

Agenda for Personnel Committee Wednesday, 10th September, 2025, 10.00 am

Members of Personnel Committee

E Rylance (Chair), J Loudoun (Vice-Chair), P Arnott, A Bailey, B Bailey, K Blakey, J Brown, M Chapman, T Dumper, P Hayward, J Heath, N Hookway, Y Levine, T McCollum and E Wragg

Venue: Council Chamber, Blackdown House, Honiton

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2 September 2025



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This meeting is being recorded for subsequent publication on the Council's website and will be streamed live to the [East Devon District Council Youtube Channel](#)

- 1 Minutes of the previous meeting (Pages 3 - 5)
To agree the minutes of the previous meeting held on 15th April 2025.
- 2 Apologies
- 3 Declarations of interest
Guidance is available online to Councillors and co-opted members on making [declarations of interest](#)
- 4 Public speaking
- 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 Annual Health and Safety Report 2024/25 and Corporate Safety Workplan 2025/26 (Pages 6 - 29)
- 8 People Data: Annual Report 2024/25 (Pages 30 - 54)
- 9 People Data: April - July 2025 quarterly report (Pages 55 - 63)
- 10 Out of Hours Policy (Pages 64 - 70)
- 11 People Strategy (Pages 71 - 76)

12 LGR and impact on staff

Verbal report.

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Members of the public exercising their right to speak during Public Speaking will be recorded.

[Decision making and equalities](#)

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EAST DEVON DISTRICT COUNCIL

Minutes of the meeting of Personnel Committee held at Council Chamber, Blackdown House, Honiton on 15 April 2025

Attendance list at end of document

The meeting started at 10.00 am and ended at 10.35 am

20 Minutes of the previous meeting held on 14 January 2025

The minutes of the previous meeting held on the 14th January 2025 were confirmed as a true record.

21 Declarations of interest

None.

22 Public speaking

None.

23 Matters of urgency

None.

24 Confidential/exempt item(s)

None.

25 Carers and Special Care Leave Policy

The new Carers and Special Leave Policy was presented to the committee, in light of the introduction of the Carer's Leave Act.

The Act aims to support employees in managing their work while fulfilling essential caregiving duties. In reviewing the requirements of the Act and the existing policy in place for compassionate leave and special care leave, the new policy had been drafted that covered the entitlement and improved upon it. This meant that the Act requirement of five days leave would also be paid leave, with the continued entitlement to special care leave of three days unpaid leave.

In response to a question about the potential abuse of the policy, the committee were reassured that the procedures and criteria, set by legislation, would be used correctly through full training for managers. The Chair voiced his view that the organisation, both through managers and employees, would act in good faith if making an application for leave using this policy.

RESOLVED that the Carers and Special Leave Policy as set out in the report be approved.

26 **People Data**

The committee received the regular update on key people data up to end February 2025.

Data highlighted included:

- Headcount decreased by 6 to 560;
- One reduction in market supplements, with annual review completed;
- Vacancies reduced from 32 to 29, with progress in some posts at the time of the meeting leaving 13 vacancies with no current known outcome. This was a clear decrease against headcount to 5.17%;
- Slight increase in time taken to fill vacancies, exacerbated by the Christmas leave period when recruitment tends to pause;
- Voluntary turnover rate was 11.56%, higher than at the end of 2023/24 year outcome of 8.89%. A detailed analysis would be presented to the committee in the year end people data report;
- Number of days lost forecast for 2024/25 per FTE is similar to the 10.05 days outcome, higher than the target of 8.5 days. Benchmarking data suggests that comparable councils are also experiencing similar levels. The committee were provided with the most common reasons for days lost and the steps taken to mitigate and offer assistance to employees.

Discussion included:

- Data comparisons with similar authorities that offer the same or similar services was more helpful for benchmarking than other authorities or the private sector;
- National benchmarking data was also taken into account;
- More detailed breakdown of the data would be set out in the annual People Data that would come before the committee at their next meeting;
- Regular scrutiny took place on the vacancies.

RESOLVED that the committee noted the report.

27 **HR Update**

The committee were provided with an update on the work of the Human Resources Team covering:

- Changes to team structure
- Pay Award – negotiations were at a national level and the outcome awaited
- Review of Out of Hours Arrangements progressing well
- People Strategy
- People Survey – using pulse surveys that were more frequent and focussed than the traditional annual staff survey
- Work Experience
- Equality, Diversity and Inclusion Action Plan
- Supporting Care Experienced Young People

The committee welcomed the range of work carried out by the team, in particular supporting the partnership with Devon County Council to engage care experienced young people. The committee were advised of the wide range of support options that could help build a CV with skills and experience.

RESOLVED that the committee noted the update.

Attendance List

Councillors present:

J Loudoun (Vice-Chair)
P Arnott
K Blakey
T Dumper
E Wragg

Councillors also present (for some or all the meeting)

I Barlow

Officers in attendance:

Tracy Hendren, Chief Executive
Debbie Meakin, Democratic Services Officer
Gemma Roberts, Interim Corporate Lead - Human Resources
Melanie Wellman, Director of Governance (Monitoring Officer)

Councillor apologies:

E Rylance
A Bailey
B Bailey
J Brown
P Hayward
M Martin
T McCollum

Chair

Date:



Report to: **Personnel Committee**

Date of Meeting 10 September 2025

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Annual Health and Safety Report 2024/5 and Corporate Safety Workplan 2025/26

Report summary:

East Devon District Council has a moral and legal responsibility for the health, safety and welfare of its staff, members, customers and partners. For this reason, the Council employs specialist, qualified officers who are based in the Environmental Health Service, to advise the Council on health and safety matters and ensure compliance.

This report is review of the work carried out by the Corporate Health and Safety Team during 2024-25 and includes relevant examples and statistics. It also presents a work programme for 2025-26 and due to committee timings, an update from the first quarter of 2025/26.

Is the proposed decision in accordance with:

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

Recommendation:

- To note the work that has been achieved by the Corporate Safety Team in 2024/25.
- To review corporate safety performance.
- To note the work programme for 2025/26.

Reason for recommendation:

To ensure that the Council is compliant with Health and Safety law.

Officers: Matt Blythe, matt.blythe@eastdevon.gov.uk , Jeremy Prichard, Jeremy.pritchard@eastdevon.gov.uk.

Portfolio(s) (check which apply):

- ☐ Assets and Economy
- ☐ Communications and Democracy
- ☒ Council, Corporate and External Engagement
- ☐ Culture, Leisure, Sport and Tourism
- ☐ Environment - Nature and Climate
- ☐ Environment - Operational
- ☐ Finance
- ☐ Place, Infrastructure and Strategic Planning
- ☐ Sustainable Homes and Communities

Equalities impact Low Impact

Climate change Low Impact

Risk: Low Risk; The risk related to this report is low. However, failure to deliver the action plan could potentially increase risk of accidents and/or enforcement action.

Links to background information

Link to [Council Plan](#)

Priorities (check which apply)

- ☐ A supported and engaged community
 - ☐ Carbon neutrality and ecological recovery
 - ☐ Resilient economy that supports local business
 - ☒ Financially secure and improving quality of services
-

Report in full

1. Introduction

The Health and Safety at Work Act 1974, imposes duties on employers for the health and safety of its employees and non-employees who are affected by the 'work activity'. These wide-ranging duties include:

- assess risks to employees, customers, partners and any other people who could be affected by their activities;
- arrange for the effective planning, organisation, control, monitoring and review of preventive and protective measures;
- have a written health and safety policy if they employ five or more people;
- ensure they have access to competent health and safety advice;
- consult employees about their risks at work and current preventive and protective measures.

Failure to comply with these requirements can have serious consequences – for both organisations and individuals. Sanctions include fines, imprisonment and disqualification.

In order to assist EDDC to discharge its responsibilities as an employer it employs two health and safety officers who are based in the Commercial Premises Team in the Environmental Health Service and managed by a Principal Environmental Health Officer (PEHO). The Corporate Health and Safety Officer tends to focus on corporate policies and procedures whereas the Operational Health and Safety Officer focuses on Street Scene as this is the highest hazard area of work. However, under the management of the PEHO resilience across all services is assured.

The Safety Representatives and Safety Committee Regulations 1977 and the Health and Safety (Consultation with Employees) Regulations 1996, require the Council to consult with employees' representatives on:

- the introduction of any measures that may substantially affect the health and safety of employees
- the arrangements for appointing "competent persons"
- any health and safety information that must by law be provided to employees
- the planning and organisation of health and safety training for employees
- the health and safety consequences of new technology to employees

In respect of this undertaking, meetings of the Central Joint Safety Panel, consist of equal numbers of representatives of Council employers and employees, are held. The purpose of

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this committee will include monitoring safety matters affected by the Council's undertaking and as a consultee to matters that affect the health and safety of employees. The PEHO also attends regular HR/UNISON meetings to further support staff engagement and consultation.

2. Accidents

It is a requirement that all accidents, 'near-misses' and violent incidents are reported via a FirmStep form on the intranet. The Corporate Safety team review all reports and carry out further investigations where required. The team can also assess if there are any trends that need to be considered.

In total in 2024/25 there were 117 recorded accidents related to EDDC employment activities, the majority relating to Street Scene or members of the public. The total includes 16 near-miss reports which is part of our incident and injury requirement. Of the accidents reported, four were reportable to the Health and Safety Executive (HSE) with no follow-up by the HSE (these have been summarised below Table 1).

Table 1. Accidents by Service	2023/24	2024/25
Streetscene	36	63
Member of the general public	23	27
Housing	7	11
Environmental Health	2	4
Planning Strategy and Development	1	0
Councillor	1	0
Revenues and Benefits	1	0
Place, Assets, Commercialisation	1	3
Countryside	0	2
Finance	0	6
Contractor	0	1
Grand Total	72	117

2024/25 RIDDOR reported accidents:

- Streetscene operative states that he locked the door coming out of the store cupboard in the toilet and slipped, tripped and fell coming out of the toilet and fell into the railing. The operative broke his right shin in the fall.
- Streetscene operative was hedge cutting an (approx.) 5ft hedge on a wet/drizzly morning and went to reach the last bit and stumbled/slipped, without letting go of the hedge trimmer, and sustained a cut to their left leg above the knee with hedge cutter blade. The injury prevented the employee working for more than 7 days.
- Streetscene operative was emptying the bin in Seaton Cemetery and upon returning to his vehicle he fell over his feet. The injury prevented the employee working for more than 7 days.
- Streetscene operative was putting away a pressure washer they had just finished using to clean the work vehicle and tripped up a curb/step. The injury prevented the employee working for more than 7 days.

For the same period in 2023/24 there were 72 recorded accidents. Again these were mainly relating to Streetscene or members of the public. Of these, only one was reportable to the Health and Safety Executive (HSE) due to the resulting period of absence being over 7 days (the accident was a fall that resulted in a damaged wrist).

For comparison, in 2022/33 there were 46 recorded accidents, the majority related to Streetscene (21) and members of the public (14).

Having reviewed the statistic it is thought that the increase in reported incidents is due to increased awareness of health and safety issues within Street Scene following the work of the Operational Health and Safety Officer. The number of near-misses is particularly relevant as this illustrates that employees are identifying hazardous situations that do not result in an accident and proactively reporting.

Accidents (and incidents) by Type

Considering the types of accidents reported, slips and trips are the most common specified accident type and mainly affected members of the public. Damage to property and vehicles from strimmer's and mowers hitting stones and debris has been recorded. It is reassuring to note that the reporting of near misses is relatively high compared to other accident types as this reflects a solid awareness of health and safety in the organisation. Do note, however, that 'physical or verbal aggression' is more likely to be reported via the specific 'Employee Safety Database' – see Table 3.

Table 2. Accidents by Type

	23/24	24/25
Other	21	25
Slip, trip or fall on same level	13	21
Near miss	10	16
Struck by moving object	6	8
Struck against something fixed	5	8
Physical or verbal aggression	4	9
Injured whilst lifting or carrying	4	7
Damage to vehicle, equipment or machinery	4	15
Exposure to fire	2	2
Exposure to electricity/harmful substance	1	1
Dealing with aggression	1	2
Fall from height	1	3
Grand Total	72	117

As can be seen in Table 3, violent incidents continue to be closely monitored. In January a threat was received from someone who is registered on the employee safety database. The situation was managed in accordance with our processes with staff reminded of our procedures and a review of the risk assessment resulting in a security presence in BDH for 2-months. A security guard has remained at ETH all year, and this will be reviewed shortly. Although no major incidents have been reported the security guard does prevent cases escalating and provides staff reassurance. The ongoing risk staff handling violent incidents has resulted in the Corporate Safety Team arranging Conflict Management Training with 47 attendees attending a course last month. Further courses will be arranged throughout the year.

Table(s) 3 Violent Incidents by Service, Type and Location

Service	Team
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Contractor	1
Environmental Health	1
Finance	1
Housing	23
Regeneration and Property	1
Streetscene	1
Total	28

Type	
Abusive on the phone	1
Abusive on the phone/intimidation or harassment/threatening behaviour	1
Abusive on the phone/intimidation or harassment/threatening behaviour/verbal abuse/violence	1
Animal related	1
Criminal damage, intimidation or harassment, verbal abuse	1
Damage to property	1
Drug or substance misuse or dealing	1
Drug or substance misuse/intimidating or harassment/threatening behaviour/violence	1
Drug or substance misuse or dealing/intimidation or harassment/nuisance behaviour/threatening behaviour	1
Drug or substance misuse or dealing/intimidation or harassment/sharps	1
Intimidation or harassment	3
Intimidation or harassment/neighbour dispute/noise/rowdy behaviour/threatening behaviour/verbal abuse /violence	1
Physical assault/verbal threat/threat with a weapon	1
Referred by outside agency	1
Threatening behaviour	4
Threatening behaviour/verbal abuse	2
Threatening behaviour, verbal abuse, nuisance behaviour	2
Threatening behaviour/verbal abuse/intimidation or harassment	1
Threatening behaviour/verbal abuse/street drinking	1
Verbal abuse/threatening behaviour	1
Verbal threats	1
Total	28

Location/method	
Axminster	3
BDH	1
Colyton	1
Email	1
ETH	7
Exmouth	5
Lympstone	1
Ottery St Mary	1
Report by partner agency	1
Sidbury	1
Sidford	1
Telephone	5
Total	28

The number of violent incidents recorded for 2024/25 (**28**) is down from the 23/24 total of **53**. There has been a notable decrease in recorded incidents in Exmouth (**5**) and ETH (**7**) as opposed to **18** and **14** in the previous year. It is thought that the presence of the Security Guard ensures that incidents are being prevented.

In addition, the Corporate Safety Team manages the use of our Lone Worker App. Whilst we see good levels of usage (Table 4.), it can be seen from the data that some officers use it rarely and we know that there are lone workers who don't use it. However we are currently in the process of procuring a new solution, working in conjunction with Exeter and Teignbridge District Council, as there has been feedback that the system is not very user friendly. The scope of the project has been agreed and Strata will procure a solution that meets the business needs.

Table 4. Lone Worker App Usage

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total Uses	1686	1748	1629	1878	1801	1620	1698	1515	1261	1714	1631	1700
Total Users	118	118	116	127	127	125	137	121	111	121	117	120
Average Use	14.29	14.81	14.04	14.79	14.18	12.96	12.39	12.52	11.36	14.17	13.94	14.17

3. Training

During 24/25 the following training was provided or sourced by the Corporate Safety Team.

Table 5. Corporate Health and Safety Training

Course title	Date	Attendees
IOSH Managing Safety Training (3 days)	23-25 April & 13-15 November 2024	6
Director's Managing Safely Training	25 July & 23 October 2024	5
Risk Assessment for manager part 1	11 November 2024	6
Risk Assessment for managers part 2	12 December 2024	3
Risk Assessment for managers part 2	January 2025	3
Duty Manager training	04/06/11/13 February 2025	20
Conflict & de-escalation	19/20/21 March 2025	47
Manual handling	19/20/21 March 2025	27
Sharps /Needlestick	19/20/21 March 2025	44
Emergency first aid	04 April 2025	6
TOTAL		167

In addition, the corporate H&S team have:

- Reviewed the induction process for Streetscene operatives
- Reviewed the Welcome morning presentation
- Completed face-fit testing training so that we can carry out in-house face fitting of respiratory protective equipment.
- Two members of the H&S corporate team are undertaking the NEBOSH Certificate in Fire Safety which, on completion, will enable us to carry out fire risk assessment and Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) risk assessments.

- Two members of the H&S corporate team attended Counter Terrorism training pending the enactment of Martyns Law
- Completed toolbox talks for Street Scene Tool, with a new system in place for 2025.

4. General Work and Auditing

Table 5. Workplace inspections and audits carried out

Site/Venue	Inspection date
Camperdown Depot (quarterly)	07/01/2025 - Due again April
Manstone Depot (quarterly)	04/02/2025 - Due again April
Withycombe Pitches and Changing Rooms	27/02/2025 - Due in May
Phear Park Work Base	27/02/2025 - Due in May
Manor Gardens Work Base	27/02/2025 - Due in May
Ottery St Mary Work Base	22/11/2024 - No Longer in use due to recommendations by O. Hodgson
Connaught Gardens Work Base	04/03/2025 - - Due in May
Blackmore Gardens Work Base	04/03/2025 - Due in May
Blackmore Gardens Bowling Club Work Base	04/03/2025 - Due in May
Honiton Work Base	22/05/24 & 11/03/2025 - Due in May
Sidford Changing Rooms and Playing Pitches	04/03/2025 - Due in May
Sidmouth Cemetery Work Base and Chapel (Storage Area)	04/03/2025 - Is now used to store equipment ready for auction.
Axminster Millway Rise Work Base	04/12/24 & 06/03/2025 - Due in May
Seaton Seafeld Gardens Work Base	06/03/2025 - Works due to commence June for a new work base, Properties, Streetscene and H&S have worked on this.
Thelma Hulbert Gallery	Scheduled for 24/04/25
Manor Pavilion Theatre	28/03/25
East Devon Business Centre	TBC
Seaton Wetlands – Discovery Hut	TBC

A summary of general work

- We have started recording damage caused by strimming mowers with approximately £4k window breakages reported over the year, working practices have been reviewed as a result.
- Over 150 Risk Assessments have been reviewed and updated for Street Scene.
- Over 120 tonnes of ash die back has been removed from an EDDC owned woodland at Trow Hill, Sidmouth. Owing to the woodland running alongside the A3052 work had to be carried out a night with a road closure in place. The risk assessment was reviewed with additional safety equipment purchased including head torches, headsets and completed the work with a specialist arborist.
- A small number of cases of Avian Influenza were reported across the district with teams reminded of the procedures for handling dead birds.

- A review of the designated smoking shelter at Camperdown was carried out following a staff complaint.
- A review of SWW tanking operations at the Maer Car Park was carried out to ensure adequate segregation of the public from vehicle operations.
- In relation to the storage of petrol in sheds and shipping containers used to refuel mowers and strimmer's, the lack of adequate ventilation and a DSEAR risk assessment was a concern and changes in working practices were introduced to relocated flammable liquids.
- Completed HAVS (Hand Arm Vibration Syndrome) and Audiometry Health Surveillance on Streetscene operatives who require it as part of our occupational risk matrix.
- Completed 95% of Hand Arm Vibration testing of mowers, strimmers, chainsaws and other equipment (600 pieces in total) withing Streetscene. We invested in our own equipment and staff training (£5,200) to carry this out rather than use the services of an external company who charge £4,800 to monitor 100 pieces of equipment. It is important that ensure our staff are not exposed to excessive levels and to prevent any enforcement action by the HSE, see [Plymouth City Council fined £200,000 over staff hand conditions - BBC News](#)
- A Streetscene Operative Uniform review was completed to ensure that staff are complying with Health & Safety standards and are comfortable and presentable when undertaking work out in the district.
- Assisted in a major Bollywood production on Beer beach that involved working with numerous departments and external contractors to ensure the safety of all, including shutting down production one day due to bad weather.
- Streetscene operational health and safety meetings are held quarterly with the aim of identifying health and safety concerns and raising standards.
- Ladder inspections continue to be carried out
- Monthly fire checks are completed at BDH and ETH with weekly fire alarm checks.
- The Duty Manager procedures were reviewed at BDH and training provided to all Duty Managers covering fire evacuation, responding to a blue light incident, bomb procedures, resetting the fire panel, etc.. This will become a regular occurrence.
- Introduced the new fire sweeper system into BDH with ETH to follow soon.
- Work continues procuring a Corporate Health and Safety Management Platform and a joint business case has been finalised by 3 Councils (EDDC, TDC, ECC) working on the project.
- The corporate health and safety team continue to provide oversight to risk assessments for the events team, and our venues.
- The corporate health and safety team continue to provide oversight to risk assessments and method statements provided by contractors for the engineers team.

