Based on the number of people rather than vacant positions that may attract a market supplement.

Turnover

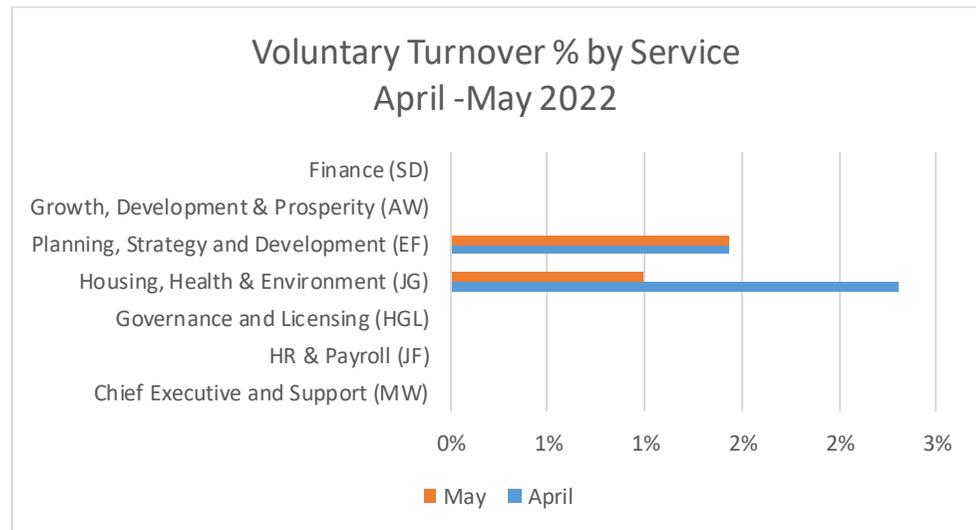
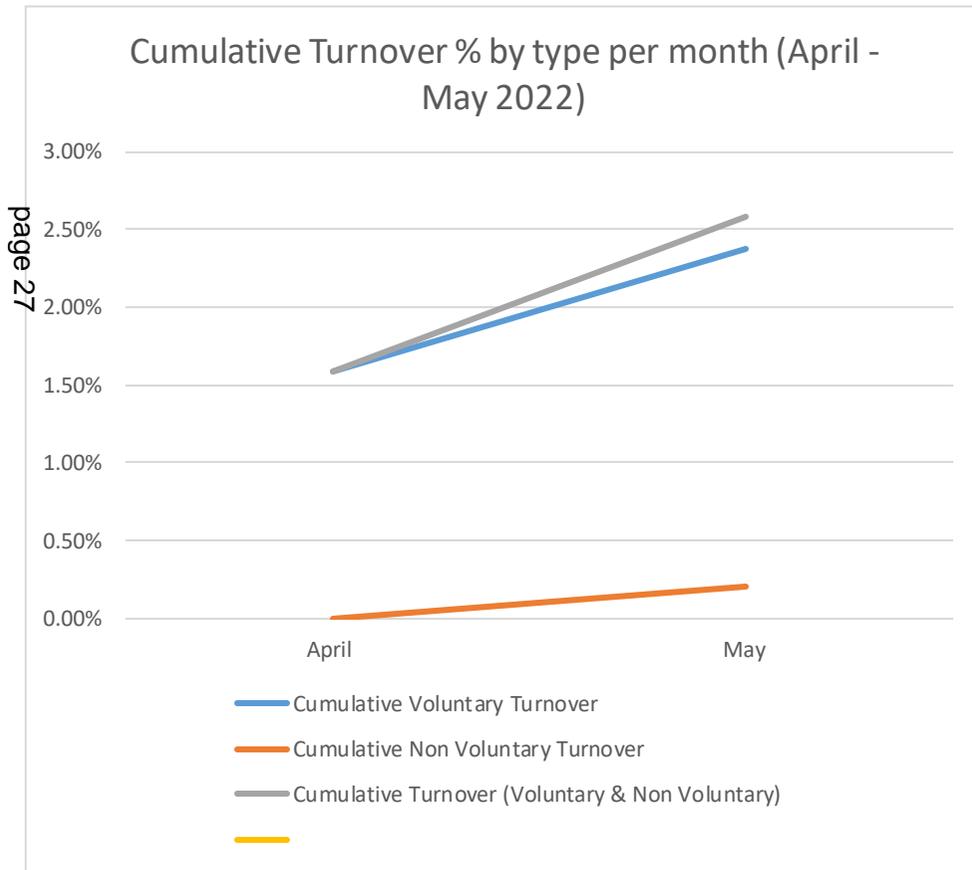
Cumulative Voluntary Turnover as at 31.03.22	Projected Voluntary Turnover	Cumulative Non-Voluntary Turnover as at 31.03.22	Projected Non Voluntary Turnover	Cumulative Turnover (Voluntary & Non-Voluntary)	Projected Turnover (Voluntary & Non Voluntary)
9.91%	14.20%	1.98%	1.20%	11.89%	15.48%

Employee turnover is measured by the percentage of leavers during a period and is shown as a cumulative month on month trend.

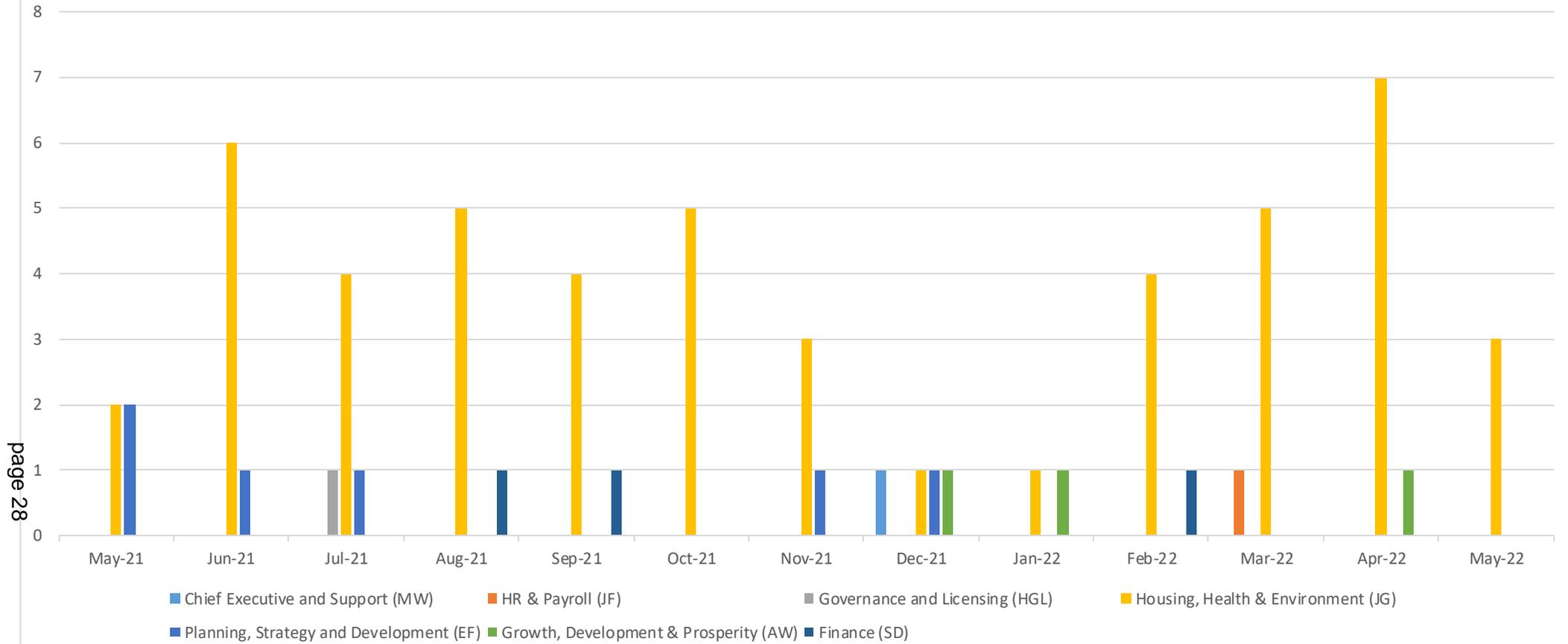
Voluntary turnover only includes resignations.

Non-voluntary Turnover includes dismissals, redundancy, end of fixed term contracts, and ill health retirement.

Projected turnover figures are estimates for the whole year based on information to date, this figure will fluctuate and stabilise as we progress through the fiscal year.



Actual Leavers by Service May 2021 - May 2022



Sickness Absence

Working days lost per FTE (Apr 22 to May 22)	Working days lost per FTE (Apr 21 to May 21)	Working days lost per FTE for last Reporting Period (March 2022)	This reporting period (May 2021)
1.57 (0.78 days per month) *	1.63 (0.81 days per month)	0.76 days	0.78 days

Working days lost Per FTE by service area
April to May 22



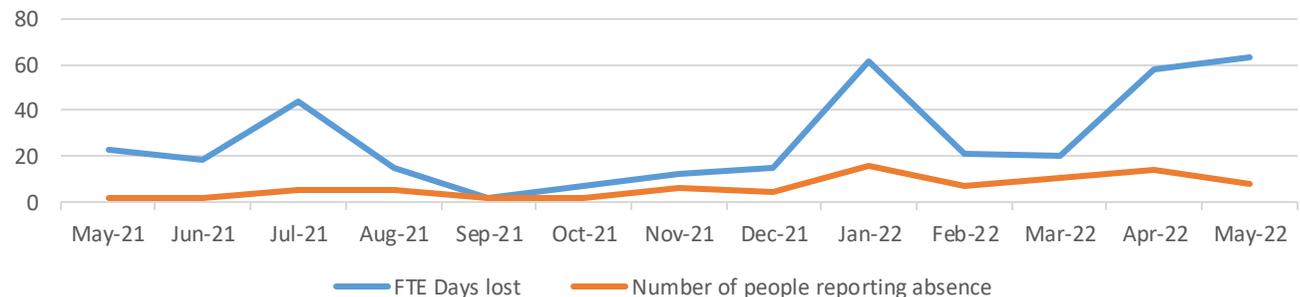
Top 3 reasons for absence

Short term (<8 days)	<ol style="list-style-type: none"> 1. Covid (Positive test Only) 2. Cold/Flu 3. Stomach, Kidney, Liver, Digestion
Medium term (>8 days, <2 months)	<ol style="list-style-type: none"> 1. Personal stress, anxiety, fatigue 2. Personal Depression & Covid-19 3. Neurological, Headaches & Migraines
Long term (>2 months)	<ol style="list-style-type: none"> 1. Personal stress, anxiety, fatigue 2. Other muscular skeletal problems 3. Stress, anxiety & fatigue (work related)

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**Based on current information the projected figure for end of year absence per FTE is currently 9.42 days per FTE, the annual target is 8.5 days per FTE*

FTE days lost due to Covid-19 (Positive Test)
(May 21 -May 22)



Report to: Scrutiny Committee



Date of Meeting 7th July 2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Quarterly monitoring of performance – 4th quarter 2021/22 January to March 2022

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 4th 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)

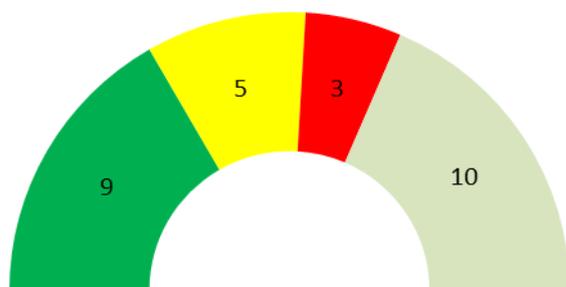
- Better Homes and Communities for all
- Greener East Devon
- A resilient Economy
- Services that matter

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. It also includes a roundup of some of the outputs and achievements from across the authority throughout 2021/22.