Table 6. Tests, Drills and Evacuations

Site	Type of test / drill / evacuation	Date
BDH	Fire evacuation	01 April 2025
BDH	Fire & Intruder alarm test	22 November 2024
ETH	Fire evacuation	10 June 2024

5. Policies and Reports

During 2024/25 the following policies were reviewed:

- Blackdown House and Exmouth Town Hall Fire Procedures - a move to hybrid working arrangements and implementation of the approved fire sweeper evacuation procedure. New fire signage has gone up with additional safeguards included in relation to named sweepers on a duty rota accompanied by guidance and training in the new procedures.
- Driving at Work Policy – consultation has closed and the policy is due to go live shortly.

During 2024/25 the following reports were presented at ELT:

- Review of Fire Evacuation and First Aid Arrangements making recommendation in relation to the evacuation of disabled persons, first aid provision, Automated Electronic Defibrillators (AED), and fire evacuation.
- Corporate health and safety reports highlighting operation risks; January 2024; July 2024; and January 2025.

6. Matters of Ongoing Concern

In 2022/23, with new managers and officers in post, it became apparent that the system for recording, communicating and monitoring health and safety matters were very outdated and were a barrier to delivering a modern health and safety service. An opportunity arose in 2023 to jointly procure a system (Assure) with Torbay Council. This had the added benefit that Torbay had already carried out a lot of development work on the system and are happy to share their process, documents etc, making implementation easier.

Unfortunately, having carried out initial discussions, Torbay pulled their offer of joint procurement. However, the decision was made to continue with procurement, Strata have received our approval to the agreed business case working in conjunction with Teignbridge, Exeter (and South Hams and West Devon) Council's. It is hoped that the system can be purchased and implemented within the 25/26 service period.

Violence at work continues to be a high-risk area and will be a focus going forward, providing further conflict management training and procuring a mobile worker solution working with Teignbridge and Exeter City Council. The scope of the business case has been agreed and it is hoped that the system can be procured and implemented within the 25/26 service period.

Hand-Arm Vibration testing of equipment has been nearly (95%) completed across Streetscene. A focus on Countryside is now required with an action plan needed to deliver this.

We are now counting and recording window breakages and damages caused to vehicles associated with Street Scene equipment such as strimmers and mowing equipment hitting

stones/pebbles or other hard detritus. £4000 in damages was reported last year, procedures have been reviewed as a result.

The Place, Assets and Commercialisation Service currently arrange for fire risk assessments to be carried out in key corporate building (such as Blackdown House, Exmouth Town Hall etc). It has been identified that some smaller storage units have not had an assessment. The Corporate Safety Team are currently undergoing training that will allow them to deliver this work and save the Council considerable budget (approx. £500-£1000pa per site).

A review of EDDC owned sewage treatment works (15 in total) was carried out and problems with access, drops, lack of fencing and maintenance responsibilities noted. A report is currently being compiled to address these concerns.

The Supported Defibrillator Package Memorandum of Understanding provided by SW Ambulance Trust is ending on 01/09/25. If we intend to keep the defibrillator/s registered on the 999 system (allocated in an emergency) we will need to go online and 'claim' the defibrillator/s via www.thecircuit.uk and arrange for a suitable guardian to regularly inspect and report them.

7. Work Programme 2025/26

A work programme for 2025/26 has been produced covering key areas of business:

- Effective H&S Policies and Procedures
- Organising for H & S (develop the H & S culture)
- Secure competence of employees
- Planning & implementing
- Measuring Performance
- Performance Review

A copy of the programme is attached as Appendix 1. It will be extremely challenging to achieve all aspects identified within the financial year 2025/26. The priority will be to introduce the new Corporate Health and Safety and Lone Worker Systems and ensure that routine tests, audits, training and monitoring are maintained. An update from the first quarter of 2025/26 is attached as Appendix 2.

Financial implications:

There are no direct financial implication arising from this report.

Legal implications:

The legal issues are covered in the report

Appendix 1. CORPORATE HEALTH AND SAFETY ACTION PLAN 2025-26

Key

	On track/ complete		Work in progress		Yet to start/Action Required
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Aim: to develop a pro-active health and safety management system that controls corporate health and safety risks
(HS(G) 65) *Successful H & S Management*

No.	Method	Person(s) Responsible	Target Date	Comments	Progress
1	Effective H&S Policies and Procedures				
	Fire Policy	JP, MC, OH	03/25	Revised BDH fire procedure to incorporate sweeper system	
			04/25	Revised ETH fire procedure to incorporate sweeper system	
			July 25	Review fire procedure at EDDC sites including:	
				Camperdown	
				Manston	
				Thelma Hulbert Gallery	
				Manor Pavilion Theatre	
	First aid policy	JP, MC	Sept 2025	Policy required to incorporate recently reviewed procedures	
	Corporate Health and Safety Training Policy To retain knowledge skills and ability managers and staff require	JP	Dec 2025	To incorporate training requirements needed at all levels of the organisation including: <ul style="list-style-type: none"> Director's Responsibilities IOSH Managing Safely 	

	training to ensure their capabilities			<ul style="list-style-type: none"> • Risk Assessment • First aid • Fire Warden • Duty Manager • Job specific roles including conflict, needlestick, etc.. 	
	Display Screen Equipment Policy	JP, MC	Dec 2025	Policy required to incorporate procedures (currently being reviewed). To incorporate office and hybrid working	
	Policy Register (see below)				
	(i) Bomb and Other Threats Policy (<i>review date stated on register: 3/1/2014</i>)	MC	Sept 2025	Policy review commenced as part of Duty Manager procedures	
	(ii) Driving at Work Policy (review date: 7/1/2020)	JP	April 2025	Policy reviewed and consulted. Next review date 2027	
	(iii) Employee Safety Database Policy	MC, JP	Sept 2025	Policy review commenced. Aim to incorporate into Violence at Work Policy	
	(iv) Exmouth Town Hall Fire and Other Incidents Plan (review date 7/1/21)	JP	May 2025	Sweeper system introduced. Review as per Blackdown House procedure	
	(v) Guidance to the CDM Regulations (review date 1/1/2018)	JP	Sept 2025	(v1 authorised by Cabinet July 2018 with a review date July 2022) Review commenced	
	(vi) Health and Safety Policy (review date 6/1/2020)	JP/MC	Dec 2025	Currently reviewing separate arrangements Statement signed-off annually	
	(vii) Lone Working Policy (review date 8/1/2019)	JP	March 2026	Business requirements for a Lone Worker solution completed to replace the mobile worker app. Procurement process to commence once business case signed off by EDDC, TDC and ECC	
	(viii) The Management of Contractors Policy (review date 1/5/2015)	JP	Sept 2025	Review of arrangements for managing contractors currently underway to include improved communications and corporate oversight concerning RAMS and works in progress.	

	(ix) Vibration Policy (review date 6/1/2015)	JP	Sept 2025	Reviewed arrangements for managing HAV - test equipment purchased, and the majority of 800 pieces of equipment has been tested in conjunction with a stock-take and inventory review.	
	(x) Violence at Work Policy (review date 6/1/2012)	JP	Sept 2025	Commenced review, to incorporate Employee Safety Database Policy	
	(xi) Young People at Work Policy (review date 6/1/2015)	JP	Dec 2025	Current policy on Intranet	
2	Organising for H & S (develop the H & S culture)				
	Volunteer handbook	MC, OH	June 25	Volunteer handbook to be devised	
	Support H&S training matrix	MC & OH	24-25	Training matrix in place	
	Tendering process for a corporate health and safety management solution	JP	Dec 2025	(RISK: LGR could delay project)	
	Tendering process for a Lone Worker Solution	JP	Dec 2025	(RISK: LGR could delay project)	
	Communication Plan Regular communication and consultation updates to managers and staff	JP, MC, OH	June 2025	To include: <ul style="list-style-type: none"> • Central Joint Safety Panel meeting & HR/UNISON meetings • SLT/ELT report(s) • News and Views & Stay Connect • Noticeboards • Sharepoint H&S pages 	
	Secure competence of employees (Training)				
	Organise and resource a prioritised programme of Corporate H & S training needs:	MC, OH, JP	March 2026	Training to be recorded on H&S training matrix Include training providers and costings	

	(i) Fire warden training	MC, OH	May 25	To cover Camperdown, Manston, THG and Manor Pavilion Theatre			
	(ii) Conflict training	MC	25-26	Courses to be arranged throughout the year To include handling violence and aggression training for all Duty Managers			
	(iii) Sharps Training	MC, OH	25-26	Arranged as needed			
	(iv) Manual Handling Training	MC, OH	25-26	Arranged as needed			
	(v) Director's H&S training	MC	25-26	Courses to be arranged throughout the year			
	(vi) Risk Assessments	MC, OH	25-26	Courses to be arranged throughout the year			
	(vii) IOSH Managing Safely (3 days)	OH & MC	25-26	Courses to be arranged throughout the year			
	(viii) Duty Manager procedural training	MC	25-26	Courses to be arranged throughout the year			
	(ix) First aid training	MC	May 25	Arranged as necessary			
	Welcome mornings	MC	25-26	Arranged as necessary			
	Streetscene Induction	OH	25-26	Arranged as necessary			
	Streetscene tool box talks	OH	25-26	Month	Operative Topic	Office Topic	
				January	Winter Driving	Winter Driving	
				February	Personal Protective Equipment	Display Screen Equipment	
				March	Conflict	Conflict	
				April	Beach / Water Safety	Beach / Water Safety	
				May	Fire Safety (Outside) / Heat	Fire Safety (Inside) / Heat	
				June	Fuel Use	Lone working / Locking gates	
				July	Manual Handling	Manual Handling	
				August	Driving	Driving	
				September	Sharps	TBD	
				October	Mental Health Awareness	Mental Health awareness	
				November	Floods / Flood Channels	Floods / Flood Channels	
				December	TBD	TBD	

3	Planning & implementing				
	Risk mapping	OH, MC	25-26	<p>Ensure risk assessments are available for all tasks carried out with new risks assessed and recorded when arising.</p> <p>Test risk assessments against audits, inspections and investigations to ensure up-to-date, relevant and implemented.</p> <p>Ensure regular review of risk assessments</p>	
	EDDC owned sewage works	OH	Sept 25	Identify sites and assess risks	
	Petrol storage areas	OH	Sept 25	Review and assess risks with a DSEAR assessment (on completion of relevant qualification)	
	Display Screen Equipment (DSE) assessments	MC, JP	Sept 25	Review process and procedures	
	<p>Review provision of defibrillators across operational sites</p> <p>4 defibs located at ETH, BDH, Seaton Wetlands, Camperdown (currently maintained by SWAT)</p>	MC, JP	Sept 25	<p>Supported Defibrillator Package Memorandum of Understanding provided by SW Ambulance Trust is ending on 01/09/25.</p> <p>If we intend to keep the defibrillator/s registered on the 999 system (allocated in an emergency) we will need to go online and 'claim' the defibrillator/s via www.thecircuit.uk and arrange for a suitable guardian to regularly inspect and report them</p>	
	Hand-Arm Vibration	OH	June 25	<p>Final testing of equipment to be completed</p> <p>(the majority of 800 pieces of equipment has been tested and tagged in conjunction with a stock-take and inventory review</p>	

	Consider staff wellbeing skin cancer checks	JP	June 25	Check providers and cost	
	Health Surveillance via Optima	OH, JP	July 25	Review Occupational Health Risk Matrix for staff who need it, considering: <ul style="list-style-type: none"> • Audiometry • Respiratory/lung function • Skin assessment • HAVS T1/T2 	
	EDDC waste contract with Suez (contract ends June 26)	JP	March 26	EDDC has decided to establish a new Local Authority Trading Company (LATCo) to manage recycling and waste services. This agreement needs to consider any health and safety implications for the Corporate team	
	Countryside	JP, OH, MC	25-26	Establish regular meetings with Countryside to ensure risk assessments, procedures, training and support is in place	
4	Measuring Performance				
	Regular checks of key operational sites	MC, OH	25-26	<ul style="list-style-type: none"> • Fire checks monthly • First aid box checks monthly • Defibrillator checks monthly 	
	Regular (minimum annual) inspections of operational sites	MC	25-26	<ul style="list-style-type: none"> • THG • Manor Pavilion Theatre • Exmouth Town Hall • East Devon Business Centre • Blackdown House • Seaton Wetlands Centre 	

		OH	25-26	<ul style="list-style-type: none"> Camperdown Manston <p>Other sites: Axminster, Honiton, several in Sidmouth, Ottery St Mary, Phear Park, x2 Exmouth, Football pitches and Sidmouth RFC plus others</p>	
	Fire Drills	MC, OH	25-26	To be arranged at key operational sites every 6 months	
	Lone working usage report	MC	monthly	Data to feed into the lone worker policy review	
	Accident, incident, near-miss statistics	MC, OH	On-going	<ul style="list-style-type: none"> Monthly statistics, reported quarterly for SLT Annual H&S report Streetscene Operational H&S meetings 	
	Violence reported incidents	MC	On going	<ul style="list-style-type: none"> Monthly statistics, reported quarterly for SLT Annual H&S report Streetscene Operational H&S meetings 	
	Health Surveillance checks via Optima	OH	July 25	Annual health checks used to identify ill health caused at work	
	Corporate Health and Safety Plan	JP, MC, OH	On going	Check progress via annual Performance Excellence Review, monthly 1-2-1 and Corporate H&S team meetings	
5	Performance Review				
	Corporate H&S Audit to be carried out by SWAP Internal Audit Services	JP	Sept 25	Scope of audit yet to be agreed	
	Audits	JP, MC, OH	24-25	<ul style="list-style-type: none"> Audits to review adherence to policy and procedures Services and scope of audit to be agreed 	

	Corporate: Review progress to check that all actions have been completed by managers particular: <ul style="list-style-type: none"> • Risk assessments • Corporate H&S training • Training matrix updated 	MC	24-25	Every quarter	
	Streetscene: Review progress to check that all actions have been completed by managers particular: <ul style="list-style-type: none"> • Risk assessments • Corporate H&S training • Training matrix updated 	OH	24-25	Every quarter	
	Fire risk assessments	OH, MC	Dec 25	Review existing fire risk assessments at operational sites (on completion of relevant qualification)	
6	Completed work				
	PPE Review in Streetscene	OH		Review complete and implemented. Monitoring to ensure compliance	

APPENDIX 2. OCCUPATIONAL HEALTH AND SAFETY REPORT

QUARTER 1 APR-JUN 2025

Agenda

- 1 Items for discussion/comments
- 2 Accident reports
- 3 Violence reports
- 4 Lone Worker App usage
- 5 Health and Safety training
- 6 Health and Safety audits/inspections
- 7 Tests, drills and evacuations
- 8 Risk Assessments

1. ITEMS FOR DISCUSSION/COMMENTS

Item	Comments	Action
1	Health and Safety Audits at both Manstone and Camperdown very high non-conformances raised.	Weekly inspections being undertaken, Working with Ops Manager, and Area mangers on weekly basis to reduce this.
2	Annual Hand Arm Vibration Testing due to commence in July	New process for all new equipment and high point equipment to be tested by O. Hodgson
3	Optima Health surveillance (Audiometry, Respiratory, Dermatitis and Hand/Arm/Vibration checks)	Annual Health surveillance for Streetscene Ops due July
4	Corporate Health and Safety Audit conducted by SWAP auditors	Assisting and providing information requested by auditors
5	Updating and preparing emergency evacuation plans for those who may need assistance (PEEPS and VEEPS)	MC to update preliminary questionnaires to secondary RA template
6	Updating training matrix template and preparing annual training plan	Risk mapping review commenced
7	Lone Worker App replacement - Demos held by x3 suppliers. Lone worker devices (TrueKare) no longer operational after 01/10/25	Moderation workshop to be held (28/07/25) to identify a preferred supplier
8	Corporate Health & Safety Management Solution – Demos held by x4 provider	Work progressing to identify a preferred supplier.
9	RNLI lifeguard reported accidents and incidents	Data now included

2. ACCIDENT REPORT STATISTICS

June

Service	
Streetscene	8
Customer Services	1
Member of the general public	3
Total	12

Location	
Camperdown Depot	2
Gibson Close, exmouth	1
Seaton Methodist Church, Seaton	1
Foxholes car park, Exmouth	1
Manstone Depot	2
Roundabout on Maer Road, Exmouth	1
Exmouth beach	1
Parkside Drive, Exmouth	1
Exmouth Town Hall	1
Connaught Gardens, Sidmouth	1
Total	12

Accident type	
Near miss	2
Damage to vehicle, equipment or machinery	3
Slip, trip or fall on same level	4
Exposure to fire	1
Struck against something fixed	1
Verbal or physical aggression	1
Total	12

RIDDOR

Service	Team	Place	Type
N/A			

May

Service	
Streetscene	7
Member of the general public	3
Total	10

Location	
Manstone Depot	1
Orcombe toilets ladies side	1
BDH car park	1
Exmouth sea front	1
Exmouth Beach	1
Tyrell Mead, Sidmouth	1
Axminster	1
Axminster	1
Station toilets	1
Lower Station Road car park Budleigh	1
Total	10

Accident type	
Damage to vehicle, equipment or machinery	3
Exposure to/contact with harmful substance	2
Other	3

Struck against something fixed	2
Total	10

RIDDOR

Service	Team	Place	Type
N/A			

April

Service	
Streetscene	9
Member of the general public	1
Regeneration and property	1
Total	11

Location	
Fraser Road, Exmouth	1
Parkfield Terrace, Branscombe	1
Manstone Depot	1
Orcombe toilets - Queens drive	1
Carlton Hill Slipway & Camperdown Depot	1
Blackthorn Close, Sidmouth	1
Orchard Way, Honiton	1
Camperdown Depot	1
Exmouth Beach	1
Stowford Rise, Sidmouth	1
Budleigh Salterton	1
Total	11

Accident type	
Damage to vehicle, equipment or machinery	6
Exposure to fire	1
Exposure to/contact with harmful substance	1
Near miss	1
Other	2
Total	11

RIDDOR

Service	Team	Place	Type
N/A			

RNLI

Accident type	
Casualty	6
Rescue	4
Assist	10
Mental Health Support	2
Near miss	2
Total	24
+ a number of 'minor' incidents	

3. VIOLENCE REPORT STATISTICS

June

Date	Service	Team	Place	Type
N/a				

May

Date	Service	Team	Place	Type
11-May-25	Member of the public	N/a	Budleigh Salterton	Criminal damage/drug or substance misuse or dealing/intimidation or harassment/noise/threatening behaviour/verbal abuse/violence
07-May-25	Housing	Estate Management	Seaton	Intimidation or harassment/nuisance behaviour/verbal abuse
01-May-25	Housing	Housing	ETH	Verbal abuse

April

Date	Service	Team	Place	Type
06-Apr-25	Member of the public	N/a	Axminster	Intimidations/neighbour dispute/threatening behaviour

4. LONE WORKER APP USAGE

December

	April	May	June
Total Uses	1579	1700	1579
Total Users	121	137	109
Average Use	9.5697	12.409	14.49

5. HEALTH AND SAFETY TRAINING

Course title	Date	Service
IOSH Managing Safety Training		
Director's training		
Conflict and de-escalation training		
Risk Assessment for manager part 1		
Risk Assessment for managers part 2		
Duty Manager training	05/06/25	
Evac+Chair training	12/06/2025	Democratic Services Environmental Health Environmental Health
Fire Sweeper training	24/06/25 26/06/25	Countryside Countryside Countryside Property & Assets
Emergency First Aid	08/04/2025 14/05/2025	Private sector Housing Private sector Housing Private sector Housing Landlord Services Revenues & Benefits Revenues & Benefits Place and Prosperity Planning Strategy

		Building Control Revenues & Benefits Planning Strategy Place and Prosperity Place and Prosperity Land Charges Housing Allocations Revenues & Benefits
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6. HEALTH AND SAFETY SITE AUDITS

Site/Venue	Inspection date
Camperdown Depot	09/06/2025
Manstone Depot	27/06/2025
Withycombe Pitches and Changing Rooms	03/07/2025
Phear Park Work Base	03/07/2025
Manor Gardens Work Base	Due 09/07/2025
Ottery St Mary Work Base	22/11/2024 - No Longer in use
Connaught Gardens Work Base	04/07/2025
Blackmore Gardens Work Base	Due 18/07/2025
Blackmore Gardens Bowling Club Work Base	Due 18/07/2025
Honiton Work Base	25/06/2025
Sidford Changing Rooms and Playing Pitches	04/07/2025
Sidmouth Cemetery Work Base and Chapel (Storage Area)	04/07/2025
Axminster Millway Rise Work Base	Due 18/07/2025
Seaton Seafeld Gardens Work Base	N/a - has been demolished for new work base
Thelma Hulbert Gallery	22/04/2025
Manor Pavilion Theatre	08/02/24
East Devon Business Centre	11/06/25
Seaton Wetlands – Discovery Hut	

7. TESTS, DRILLS AND EVACUATIONS

Site	Type of test / drill / evacuation	Date
BDH	Fire drill	01/04/2025
ETH	Fire drill	16/06/2025
EDBC	Fire drill	02/07/2025
BDH	Blue light	05/06/2025
ETH	Blue light	30/06/2025

8. SERVICE RISK ASSESSMENTS

Service	Team	RA's (number of)	Overdue
Communications	Communications	Currently being collated	
Countryside	People and Places		
	Thelma Hulbert Gallery		
	Manor Pavilion Theatre		
Environmental Health	Commercial		
	Environment		
	Private Sector Housing		
	Corporate		

Finance	CSC		
Governance and Licensing	Legal		
	Licensing		
	Democratic		
Growth, Development, Prosperity			
Housing	Housing Solutions		
	Property and Assets		
	Sheltered Housing		
Occupational Development and Payroll			
Place, Assets, Commercialisation			
Planning, Strategy			
Streetscene	East	152 (All together)	6 – New Wedding Ra's to be completed by 20/07/2025
	West		
	Engineers		

Report to: **Personnel Committee**



Date of Meeting: 10th September 2025

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

2024/25 Annual People Data Report

Report summary:

This report provides East Devon District Councils 2024/25 annual people data. This data is produced to support policy decision making and an overview of workforce matters.

Is the proposed decision in accordance with

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

Recommendation:

That the Committee note the content of the report.

Reason for recommendation:

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

Officer: Gemma Roberts, Assistant Director People and Performance
Gemma.Roberts@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 [211130 People Data Proposals Report for Personnel Ctte FINAL.pdf \(eastdevon.gov.uk\)](#)

Link to [Council Plan](#)

Priorities (check which apply)

- ☐ A supported and engaged community
 - ☐ Carbon neutrality and ecological recovery
 - ☐ Resilient economy that supports local business
 - ☒ Financially secure and improving quality of services
-

Report in full

1. This report provides a summary of analysis for EDDC's 2024/25 people data. This data should be used to support strategic decision making and identify people matters at a directorate level, allowing appropriate action to be discussed and considered. Analysis is summarised below with the full data at appendix 1.

2. Key analysis

- 2.1 Headcount was at 557, an increase of 1.08% (6FTE) compared to last year but remained below the budgeted FTE of 565.4.
- 2.2 The largest proportion of our workforce was paid at grade 4 (£35,325-£41,511), followed by Grade 2 (£28,642- £28,163). Notable increases were apparent in Grade 6 (£50,788 -£57,766) by 23.06% (6). LGA benchmarking data suggests £34k is the average pay of all Council staff across England whilst East Devon is currently slightly below standing at £33,151.
- 2.3 The largest directorate is now Place, representing 44.34% of the workforce, replacing Health and Housing following restructuring of this service.
- 2.4 Salary costs increased this year by 10.56% compared to the previous years reported increase of 14.8%.
- 2.5 Market supplements have increased from 11 to 21 which is due to the application of market supplements to Surveyors in housing to address recruitment and retention difficulties.
- 2.6 Staff travel expense costs have reduced for the 4th year running by 8.16%.
- 2.7 Recruitment advertising costs have increased this year from £1,368 per head to £2,232 per head, this increase is explained by the necessity for executive recruitment for the Chief Executive and 2 Director posts, without this essential recruitment, costs would have been circa £1,303 per head, representing a decrease from the previous year. Benchmarking data from the CIPD suggests the average cost is circa £3-5K per head
- 2.8 Vacancy rates remained similar from the beginning to the end of the year, ending on 6.82% of headcount. This compares favourably to a median benchmark figure of 12%. (We do expect this to change in the year 2025/26 due to change in vacancy administration and to align with accountancy).
- 2.9 Combined voluntary and non-voluntary turnover increased this year from 11.25% to 13.08%. Voluntary turnover was 10.93%. The LGA report that 12% is the

average for voluntary turnover for local government. The highest level of voluntary turnover is within the Housing Service reaching 16.87% followed closely by Governance at 16%, the other service areas, Place and Finance being under 8% Non-voluntary turnover remains broadly consistent with the previous year standing at 2.15% compared to 2.36%, last year. Despite the increase combined turnover continues to remain below the LGA's benchmark figure of 13.5% (for combined turnover) and suggests that turnover is within the typical range for local government.

- 2.10 The number of attendees at training increased from 483 to 508 over the last year and training feedback continued to be positive. This is positive to see when as an organisation we are mindful of increased demand on services.
- 2.11 The number of apprenticeships has grown by 90.9% since 2022/23 and from 17 to 21 over the reporting year. For the first year we have not lost any of our levy fund to the government compared to £3,852 last year and £14,854 in 2022/23. This is a great achievement for the council. Whilst there is no specific benchmarking available to compare ourselves against other council's we can point to anecdotal evidence from LGA research that typically Councils are only spending around 40-60% of their levy. Overall, we had 8 new apprenticeship starts, the average being 7 per district council as reported by the LGA .
- 2.12 The average number of days lost per FTE has risen this year by a marginal 1.89% from 10.05 days to 10.24 days per FTE. This is consistent with previous years reporting. The biggest percentage of available working time lost was by Finance, followed by Health and Housing., largely due to long term absence of 3 employees. There has been a reduction in long term absence by 7.31% but an increase in short term absence (less than 8 days - 5.36%) and medium term (More than 9 days/less than 2 months - 19.78%). Benchmarking data available (up to the end of 2024) shows the median absence rate among our neighbouring authorities was 10.59 days. However, Local Government workforce data (covering a diverse range of organisations) shows an average of 8.8 days.
- 2.13 27.94% of the workforce who were absent cited Stress, Anxiety and Fatigue, with the largest percentage of headcount 16.16% within Health and Housing. Mostly, this absence is recorded as relating to family issues, relationship or bereavement. Across the organisation where work related factors were contributing this was largely the result of grievance or disciplinary investigations and accounted for 6.07% of stress related absences
- 2.14 Employee Relation issues have again been a prominent issue compared to previous years, in total 6 grievances were raised by employees. 4 in Place and 2 in Housing & Health. Common themes identified related to dissatisfaction around decisions that had been made/processes and poor working relationships with colleagues/line managers. 10 disciplinary cases were investigated 3 of which resulted in dismissal and 1 with no further action and another where the employee resigned before the disciplinary meeting. The remaining 5 had formal sanctions short of dismissal
- 2.15 Our workforce profile has changed slightly in some areas since 2023/24. The average age of the workforce is now 49 compared to 48 last year, LGA reports that the average age across all Councils in England and Wales is 47.

Circa 8.08% of employees declined to specify or have not provided sensitive data to inform fully our workforce profile however from the data we do have available

3.24% of our workforce recorded they are from an ethnic group other than white UK which is an increase from last year's 1.6% but is low compared to 16% of England and Wales overall workforce. The number of employees reporting they have a disability has increased to 5.94% from 5.43% which compares well to all Council's reported average of 5% For the third consecutive year workforce is dominated by females, with 52.61% of our workforce being female compared to 47.39% male. The Council's Gender Pay Gap has also been reported as -4.29% of males are paid lower than females, compared to 6.18% of females paid lower than males in 2023/24.

Financial implications:

There are no direct financial implications in the recommendations.

Legal implications:

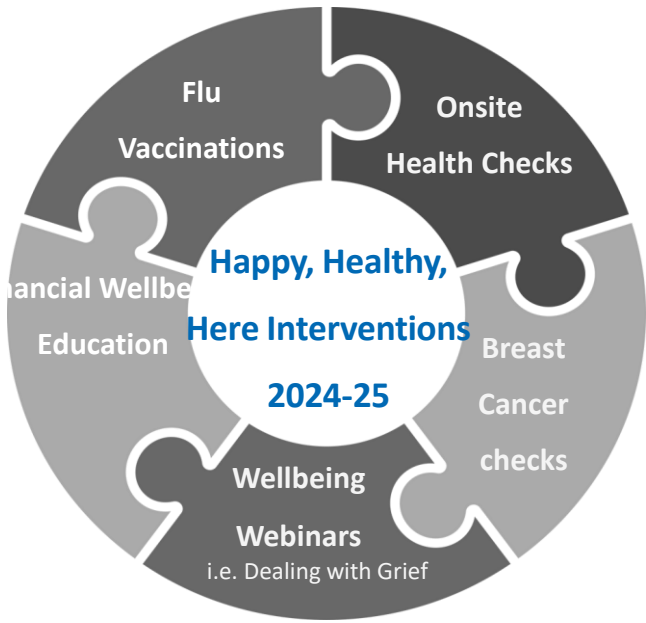
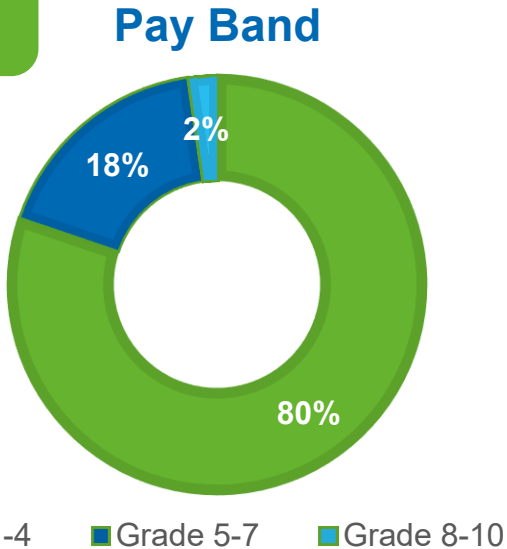
There are no specific legal implications requiring comment.

Annual People Data Summary – 2024/25

557 Total Headcount
(519.88 FTE)

- £ Annual pay bill = £16.5million
- £ Largest proportion of workforce paid at grade 4
- £ Gender Pay Gap -4.29% in favour of Females

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508 Attendees at face-to-face training

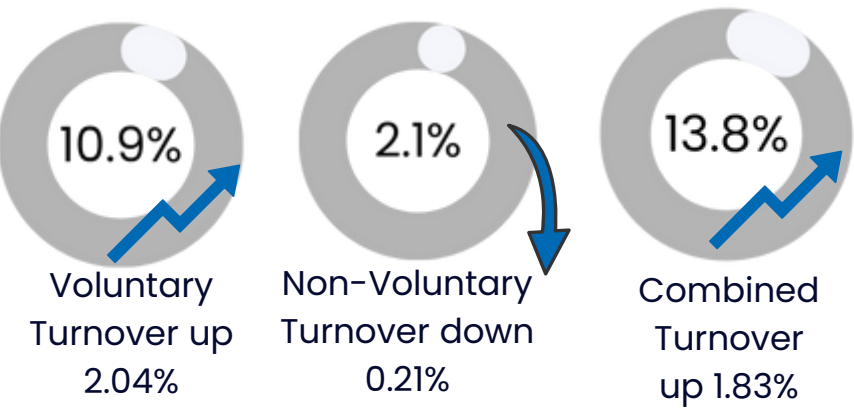


90.9% Apprenticeship growth since 2022/23



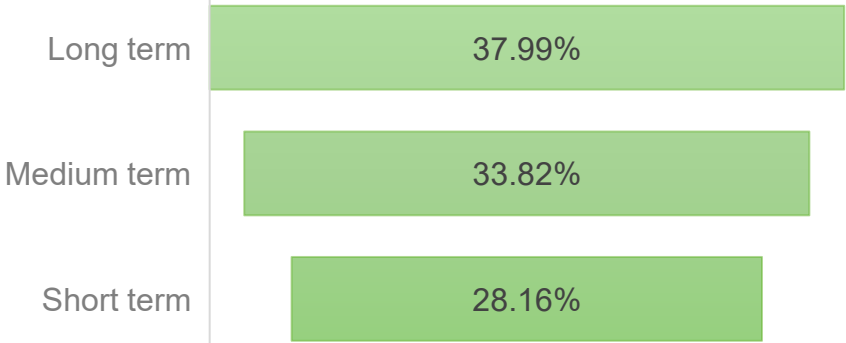
2615 E-learning courses completed

Employee Turnover

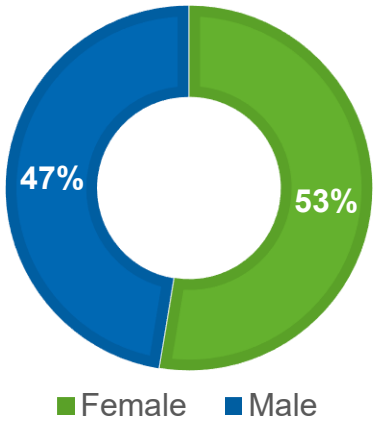


Sickness Absence

Average number of days lost
10.24 days per FTE



Gender Split



People Data Annual Report 2024/25

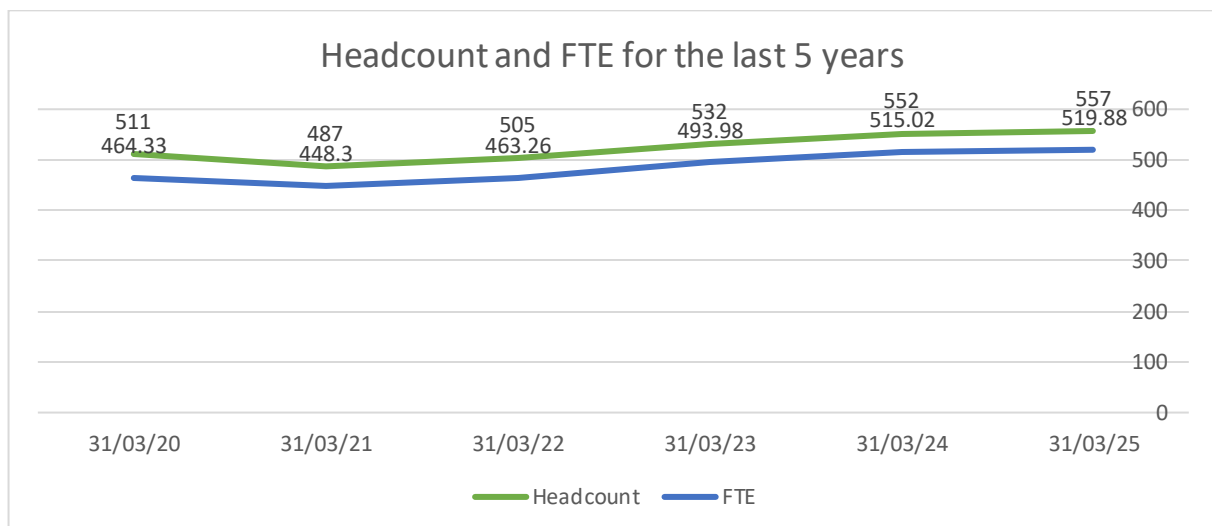
1 Introduction

This report presents East Devon District Council 2024/25 Annual People Data. Annual people data has been produced for several years with the aim of providing important people data and analysis to the Strategic Leadership Team and members.

2 Headcount and full time equivalent

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

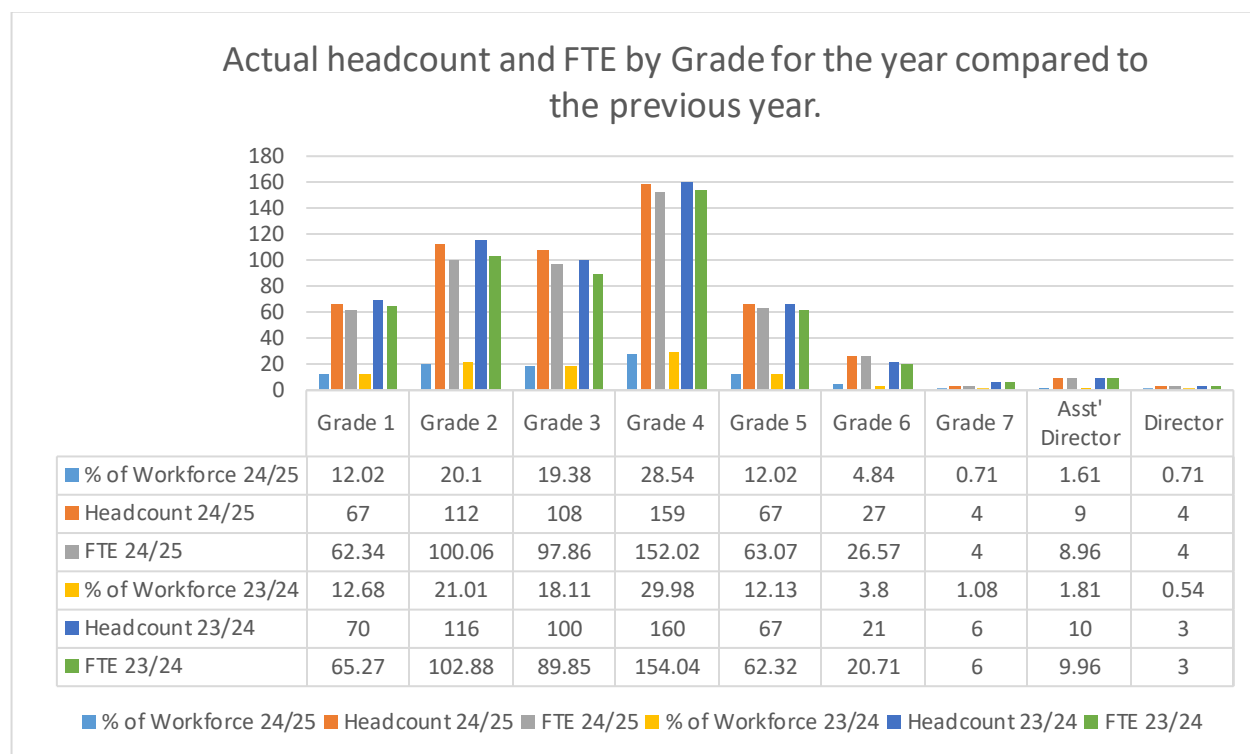
As of 31st March 2025, the headcount was 557 and the full time equivalent (FTE¹) was 519.88. Headcount has increased by 6 (1.08%) compared to 2023/24 and reflects the increase in posts in some areas as part of the budget planning process. We remain below the budgeted FTE of 565.4.



¹ 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.