2. [Appendix A – Year in the life of EDDC](#) provides an overview of some of the work that the services completed last year that is not captured in the SPAR reporting in appendix B and C.

3. Several of our performance indicators are showing on track or variation but three 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 – Snapshot total of 54 households in temporary accommodation, which includes 28 households in spot purchase arrangements. Within this number are 5 single applicants being accommodated using additional Protect&Vaccinate funding, and 1 other single applicant accommodated under SWEP (severe weather emergency provisions).

Within the overall total is a higher number of EDDC properties being used as temporary accommodation, 8 units in the HMO specific for homeless applicants and another 10 various EDDC properties across the district.

Working days lost due to sickness absence - The number of working days lost per FTE overall within the Council due to sickness absence has decreased from 0.82 FTE days lost in December 2021 to 0.76 FTE days lost in March 2022 and is currently slightly lower than the average per month for 2021/22 (0.79 days).

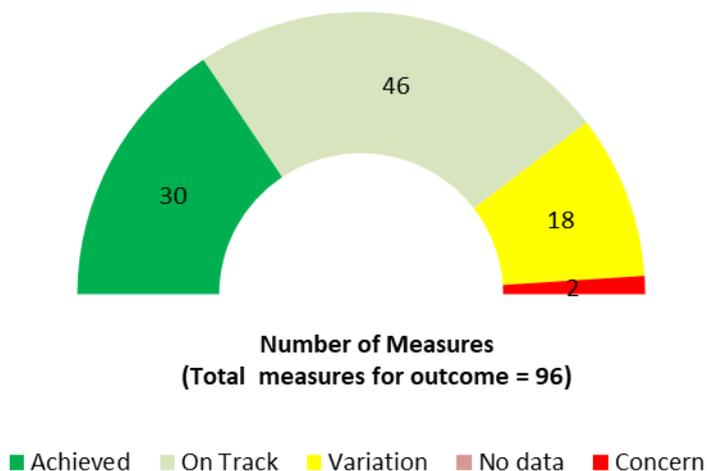
Sickness absence, plus other data, is regularly reported to [Personnel Committee](#).

Percentage of planning appeal decisions allowed against the authority's decision to refuse.

– We note the lower than usual/expected performance in relation to planning appeals and the Development Manager is looking into the reasons for this. Once completed a report will be presented to Planning and Strategic Planning Committees with the findings and any lessons learnt. First indications are that the drop in performance is related to the Planning Inspectorate being more flexible in their approach to appeals and policy, the continued difficulty in justifying a refusal of house extensions and a number of appeals lost following decisions at Planning Committee.

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

4. Most 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.



There are 2 that are showing a status of concern.

Deliver the Clyst Valley Regional Park proposals including engaging with key stakeholders and the community; Continue to work with partners to prioritise projects within the masterplan • Identify funding sources to deliver projects within the masterplan - Expression of Interest to Heritage Lottery for 'Living Lanes' failed. Reviewing funding strategy. Good progress on other projects including Routes for Roots (engagement of Thelma Hulbert Gallery, excellent tree planting delivery) and Clyst Valley Trail (on track for public consultation in May)

To work across the Council to identify opportunities to reduce the impact of our activities including reductions in both commuting and business miles travelled by the implementation of our green travel plan. - Discussions are ongoing around the introduction of a zero emission vehicle trial as an alternative to use of ICE vehicles for Council business journeys. Planned implementation April or May 2022.

See [Appendix C](#) 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

A year at East Devon District Council 2021/22

Better homes and communities

- Delivered and enabled 241 new affordable homes.
- A successful application was made to the government's Heat Network Investment Programme resulting in an offer of over £10m of funding. This will play a vital role in supporting the large scale delivery of low and zero carbon development in the West End of the District.
- The property and asset team have delivered 14,450 repairs via the Ian Williams Contract.
- Housing Options have seen a significant increase in homelessness presentations to 1022 a rise of some 30% on previous years.
- 270 homes allocated to new tenants.
- The property and asset team completed 130 Green Homes Grant funded upgrades to our homes.
- We were successful in our bid to the Social Housing Decarbonisation Fund to support further sustainable energy upgrades to our stock.
- We produced and adopted a Poverty Strategy aimed at supporting households and building resilience.
- We progressed a range of projects to reduce the Council's carbon footprint.
- We launched a Housing Task Force with the purpose of increasing social/affordable housing outputs.
- Creation and launch of ACED (Arts Culture East Devon) Network to assist in the district's cultural recovery work and help connect the artistic communities of East Devon.
- Manor Pavilion theatre was the first theatre in the South West to reopen after lockdown restrictions were lifted and presented its nationally acclaimed Summer Season over 12 weeks and ran a full scale musical Sister Act despite the ongoing uncertainties of COVID.
- Manor Pavilion theatre has started to recover strongly with a strong 2022 programme with the theatre now fully booked with performances showing the resilience of the theatre and the demand from audiences and the artists.

Greener East Devon

- Our Streetscene team responded to an average of 434 customer requests each month.
- We removed 1214 tons of road sweepings.
- We planted 23,400 bulbs 22,965 perennials.
- We recycled 1600 Christmas trees.
- We carried out over 25,000 cleans across 23 public toilets.
- We were awarded 3 green flag awards in our parks.
- We won 2 blue flag & 4 seaside awards across our beaches.
- We collected over 400 flytips across the district.

- We allowed 50+ greenspaces to grow wild for nature.
- We delivered 103 events on EDDC land including our first wedding.
- We collected 934 tons of general waste.
- 26% of our small-van fleet is now electric, and 20% of our hand tools (strimmer's, blowers and hedge cutters) are now electric.
- We achieved a rate of 60% for 2020/2021 due to pandemic affects such as more residual waste (residents at home) and behaviour change from increased home working and internet shopping. We saw a fall of 0.5% from 2019/2020, but given the circumstances; operational pressures, workforce and driver availability and service disruption this is a good outturn which elevated EDDC up to 9th position in the English authorities recycling league table. We are number 1 for lowest residual waste per household.
- Thelma Hulbert Gallery received Highly Commended award in the national Museums & Heritage Awards 2021 for the Creative Cabin programme.
- Thelma Hulbert Gallery delivered its 'Climate Conversations' roadshow across the whole of East Devon exploring the climate emergency & how communities can engage in making a difference despite the challenges of further lockdowns during the year.
- Countryside Team successfully delivered the final year of its Heritage Lottery Funded Wild Exmouth project delivering 'My Patch for Nature' scheme, new Orchard Trail, volunteering scheme for surveying & monitoring Exmouth's wildlife, an artist in residence project and a Green health Walk in collaboration with local GPs.
- Countryside Team securing Highly Commended award by National Council for Volunteering Organisations (NCVO) for reintroducing volunteer work parties to our LNRs meeting all the due diligence requirements for reintroducing an approved volunteering programme.
- Countryside Team introduced management regime for managing UK's first urban beaver population in Honiton working alongside DWT.
- We supported the completion of the Exmouth Tidal Defence Scheme, which is now in operation, established the advisory group for a review of the Exmouth Beach Management Plan, Reviewed the funding model for Feniton to achieve greater government grant funding and secured this from the Environment Agency along with treviewin the funding model for the Sidmouth Beach Management Plan, which allowed the project options to be reviewed with the advisory group, which has resulted in a hybrid of the previously recommended option that is more acceptable to stakeholders, reduces the need to raise splash wall, and reduces ongoing future maintenance.

A Resilient Economy

- Deployment of over £6m of discretionary grant funding to support over 1,000 businesses severely impacted by the pandemic. All key deadlines were met enabling over £1.4m of additional top up funding to be secured. In turn this enabled the Innovation and Resilience Fund to be launched to support business recovery including utilising an extra £1m of EDDC funds.
- Publication of a masterplan for the Clyst Valley Regional Park, a major area of new greenspace. This was a critical step in translating the proposals from concept to

practical delivery. The masterplan won the overall award for planning excellence in the Royal Town Planning Institute South West awards.

- A step change in delivery in the Enterprise Zone area including the completion of the George Parker Bidder building at Exeter Science Park, the start on site of a new 200k sq ft building for Stovax at Skypark and the completion of the first elements of the £4.5m Long Lane enhancement scheme.
- Continued delivery of the South East Devon Habitat Mitigation Strategy including a programme of investment to improve car.
- Parking at the Pebblebed Heaths, bringing forward the next Suitable Alternative Natural Greenspace and ongoing operation of the Wildlife Refuges on the Exe Estuary.

Other priorities

- 1,380,958 visits to our website with 3,855,977 page views
- 47.93% bounce rate (the percentage of visitors to our website who navigate away from the site after viewing only one page)
- In HR we continued to maintain effective service delivery, supporting services with the deployment, management and development of their workforce, despite unprecedented challenges and high demand caused by the pandemic. This included advising on changing Government Covid measures, successfully implementing changes to the lower grading structure, instigating the Covid-19 Thank You days, adapting learning and development to online delivery and supporting the HSE staff survey work.
- An outstanding payroll audit was maintained, despite the challenges, with all payroll and HR transactional processes successfully adapted to the remote working environment through the pandemic, which will also support the organisation as we implement the new Worksmart arrangements.
- The new HR Manager was appointed in August 2021 and quickly agreed updated workforce priorities with Personnel Committee and SMT+, enabling the Council to focus on key workforce challenges such as recruitment and retention, through the commissioning of the Reward Review and internal work, to review Worksmart.
- Improved people data (particularly regarding vacancies) was implemented to enable HR to measure and report on the impact of workforce interventions to Personnel Committee and SMT+.