2.2. Actual headcount and FTE by grade

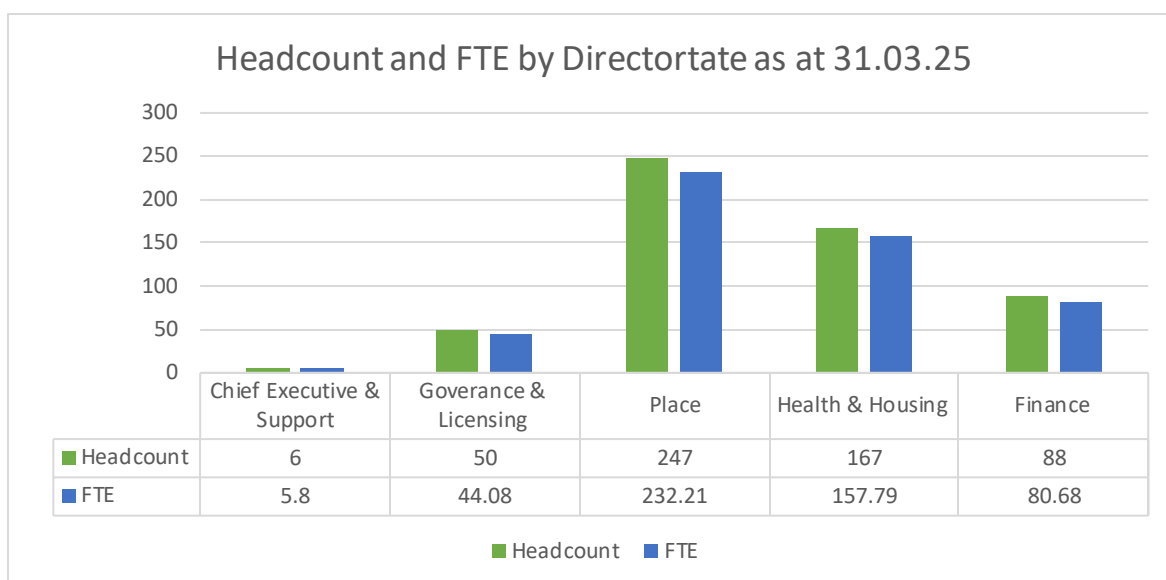
As was reported last year, Grade 4 (£35,325- £41,511) remains the largest proportion of the workforce; however, it has seen a reduction of 2.2% compared to the previous year. This is followed by Grade 2 (£28,624 – £31,067) which has maintained the same ranking position in the workforce composition but has also declined in number. Notable decreases are also seen at grade 7, which has reduced from 1.08% to 0.71%. The most significant growth in grade distribution is Grade 6 (£50,788 -£57,766) which has increased by 23.80% (6) due in part to interim restructuring arrangements. Workforce data published by the LGA May 2025 states £34k is the average pay of all Council Staff across England whilst East Devon's average is slightly below this at £33,151 which includes pro rata pay for part time employees.



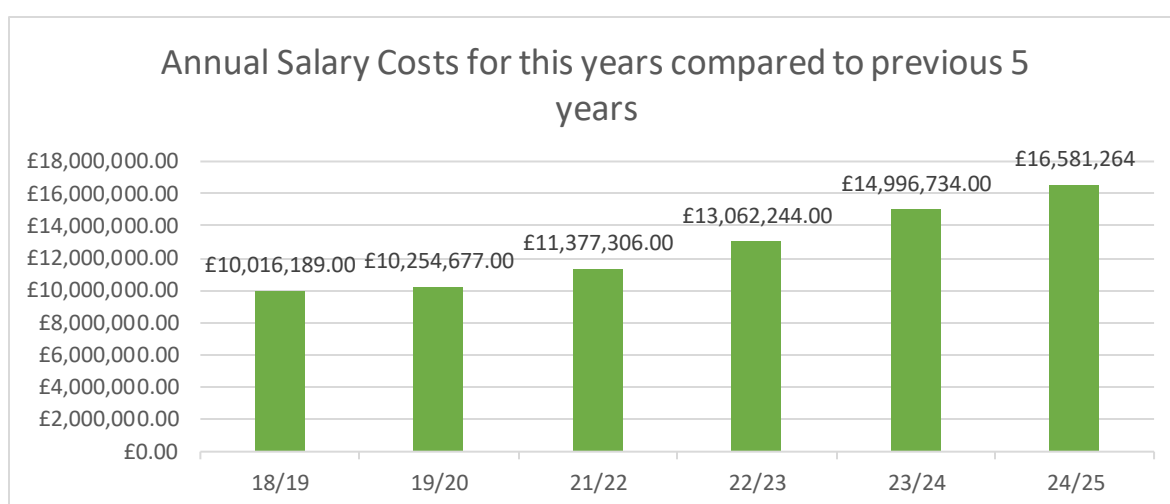
2.3. Headcount by Service

The graph below shows the headcount and FTE by service area as of 31st March 2025. Since the previous report and the appointment of the new Chief Executive an organisational restructure has been implemented to reduce the size of the largest service which was previously Housing, Health and Environment which accounted for 55.25% of the total workforce.

As part of this restructure, Streetscene were separated from this service and incorporated into a newly established Directorate "Place". As a result, Place is now the largest service area standing at 44.34% of the workforce while Health and Housing following the removal of Streetscene now represents 29.98% of the organisations workforce. This reflects a significant redistribution of posts across service areas to support improved operational management by rebalancing the size of service areas, reducing the operational pressures associated with managing overly large directorate and enabling greater focused oversight of service delivery.



2.4. Annual Salary Costs



Salary costs in the graph above relate only to the general fund and externally funded posts. Posts which are paid from the Housing Revenue Account are excluded from these figures.

Salary costs have increased by 10.56% compared to an increase of 14.8% the previous year, which is the result of increased headcount and the Pay Award which is negotiated nationally. The Pay Award for 2024/25 was agreed in November 2024 and backdated to April 2024 and was £1,290 on all spinal column points. In addition, this increase can be attributed to an additional Director post and increase of those paid at grade 6, as noted above.

The Pay Award for 2025/26 is currently still under negotiation between the national employers and trade unions (UNITE, GMB and UNISON).

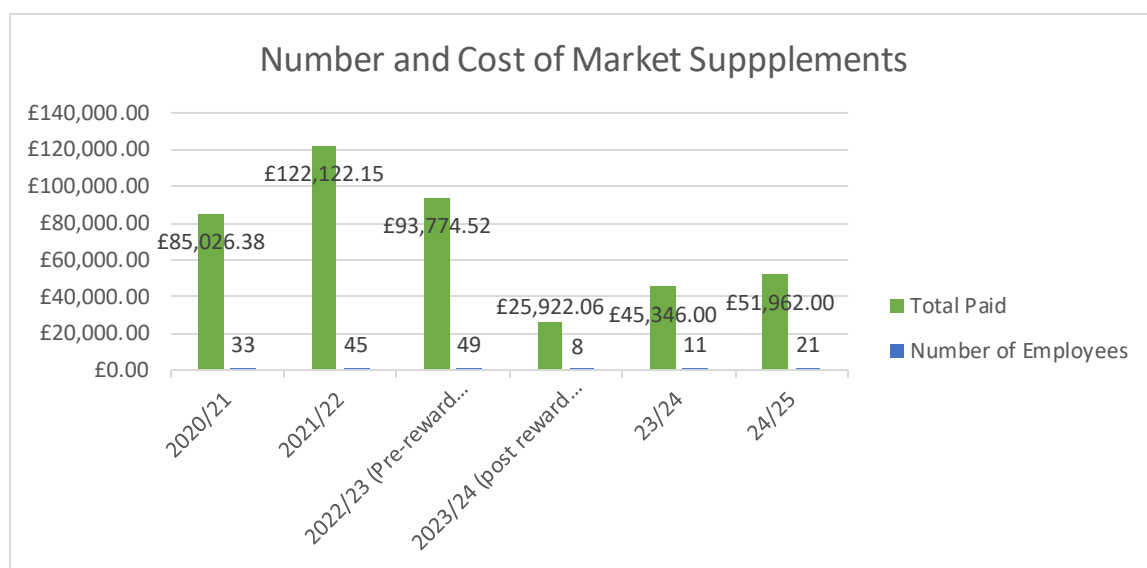
The unions have requested £3,000 on all spinal column points or 10% whichever is greater, however the employers have offered a full and final offer of 3.2% on all spinal points, and therefore the pay negotiations currently remain unresolved. Despite the reward review there is still ongoing challenges in maintaining competitive pay rates for specific professions where market rates have risen faster than the standard pay framework and there is an acknowledgement from the employers side that there needs to be a review of the overall grading structure to address these challenges and ensure it is fit for purpose in a changing labour market, until this is reviewed the organisation will continue to benchmark and use market supplements, where appropriate, to attract and retain valuable skills.

2.5 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 in hard to recruit areas and professions.

At the end of 2024/25 21 posts were in receipt of a market supplement. Although this remains below its highest level of 49, prior to the reward review, it demonstrates ongoing pressure for certain professions such as solicitors and surveyors. LGA report that 96% of Council's in England are experiencing recruitment difficulties. This trend underscores the critical need for strategic initiatives to attract and retain skilled professionals in the public sector. Addressing these recruitment challenges will require a multifaceted approach, including competitive compensation packages, professional development opportunities, and a supportive work environment.

The 21 posts which were in receipt of a market supplement at the end of 2024/25 are in Legal, Place, Assets and Leisure and Environmental Health and Housing. All posts are reviewed on an annual basis. The graph below shows the level and cost of market supplements applied to posts up to the introduction of the Reward Review in December 2022 and post Reward Review.



2.6 Staff Travel Costs for the last 5 years

Over the past 5 years travel expenses which include business and training mileage have shown notable fluctuations, in 20/21 expenditure stood at £127,460 increasing to £180,827 as restrictions eased following the pandemic. Since then, costs have gradually declined year on year, dropping to £125,426 in 24/25. This represents an 8.16% reduction in travelling expenses from the previous year. On average travelling officers are claiming for 1,373 miles per annum which is 64 miles less than last year's 1,437 miles per annum, overall this translates into 91 tonnes of carbon down from 138 tonnes of carbon in 2018/19, supporting our Climate Change Strategy.

3 Vacancies, Agency Workers and Recruitment

3.1. Recruitment activity

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 recent recruitment and retention challenges, as well as increased recruitment media costs. Included in this cost is executive search recruitment for senior management and professional posts which is more expensive than media only recruitment. We use executive search in cases where normal advertising has either not yielded sufficient or suitable applicants, or where we know there is a shortage of supply in the market. Executive searches can provide expertise in identifying and attracting candidates with specific skills.

In 2024/25 we recruited 81 new starters compared to 75 in 2023/24. The cost per head of recruiting was £2,232 compared to last years, £1,368. The additional expenditure is due to agency executive

search which was required for the appointments of the Chief Executive and two Director posts. Without this high profile and necessary expenditure, the costs per head would have been £1,303.

According to the Chartered Institute of Personnel and Development (CIPD) Resourcing and Talent Planning Report 2024 the average cost of recruitment per employee can range from £3 to 5k so despite the increase we are still performing well against this benchmark, making effective use of media and using free resources where possible as well as publicising via our social media channels.

3.2. Vacancy and Agency Data

We regularly report vacancy, market supplement and agency data to Personnel Committee. The table overleaf provides a snapshot of the beginning and end of the year.

Although vacancy numbers remain similar at the beginning and end of the year it should be noted that vacancy levels are lower than at the peak of the recruitment challenges and prior to implementation of the Reward Review. The most recent reported LGA data (2024/25) has a vacancy rate median benchmark figure of 12% and our latest vacancy rate of 6.82%.

As at the end of 2024/25 there were 38 vacancies 15 were under active recruitment with closing dates and interviews planned. 13 posts did not have an ATR to recruit in place, and the remaining were either being covered by Agency or secondments whilst decisions were being made.

Work is taking place corporately to assess how we manage vacancies and enhance budget monitoring as part of this. This is likely to result in changes to reporting and how vacancy figures are represented moving forward.

In the main, agency cover has been used to provide essential cover too hard to fill jobs where there are significant local/national labour shortages for certain skills, such as surveyors, planning and legal roles, whilst permanent recruitment is pursued.

The length of time a role is vacant has decreased since the last reporting period. We often see fluctuations in this marker due to factors such as lengthy notice periods and seasonal variations such as summer and Christmas, however in the main, the time taken to recruit has not exceeded 100 days over the year.

Over the coming months, it is likely that we will see some increase in this indicator due to change in process in order to see better alignment with accountancy vacancy budgeting which retains budget for a post even if there is no ATR. This will allow greater oversight across the Council with one master record.

Total Vacancies (Recruiting and not Recruiting)		01.04.24				31.03.25	
		45 (8.15% of the workforce)				38 (6.82%)	
Average length of time a recruiting in progress is vacant		100.37 days				68.21 days	
Total positions covered by an Agency		36				29	
Recruitment Advertising Spend	2024/25	2023/24	2022/23	2021/22	2020/21	2019/20	
	£180,848	£102,662	£95,714	£68,349	£30,105	£32,917	

4 Turnover

4.1. Cumulative Voluntary Turnover

Voluntary turnover includes resignations and retirements (there is no compulsory retirement age). In the last annual report, we advised that it would take up to 12 months to establish if the 2022 Reward Review along with other actions had had a positive effect on our voluntary turnover rates and we reported there was an early indication that turnover had slowed in the last quarter of 2023/24.

It is important to note that 20/21 and 21/22 were exceptionally low due, to the impact of the pandemic, during which labour market uncertainly, fewer job opportunities and general economic instability contributed to a reduction in voluntary movement.

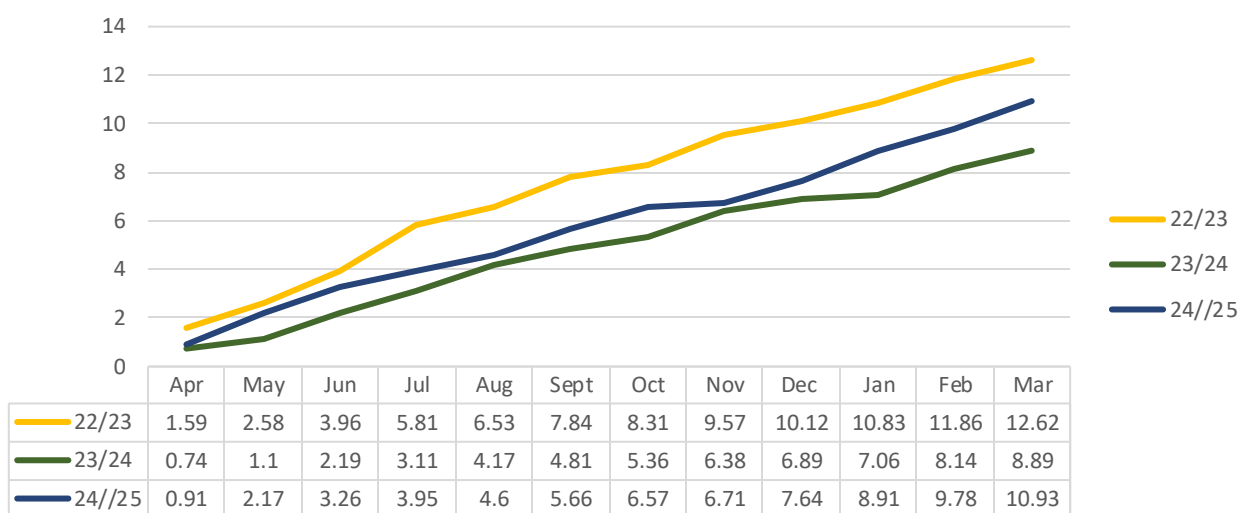
At the end of 2023/24 voluntary turnover was 8.89%, equating to 49 voluntary leavers compared to 9.91% the previous year where there were 65 voluntary leavers - a decrease of 24.61%.

However, this year there has been an increase of voluntary leavers by 2.04% equating to 59 leavers (10.93%), an increase of 10 leavers compared to the previous year. The average voluntary turnover rate for district Councils in England is approximately 12% per annum and therefore despite the increase we remain below the average benchmark. (source.LGA).

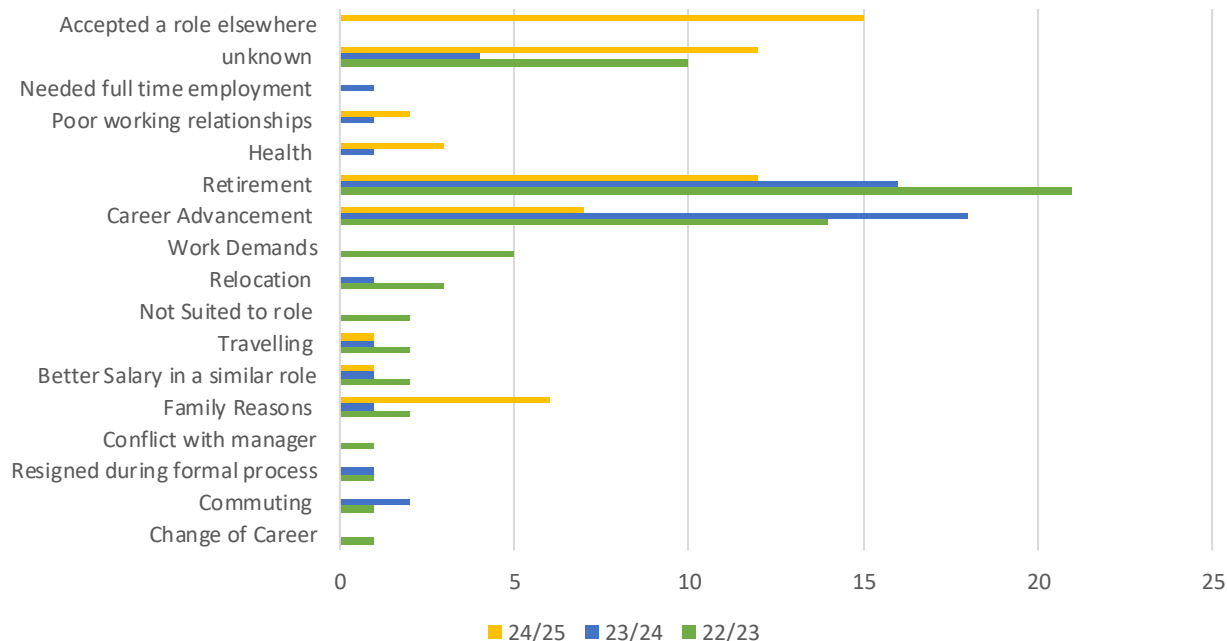
Identifying specific reasons for leaving can be difficult, as not all employees complete exit questionnaires or provide detailed reasons in resignation letters. We've improved our leavers form to collect more meaningful data, which has been very helpful and further improvements are planned as part of the People Strategy.

Last year the top two reasons for leaving were career advancement (18) and retirement (16). The number of retirements has reduced for the 3rd successive year to 12.

Culmulative Voluntary Turnover compared to previous 2 Years



Comparison of reasons cited for voluntary turnover.

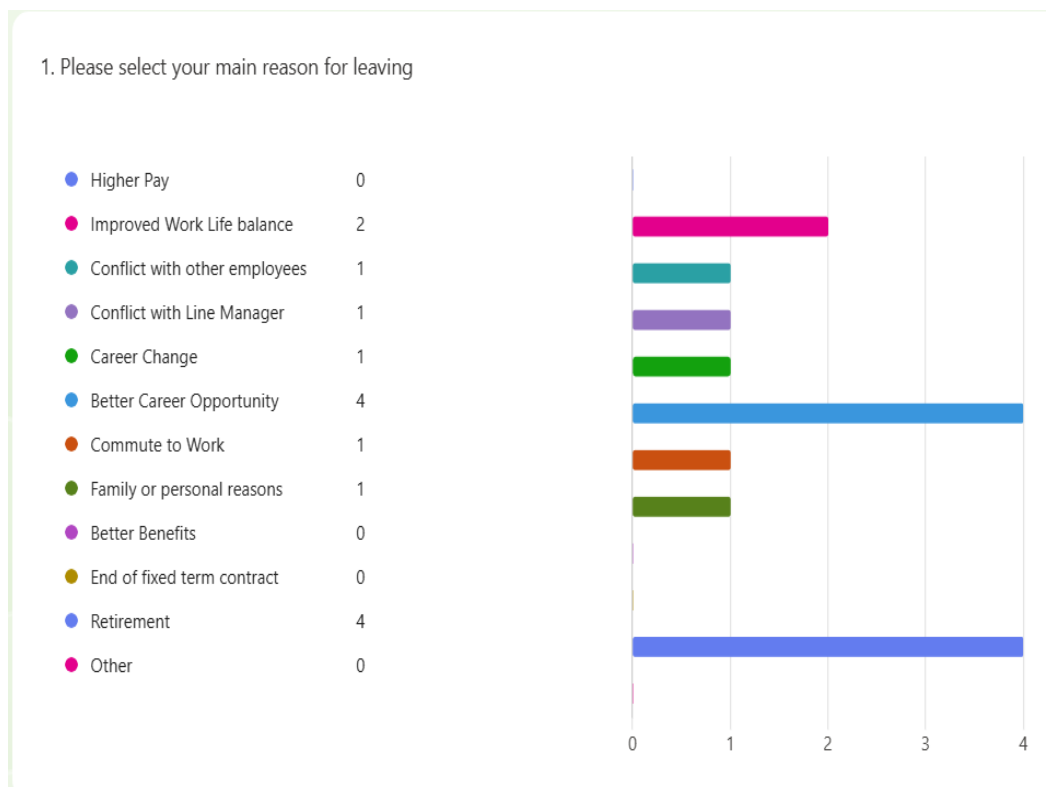


4.2 Exit Questionnaires

While exit questionnaires are a valuable tool for gathering feedback, they are not always reliable or a balanced reflection of the workplace experience, one of the key limitations is the potential for bias in responses particularly when employees use the platform for venting frustrations, they also lack context making it hard to distinguish isolated issues and employees leaving on good terms may choose to avoid criticising the organisation. To address this, as part of the people strategy HR intend to carry out pulse surveys which will monitor engagement and morale during employment.

Last year, we changed the exit questionnaire to a Microsoft forms approach as opposed to a word document, however there is a marked decrease in return over the last financial year and investigations will be made to establish the reasons for this, in part we can point to late completion of leavers forms by line managers.

Overall, in 24/25 we had a 25.42 % return which is a decrease from last year's 48.97%. Of the exit questionnaire respondents, the following insights were gathered.



26.6% of respondents were retiring and 26.6% were either leaving because of a better career opportunity which mirrors reasons selected on the leavers form.

From responses received 67.53 % either strongly agreed or agreed that they were paid adequately for the role they did which is an increase on last year's 58%. It's encouraging that 80% felt positively about the range of benefits that the Council has to offer reflecting the strength of our overall employee offering. 33.4% of respondents either disagreed or strongly disagreed that there were sufficient opportunities to advance with the Council, whilst 65% agreed that there was. This will be considered as part of the people strategy development and grow theme. 73.3% agreed or strongly agree that they would recommend EDDC as an employer to others.

4.3 Cumulative Non-voluntary Turnover

Non-voluntary turnover includes dismissals, redundancy, end of fixed term contracts and death in service.

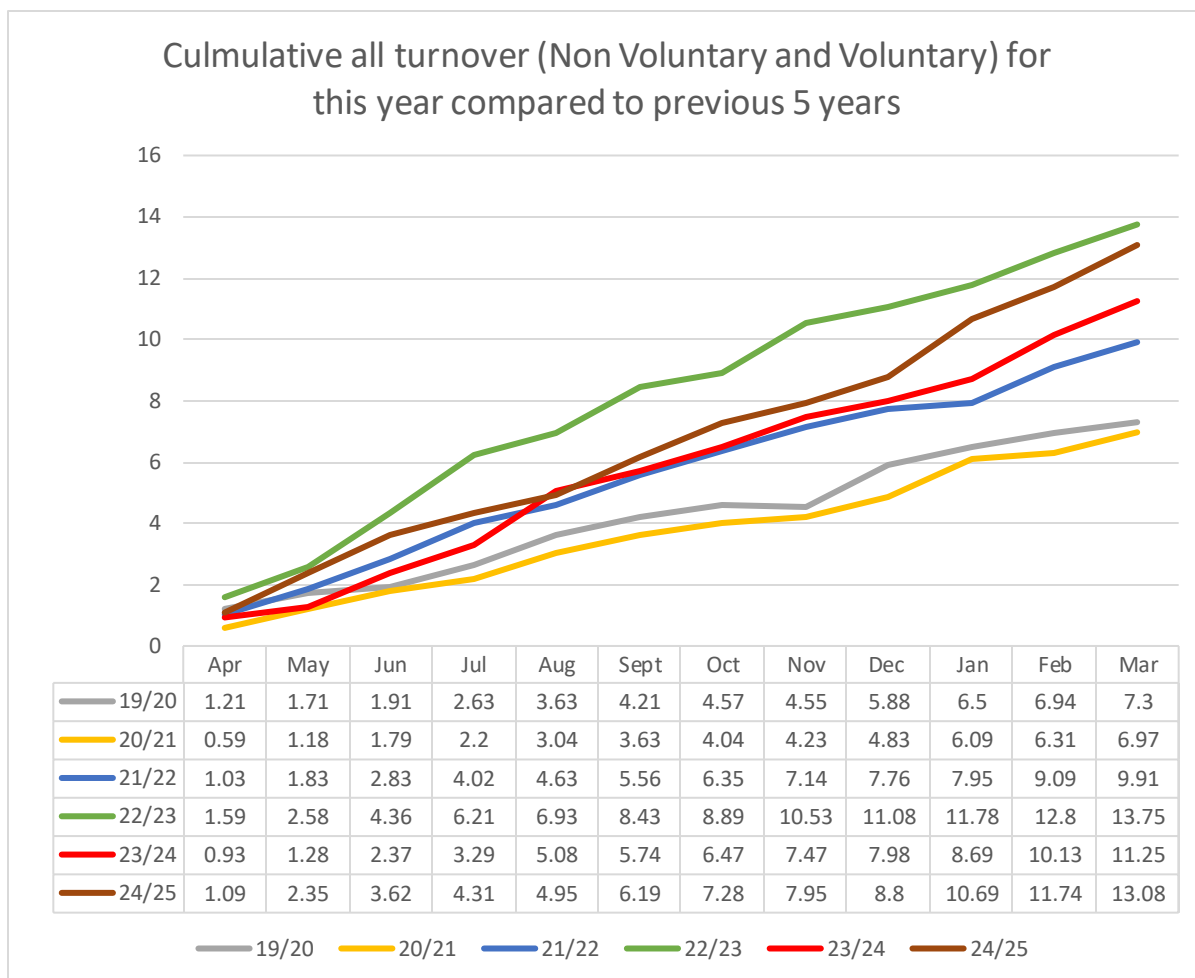
At the end of 2024/25 cumulative non-voluntary turnover was 2.15%. This figure is broadly consistent with the previous year's 2.36%. Looking back, non-voluntary turnover was 1.13% in 2022/23, 1.98% on 21/22, 3.07% in 2020/21 and 2.37% in 2019/20. The figures suggest that the

organisations approach to managing probation and disciplinary processes has remained steady with turnover levels showing no concerning upward trend.

4.4 Combined Cumulative Voluntary and Non-voluntary Turnover and Benchmarking

When examining overall turnover combining both voluntary and non-voluntary leavers the rate for 2024/25 was 13.08% reflecting an increase from 11.25% in 2023/24.

According to LGA turnover rates for local government across all authorities in England was 13.5%. Our turnover rate of 13.08% is slightly below this average suggesting that turnover is within the typical range for local government.



5 Learning and development and 'Grow Our Own'

5.1. Learning and Development Activity

This is a summary of training activity across the organisation during the 2024/25 period, it highlights participation levels, completion rates and key areas of focus over the coming months.

Last year we reported that we had moved to a new e-learning system which allowed for better reporting and flexibility, this has allowed us to analyse the volumes of e-learning.

Headline Figures

Face to Face Training

32 training sessions were run, totalling 508 attendees, this represented an average cost per employee of £104.26.

E-Learning Training Breakdown

Training Type	Number of Courses accessed	Number of employees	Number of course completions
Mandatory Staff Training	16	342	1929

Personal Development	81	274	686
Totals	142	616	2615
Average Cost Per employee			£3.73

Learning and Development events 2024/25		
Absence Management for Managers	Assertiveness, Self-confidence & Communications Training	PER Skills for Managers
Business Writing Skills	Conflict Resolution	Pre-retirement planning
Creating a high Performing Team	Dealing with difficult people	Procurement Training
Dealing with Stress & Burnout	Disciplinary, Capability and Grievance Issues	Positive steps to good mental health
Managing Poor Performance and Giving Feedback	Menopause Awareness for Staff	Presentation Skills
Mental Capacity act Training	Mindfulness at work	Recruitment & Selection
Safeguarding Level 3	Stress Management	Thinking Differently
Welcome Morning	Time Management	4 wellbeing webinars

We also entered two teams of aspiring managers into the South West Council Challenge and plan to enter another team this year. Post Training evaluation feedback continues to be positive.

Next Steps / Areas of focus.

We will be rolling out mandatory Sexual Harassment Training for all staff due to the new duty to prevent sexual harassment, Cyber Training to mitigate against risks of Cyber Attacks, and Fraud Training because of an Audit recommendation. We also intend to roll out Investigation Training for managers. Additionally, we recognise that there is a need to refine the reporting on learning and development activity which is still in its infancy due to staffing changes and we anticipate by next year that this will be more developed and informative.

Alongside the proposed people strategy there will be a focus on reviewing mandatory training requirements to identify whether this is still appropriate or can be refined and work to improve the reporting in this area. We are also in the early stages of implementing an improved training needs analysis method which will ensure we are providing the right training at the right time to the right people.

5.2. Apprenticeship Activity

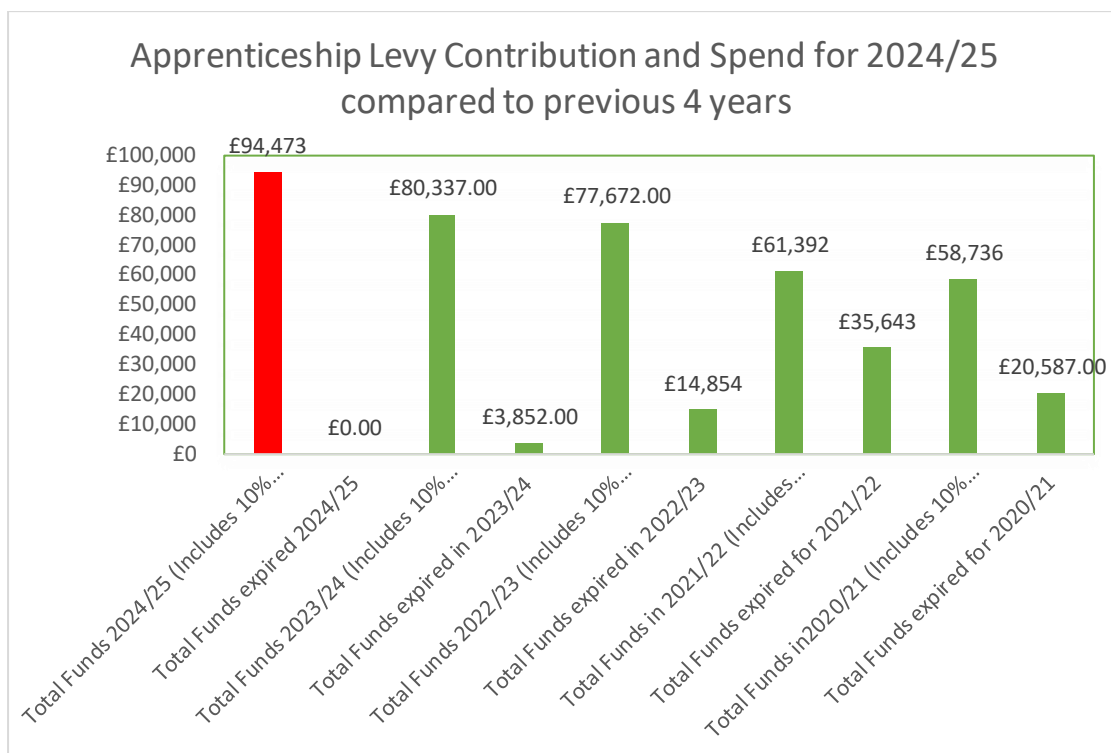
Apprenticeships are nationally recognised qualifications available to both new and current employees, funded through the Council's Apprenticeship Levy. The Council is required to allocate 0.5% of its annual payroll to this Levy.

For the 2024/25 financial year, the Levy amounted to £94,473, with total expenditure of £84,983. Any remaining funds will be carried forward to the next financial year. No funds expired during this period, demonstrating that the Levy is being fully utilised, unfortunately there is no official published benchmarking to compare our performance in this area.

During 2024/25, the Council supported 21 apprenticeships. In comparison, there were 17 apprenticeships in 2023/24 and 11 in 2022/23, this represents a 90.9% increase since 2022/23. Apprenticeships have been supported across Levels 2 through to 7. Overall, we had 8 apprenticeship starts in 24/25, the average is 7 per district council (LGA).

The Government's Levy Funding Rules mean that funds will expire and transfer to HMRC if they are not utilised within 24 months from the first month in which it is paid into our account. Monitoring Levy spend is therefore important, to ensure that we maximise its use. The graph below shows the total Levy fund and the amount that expired and was reclaimed by HMRC. Progress has been made in the number of apprenticeships offered to new and existing staff through our grow our own work

which is demonstrable through maximising Levy spend and through the reduction of expired Levy funds to zero in 24/25.



We have successfully recruited to The **Pathways to Planning** initiative which is a graduate recruitment programme aimed at addressing staffing shortages in local government planning teams. It offers graduates a fast-track entry into a career in planning within local authorities. Participants are employed full-time by a local council and undertake a fully funded postgraduate qualification in planning, which is accredited by the Royal Town Planning Institute (RTPI).

We have also successfully recruited to the LGA's **Graduate Management Trainee programme**, which is designed to attract and develop future leaders in local government. The trainee gains experience in different areas of the Council by rotating placements.

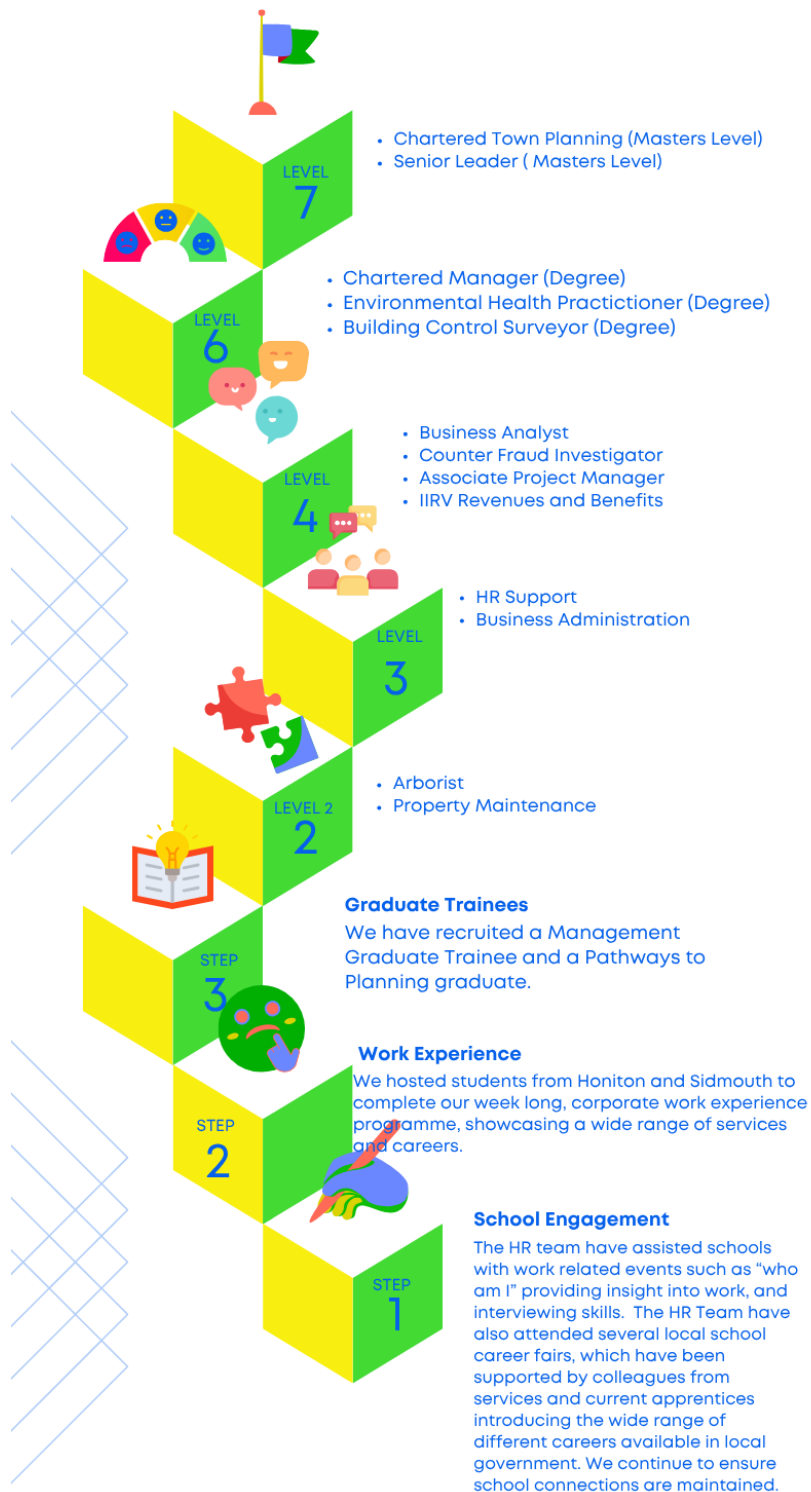
Through the agreed Grow our Own budget, we have recently recruited two new early career Business Administration Apprentices in the Executive Support team. Additionally, we have recruited three early career posts in Streetscene in the Property Maintenance and Tree teams and a Revenues Apprentice in Finance.

During 2024/25, six apprenticeships have successfully completed which is an accomplishment not to be underestimated given the balance between working and studying. This is also a big achievement for the apprenticeship manager who needs to provide the apprentice with both support and work experience to evidence the required skills, knowledge and behaviours.

Work is currently being progressed for the next phase of our grow our own project, which is to engage, and support looked after children and care experienced young people to gain workplace skills and confidence to take their first steps into employment, our plans include offering interview skills, taster days, and ring fencing suitable apprenticeship opportunities. We have also developed relationships with The Deaf Academy but as of today no students have been placed for work experience, however we will continue to work with the Deaf Academy to support placements wherever possible.

We continue to engage with schools through career fairs and specific work-related school activities. The infographic overleaf summarises the apprenticeships supported and the grass roots work that is being done to attract talent to Local Government.

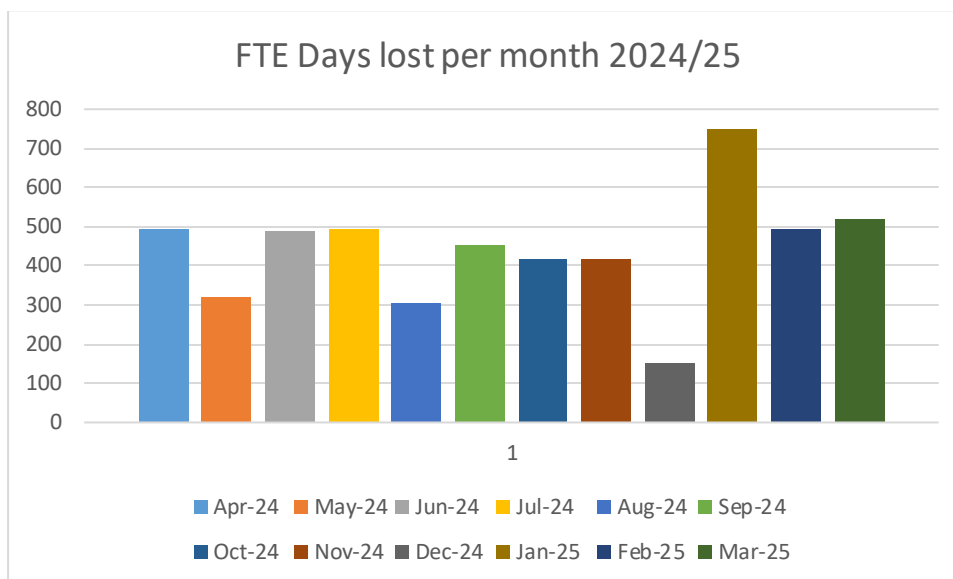
Grow Our Own Activity from school engagement to apprenticeships



6 Sickness Absence & Wellbeing

6.1. FTE Working Days Lost due to Sickness Absence

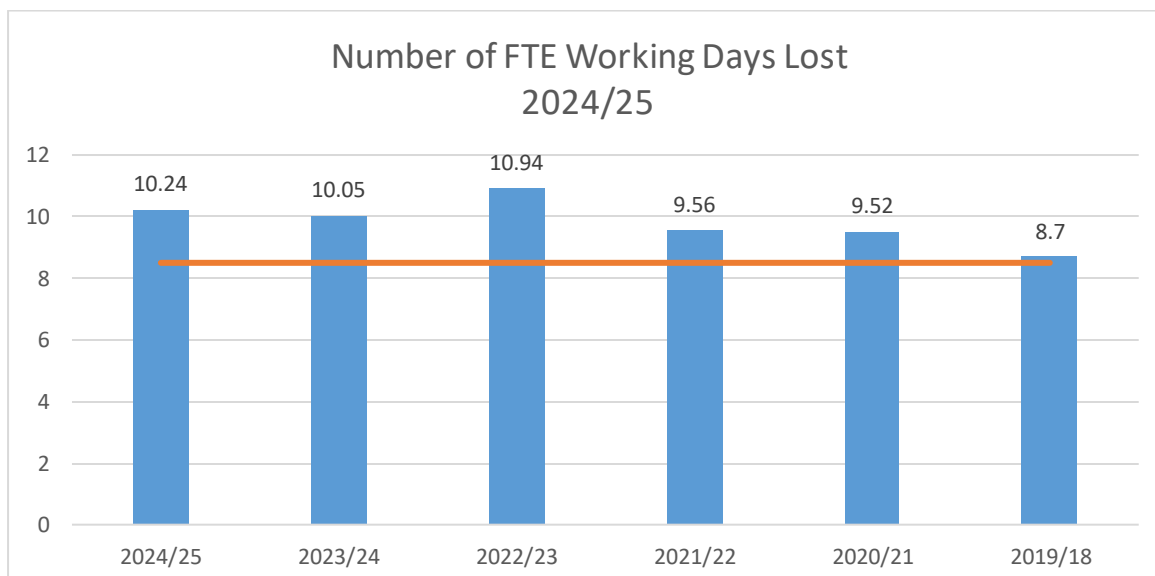
The graph below shows the total number of full time equivalent (FTE) working days lost per month for the 24/25 financial year.