PIs report 21/22

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

PIs report 21/22

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	65	62	64	↑	Lorraine Tolman
<u>Management Notes:</u>									
<u>NI192 Percentage of Household waste sent for reuse, recycling and composting</u>	+	59	50	62	63	61	59	↓	Lorraine Tolman
<u>Management Notes:</u>									
<u>Percentage of municipal waste for disposal (incineration and landfill)</u>	-	41		38	37	39	41	↓	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
								↓	

PIs report 21/22

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	40	37	35	47	54		Andrew Mitchell

Management Notes:

(Quarter 1 - 4)

Snapshot total of 54 households in temporary accommodation, which includes 28 households in spot purchase arrangements. Within this number are 5 single applicants being accommodated using additional Protect&Vaccinate funding, and 1 other single applicant accommodated under SWEP (severe weather emergency provisions).

Within the overall total is a higher number of EDDC properties being used as temporary accommodation, 8 units in the HMO specific for homeless applicants and another 10 various EDDC properties across the district.

(JA)

<u>NI155 Number of affordable homes delivered (gross) (LAA)</u>	+	168	100	63	115	166	407	↑	Amy Gilbert-Jeans
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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	8.50	2.44	4.67	7.40	9.56	↓	Sarah Vincent

Management Notes:

(March)

The number of working days lost per FTE overall within the Council due to sickness absence has decreased from 0.82 FTE days lost in December 2021 to 0.76 FTE days lost in March 2022 and is currently slightly lower than the average per month for 2021/22 (0.79 days). However the final outcome over the course of the year is slightly higher than last years outcome of 9.52 days per person.

Sickness absence, plus other data, is regularly reported to Personnel Committee. **[Browse meetings - Personnel Committee - East Devon](#)**

(JA)

<u>Percentage of Council Tax Collected</u>	+	98.70	98.70	29.87	57.15	84.87	98.88	↑	Melissa Clode
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Management Notes:

PIs report 21/22

Priority: Services that matter

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
<u>Percentage of Non-domestic Rates Collected</u>	+	93.00	93.00	23.47	51.95	79.27	97.37	↑	Melissa Clode
Management Notes:									
<u>Percentage of planning appeal decisions allowed against the authority's decision to refuse</u>	-	31.80	30.0	33.3	40.0	42.3	40.9	↓	Bob Capon
Management Notes: (April - March)									
<p>We note the lower than usual/expected performance in relation to planning appeals and the Development Manager is looking into the reasons for this. Once completed a report will be presented to Planning and Strategic Planning Committees with the findings and any lessons learnt. First indications are that the drop in performance is related to the Planning Inspectorate being more flexible in their approach to appeals and policy, the continued difficulty in justifying a refusal of house extensions and a number of appeals lost following decisions at Planning Committee.</p>									
(JA)									
<u>Percentage of Stage 2 complaints responded to within stated timeframes</u>	+	60	100	68	83	99	60	↔	Kate Symington
Management Notes: (Quarter 4)									
<p>In some cases, there have been delays in receiving service feedback and/or the complexity of the complaint necessitates a slightly longer response time. Where this is the case we ensure that the complainant is kept informed.</p>									
(KS)									
<u>% of minutes and audio from council meetings uploaded together within 5 working days</u>	+	100	100	100		100	100	↔	Susan Howl
Management Notes:									
<u>Percentage of FOI responded to within the statutory timelimits</u>	+	99	100	100	99	100	99	↔	Kate Symington

PIs report 21/22

Priority: Services that matter

Performance Indicators

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

(Quarter 4)

2 responses were over deadline (relating to the same subject matter). This was due to the complexity of the information requested .

(KS)

<u>Percentage of 'higher risk' licensed premises inspected annually</u>	+	0		0		0	14	↑	Stephen Saunders
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Management Notes:

<u>Number of taxi vehicle licence complaint investigations</u>	+	0		0	0	3	4	↑	Stephen Saunders
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Management Notes:

(Quarter 4)

Performance Indicator doesn't have a numeric target to reach.

1 complaint undertaken:

Non-compliance (failure to display external licence plate) - written warning

(SS)

<u>Total average headcount (quarterly total)</u>	+	454		492	502	500	503	↑	Sarah Vincent
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Management Notes:

(Quarter 4)

This figure is an average of the headcount at the start and end of the quarter. The actual headcount at the end of the period 31/03/22 was 505 and the FTE was 463.26. Budgeted FTE for 2021/22 is 475.5.

The actual outturn figure was 9.91%. This data is regularly reported to Personnel Committee and is accessible via the internet'.

(JA)

<u>Cumulative Staff Turnover as a percentage of all staff (voluntary leavers)</u>	-	7		2	5	8	10	↓	Sarah Vincent
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Management Notes:

(Quarter 1 - 4)

PIs report 21/22

Priority: Services that matter

Performance Indicators

Title	+/-	Prev Year End	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	Improvement	Responsible Officer
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The actual outturn figure was 9.91%. This data is regularly reported to Personnel Committee and is accessible via the internet'.

(JA)

<u>Capability at point of contact for Benefits</u>	+	84		58	57	53	87	↑	Melissa Clode
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Management Notes:

<u>% of residents who pay their Council Tax by Direct Debit</u>	+	81		82	82	82	83	↑	Melissa Clode
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Management Notes:

<u>Number of Level 2 complaints (year to date)</u>	+	45		22	39	51	66	↑	Kate Symington
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Management Notes:

<u>Number of Freedom of Information Requests (year to date)</u>	+	473		96	213	311	444	↓	Kate Symington
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Management Notes:

<u>Days taken to process new Housing Benefit claims</u>	-	16.27	13.00	13.71	14.32	13.89	13.90	↑	Melissa Clode
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Management Notes:

(March)

The team is still working hard on reducing the number of days taken to process new Housing Benefit applications.

We have just completed End Of Year processes which has resulted in extra work including dealing with an increase in resident contact.

The amount of work coming into the section for financial support is still very high and we do not envisage this to reduce in the immediate future.

(MC)

<u>Days taken to process changes to Housing Benefit claims</u>	-	4.34	5.50	5.92	5.90	5.81	3.86	↑	Melissa Clode
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PIs report 21/22

Priority: Services that matter

Performance Indicators

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

<u>Days taken to process local land charges property searches</u>	-	8	5.0	2.7	2.5	2.7	2.6	↑	Nick Wright
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Management Notes:

<u>Missed bin collections per 1000 households</u>	+	23		26	27	13	16	↓	Lorraine Tolman
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Management Notes:

<u>NI157b Percentage of Minor planning applications determined within 8 weeks</u>	+	70.87	65.0	62.5	64.1	62.9	65.3	↓	Nick Wright
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Management Notes:

<u>NI157c Percentage of Other planning applications determined within 8 weeks</u>	+	74.80	80.00	76.41	76.19	75.02	75.23	↑	Nick Wright
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Management Notes:

Not linked to any aims

Performance Indicators

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

Management Notes:

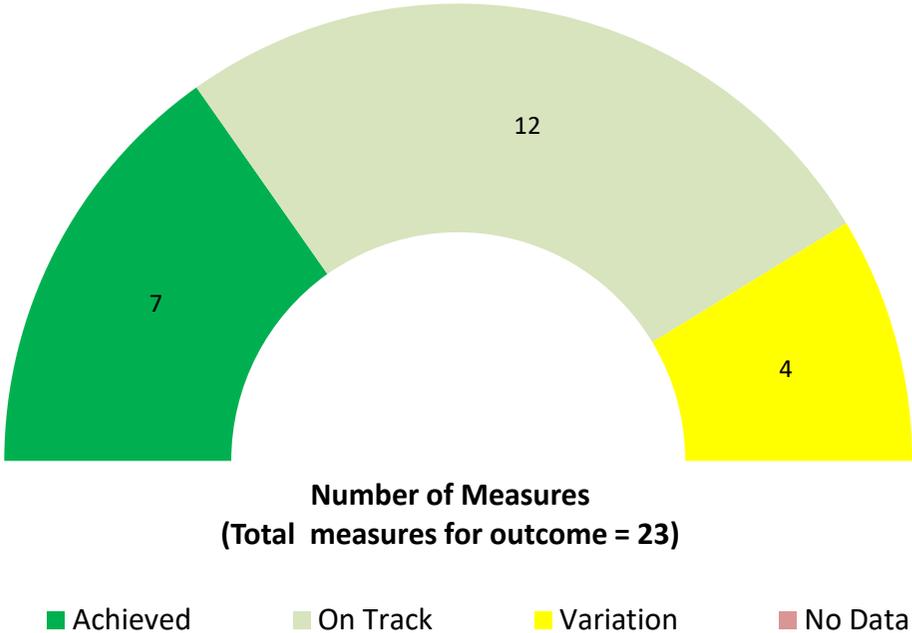
(Quarter 1 - 4)

This data is regularly reported to Personnel Committee and is accessible via the internet'.

(JA)

PRIORITY: Better Homes and Communities

Service Plan Objectives - Quarter Four Results 2021/22



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	Consultation on the main modifications to the plan has been completed and the responses received have been forwarded on to the Planning Inspector who is examining the plan for her to consider. We await her response which we hope will be in the form of a decision letter which will enable the plan to move forward to adoption.
On track	pla-PA-2467	<u>Continue to engage and support communities in Neighbourhood Planning activities.</u>	Planning Strategy and Development Management	Work is ongoing and continues with supporting communities in neighbourhood plan production with new plans being formally Made on a regular basis.
Achieved	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 negotiated and completed to secure affordable housing.
Achieved	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 was 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</u>	Planning Strategy and Development Management	We continue to work with our communities to deliver play areas using section 106 monies. In the latest period monies have been agreed to be released for various projects across the district including play areas in West