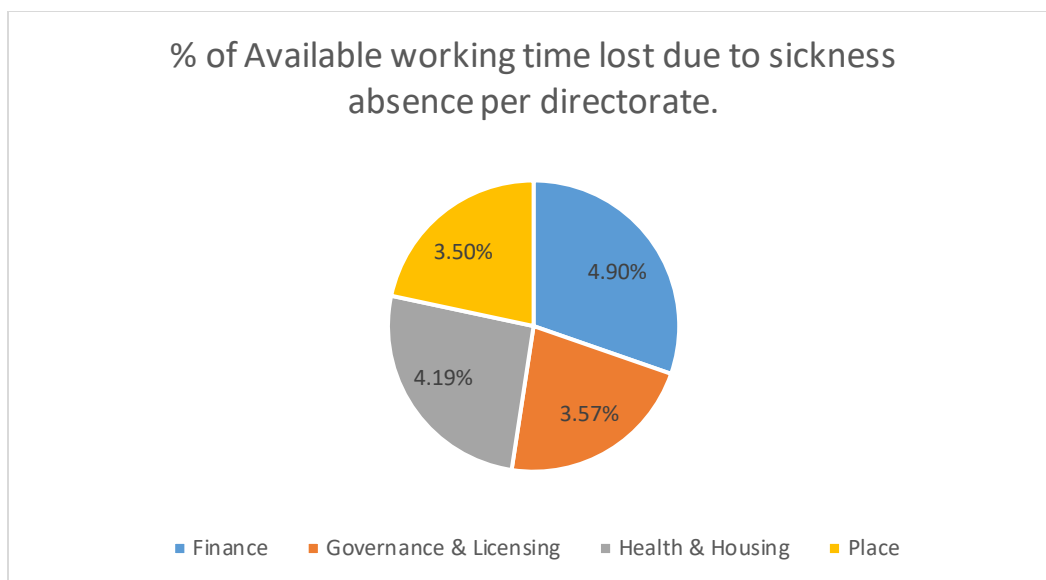


The Council's target is that no more than 8.5 working days should be lost through sickness absence, per employee. However, as shown in the graph below, we have been in excess of this target for the last 5 years, apart from the year in which the Covid Pandemic commenced.

There has been a 1.89% increase this year on all absences with an average of 10.24 days lost per FTE compared with 10.05 days lost per FTE in 2023/24 – in relative terms this is an increase of 213 days. See benchmarking information below.

Of the total headcount, 36% of employees had no absence during 2024/25, which means that 3 in 5 employees had at least 1 instance of absence.





The above shows the percentage of time lost due to sickness absence per directorate. This measure provides a more meaningful indicator for absence impact than looking solely at the total number of days lost by expressing absence as a percentage of available working time, it takes account of differences in directorate size and staffing levels. This enables a fairer and more consistent comparison across areas and highlights where sickness absence has the greatest relative operational impact regardless of headcount, supporting informed decision making around well-being interventions and resource planning. Long term absence has a significant impact on sickness absence levels as is explained further down in this report.

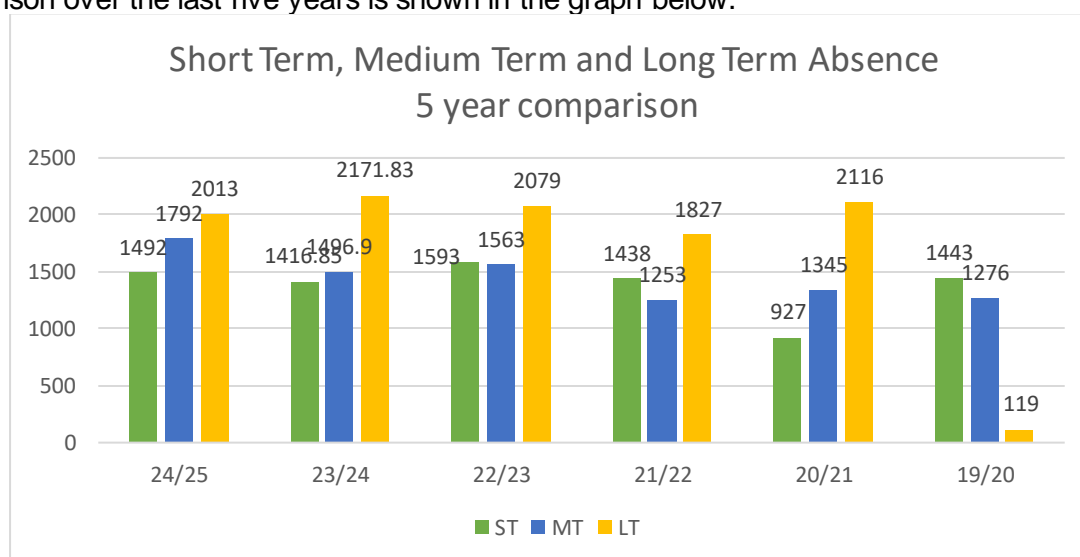
6.2. Reasons for Short, Medium and Long-term Absence

Overall, there has been an increase in total days lost this year, 5085 total days lost last year to 5297 days. The increase in absence is attributable to an increase in short-term and medium-term absence.

Long-term absence has decreased compared to the previous year by 7.31%. or 158.83 days

Short-term absence (less than 8 days) accounted for 28.16% (1492 days), medium-term (9 days to 2 months) accounted for 33.82% (1792 days) and long-term (more than 2 months)(2013 days) accounted for 37.99% of all absences.

Comparison over the last five years is shown in the graph below.



6.2.1 Short-term Absence

Short-term absence has increased by 5.36% compared to the same period last year.

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

Short Term Absence (less than 8 days) - Top 3 Reasons						
	2024/25	2023/24	2022/23	2021/22	2020/21	2019/20
1	Cold & Flu (409 days)	Cold & Flu (332 days)	Covid-19 (Positive Test) (458 days)	Cold & Flu (280 days)	Phased Return to work (140 days)	Cold & Flu (399.5 days)
2	Phased Return (242 days)	Covid -19 (Positive Test) 234 days	Cold/Flu (306 days)	Covid-19 Positive Test (244 days)	Stomach, Kidney, Liver Digestion (103 days)	Phased Return (251 days)
3	Stomach, Kidney, Liver Digestion (129.33 days)	Stomach, Kidney, Liver, Digestion (187.2 days)	Phased return to work (176 days)	Phased return to work (159 days)	Cold & Flu (100 days)	Stomach, Kidney, Liver, Digestion (217 days)

6.2.2 Medium-term Absence

Overall Medium-Term absence has increased by 19.78%. The most common reasons for medium-term absence over the last five years are shown in the table below.

Medium Term Absence (9 days to less than 2 months) - Top 3 Reasons						
	2024/25	2023/24	2022/23	2021/22	2020/21	2019/20
1	Stress, anxiety, fatigue (personal) (553 days)	Other Muscular Skeletal Problems (293.82)	Stress, anxiety, fatigue (personal) (410 days)	Stress, anxiety, fatigue (personal) (303 days)	Stress, anxiety fatigue (personal) (525.5 days)	Stress, anxiety, fatigue (personal) (446 days)
2	Other Muscular Skeletal Problems (262 days)	Stomach, Kidney, Liver Digestion (178.5 days)	Other Muscular Skeletal Problems (225 days)	Other Muscular Skeletal Problems (148 days)	Stress, anxiety, fatigue (work- related) (165 days)	Hospital treatment/ operation (203 days)
3	Hospital Treatment (248)	Depression (personal) 122 days	Chest/ Respiratory Problems (166 days)	Hospital treatment/ operation (133 days)	Hospital Treatment/ Operation (162 days)	Stress, anxiety fatigue (work- related) (193 days)

In year further analysis of absence reason indicated that an underlying cause of personal stress relates in the main to bereavement and relationship issues. To address this, we recently ran a grief and loss webinar as part of our wellbeing programme of which 40 employees attended and the recording is available on the intranet.

6.2.3 Long-term Absence

Long Term Absence reduced overall by 7.27%. 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) - Top 3 reasons						
	2024/25	2023/24	2022/23	2021/22	2020/21	2019/20

1	Other Muscular Skeletal Issues (561 days)	Stress, anxiety, fatigue (Personal) (596.64)	Stress, anxiety, fatigue (work-related) (494 days)	Stress, anxiety, fatigue (Personal) (504 days)	Stress, anxiety, fatigue (Personal) (525.5 days)	Hospital treatment/ operation (354 days)
2	Stress, anxiety, fatigue (work and personal) (241 days)	Other Muscular Skeletal Issues (384.5 days)	Stress, anxiety, fatigue (Personal) (477 days)	Stress, anxiety, fatigue (work-related) (329 days)	Stress, anxiety, fatigue (work-related) (165 days)	Stress, anxiety, fatigue (Personal) (210 days)
3	Stress, Anxiety and Fatigue (personal) (197 days)	Neurological Headaches (295 days)	Covid-19 (289 days)	Heart, blood pressure, circulation (263 days)	Hospital treatment/ operation (142 days)	Chest/ Respiratory (165 days)

Long-term absence accounts for 37.99% of all absences. The reduction in long term cases is positive but total days lost remains high due to a small number of complex cases. If long term absence was removed from the calculations our average number of days lost would be 6.22 days per FTE.

6.3 Benchmarking

According to Local Government workforce data, the average number of absence days per worker is 8.8 days. These figures represent an average across diverse organisations, so a more accurate benchmark would involve comparing similar entities. At the end of March 2024, the median absence rate among our neighbouring district authorities was 10.59 days. South Hams had the highest rate at 12.7 days, while Torridge had the lowest at 8.9 days, with East Devon following at 10.1 days. The CIPD's most recent absence survey issued in 2023 (latest available) quote 7.8 days per employee based on an average of employees from all sectors. The private sector average being 5.8 days and public sector average being 10.6 days per employee.

6.5 Actions to mitigate against sickness absence

The steps we have taken to address absence levels include return to work meetings, absence reviews, referral to employee assistance programme, hybrid/flexible working, risk assessments, support on return to work and in some cases formal warnings. We also continue to offer absence management training for managers.

We refer to Occupational Health for advice. In the last year we instigated 72 Occupational Health referrals and implemented reasonable adjustments where appropriate in accordance with the Equality Act.

Last year we reported that we had encountered significant service delays from our occupational health provider which affected the timely scheduling of appointments and in turn impacted on our ability to manage absences effectively. Since then, a new provider was appointed with the contract commencing in October 2024. The positive impact of this change is evident in the reduction of long-term days lost.

HR Business partners will work with managers to help them take a more proactive absence management role, particularly in relation to cases involving stress or mental health to ensure they are reaching out to HR in the early stages of absence for support and guidance. We also plan to develop a Power BI dashboard which will enhance our ability to report and analyse sickness absence trends at a service level, resulting in targeted and appropriate interventions in a timely manner and plans are currently in place to recruit the expertise to do this.

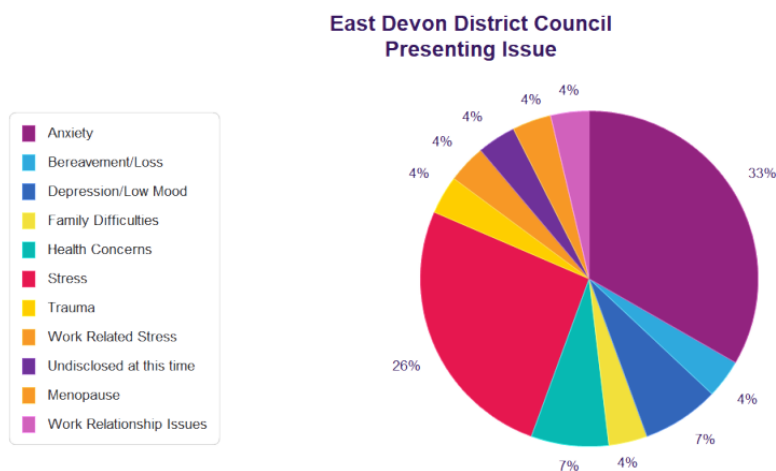
6.6 Employee wellbeing support

The Employee Assistance Programme (EAP) provides 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. It also provides in the moment support on point of contact, podcasts and blogs, self-help downloads, debt advice and domestic abuse help.

During 2024/25, 38 individuals contacted the employee support line for either immediate support or longer-term support which is 6.88% of our headcount.

In the period 2024/25, 27 employees received clinical counselling, this compares to 17 in 2023/24 as shown in the graph below.

Between the 27, we supported 120 individual counselling sessions. The top reasons for counselling were Anxiety (33%) Stress (26%) and Depression/Low Mood (7%) as shown in the graph below.



During 2024/25, the Council has actively supported various initiatives under the "Happy Healthy Here" offer. These initiatives include;

- flu vaccinations,
- health checks for manual workers,
- Breast Cancer awareness talks,
- webinars focused on metabolic boost, healthy aging, creating an effective work-life balance, Sleep and Dealing with Grief.
- Additionally, the Council has regularly promoted health-related issues and provided signposting to resources available to support employees.

Financial wellbeing continues to be a focus, and we still provide access to monthly webinars for all staff, on a range of topics from budgeting to debt management. Our wellbeing portal also provides access to specialised help for debt and financial wellbeing and provides employees with discounts on a comprehensive range of lifestyle savings. Employee engagement with Vivup has increased from 75.36% to 86.3% since last year. The top two brands for savings are on the weekly shop. This highlights the practical benefits of our wellbeing portal, which not only supports financial health but also helps employees manage everyday expenses more effectively.

7 Employee Relations

Employee relations issues include dealing with employee grievances, disciplinary matters and dismissals (which can include redundancy or cessation of fixed term contract dismissals).

In 2024/25 there were 12 dismissals compared to 10 the previous year, 5 due to ending of fixed term contracts.

HR also investigated 10 misconduct cases resulting in warnings, dismissals or no formal action.

6 Grievances were raised by employees last year and is at a similar level to last year's 7. This represents 1% of the workforce.

We are encouraging the organisation to take a resolution focused approach to grievance and are reviewing our grievance process to ensure it focuses on early resolution before escalation to a formal process. We are developing a suite of resources for managers to help them have effective discussions with their teams which enable open communication and gives them the confidence to tackle the “difficult” issues at an early stage.

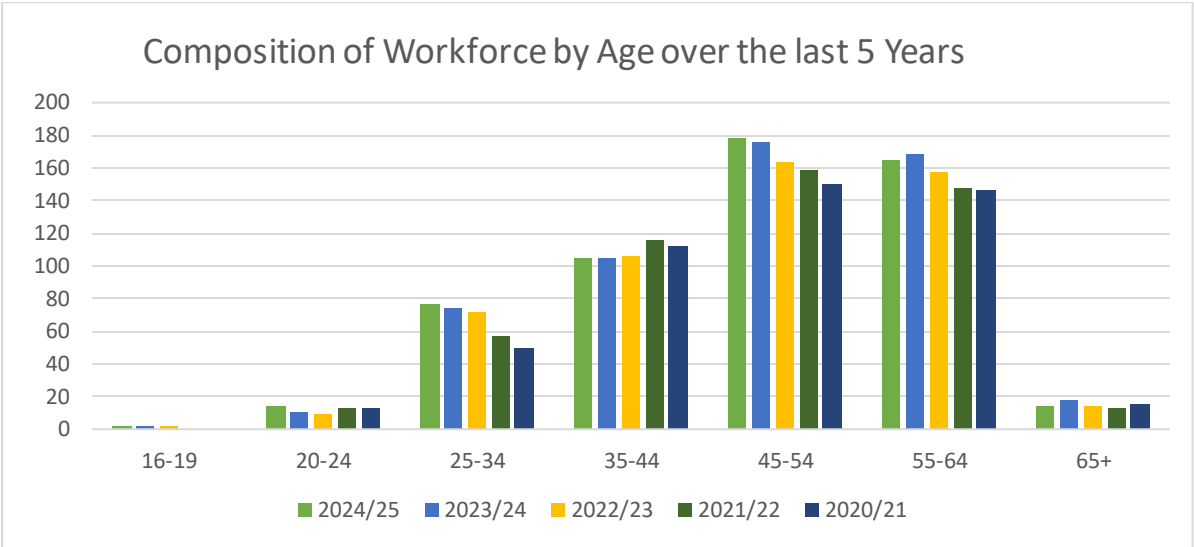
8 Workforce Profile

8.1 Age

The average age of the workforce has increased from last year’s reported 48 to 49.

The number of employees aged 25-34 and 45-54 has consistently increased over the years. The 25-34 age group has grown from 1.81% to 2.52% over the last year. Historically, the largest proportion of our workforce has been aged between 45-54, currently representing 32.07% of our workforce.

The 16-19 age group remains relatively stable with minimal change, partly due to our efforts to recruit new apprentices as part of the "Grow Our Own" strategy. The percentage of employees aged 55-64 has decreased from 30.5% to 29.7% compared to the same period last year. Similarly, the number of employees aged 65+ has decreased from 3.25% to 2.52%.



Local Government benchmarking data records that the average age of all Council staff is 47.

8.2 Ethnicity

According to the most recent 2021 Census, 5.4% of East Devon’s residents are from ethnic groups other than White.

92.26% of employees have provided information relating to their ethnicity, from this we are able to establish that in our workforce, 3.70% of employees have identified as belonging to an ethnic group other than White, marking a 14.81% increase compared to the same period last year.

Employees who identify as White UK (English, Welsh, Scottish, and Northern Irish) make up 85.40% of our workforce, compared to 94.6% of the local population. However, 7.74% of our workforce have not provided this information. We continue to encourage the completion of this data in the self-service part of the HR system.

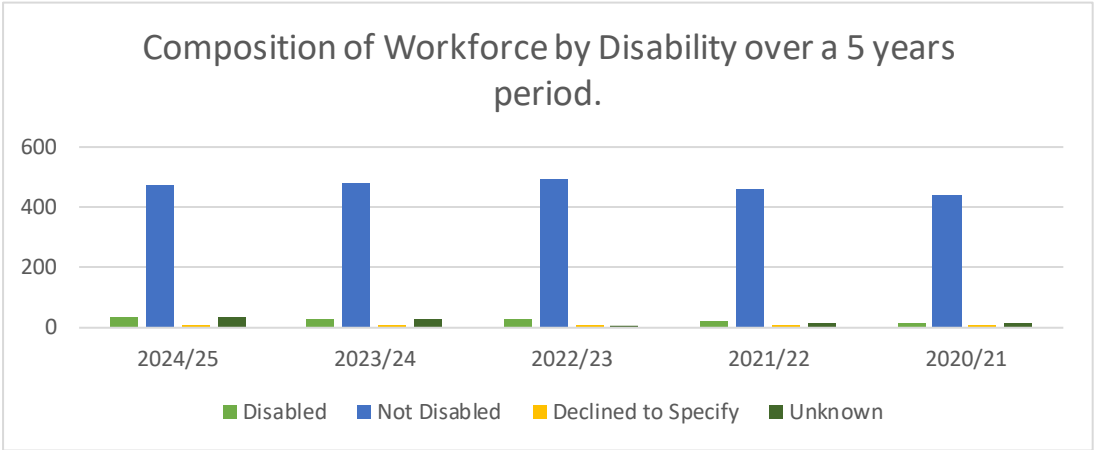
8.3 Disability

Since the start of 2024 to 2025 we have seen an increase in the number of employees who have declared a disability currently 5.94% of our workforce have declared disability, a slight rise from 5.43% last year and higher than the 4.74% reported in 2021/22.