Service Plan Objectives - Better Homes and Communities

Priority: Better Homes and Communities for All

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>from development proposals.</u>		Hill and Aylesbeare.
Variation	HOU-PA-2709	<u>Develop and consult tenants on an EDDC Home Standard that exceeds the Decent Homes Standard and that can be applied to all homes.</u>	Housing	Variation- Carried over to 2022/2023 Service Plan.
Achieved	HOU-PA-2707	<u>Develop our existing tenancy support and sustainability service who are tasked with pro-actively supporting tenants to maintain tenancies, to include:</u> <ul style="list-style-type: none"> • <u>Budgeting workshops</u> • <u>New tenant induction workshops</u> • <u>New tenancy 'sign up' briefings</u> 	Housing	<p>Budgeting workshops – a delay in group sessions due to Covid but work is underway to plan these back in, 1:1s have been offered as an option with tenants if they are struggling with budgets when we contact them regarding their rent payments. They have also been offered at the sign-up process.</p> <p>New tenant induction workshops – these haven't happened again facilitating groups sessions over the year has been difficult but tenants get a 6 week new tenant visit from Estates and also get the sign-up briefings from Rental.</p> <p>New tenancy 'sign up' briefings - these have been happening over the telephone during covid for any sign-ups which took place but are now face-to-face outside of properties prior to sign-up. They explain the rent and when it should be paid and also in what ways we can help and support the tenant if they are struggling financially.</p> <p>Floating Support for vulnerable tenants in sheltered and General Needs housing - See objective re defining sheltered accommodation.</p> <p>Annual visits to all tenants who reside in Council housing. A plan is currently in place to start these imminently. In addition...</p> <p>Through Our Own Staff – Budgeting workshops had to be postponed due to the pandemic but we still intend to run these as drop-ins when we are able to. However budgeting advice is given to tenants on sign-up. We have also had new legislation called 'Breathing Space' which puts all debts on hold for the customer whilst they undergo debt counselling from either the Cab/ Stepchange, or other free debt</p>

Service Plan Objectives - Better Homes and Communities

Priority: Better Homes and Communities for All

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
				<p>counselling services. The customer has to apply for this through one of the debt advice agencies, so we have been pointing customers towards these too.</p> <p>30 November 2021 to 4 December 2021 we ran short half hour budgeting sessions with individuals at community centre in Sidmouth. This covered;</p> <ul style="list-style-type: none"> • Explaining to tenants preparing a monthly budget is simply telling your money where to go: • To gather together all statements and receipts • And show how to prepare your monthly budget • Download the 'money saving expert' app if they have a smartphone or think of a way to record their spending if they don't • Go through bank statements to check they've accounted for everything and are not paying for something they don't need such as insurance on white goods. <p>Show how to recognise the signs of debt affecting your mental and physical health. Talking is the first step towards a more positive direction. Talk to us or an agency who can advise going for a Debt Relief Order or Bankruptcy in some cases. We refer on to Step Change Debt Charity, and Home Maker SW</p> <p>Self-referral to TalkWorks (improving physical and mental wellbeing) who can make a referral to CBT or counselling.</p>
On track	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	Planning policy remains in place to deliver affordable homes and recent work by the planning policy team has set out guidance on First Home delivery. Financial viability considerations remain a key factor that influences the levels of affordable housing that can be delivered through planning agreements/developer contributions.
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</u>	Planning Strategy and Development Management	The expertise within the service is currently 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

Service Plan Objectives - Better Homes and Communities

Priority: Better Homes and Communities for All

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>provided.</u>		to maintain this position going forward - NOTE - there is a National shortage of suitably qualified and experienced staff which has contributed to our failure to recruit to our current vacant post at the beginning of 2022 - PS
On track	HOU-PA-2711	<u>Identify areas of Housing land that are being used by residents without permission and ensure the appropriate signage is posted at all entrances and exits to prevent future claims of easements over our land.</u>	Housing	Estate Management Officers have identified areas of land that this would relate to on their patch, wording of signage agreed with Legal and order placed for signs.
On track	HOU-PA-2710	<u>Maintain up to date Fire Risk Assessments and publish documents and renewal dates.</u>	Housing	All Fire Risk Assessments are up to date although they have not been published online.
On track	HOU-PA-2706	<u>Meet the increased demand from homeless households and secure 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>	Housing	Within the quarter there were: <ul style="list-style-type: none"> • 296 homeless approaches (compared with 242 for the same period in 2020-21) • 56 placements into temporary accommodation (compared with a total of 51 for the same period in 2020-21)
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	
On track	EH-PA-2649	<u>Pro-actively raise our profile with local landlords by attending local landlord forums and directly engaging with managing agents to encourage standards to be raised which in turn will improve the living conditions of people residing in the private sector. Paused in 2020 due to</u>	Env Health & Car Parks	On- going planned for 2022

Service Plan Objectives - Better Homes and Communities

Priority: Better Homes and Communities for All

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>Covid 19 restrictions. Planned in 2021 in partnership with Exeter and Teignbridge and online via EDDC website. Use social media to target messaging for tenants and landlords.</u>		
Variation	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	Variation- carried over into 2022/2023 Service Plan. 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	HOU-PA-2705	<u>Refresh the Housing Revenue Account Business Plan, incorporating a review of our approach to delivering affordable housing with the aspiration of building more Council housing, as well as delivering climate change actions and new building safety requirements.</u>	Housing	The Housing Revenue Account Business plan is reviewed annually although cannot yet be informed with the information from the stock condition survey which is critical due to needing to understand what investment is required in our own stock. A new Housing Task and Finish Forum has been set up to drive our own development programme.
Variation	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	Initial discussions have taken place with DCC to consider alternative solutions to the highway issues in Axminster other than the construction of a relief road accepting that it is unlikely that this can be delivered. It is hoped that this work will identify alternative projects to help to address the situation and from this an understanding of the capacity of the town to accommodate growth. Further work is being undertaken by DCC including up to date traffic counts to ensure an accurate and up to date evidence base to inform this work. Further meetings between officers will

Service Plan Objectives - Better Homes and Communities

Priority: Better Homes and Communities for All

Key Strategic Objective

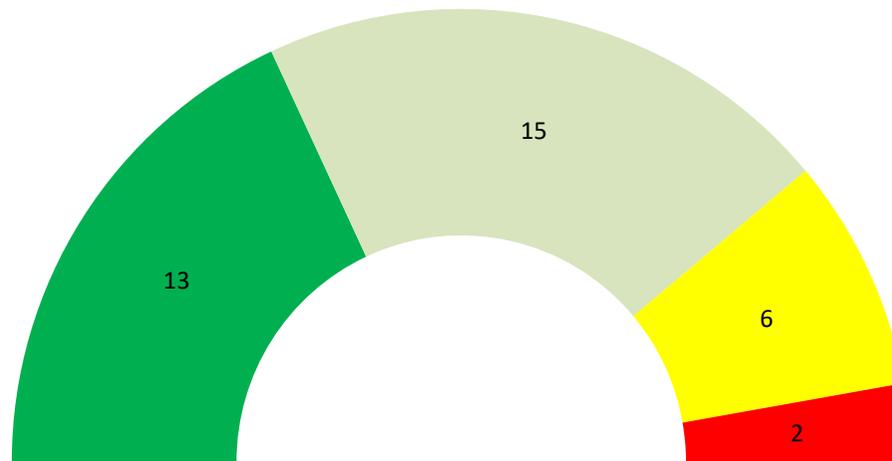
Objective Status	Code	Objective	Service	Comments
				follow.
Achieved	LGL-PA-2583	<u>Support the Strategic Planning Committee in ensuring appropriate strategic policy direction and delivery of CIL regime.</u>	Governance and Licensing Services	Advice was given when required.
Achieved	EH-PA-2646	<u>To accredit PWS technical Officer for risk assessments sampling and enforcement</u>	Env Health & Car Parks	Accreditation completed
Achieved	EH-PA-2647	<u>To deliver an increased in home improvements and adaptations using the Better Care Fund</u>	Env Health & Car Parks	Increase in delivery of home improvements and adaptation using the Better Care Fund
Achieved	EH-PA-2648	<u>To license and inspect all houses in multiple occupation and residential caravan sites</u>	Env Health & Car Parks	All HMO and caravan site licenced and inspected that where due in 21/22

PRIORITY: Greener East Devon

Service Plan Objectives - Quarter Four Results 2021/22

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**Progress towards
outcome**



**Number of Measures
(Total measures for outcome = 36)**

■ 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
Variation	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	Variation- Carried over into 2022/2023 Service Plan The Stock Condition Survey Contract has now been tendered and awarded and as of April 2022, we are in mobilisation phase. Mobilisation consists of taking a small selection of properties (flats, houses and bungalows) to ensure that we pick up all the information and building types that we are going to encounter across the stock. Surveys are due to start on the 1st July.
On track	str-PA-2681	<u>Complete the Beach Amenity Development plan. The plan will detail how we can better manage our beach amenity asset, and how we can improve it for the future, incorporating health & wellbeing opportunities, carbon reduction and will link to the Green Space Plan Beach & Foreshore policies 1-8, and Beach Management Plans (where appropriate).</u>	StreetScene	Draft copy completed but yet to be reviewed
On track	str-PA-2682	<u>Continue work to maintain and build on a recycling rate of 60.5% so it becomes our annual rate, striving to be in the top 10 Local Authorities in England for recycling.</u>	StreetScene	2020/2021 DEFRA validated recycling rate at 60% issued in December 2021. Small drop of 0.5% from previous year due to pandemic effects on the recycling and waste streams.

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>Continue participation initiatives and provide advice and education to help our residents reduce waste: Reduce, Refill, Reuse initiatives and advice on plastic reduction.</u>		There is a good chance this will be recovered in 2021/2022 as the recycling and waste streams adjust post-pandemic. 2021/2022 recycling rates are expected to be released by DEFRA in December 2022. Participation, education and behavioural change has had to rely on social media and email channels during the pandemic. As the pandemic relaxes we are returning to more varied channels including public meetings and a contamination trial is underway in Exmouth in early 2022.
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, help improve Dartford Warbler population numbers, introduce new grazing regime using Devon Reds.</u> • <u>Secure Higher Level Stewardship funds at Knapp Copse LNR to deliver habitat and access improvements.</u> 	Countryside, Arts and Leisure	Higher Tier grants are now in place for Seaton Wetlands, Trinity Hill and Knapp Copse/White Cross Picnic site.
On track	Cou-PA-2666	<u>Countryside volunteer development programme 2021/22:</u> <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</u> 	Countryside, Arts and Leisure	NNR volunteers involved in three work party sessions in 2021/22 completing work on SW Coast Path access. Wild Honiton volunteering will not be a standalone group, but rather be a series of family-friendly volunteering opportunities hosted by the team at times to suit working people. Wardening at the wetlands

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>town</u> <ul style="list-style-type: none"> • <u>Continue development of new volunteer wetlands warden role and restart paused roles across the team as Covid restrictions ease.</u> 		continues to be a good blend of visitor engagement and practical outputs. Walking Wardens are on a rota 3 days/week and Discovery Hut refreshment volunteers are back on Saturday, Sunday and Mondays 10-4
On track	Cou-PA-2667	<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> <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 but seriously delayed due to alterations on the design of the access boardwalk.
Variation	Cou-PA-2668	<u>Deliver new visitor infrastructure to Seaton Wetlands to enhance visitor experience and monetise the increased footfall:</u> <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 reimaged car area for visitor information/welcome</u> • <u>Increased septic tank capability for public toilets</u> 	Countryside, Arts and Leisure	Variation – café offer has initially returned in same set up as previously run by volunteers, this in response to dialogue with the volunteers who wanted to remain in the DH facility. Contactless payment is very well received by visitors and volunteers alike. Car park due to be re-dressed and rolled.
Concern	EEP-PA-2639	<u>Deliver the Clyst Valley Regional Park proposals including engaging with key stakeholders and the community;</u> <ul style="list-style-type: none"> • <u>Continue to work with partners to prioritise projects within the masterplan</u> • <u>Identify funding sources to deliver projects within the masterplan</u> 	Growth, Development and Prosperity Service	Expression of Interest to Heritage Lottery for 'Living Lanes' failed. Reviewing funding strategy. Good progress on other projects including Routes for Roots (engagement of Thelma Hulbert Gallery, excellent tree planting delivery) and Clyst Valley Trail (on track for public consultation in May)
On track	EEP-PA-2564	<u>Deliver the South East Devon Habitat Mitigation Strategy;</u> <ul style="list-style-type: none"> • <u>Support quarterly meetings of the Habitat Regulations Executive Committee</u> • <u>Implement on site and off</u> 	Growth, Development and Prosperity Service	On track : Next meeting of HREC scheduled 17/05/22 On track : Measures in 2021/22 business plan complete, Phase 1 of Pebblebed Heaths visitor access improvements complete.

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>sites measures</u> <ul style="list-style-type: none"> • <u>Provide an annual monitoring report</u> 		Phase 2 planning application submitted to EDDC. On track : Annual monitoring report will be considered at next meeting on 17/5.
On track	Cou-PA-2664	<u>1. Delivery of Wild Honiton project as a local Nature Recovery Network pilot:</u> <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	Partnership and stakeholder meetings have been held and work to deliver project outcomes will begin in new FY
Achieved	Cou-PA-2672	<u>Develop and deliver phase 2 of Culture + Climate - the Creative Cabin / Climate Cabin</u>	Countryside, Arts and Leisure	<p>We have collaborated with Simon Bates and Roots for Routes to expand the reach of our mobile creative space touring programme, Creative Cabin, into the Pinhoe, Broadclyst and Cranbrook communities. THG is managing an associated HLF £18k budget which includes an increase in THG staff hours by 1.5 days per week.</p> <p>We have been awarded £5k from EDDC climate budget to develop a sustainable garden and sculpture courtyard. This will be a space for reflection, creativity, engagement, sustainability; contributing to the nation’s goal to become net zero by 2050. The appointed Garden Designer is Jenny Jones ABOUT Jenny Jones Gardens Aims:</p> <ul style="list-style-type: none"> • Greater sense of community, purpose and wellbeing • Through the relationship with In

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
				<p>In My Back Yard (Local East Devon Growers) provide enhanced access to local ethical food and knowledge about the availability of high welfare, organic, biodynamic and agro-ecological produce and plant-based diets.</p> <ul style="list-style-type: none"> • Learning space for activities, events and workshops to profile artists and growers and support themes around the environment and sustainability. • Outdoor selling area for the craft shop and In My Back Yard (supporting local industry)
On track	EH-PA-2644	<u>To work with other public and private sector partners to develop electric vehicle charging infrastructure linked to sustainable generation of electricity and on-site storage.</u>	Env Health & Car Parks	site surveys completed, lease agreements completed, works due to start in spring 2022
Achieved	HOU-PA-2702	<u>Encourage the Creative Cabin from the Thelma Hulbert Gallery visiting Housing estates.</u>	Housing	<p>The Creative Cabin visited many of our key communities and targeted estates delivering sessions themed around creativity, nature connectedness and climate action.</p> <p>Our hope is to engage communities in Art, Nature and Culture. We held a Community Apple Day at Littleham Community Orchard on 29 October 2021. Thelma Hulbert Gallery and Housing working together on targeting projects to help communities re-engage with our services and supporting them in their health, environment and wellbeing.</p> <p>Event held at St Pauls in Honiton 30/8/21, 30 people attended.</p> <p>The things they made were various, - and mainly from scrapstore materials --- visors really caught on and we did a photo series of those on Instagram and tagged in Homes & People</p> <p>The conversations with the kids</p>

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
				were a lot about how their lives were going, and then we had a few conversations about climate change and were impressed by how much some of the young people were already engaged with the topic.
On track	EEP-PA-2640	<u>Ensure the large scale delivery of zero carbon development in the West End of the District through ;</u> <ul style="list-style-type: none"> • <u>Agreeing a pathway for achieving zero carbon development</u> • <u>Submitting a bid for Heat Network Investment Programme funding</u> • <u>Engaging with landowners/developers and energy companies to help broker and deliver a solution</u> 	Growth, Development and Prosperity Service	Bid to Heat Network Investment Programme successful and detailed business case currently begin developed. Further funding secured to help secure an Energy Services Company to serve the Cranbrook expansion areas.
On track	str-PA-2684	<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>	StreetScene	
Variation	str-PA-2685	<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</u>	StreetScene	No one in post to help manage this no less progress then hoped being made however, the ethos is still very much there, with ongoing tenders featuring carbon reduction/green material questions.

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<p><u>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>		
Concern	EH-PA-2643	<p><u>To work across the Council to identify opportunities to reduce the impact of our activities including reductions in both commuting and business miles travelled by the implementation of our green travel plan.</u></p>	Env Health & Car Parks	Discussions are ongoing around the introduction of a zero emission vehicle trial as an alternative to use of ICE vehicles for Council business journeys. Planned implementation April or May 2022.
Achieved	str-PA-2679	<p><u>Health & Wellbeing events, Fitness Licences & social prescribing</u> <u>Ensure all major parks/public realm areas have an event or engagement activity during the year which offers opportunities for health & wellbeing.</u> <u>5 ways to wellbeing – Connect, Give, Take notice, Keep learning & be active. 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> <u>Publicise the list so GPs and others can use it to prescribe social activity in outside spaces with volunteers.</u> <u>Fitness licence. Set out a fitness licence procedure and agree this through a Portfolio Holder report. 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>On track Our major parks/public realm areas held an event which offered opportunities for health and wellbeing. Examples include: -Exmouth - Open Water Triathlon -Budleigh - Climb South West Sir Walter Raleigh half Marathon -Honiton Gruffalo trail -Sidmouth – Outdoor Theatre and Music performances We issued fitness licence for a variety of activities including Nordic Walking, Open Water Swimming, Personal Training and Yoga, covering multiple place in the district, but mainly Exmouth.</p>
On track	HOU-PA-2703	<p><u>Implement the actions contained in the Climate Change Action Plan relating to housing, specifically a phased replacement of heating systems reliant of burning fossil fuels and</u></p>	Housing	Awarded £614,000 through the Social Housing decarbonisation Fund in order to target lowest EPC properties. This work is underway. We are also revisiting previous properties that we have installed Air Source Heat Pumps

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>improved energy efficient homes for tenants.</u>		in to consider a fabric first approach- recognising work that should have been undertaken at the start. Consideration to Climate Change is now considered within all Planned Works programmes- we have re-branded the Managers role to capture 'Climate Change' in his job description in order to embed the cultural change required.
Achieved	str-PA-2680	<u>Improve our sustainable management of green spaces/rewilding to help protect the environment and meet Climate Change Action Plan aims. Building on our adopted Green Space Plan Natural Green Space Policies 1 and Nature Recovery Network approach</u>	StreetScene	22, 965 perennials planted in 2021 50+ sites greenspaces inc verges left to grow as meadow grass Apr-Oct Social Media and Comms releases to publicise our approach Website updated to publicise approach Mapping of sites not yet complete but in progress
On track	HOU-PA-2704	<u>Invest in the improvement of the communal areas on housing estates, including tree planting and encouraging a greater diversity of wildlife through re-wilding and nature recovery corridors.</u>	Housing	This work is ongoing, we have excellent links with the Countryside team and a number of projects are in place focusing on rewilding and nature recovery across our housing estates.
On track	str-PA-2676	<u>On-street Recycling Procure additional bin lift cleansing vehicles as leases expire to allow efficient emptying. Monitor contamination levels and report on viability. Further trials in town centre areas to be determined, following assessment of use at Exmouth.</u>	StreetScene	We are continuing to review locations for more on street recycling bins, with additions across all seafront locations. Further roll out of more integrated bins awaits fuller review of logistics and the Environment Act/DRS.
On track	str-PA-2683	<u>Prepare for Government Resources Strategy & Environment Bill changes</u>	StreetScene	All opportunities to respond to DEFRA consultation phases have been taken both as EDDC and as part of the Devon group of authorities. Detailed information is still slow in being released by DEFRA but Partnership Board has been updated on the DEFRA EPR consultation response issued in April 2022. This was the latest in

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
				a series of updates throughout 2021/2022. We anticipate further information to be released by DEFRA at the end of May 2022
Achieved	Cou-PA-2670	<u>Provide guidance and technical support to the Routes for Roots project.</u>	Countryside, Arts and Leisure	This project is managed by Simon Bates, GI Manager and requires his input to update this KSO.
Variation	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 depot infrastructure requirements.</u>	StreetScene	<p>The audit report on fleet was reported to A&G and work has started on the job description for changing our existing Budget and Equipment Monitoring Officer Post to one focussed more on fleet management and delivery. Immediate actions from the audit have been completed (better control and record keeping for driver induction and an improvement of the wording in the van declaration letter).</p> <p>The recent agreement for additional resources in StreetScene includes a fleet administration post which is allowing us to make capacity in the BEMO role for further fleet work. Once these HR processes have been completed, we will be able to work more on the corporate improvement of fleet management, including a focus on EV and decarbonisation.</p> <p>In the meantime an officer working group has been established to guide and coordinate the work we are able to undertake that relates to this objective. This will remain a service plan objective and priority tied to the Climate CHange Action Plan.</p>
Achieved	str-PA-2678	<u>Review of chemical usage</u> <u>- Investigate and trial more sustainable alternatives to herbicides for weed control.</u> <u>- Reduce the use of glyphosate and other chemicals by undertaking an audit of use and analysis of</u>	StreetScene	Completed Report has been completed and presented to Cabinet. New measures come into force on the 1st of September 2022.