The council's recent renewal as a disability confident and mindful employer highlights our ongoing commitment to supporting the health, well-being and inclusion of all employees.

As with ethnicity data we continue to actively encourage staff to update their personal information in the HR system to ensure we have an accurate picture of our workforce currently completion rate for Disability stands at 92.97%

According to LGA workforce data 18% of the wider population have declared a disability while the local government workforce average sits at 5%.



Unknown represents no response.

8.4 Gender

The number of females compared to males has decreased slightly in 2024/25. The current gender split is 292 females (52.61%) and 263 males (47.39%). This marks the third consecutive year that our workforce has a higher proportion of females than males.

The increase in female employees is particularly notable since the pandemic and the shift to more hybrid and flexible working arrangements. The composition of our workforce closely mirrors the UK National overall workforce which sits at 51% women compared to 49% men. (Source Labour force Survey Dec 2024)

8.5 Gender Pay Gap

Employers in Great Britain with more than 250 staff are required by law to publish their Gender Pay Gap.

The Gender Pay Gap is a measure of the difference between men’s and women’s average earnings across an organisation or the labour market. It is expressed as a percentage of men’s earnings. This is different to the term ‘equal pay’ which means that men and women in the same employment performing equal work must receive equal pay, as set out in the Equality Act 2010. The purpose of Gender Pay Gap reporting is to achieve greater gender equality across the UK and increase pay transparency. Causes of a gender pay gap can include the ability to progress into higher pay roles, for example through a wish to work part time or because of caring responsibilities or less access to career progression support and development opportunities.

In 2024/25, the Council reported a median gender pay gap of -4.29% in favour of females, meaning males are paid less on average. This compares to a +0.41% gap in 2023/24, in favour of males.

The shift in the median pay gap is partly due to more females being employed in the upper middle pay quartile, including the recent appointments of two female Directors and a female Chief Executive.

For context, in 2024/25, the Local Government workforce data reported a National Median Gender Pay Gap of -18%, meaning that on average women’s earnings were 18% higher than men.

Benchmarking data with other neighbouring authorities who have published their 2024/25 gender pay gap reports are shown in the table below.

Local Authority	Median hourly rate difference between male and female*
East Devon District Council	-4.29%
Exeter City Council	-14.03%
Mid Devon	-3.49%
Teignbridge	-3.5%
North Devon	-6.28%
South Hams	-5.05%

*** A minus calculation indicates that women earned more than men in the organisation.**

Report to: **Personnel Committee**



Date of Meeting: 10th September 2025

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

People Data Report

Report summary:

This report provides key data on the workforce, to support policy decision making and an overview of workforce matters.

Is the proposed decision in accordance with

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

Recommendation:

That the Committee note the content of the report.

Reason for recommendation:

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

Officer: Gemma Roberts, Assistant Director People and Performance
Gemma.Roberts@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 [211130 People Data Proposals Report for Personnel Ctte FINAL.pdf \(eastdevon.gov.uk\)](#)

Link to [Council Plan](#)

Priorities (check which apply)

- ☐ A supported and engaged community
 - ☐ Carbon neutrality and ecological recovery
 - ☐ Resilient economy that supports local business
 - ☒ Financially secure and improving quality of services
-

Report in full

1. This latest people data report reflects the data available up to the end of July 2025 unless otherwise stated. Analysis is summarised below, with the full data at Appendix 1.
2. Particular areas to note from the people data are:
 - 2.1 After peaking at 570 in December 2024, headcount has continued to decrease by 4 from 560 at the end of February 2025 to 556 at the end of July and has been at this level since May 2025, we continue to remain within budgeted FTE.
 - 2.2 A market supplement review was undertaken earlier in the year and the number of Market supplement numbers has reduced by 1 since the last reporting period, with a total of 21. Market Supplements are for specific roles where recruitment and retention are challenging due to market forces. All market supplements are subject to annual review.
 - 2.3 In order to better align records with Finance and assist accurate budget monitoring, there has been a change in vacancy administration. Previously, roles were archived on the HR System if there was no Authority To Recruit (ATR) within 6 months of the post being vacated, the new regime is to leave vacancies on the system regardless of whether a valid ATR exists or not until such a time a decision by the service is made to remove the post from the budget or the budget is re-purposed. This change in process accounts for the increase in vacancy numbers from 22 to 66. The number of posts currently being actively recruited to is 32 and at the time of writing, 8 of these have had appointments made, pending start. The remaining 34 posts are currently not being actively recruited to, they either have no ATR in place (15), an ATR in place but not yet advertised or having to readvertise (9)
 - 2.4 As a result of the change in vacancy administration, explained in para 2.3, this will inevitably impact on the time taken to fill vacancies, and therefore a more realistic performance measure going forwards is to report the average time taken to fill vacancies from the point of active recruitment. Therefore, due to this change we cannot compare the previous period to the current period. However, at the end of July time taken to fill vacancies from the point of recruitment was 59.12 and is within benchmark range of the average c100 days' time taken by organisations to fill posts.
 - 2.5 The number of agency workers has increased by 2 in this reporting period, meaning there are a total of 27. The increase is due to backfilling for a permanent employee who recently left and seasonal Streetscene operatives, which typically rise in the summer months in response to higher volume of

visitors to the area and increased vegetation growth. Seasonal staff currently represent 18.51% of agency workers.

- 2.6 As previously reported the voluntary turnover rate had begun to increase from October 24, the end of year cumulative voluntary turnover rate was 10.93% . The voluntary turnover rate for end of July 25 was 3.84% and if continues at the same level is projected to be 11.56%. So far this year we have had 20 voluntary leavers, 8 of which cited retirement. The LGA cite 13.5% as the average annual turnover rate across all authorities in England.
- 2.7 In relation to sickness absence, the current forecast for the end of year 2025/26 average number of days lost per FTE is currently sitting at 11.42 days which is higher than our end of 24/25 figure of 10.28 FTE days lost. This is only marginally higher when comparing the same period as last year when it was 3.45 FTE days lost between April to July and this year's 3.81 FTE days. The HR team are dealing with several long-term complex cases and continue to actively manage absence within the absence management framework. Benchmarking data available (up to the end of 2024) shows the median absence rate among our neighbouring authorities was 10.59 days. However, Local Government workforce data (covering a diverse range of organisations) shows an average of 8.8 days.
- 2.8 Of note regarding sickness absence, is the following:
- Cold/Flu is still the most cited reason for short term absence, followed by Stomach, Kidney, Liver and Digestion issues and Phased Return .
 - Personal stress continues to be the leading cause of medium-term absence. Other Muscular Skeletal, usually a top 3 reason for medium term absence does not feature this period, while combined Personal and Work-related stress, anxiety and fatigue has risen to the second most cited reason.
 - Work related stress is now also the top reason cited for long term absence in this period. 9 people cited work related stress as contributing to their long-term absence, 4 of which have recently left the Council employment. The spread of cases is not confined to one directorate specifically. We will continue to monitor closely and work with individuals to address causes which will be key to reducing absence levels. As has previously been reported, actions taken to reduce stress be it personal or work related include wellbeing and mental health support, flexible working options, and training for managers to spot early signs of stress as well as other interventions. We have also recently undertaken a staff survey which will provide valuable insights into how staff are generally feeling and will allow us to establish an action plan to address workplace issues which may be impacting on mental wellbeing.
 - Health and Housing have seen an increase in their absence levels mostly due to a number of medium-term cases for a range of reasons from personal stress to bereavement these cases are being actively managed and supported.

Financial implications:

There are no direct financial implications in the recommendations.

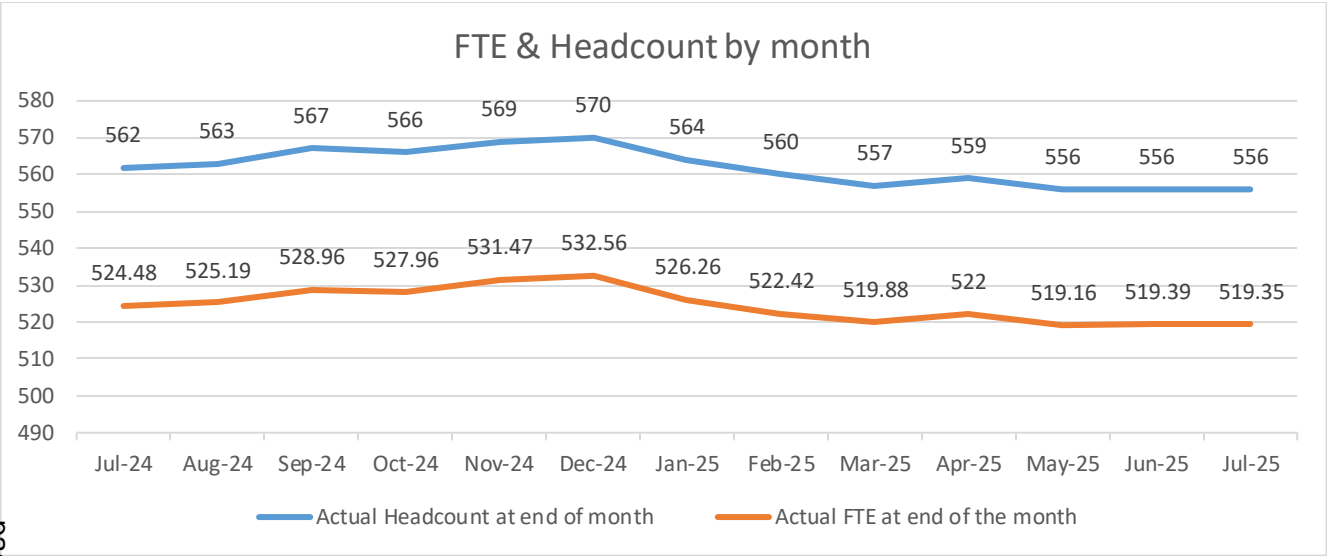
Legal implications:

There are no specific legal implications requiring comment.

East Devon District Council People Data

Data as at: 31.07.25

Headcount



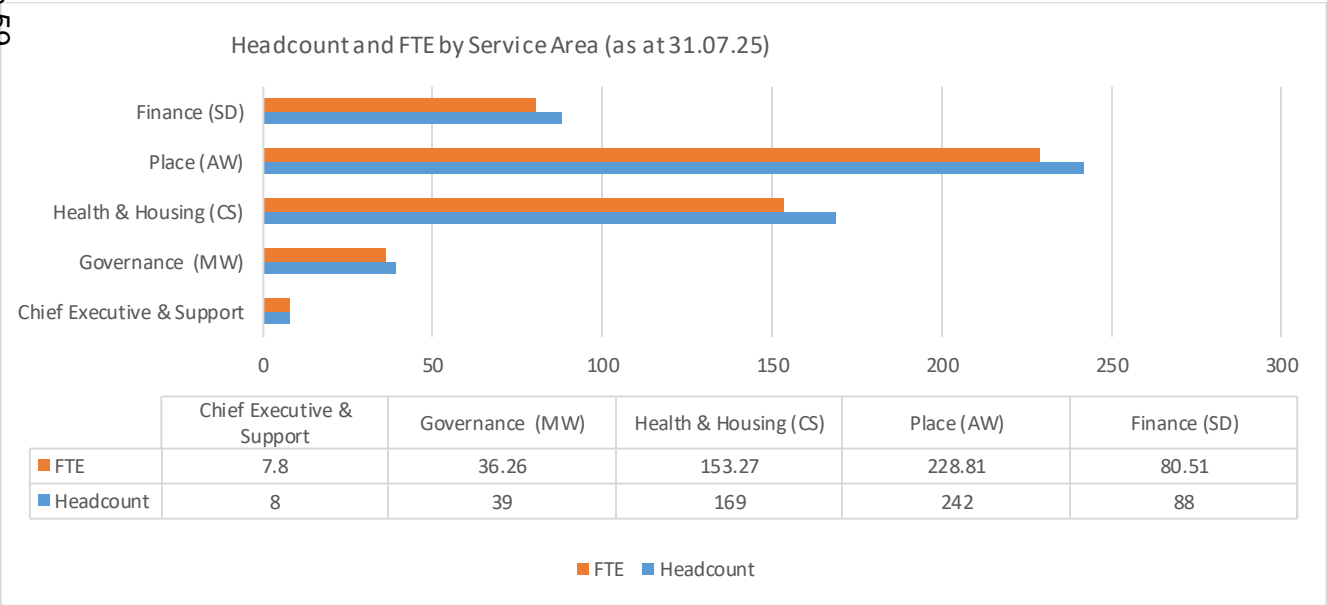
Actual Headcount:	556
Full Time Equivalent (FTE):	519.35
Budgeted FTE for 2024/25:	565.4

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.

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Vacancies, Agency Workers, Market Supplements

	This month (31.07.25)	Last reporting period (28.02.25)
Total Vacancies for EDDC (Recruiting in Progress & Not Recruiting)	66 (11.87%)	29 (5.17%)
Total number of Market Supplements	21	22
Average length of time to recruit a vacancy from the point of advertising.	59.12	Different reporting criteria
Total Positions filled by Agency	27	25

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Last Reporting Period – this was 28 February 2025, as reported to Personnel Committee in April 2025.

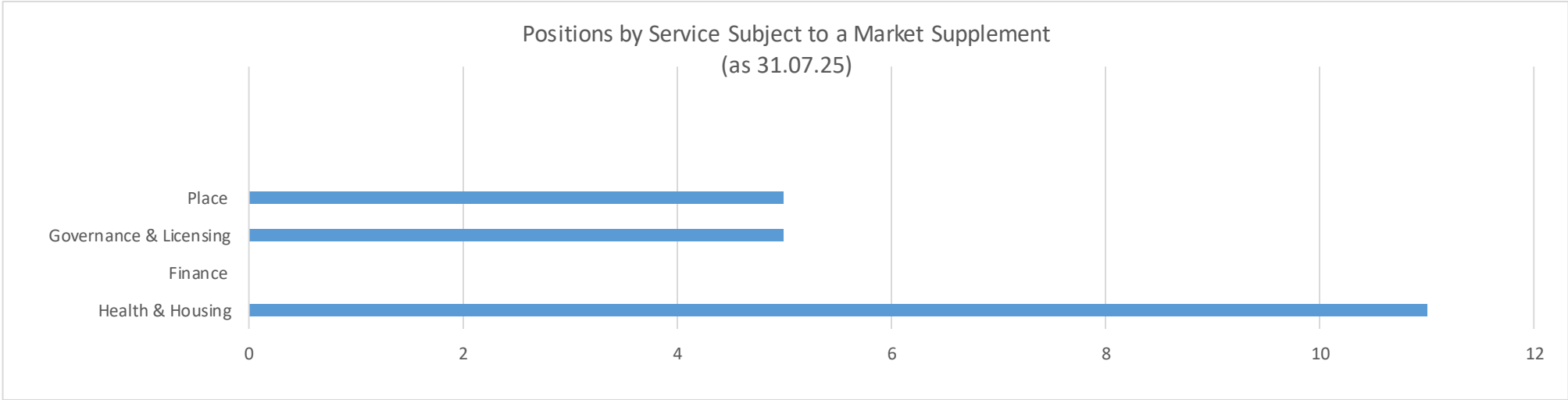
NOT Recruiting Vacancies - Vacancies that are not currently part of the recruiting process. This may be because they are on hold or recruitment is being prepared, or being backfilled internally by honorarium or secondment whilst decisions are being made.

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 but HR and Finance are currently working on improvements to where data is held.

Market Supplement – An additional payment made in excess of the job evaluated grade because of recruitment issues



Turnover

Cumulative Voluntary Turnover as at 31.07.25	Projected Voluntary Turnover to 31.03.26	Cumulative Non-Voluntary Turnover as at 31.07.25	Projected Non Voluntary Turnover to 31.03.26	Cumulative Turnover (Voluntary & Non-Voluntary) As 31.07.25	Projected Turnover (Voluntary & Non Voluntary) to 31.03.26
3.84%	11.56%	1.10%	3.3%	4.94%	14.82%

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

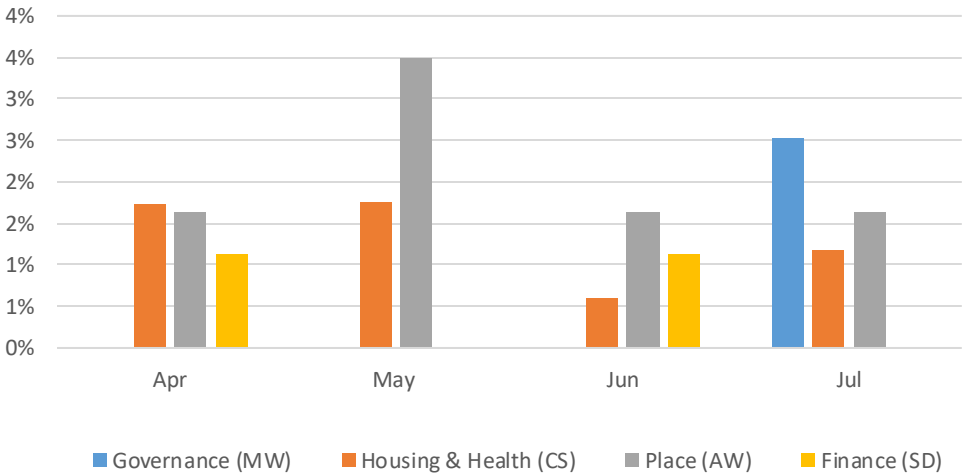
Voluntary turnover only includes resignations.

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

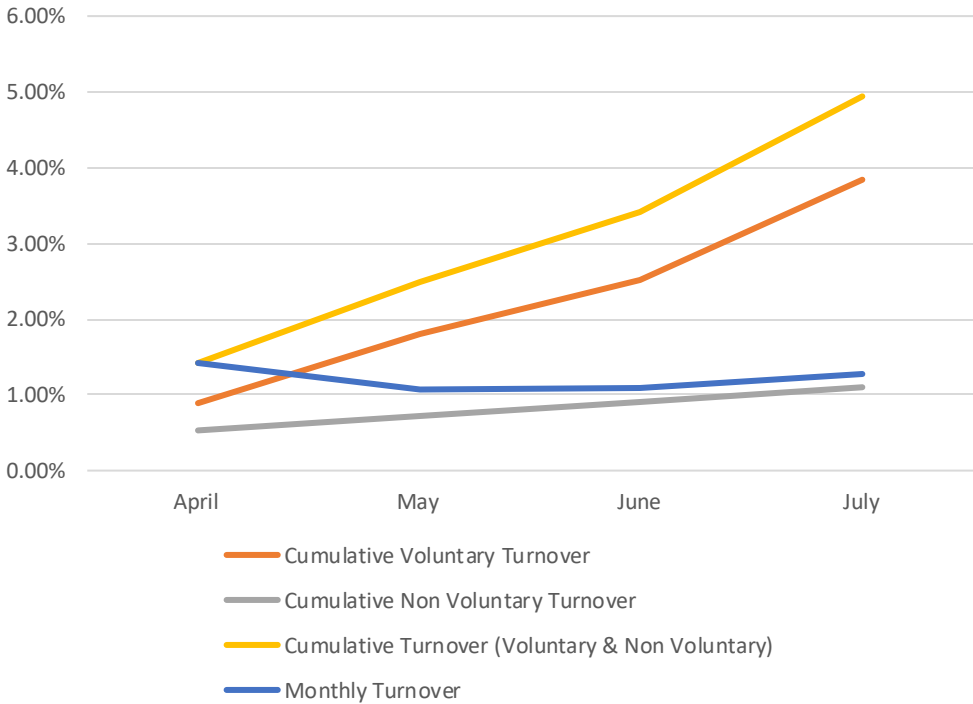
Projected turnover figures are estimates for the whole year based on information to date, this figure will fluctuate and stabilise as we progress through the fiscal year.