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<p><u>alternatives across sports pitches, green spaces and public realm areas.</u></p> <p><u>- Produce report to Cabinet on alternatives to include withdrawing from weed spraying in some areas, including Highways around town centres which we do although not our remit.</u></p> <p><u>- Cost physical alternatives and project resourcing requirements.</u></p>		
Variation	LGL-PA-2693	<p><u>Review of Taxi Policy to help seek to meet climate change targets and reduce emissions</u></p>	Governance and Licensing Services	A full 5 year review of the policy will occur this year including a review of a) reduced vehicle emissions b) new mandatory national standards. The licensing team has successfully adopted the national LGA Revocation database known as NR3 which has required extensive work. The combination of these factors requires further work in to year 2022/23 to finalise this objective.
Achieved	Cou-PA-2675	<p><u>Support the work of the LED Monitoring Committee:</u></p> <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	All meetings supported with achievements being support of LED approved through an additional £1.3 million of support due to COVID impact, commissioning of Leisure Strategy and agreement of annual capital improvements programme.
Achieved	Cou-PA-2674	<p><u>Support work of EDDC's Arts & Culture Forum during 2021/22 to:</u></p> <ul style="list-style-type: none"> • <u>Review EDDC Cultural Strategy 2017-2022 ready for consultation and adoption</u> • <u>Agree and oversee the</u> 	Countryside, Arts and Leisure	The Arts & Culture Forum are scheduled to meet with the newly appointed Consultants to deliver the Culture Strategy and discuss and provide details on their vision, expectations and role in helping to shape the

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>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>		document as it begins to pull together the initial results of consultations and workshops with local communities, creative arts organisations and key partners.
Achieved	Cou-PA-2665	<u>The whole Service to contribute to the East Devon's Public Health Plan and improved health and wellbeing through:</u> <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>	Countryside, Arts and Leisure	The work programmes and projects of the Countryside, Arts and Leisure teams has been captured in the annual Public Health Plan review 2021/22 detailing all the activities undertaken in the year despite the multiple challenges of COVID and lockdowns. Despite this all the teams have delivered an impressive level of activity from re-engaging volunteers to help with the multiple benefits of physical and mental wellbeing, leading health walks, conducting workshops for a wide range of local groups covering dementia, self isolation and learning difficulties.
Achieved	Cou-PA-2673	<u>THG continues to digitize activity, develop audiences and increasing revenue:</u> <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	The winter Art History talks series Jan – March were sold out. Income £600 THG has been awarded £2000 from the Paul Mellon fund to deliver the Ingrid Pollard programme THG has been awarded £2000 from the University of Exeter to deliver Ingrid Pollard programme It is now possible to make donations online. The Devon Artist Network exhibition will supplement sales from the shop and stimulate growth
Achieved	Cou-PA-2671	<u>THG delivers Creative Communities 2021 - through exhibitions, public 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>	Countryside, Arts and Leisure	Our programme has changed due to the pandemic. Our 2022 programme Towards a New Model of rural cultural production will extend our impact across East Devon, rooting creativity in community & place and establishing a sub-regional strategic role for culture: The programme Creative Communities 2022 opened with

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>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>Mikhail Karikis opens at THG and Ocean, Exmouth, on 15th January – 5th March (This include micro exhibition Tom Bailey: Theatre Maker)</p> <p>500 visitors viewed Seawomen at Ocean</p> <p>1007 visitors viewed Children of Unquiet THG</p> <p>An additional 261 children and adults attended either a workshop or talk during this period. This included an event with the University of Exeter. This exhibition was followed by Nick Goss, Mud Angels opening 19/03/22 which has received 449 visitors in the last month</p> <p>50 artists have been selected for the Devon Artist Network, FRESH exhibition 29/05/22 – 23/07/22</p> <p>Our Ingrid Pollard in Devon exhibition 06/08/22 – 29/10/22 is confirmed</p> <p>Ingrid has recently been selected for the Turner Prize. The Turner Prize exhibition at Tate Liverpool will run concurrently to our exhibition. We have arranged diversity training working with the Inclusion agency to support staff deliver the exhibition and engagement plan.</p>
Variation	pla-PA-2629	<u>To continue to enforce against unauthorised and harmful developments quickly and effectively.</u>	Planning Strategy and Development Management	We continue to enforce the legislation as best we can but we are continuing to see high levels of demand for the service and a number of complex cases where there are no easy or quick solutions.
On track	pla-PA-2627	<u>To deliver all necessary habitats and flood mitigation measures to mitigate the impacts of developments.</u>	Planning Strategy and Development Management	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 Plan DPD. Work is also underway in commissioning

Service Plan Objectives - Greener East Devon

Priority: Greener East Devon

Key Strategic Objective

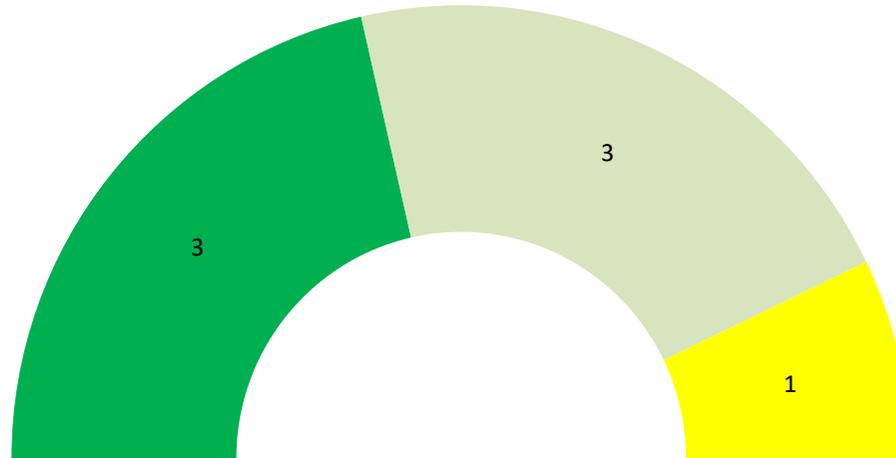
Objective Status	Code	Objective	Service	Comments
				consultants to review the strategy as part of work on the new Local Plan. Development proposals continue to be required to deliver the necessary mitigation to address any flooding issues.
Achieved	pla-PA-2628	<u>To provide a responsive and pro-active dangerous structures service to ensure that action is taken against any dangerous structures in a timely manner.</u>	Planning Strategy and Development Management	There are no outstanding requests for action that are not being investigated, or that have not been actioned and closed. We are currently developing a more responsive monitoring tool within Uinform - PS
Achieved	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. 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	Completed. Final report submitted and HLF grant fund drawn down. Ranger team continue to deliver Wild Exmouth-liked work within the town however resources are scaled back since project conclusion.

PRIORITY: Resilient Economy

Service Plan Objectives - Quarter Four Results 2021/22

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**Progress towards
outcome**



**Number of Measures
(Total measures for outcome = 7)**

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

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
Achieved	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 was given when required.
Achieved	LGL-PA-2584	<u>Deliver licences and consents in accordance with the revised Licensing and Gambling Policies and enforce where necessary.</u>	Governance and Licensing Services	The licensing team operates efficiently within the terms of both policies without application backlogs or time delays in issuing.
On track	HOU-PA-2712	<u>Deliver the priorities from the emerging poverty strategy and action plan.</u>	Housing	Ongoing and also featured in 2022/2023 Service Plan.
Variation	LGL-PA-2694	<u>Ensure review of street trading regime charging arrangements.</u>	Governance and Licensing Services	This task has rolled over to be incorporated in the forthcoming (5 yearly) review of the policy. The policy review and implementation of charging application fees will be managed at the same time under one consultation in year 2022/23
On track	EEP-PA-2642	<u>Lead the delivery of the Enterprise Zone programme to accelerate the delivery of new commercial space;</u> <ul style="list-style-type: none"> • <u>Bring forward investment proposals</u> • <u>Manage the investment programme ensuring that key outputs are realised</u> • <u>Support quarterly meetings of the</u> 	Growth, Development and Prosperity Service	In the last 12 months the Enterprise Zone programme has focused on: - Supporting the delivery of Long Lane improvement scheme – which once complete will unlock the Powerpark site - Supporting the acquisition of land within Cranbrook town centre - Supporting the delivery of new employment space at Science Park These proposals have been developed, endorsed by the

Service Plan Objectives - A resilient economy

Priority: A Resilient Economy

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>Enterprise Zone Board</u>		Enterprise Zone Board, with approved through EDDC Council/Cabinet. The investment programme for the EZ supports the delivery of the capital projects, with support in the development of Local Development Orders and an improved marketing/branding for the zone. Regular meetings of the EZ Board has overseen the programme of works.
On track	EEP-PA-2641	<p><u>Promote and support the rural economy including sustainable tourism, responsible agriculture and training opportunities for younger residents.</u></p> <ul style="list-style-type: none"> • <u>Encourage the development of localised supply chains with our food and drink producers including through Gate to Plate in 2021</u> • <u>Support improvements to digital connectivity in the District by liaising with the Connecting Devon & Somerset appointed provider to influence investment plans</u> • <u>Work with the Local Enterprise Partnership to deliver the rural productivity deal and to implement the Tourism Action Zone</u> • <u>Adapt to new funding regimes post Brexit including considering the potential to take forward LEADER type principles</u> 	Growth, Development and Prosperity Service	<p>G2P successfully delivered in 2021 with more than 50 local producers gaining access to a wider market and promotion through the event. Discretionary grant support prioritised to the food and drink supply chain through Cabinet approved ARG Policy. Our IRF fund has supported local producers gaining access to a new online sales platform being developed by Taste of the West. Our Welcome Back Funded EastDevonly campaigns have specifically championed quality local food and drink providers as a core attractor for the district.</p> <p>Our Senior EDO presented a detailed report on Digital Connectivity to Overview Committee on 13th October 2021. This report provided 1) an update on the roll-out of the CDS programme; 2) an update on the latest developments by Jurassic Fibre; 3) case studies of ultra-fast broadband connections; 4) highlighted alternative connection options for hard to reach rural areas</p> <p>Variation: The priorities for the LEP have changed with a rural productivity deal no longer featuring. Equally, pursuit of a Tourism Action Zone does not appear to be a priority. We will continue to develop our Team Devon approach in prioritising improved productivity through both our UK Shared Prosperity Fund Investment Plan and as a core element of the County Deal. Separately, EDDC's own Tourism Strategy will identify opportunities to</p>

Service Plan Objectives - A resilient economy

Priority: A Resilient Economy

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
				<p>promote sustainable tourism, reduce fragmentation in the sector and will seek to support the outcomes of our Cultural Development Strategy.</p> <p>We will be developing our UKSPF Investment Plan in partnership with relevant services. Our Innovation and Resilience Fund will have achieved full spend of our £2.1m commitment by May 2022. The approach taken in developing the scheme, along with the funded project sponsor support were directly informed by our LEADER success and best practice.</p>
On track	str-PA-2686	<p><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 and investing in infrastructure to improve the buildings and user experience. - Consultation on proposals.</u></p>	StreetScene	<p>Since Cabinet agreed the toilet review outcomes, work has been progressing on the marketing particulars and preparations for the Cat B sites, meetings are being arranged and held with Town & Parish Councils regarding the Cat C transfers to them and a re-build project timeline and specification is being put together for the Cat A sites where EDDC will continue investment. The Cat A re-build project will see 4 pilot sites progressed this year up to June 2023, with further sites following after this. The timeline will be confirmed with Cabinet shortly.</p> <p>This work will continue under a new objective, with much of the work now led by the Place, Property and Commercialism team. In the meantime the public toilets have re-opened and will be open until April 2023 unless transfers complete before this time.</p>
Achieved	str-PA-2687	<p><u>Sustainably increase our range of events hosted on our land through new Events Officer Role (a council wide resource).</u></p>	StreetScene	<p>We delivered our first wedding in Connaught Gardens. Target achieved with Queens Drive Space income, although we still had a lot of events cancelled due to Covid-19. We are still waiting for our marketing</p>

Service Plan Objectives - A resilient economy

Priority: A Resilient Economy

Key Strategic Objective

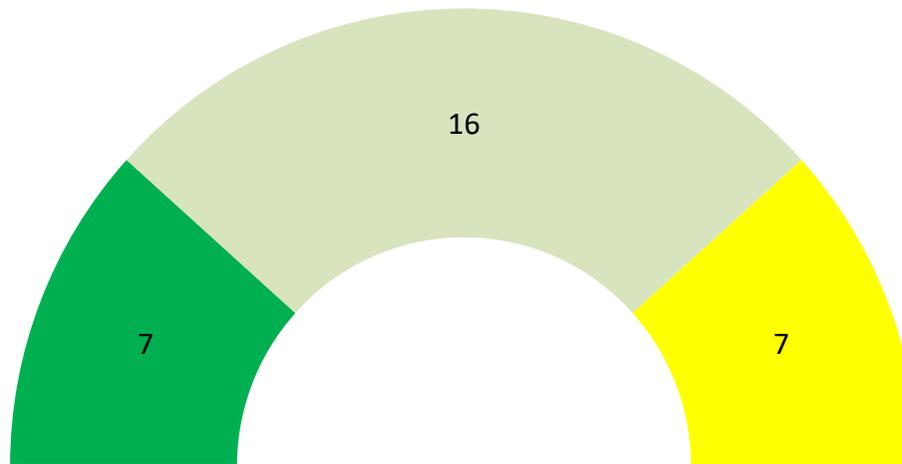
Objective Status	Code	Objective	Service	Comments
				brochure to be produced, as well as our landing pages, we have built a brand identity. We are using our dedicated social media channels to promote our open spaces, whilst we wait for our marketing brochure.
On track	EH-PA-2650	<u>We will develop our in house and outsourced training offer in the coming year – to include delivery of coaching, mentoring and seminars.</u> <u>We will develop our local Property Agent Rating Scheme and deliver HHSRS training and seminars.</u>	Env Health & Car Parks	On going due to Homes for Ukraine accommodation checks. To be delivered in 2022

Services Matter

Service Plan Objectives - Quarter Four Results 2021/22

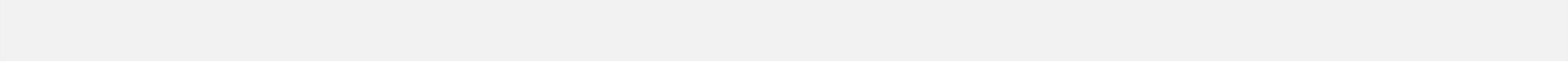
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Progress towards outcome



Number of Measures
(Total measures for outcome = 30)

■ 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	Plan for 21/22 was completed, presented to Cabinet and published.
Achieved	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	Both reviews completed and published. Review for pandemic year 20/21 presented to Cabinet 02.03.22.
On track	EH-PA-2655	<u>Apprenticeship Scheme Following difficulties experienced this year in recruiting suitably qualified and experienced Environmental Health Officers and managers, we will explore the option of investing in a new apprentice Environmental Health Officer post.</u>	Env Health & Car Parks	This is being considered by EDDC and other Devon Districts. There is an intention to recruit an EDDC apprentice in time for a September enrolment at Weston College alongside other District Council apprentices and a shared Devon-wide training programme will be developed via the Devon Chief EHO's group.
Achieved	EH-PA-2662	<u>Subject to the outcome of the car parks Task and Finish Forum we propose to increase our car parking fees and charges during 2021. The majority of our charges have not been increased since 2010 and some have been reduced significantly and over that period we have not passed on the increase in VAT (from 15% to 17.5% to</u>	Env Health & Car Parks	Completed – Cabinet decision.

Service Plan Objectives - Services that matter

Priority: Services that matter

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
Variation	fin-PA-2690	<p>20%).</p> <p><u>Carry out a review of telephony and reception services within the CSC. This will include reviewing management data to consider how we can better automate the routing of calls, dynamic automated messages, promotion of online services, etc. Alongside this we will also review resources for customer facing roles across the two sites to see how we can create greater efficiencies.</u></p>	Finance	A number of strands of this work is in progress and has been included and approved in 2022/23 objectives
On track	EH-PA-2653	<p><u>Corporate Health and Safety</u></p> <ul style="list-style-type: none"> • <u>We will plan to deliver a corporate Health & Safety training programme across all council services, and accurately recorded training undertaken.</u> • <u>We will oversee an annual review of risk assessment documents to ensure that all work activities are covered by a risk assessment that is effective in mitigating risks.</u> • <u>We will review our arrangements for ensuring lone worker safety arrangements to be sure that they are robust and are being applied consistently throughout the organisation.</u> • <u>We will carry out checks to verify that higher risk activities in frontline services continue to be well managed with a Safety First approach.</u> • <u>We will review staff training needs to identify whether anyone needs update training in our</u> 	Env Health & Car Parks	<p>Corporate training plan identified, training undertaken to be recorded by Service Administrators. SMT asked to nominate Service Administrators, and presently awaiting response from Planning, Building Control and Countryside.</p> <p>Annual risk assessment review suspended during pandemic and just being restarted to incorporate the Covid assessments in to the standard risk assessments going forward. High risk activities in StreetScene have all been reviewed this year.</p> <p>Lone working review overdue. Audits for higher risk activates to confirm adherence to Safe Systems of Work yet to be carried out.</p> <p>Awaiting appropriate Service Safety Administrators to ensure training records up to date and enable review of overdue training need.</p> <p>DSE assessment reminders issued, office procedures reviewed and COVID dynamic risk assessment for site visits reviewed.</p>

Service Plan Objectives - Services that matter

Priority: Services that matter

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>health and safety essentials and that everyone knows what to do when: driving for work; engaged in manual handling; dealing with aggression; participating in a fire evacuation; awareness of electrical safety issues in the workplace etc.</u> <u>• We will ensure that all staff including seasonal and temporary workers have a safe place to work in the office, at home and on-site.</u>		
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	The public health officer has continued to contribute to / feed back from [now monthly] County/District meetings aiming to ensure residents have the support they need to self-isolate. She liaises with EDDC officers as needed. She provides weekly stats to SMT and collates monthly returns for DCC.
Achieved	LGL-PA-2695	<u>Deliver taxi licences in accordance with the Taxi Policy and enforce where necessary.</u>	Governance and Licensing Services	Taxi & Private Hire Licences are being granted / enforced in accordance with Policy. The licensing team operates effectively without application backlogs or time delays in issuing.
Variation	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	Not completed in year but work will continue.
Variation	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	Not completed in year but work will continue.
On track	HOU-PA-2716	<u>Embrace the changes anticipated in the Building Safety Act, including the appointment of building safety managers.</u>	Housing	This is a developing piece of work and as preparation for the Act, a self-assessment exercise is underway to determine the impact and necessary changes required.

Service Plan Objectives - Services that matter

Priority: Services that matter

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
On track	fin-PA-2689	<u>Ensure appropriate framework and advice is given to Council to ensure the Financial Plan is implemented and Balanced budgets are set going forward (2021/22 onwards)</u>	Finance	Balanced Budget proposal currently being considered through committee process
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 remains on hold pending further work / decisions by the Council.
On track	EH-PA-2660	<u>Health messaging</u> <ul style="list-style-type: none"> • <u>Continue to scope ways of increasing access to and understanding of reliable health information across East Devon. Worked with colleagues and existing partners and continue to establish new contacts.</u> • <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> 	Env Health & Car Parks	The public health officer has championed topics that address combined issues of health/wellbeing, poverty issues and climate emergency. 28 tweets raising awareness of health & wellbeing opportunities 18 health & wellbeing ideas researched and written for Comms to use in weekly staff / residents / businesses newsletters; two items researched and submitted to Housing Matters for our tenants.
On track	HOU-PA-2715	<u>Improve our approach to safeguarding by implementing the protocol developed for Registered Providers.</u>	Housing	Safeguarding Policies kept under review.
On	fin-PA-2688	<u>Review and develop</u>	Finance	Implementation of SharePoint

Service Plan Objectives - Services that matter

Priority: Services that matter

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
track		<u>improved intranet procurement advice and tools to services across the Council</u>		in progress to provide direct link to officers thereby passing the need to keep EDDC Intranet up to date
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 and then Cabinet.</u>	Finance	Financial monitoring reporting continues to be developed with the use of in house designed database and reporting process. Early considerations are being made on the financial monitoring and reporting to be implemented as part of the new financial information system.
On track	HOU-PA-2713	<u>Review multi-agency and key stakeholder relationships to ensure understanding of processes and information sharing is effective and GDPR compliant.</u>	Housing	Many arrangements exist across the service with close joint working arrangements, these are reviewed on an individual basis. All formal arrangements are passed to GDPR team to ensure compliance.
Achieved	LGL-PA-2699	<u>Review of approach to Council meetings (virtual / hybrid / normal - including issues such as electronic voting, speaker queuing, webcasting)</u>	Governance and Licensing Services	Preliminary reviews undertaken including continuation of virtual meeting arrangements. Further work will continue in 2022/23.
On track	HOU-PA-2714	<u>Review the Service against the Social Housing Regulators Standards and ensure that we are fully compliant.</u>	Housing	A series of self-assessments were taken to the Housing Review Board however as the Legislation has now changed, a full assessment is underway of the Social Housing White Paper in order to determine work that needs to be undertaken to ensure compliance.
Variation	LGL-PA-2587	<u>Revising the Cemetery Regulations to ensure an updated and fit for purpose regime for burials</u>	Governance and Licensing Services	Over the previous year staff have had need to deliver the Licensing Act and Gambling Act policies in the same year. The review of Cemetery Regulations will carry over in to year 2022/23 objectives to allow a full public consultation together with a review of cemetery fees.
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</u>	Planning Strategy and Development Management	Discussions around the working draft of the new local plan through Strategic Planning Committee during January and February alongside presentations from developers