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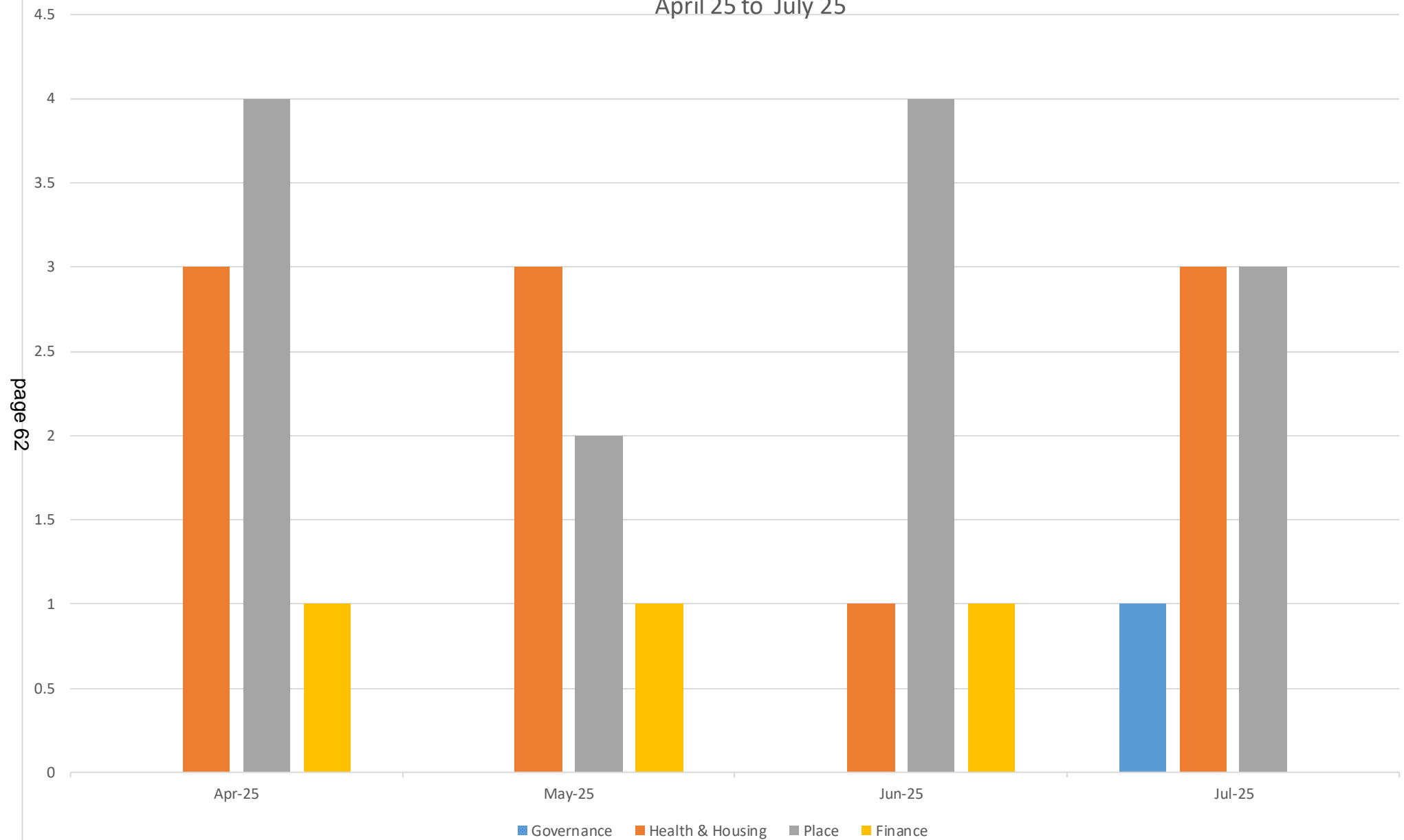
Voluntary Turnover % by Service by Month
April 25 -July 25



Culmulative Turnover % by Type per month
(April 25-July 25)



Actual Leavers by Service for the period
April 25 to July 25

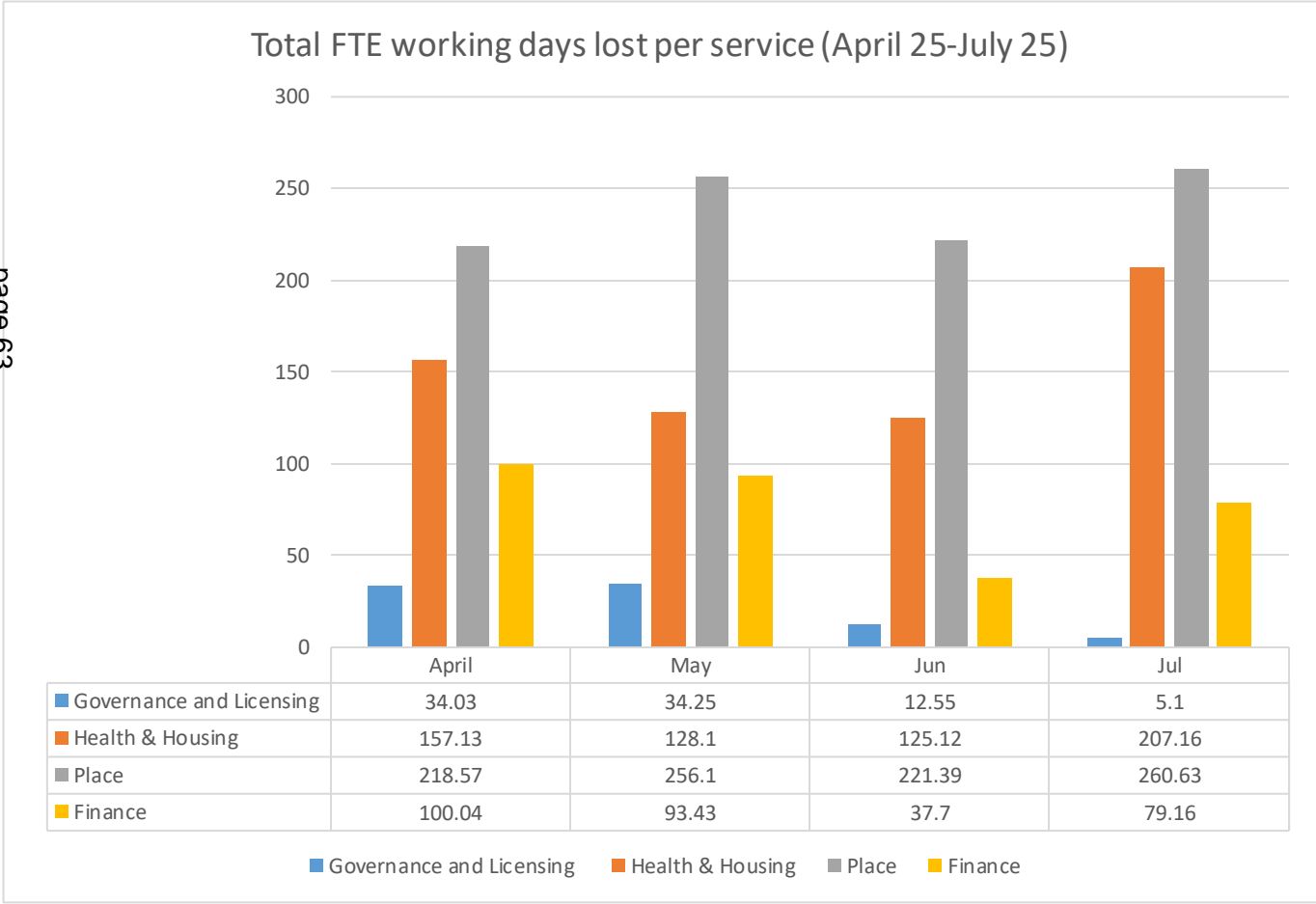


Sickness Absence

Working days lost per FTE (Apr 25 to July 25)	Working days lost per FTE (Apr 24 to July 24 24)	Working days lost per FTE for last Reporting Period (February 2025)	This reporting period (July 2025)
3.81 (0.95 days)	3.45 (0.86 days)	0.83 days	0.95 days

Top 3 reasons for absence	
Short term (<8 days)	<ol style="list-style-type: none">1. Cold/Flu2. Stomach, Kidney, Liver, Digestion3. Phased Return
Medium term (>8 days, <2 months)	<ol style="list-style-type: none">1. Stress, anxiety, fatigue (Personal)2. Stress, Anxiety, Fatigue, (Personal and work)3. Hospital Treatment
Long term (>2 months)	<ol style="list-style-type: none">1.Stress, Anxiety, Fatigue (work)2. Other Muscular-Skeletal3.Stress/Depression/Anxiety (Personal)

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**Based on current information the projected figure for end of year absence per FTE is currently 11.42 days per FTE, the annual target is 8.5 days per FTE*

Figures in brackets denote the average days lost per month per FTE

Report to: **Personnel Committee**



Date of Meeting: 10th September 2025

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Out of Hours Policy

Report summary:

To seek Personnel Committee approval to a new Out of Hours Policy, following recent consultation with Unison and review to ensure a consistent corporate approach.

Is the proposed decision in accordance with

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

Recommendation:

- To approve the new Out of Hours Policy.
- Agree delegated authority to the Director of Governance and Portfolio Holder to agree any minor changes to the policy, following final comments from Unison.

Reason for recommendation:

To ensure an up to date and fit for purpose policy is in place, that covers out of hours arrangements and associated pay.

Officer: Gemma Roberts, Assistant Director People and Performance
Gemma.Roberts@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 Medium Impact

An equality impact assessment was undertaken in relation to proposals for out of hours, alongside structure change proposals. This was presented to Cabinet on 4th June, as item 12, see link below (under 'Links to background information').

Climate change Low Impact

Risk: Low Risk;

Links to background information [Agenda for Cabinet on Wednesday, 4th June, 2025, 6.00 pm - East Devon](#)

Link to [Council Plan](#)

Priorities (check which apply)

- ☐ A supported and engaged community
 - ☐ Carbon neutrality and ecological recovery
 - ☐ Resilient economy that supports local business
 - ☒ Financially secure and improving quality of services
-

Report in full

1. Personnel Committee's remit includes approving creation of new or substantially changed employment policies and as such Committee are asked to approve this policy, with consideration to the below.

2.0 Background

- 2.1 As part of the 2022 Reward Review it was identified that there was a need to review the Council's standby and call out arrangements (known as 'out of hours'), due to varying payment rates and application. A subsequent audit in 2023 recommended a review of policy and rates and that schemes should be kept under periodic review, to include regular reporting of costs.
- 2.2 At this time there were varying rates, and the intention was to ensure a consistent, fair and transparent approach, covered by an adopted corporate policy.
- 2.3 Work begun on the review in October 2023 but unfortunately had to be paused.
- 2.4 The review re-commenced in February 2025.
- 2.5 A report covering proposals for out of hours and associated costs were submitted to Cabinet on 4th June, link to document and details above.

3.0 Proposals and associated actions

- 3.1 Since work re-commenced in February 2025, a review of the position and need for out of hours was undertaken, alongside the Senior Leadership Team.
- 3.2 Rates have been presented to the Executive Leadership Team for consideration and put forward to Unison for consultation, alongside proposed rates of pay if called out while on standby. These are detailed in the associated policy.

- 3.3 In addition, proposals were put forward that those grades 8 and above would not be eligible for payment and members of the Senior Leadership team would be contractually required to cover out of hours.
- 3.4 Proposals were presented to Unison, our recognised Trade Union, alongside staff engagement to gather feedback on proposals.
- 3.5 At the time of writing this report feedback has been limited. There is a further meeting with Unison on 28th August to review final feedback and get comments on the draft policy. Comments from Unison to date are that they welcome the new rate and agree with the need for a consistent approach. Given the need for papers to be submitted to Personnel Committee prior to the next Unison meeting, a verbal update will be provided to Personnel Committee on the 10th September, to confirm final comments from Unison and confirmation of whether agreement was reached.
- 3.6 The new policy draft is at Appendix 1.

Financial implications:

As detailed in Cabinet report, 4th June, linked above.

Legal implications:

The proposals in this report have been consulted upon with the recognised Trade Union.

DRAFT

Out of Hours (Standby and Call Out) Policy

1. The Council's policy is to provide a structured out of hours arrangement to deal with a diverse range of issues that can arise outside of normal working hours. This policy ensures that the Council can maintain services and respond to statutory obligations. The policy also aims to ensure that employees who take part in out of hours arrangements as part of their role are treated fairly and consistently across the Council.
2. It is the organisation's decision as to which services require out of hours arrangements.
3. This policy applies to all employees on Grades 1-7. Grade 8 and above are not entitled to receive out of hours payment, however all the other requirements as set out in this policy, will apply.
4. **Determination of the need for Out of Hours Arrangements and Line Manager Responsibilities**
 - 4.1 Arrangements for an out of hours scheme for a service must be approved by the Director to ensure that it is fit for purpose and considered in line with the below;
Standby should be used when a service has a genuine need for an employee to be available out of hours. Employees will be on a rota and available to attend to critical/urgent issues outside normal service hours and the service should have reasonable expectation that such critical/urgent issues will need to be addressed. In addition, a member of SLT will be on standby for organisational emergencies. Standby means the employee is not actively working but must be prepared to respond, at short notice, to a situation should one arise.
Where such a scheme will incur additional costs, the relevant financial approvals must be obtained in advance.
 - 4.2 When establishing a new scheme, the reasons for the scheme and details of how it will work in practice will be provided to employees, with appropriate training given. Line managers must ensure that new team members in similar roles are made aware that the service are required to operate an out of hours service and that the requirements around out of hours cover are built into contracts and job descriptions.
 - 4.3 Line managers, in consultation with their HR Business Partner, have the discretion to remove an employee from the rota if there are concerns that their participation is affecting performance and/or attendance at work.
 - 4.4 Line managers have a responsibility to ensure that claims are accurate before submitting for payment, this includes cross referencing with a published rota and evidence of calls and attendance at call outs.

4.5 Line managers are responsible for ensuring that employees receive compensatory rest should they be called out, in line with the Working Time Regulations.

4.6 Schemes must be reviewed on a regular basis by the Assistant Director and Director, with liaison with HR should any changes be proposed.

5. Standby Arrangements

5.1 Standby exists when there is a planned regular rota for employees to deal with out of hours emergencies between 5.00pm and 8.30am Monday-Friday, weekends and Bank/Extra Statutory holidays.

5.2 If while on standby the employee is called out, they will be entitled to a payment as detailed below. These payments will be made for call out between 5.00pm and 8.30am Monday-Friday, weekends and Bank/Extra Statutory holidays. All other times fall under the Councils flexi time working arrangements, overtime policy or rota arrangements, as set out in contracts and operational procedures.

5.3 When on standby, employees should always be near an active mobile phone to deal with emergency telephone calls and to attend site when necessary.

5.4 Employees on standby will receive a standby payment in addition to their normal pay in recognition of being available for duty outside of normal working hours and the disruption to their personal arrangements (see below).

5.5 Employees who are on the standby rota should be provided with as much notice as possible to plan their personal arrangements outside of their rota commitments.

5.6 Standby payments should not be relied upon as regular earnings as they will be periodically reviewed and may cease.

5.7 Employees taking annual leave which coincides with rostered standby must take responsibility to advise their manager so that cover arrangements can be organised. Standby payments will not be made if the employee is on leave or other type of absence.

5.8 Employees who are on standby duty must ensure that they are fit to carry out their duties and that they are available for call out if required. If an employee is absent through sickness absence which coincides with rostered standby, they must notify their line manager as quickly as possible, so arrangements for cover can be made. Standby allowance is not payable during a period of sickness absence.

6. Payments

6.1 Standby payments will be paid at a daily rate of £34.71 per day. This sum will automatically increase in line with NJC pay award. Standby payments are subject to PAYE and are pensionable.

6.2 If an employee who is on standby is called out and required to attend site or answer a call, call out rates will apply, as follows

- Payment in increments to the nearest 15minutes.

For example:

Employee takes a phone call which last 5 minutes – employee can claim 15 minutes of call out time.

Employee takes a phone call which lasts 20 minutes - the employee can claim 30 minutes.

An employee is on site for 55 minutes – 60 minutes can be claimed.

- Payment will be based on the employee's normal hourly rate, with consideration when the call out takes place;

Monday – Saturday	Time & a half
Sunday	Double time
Bank Holiday	Double time + time off for hours worked

6.3 Claims for standby and call out payments which are older than 2 months may be declined and only paid in exceptional circumstances, this is to protect the integrity and resourcing of the scheme, monitor its effectiveness and ensure that working hours are monitored in accordance with the Working Time Regulations.

6.4 Standby and call out payments must be claimed via the Employee Self Service portal or using the manual claim form provided by Payroll Services.

6.5 Payments will be made in the next available pay run after being authorised by the employee's line manager. Employees may be required to show evidence of phone calls/work undertaken to their line manager to support claims.

7. Working Time Regulations

7.1 In accordance with the Working Time Regulations, employees are entitled to 11 hours uninterrupted rest daily, and one full 24 hours rest period per week. While an employee is on standby, they are free to spend standby time as they choose and therefore this is exempt from the requirement to provide compensatory rest.

7.2 If either the 11 hours rest or the 24 hours weekly rest period is not achieved because of being called out, then an equivalent compensatory rest period will be provided as soon as reasonably possible.

8. Mileage Claims

8.1 Where employees are required to use their own vehicles to make additional journeys associated with a call out, these will be reimbursed at the normal mileage rate. Payment will be made from the employee's normal place of work to the site and back again. Claims from home to a site are deemed as private commuting and are not allowed. Journeys and claims made for mileage are subject to the Council's Travel Policy.

- **Who authorised the policy/strategy and date of authorisation** - This policy was agreed with Executive Leadership Team on xxxx, UNISON on xxxx and Personnel Committee on xxxx and takes effect from xxxx.
- **Policy date for review and responsible officer** – Assistant Director – People & Performance - 2028.

People Focused

2025-2028

Enabling our people to
Connect, Grow and Thrive



Summary

Theme	Ambition	Areas of Focus
Connect 	<p>People have a sense of belonging, are proud to work here, feel engaged, recognised and able to do their best work. In a purpose-driven environment, focused on Excellence in leadership, where people are accountable and are connected as One Team East Devon.</p>	<ul style="list-style-type: none"> ○ Connecting our people to One Team East Devon – Our Values & Behaviours ○ Total Reward Package ○ Recognition ○ Fostering a diverse and inclusive environment (EDI Action Plan)
<small>page 73</small> Grow 	<p>Everyone feels able to grow and develop, in a way that works for them and the organisation, putting people in the best place for the future. Managers that are clear on expectations and developed to be highly capable, positive, confident and dynamic.</p>	<ul style="list-style-type: none"> ○ Development of 'Focusing on Great Managers' Programme ○ Grow Our Own ○ Review our 'We Grow' Offer
Thrive 	<p>People feel they have a voice, are Happy, Healthy, Here and Thriving. Feeling ready for change and equipped to continue making a meaningful impact in the communities we serve.</p> <p>People are trusted and valued, owning their performance, career and growth.</p>	<ul style="list-style-type: none"> ○ Change & Resilience ○ Voice – Developing a continuous feedback cycle ○ One Team East Devon – Safe and Supported ○ Happy, Healthy, Here initiatives

Behaviour Framework – Refresh

Behavioural Principles

Shaping how people Work, Lead and Collaborate

Link with
New
Customer
Charter

1. Simplicity in Communication
2. Excellence in Service Delivery
3. Trust & Respect
4. Accountability
5. Working Together
6. Excellence in Leadership

Revise associated framework to include what **good looks like** and **the impact** the behaviour should have.

Example...

Working Together – One Team East Devon

Active Collaboration and Knowledge sharing

Team members openly share information, support each other's goals and seek input from colleagues to make better-informed decisions that benefit the community.



Impact

This behaviour fosters trust, reduces silos, and leads to more efficient, innovative outcomes.

New Management Commitments

01

Providing Leadership & Direction

Lead with Trust

Create a shared vision

Visibility to energise and inspire

Ambitious for our people and services

Show regular appreciation

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02

Facilitating & Supporting Change

Creating an environment for your people to be Happy, Healthy, Here

Supporting your people through change

03

Working with People

Collaborate

Embed the Customer Charter

Create a sense of belonging

Coach your people

Cultivate Curiosity

Have open, honest & productive conversations

04

Achieving Results

Continuous Improvement

Create and Innovate

Data informed approach

Benchmark

05

Managing Resource

Agile and Responsive

Robust Budget Management and Governance

Succession Planning and Resilience

06

Personal Development

Commit to your own personal development

Lead by example

Learn from others

Actively seek feedback

Role model organisational behaviours

RoadMap to Launch

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