Service Plan Objectives - Services that matter

Priority: Services that matter

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>allocations to meet Members aspirations and the development needs of the district</u>		and site promoters during this period have enabled Members to provide useful feedback to officers which is now shaping production of a draft local plan. Members have agreed that this should now be consulted on in the early autumn and work is well underway to produce the draft plan and undertake further site assessment work.
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 enhancements</u>	Planning Strategy and Development Management	Due to the Covid pandemic, and specifically sport governing bodies turning the focus of higher attention to club survival rather than forward planning, work on production of the Playing Pitch Strategy stalled. However, work has now recommenced with pitch assessment work underway a strategy to be completed in 2022.
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	2020/21 Statement of Accounts adopted by Audit & Governance Committee 16 March 2022. The Grant Thornton external audit is substantially complete and we await the final conclusion where they anticipate issuing an unqualified opinion.
Achieved	CDS-PA-2721	<u>Update the corporate Equalities policy</u>	Communications, Digital Services and Engagement Team	Policy updated and agreed by Council June 2021
Variation	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	although this work has previously been covered by our Community Safety and Anti-social Behaviour Coordinator, we now have authority to recruit a dedicated Emergency Planning and Business Continuity Officer and a recruitment campaign will begin as soon as this new job role

Service Plan Objectives - Services that matter

Priority: Services that matter

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
				has been through job evaluation.
On track	EH-PA-2654	<u>We will work with the Member Champion for Mental Health to consider the options around an officer role to support the Council's commitment.</u>	Env Health & Car Parks	Our Mental Health Challenge Coordinator started in January and liaised closely with the Member Champion but left after 8 weeks. The Principal EH Officer discussed this with the Member Champion; the Public Health Officer and others are making proposals regards managing possible work-streams going forward.
On track	EH-PA-2661	<u>WEB board and health forums</u> <ul style="list-style-type: none"> • <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 to help select suitable activities, and for the foreseeable future maintaining a basic webpage for them.</u> • <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> 	Env Health & Car Parks	13.01 & 03.03 attended WEB Board meetings & shared information e.g. grant opportunities. Shared various grant and networking opportunities for health forum contacts throughout East Devon, and details of a new communities directory. 15.02 contributed to Budleigh Seachange advisory Board meeting. Jan/Feb assisted local GP with his health & wellbeing projects for Littleham e.g. facilitating leaflet-delivery to tenants. March: liaised with Eastern Locality Forum meeting organiser to arrange appropriate representation for their next meeting.
On track	EH-PA-2659	<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>	Env Health & Car Parks	For example, the PH officer promoted: January: national NHS Better Health campaigns covering adult obesity, childhood obesity, and quit smoking; national Every Mind Matters loneliness campaign; national NMR vaccine uptake campaign. February: new NHS campaigns on heart attack awareness; prostate awareness & cervical screening uptake.

Service Plan Objectives - Services that matter

Priority: Services that matter

Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
				Details shared as appropriate with staff, members, residents, specific services. Some sent to T&P clerks; some posters sent to various external groups.

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SPAR.net

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2022 18:16

PROPOSAL FORM FOR ITEMS FOR CONSIDERATION BY THE SCRUTINY COMMITTEE

Submitted by :

Please describe the matter you would like considered:

Please identify why this item should be considered:

- a) It is a district level function over which the district has some control
- b) It is part of the Council Plan, or a policy or service area of activity which would be timely to review
- c) It is a gap in service provision within District Council's remit
- d) It is a major proposal for policy or procedural change
- e) It is an issue raised from complaints received
- f) It is an area of public concern
- g) The issue relates to an area where Council, or one of its partners, is not performing well
- h) It would be of benefit to residents of the district
- i) Other (please specify):

Having regard to the role of the Scrutiny Committees (see end of form) - please describe as precisely as possible what outcomes you would like to see achieved:

Any other comments that you consider relevant:

PLEASE RETURN THIS FORM TO DEMOCRATIC SERVICES

Monitoring Officer comments:

Scrutiny Committees' Role

The Council's Constitution details the role of the Scrutiny Committee in [Article 7](#) and in the Terms of Reference in [Part 3 Section 2](#). It has statutory powers through the Local Government Act 2000.

The following sets out the role of the Scrutiny Committee in general terms:

The Overview and Scrutiny Committees operate within the guiding principles of effective scrutiny promoted by the Centre for Public Scrutiny, namely:

- a) Provide a 'critical friend' challenge to the Cabinet as well as external authorities and agencies;*
- b) Its aim is to hold Council to account on behalf of the public and its communities;*
- c) Take the lead and own the scrutiny process on behalf of the public;*
- d) Make an impact on the delivery of public services*

*The **Scrutiny Committee** will principally take the lead and own **the post decision scrutiny process** (in its widest sense) on behalf of the public with a view to making an impact on the delivery of public*

More specifically the role and powers of the Scrutiny Committee are to;

- *Review and scrutinise the decisions made by and performance of the Cabinet and Council officers both in relation to individual decisions and over time.*
- *Review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or particular service areas.*
- *Question Members of the Cabinet and Senior Officers about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions, initiatives or projects.*
- *Make recommendations to the Cabinet and/or Council arising from the outcome of the scrutiny process.*
- *Review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the Scrutiny Committee and local people about their activities and performance.*
- *Question and gather evidence from any person (with their consent).*
- *Exercise the right to call-in, for reconsideration, decisions made but not yet implemented by the Cabinet and/or a Portfolio Holder Member of the Cabinet.*

Please note the following:

- Scrutiny aims to improve the efficiency and effectiveness of Council Services
- The Scrutiny Committee can gather evidence on issues affecting local people and make recommendations based on its findings.
- It is important to demonstrate that scrutiny work adds value for local people.
- Those scrutinizing should be independent-minded but not apolitical although political point scoring should be avoided.
- Individual planning and licensing decision cannot be considered and nor can matters concerning an individual or entity where there is a right of review or appeal conferred by law being considered by the committee unless it relates to a function for which the authority is responsible not being discharged at all or that its discharge has failed or is failing on a systemic basis.
- Scrutiny will not consider matters which are vexatious, discriminatory or are not reasonable to be included in the agenda.
- You can identify and prioritise potential scrutiny topics, considering the resources they would require and the level of impact they could achieve by:
 - consulting with all members of scrutiny committees, senior officers, cabinet members
 - looking at corporate priorities, business plans and the Forward Plan
 - consider events and decisions in the council's calendar that could require an input from scrutiny
 - evaluate previous council performance and identifying any follow-up work required to previous scrutiny work
 - carry out work to engage with local people, for example through surgeries, local media, opinion surveys and online forums
 - work towards a common target in their questioning of witnesses

Members will also find useful information in the following guidance:

- Government's '[Overview and Scrutiny: statutory guidance for Councils](#)' – statutory status
- Centre for Public Scrutiny '[The Good Scrutiny Guide](#)' – non-statutory status

Scrutiny Committee Forward Plan 2022 / 23

Work for scoping and/or allocation to the Forward Plan

Proposed date	Topic
8 September	South West Water / Planning and Development – Ed Freeman report To be followed by joint Zoom meeting with SWW – date TBC
8 September	Portfolio Holder report Cllr Paul Hayward & Cllr Geoff Pratt (Economy and Assets portfolio) – rural Economy issues – food, farming and resources; coastal economy issues
8 September	Portfolio Holder report Cllr Paul Hayward & Cllr Jack Rowland (Economy and Assets & Finance portfolios) – Asset use – costs and income
8 September TBC	Database of assets owned by the Council (proposal form submitted by Cllr Ranger – it was reported that the database already exists). Service Lead for Place, Assets and Commercialisation and PFH for Economy and Assets to attend a future meeting. Agreed at April meeting.
8 September	Quarterly performance report – Q1
6 October	South West Water / beach water quality – Environmental Health/ Streetscene report To be followed by joint Zoom meeting with SWW – date TBC
6 October	Portfolio Holder report Cllr Marianne Rixson (Climate Action and Emergency Response) – Climate action budget
3 November	South West Water / river water quality – Environmental Health report To be followed by joint Zoom meeting with SWW – date TBC
3 November	Portfolio Holder report Cllr Sarah Jackson (Democracy, Transparency and Communications) – draft training strategy (agreed at meeting on 2 December 2021)
3 November	Portfolio Holder report Cllr Sarah Jackson (Democracy, Transparency and Communications) - Governance / Licensing issues and Engagement and Funding issues

1 December	Portfolio Holder Cllr Dan Ledger (Sustainable Homes and Communities) - "state of homes" complaints, heat pump costs, housing numbers refurbished
1 December	Portfolio Holder Cllr John Loudoun (Council and Corporate Co-ordination) - report on Strata costs
1 December	Quarterly performance report - Q2
11 January 2023	Joint Budget meeting with the Overview Committee
2 February 2023	Portfolio Holder report Cllr Geoff Jung and Cllr Eleanor Rylance (Coast, Country and Environment) – report on StreetScene; car parks; parking
2 March 2023	Portfolio Holder report Cllr Paul Arnott (Strategic Planning) – report on scheme of delegation; links between economics and Planning
2 March 2023	Quarterly performance report – Q3
6 April 2023	Portfolio Holder report Cllr Nick Hookway (Tourism, Leisure, Sport and Culture) – report on LED costs; Exmouth Queen's Drive
TBC	Strategic review of policy formation (proposal form from Cllr Allen, agreed at June meeting) – scoping report
TBC	Procedure for putting forward alternative strategies (proposal form from Cllr Allen, agreed at June meeting) – scoping report
TBC	Expenditure on consultants and agency staff 2020/21 (follow up from meeting of 2 December 2021)
TBC	Proposal from Mid Devon DC Scrutiny Committee regarding a joint review into the planning controls and regulatory requirements associated with the bio-energy industry within Devon, in particular anaerobic digesters (details circulated to Members by email on 10 December 2021) The Chair to discuss with the Chair of Strategic Planning Committee.
TBC – keep under review	Local Plan Sites – Allocations to Delivery The Joint Overview and Scrutiny meeting of 17 th January 2022 [minute 43c] recommended ' <i>a review of the Statement of Community Involvement and consultations on planning applications to consider making greater use of site notices to publicise planning applications</i> ' Goodmores Farm could be considered as part of this work if the concern relates to the consultation specifically (agreed at meeting on 3 March 2022). This item to be kept under review.

Correspondence regarding Scrutiny Committee topics	
Date received	Details
8 June 2022	Correspondence from Mr G Crawford regarding storm overflow discharge at Exmouth following the response to questions from SWW
28 June 2022	Correspondence from Mr G Crawford to advise that the Ofwat investigation into raw sewage dumping has been extended to include SWW