

Service Plan achievements from 2020-21 by services

The full service plans 2021/22 are published on our website - <https://eastdevon.gov.uk/council-and-democracy/strategies-policies-and-performance/our-plans/service-plans/>

Countryside & Leisure Service

	<i>Briefly describe key achievements and what outcomes were created. This will inform Annual Report at year end.</i>	<i>Strategic link to Council Plan priorities</i>
	COVID19 Recovery achievements 2020/21:	
1	Wild East Devon's digital platform content during lockdown delivered 30 at home activity videos with over 40,000 people engaged in this period. Wild East Devon social marketing platforms now have over 8,000 followers and Gov. Delivery mailing list is at 4,000 subscribers.	A greener East Devon
2	Wild East Devon set up the Three Rings volunteer portal – now has 180 volunteers delivering 10 sessions a week under Covid secure procedures and small groups within rule of 6 restrictions. Portal allows safe communication tools and booking system to provide efficient volunteer training and social events.	A greener East Devon
3	Wild East Devon events recovery work has led to 50 Covid-safe events being delivered over the summer. Recovering over 60 % of income target and engaging with over 800 residents and visitors.	A greener East Devon
4	Wild Exmouth – met our target of recruiting 35 volunteers including new role of Orchard Guardian, created 3 new Community Orchards. In addition 400 people have signed up to 'My Patch for Nature' campaign pledging over 1000m2 for nature. Delivered 8 public engagement events including a Bumble Bee webinar.	A greener East Devon
5	All our LNRs remained open during the lockdown period and were made COVID19 secure	A greener East Devon

6	Wild East Devon sites team repurposed the Seaton Wetlands visitor infrastructure to ensure COVID security - hide windows and internal walls removed sanitiser points installed, launch of new Wetlands Sculpture Trail been very popular	A greener East Devon
7	Successful recruitment of Assistant Site Warden at Wetlands been a huge success delivered the best results for a holiday trail in October half term, and successfully launched a new bespoke event for families to have a morning with the warden to explore nature.	A greener East Devon
8	Species & habitat successes include – record Dormice count at Holyford Woods LNR in 17 years of survey, record Oystercatcher breeding, pair of Otters have been recorded at the Seaton Wetlands	A greener East Devon
9	Wild East Devon LNR charcoal has doubled income on 2019 selling out of Darts Farm, Pipers Farm online distribution nationwide and part of the local 'In My Back Yard' co-operative	A greener East Devon
10	The Manor Pavilion Theatre undertook during the lockdown a review of its staffing structure and its Box Office arrangements to react to the impacts on theatres during the lockdown	A greener East Devon
11	Despite the impacts nationally of lockdown on theatres, the Manor Pavilion theatre has already secured a fully booked programme for 2021/22 including a new Jazz Festival, Comedy Nights and a summer Panto to ensure the “bounce back” is in place for audiences.	A greener East Devon
12	The Tree team have continued to deliver a comprehensive service throughout the lockdown with planning applications, works to TPO/TCA applications remaining high	A greener East Devon
13	Ongoing engagement and collaboration with The Devon Ash Die Back Resilience Forum(DADBRF) and Saving Devon Treescapes project. Responding to the spread of Ash dieback and the ongoing impact upon the districts tree population.	A greener East Devon
14	Ongoing engagement and collaboration with The Devon Hedge Group.	A greener East Devon
15	Ongoing engagement and collaboration with the Trees and Design Action Group (TDAG)	A greener East Devon

16	<p>THG was closed due to the Coronavirus in March but prior to closure record numbers of visitors attended the Sir Richard Long exhibition in the first three weeks of the exhibition: 780 visitors between 22 February – 17 March. 140 people attended the opening event 22 Feb 2020. One of the highest recorded. £3005 was made in Gallery sales</p> <p>THG was determined to salvage the Culture & Climate programme and presented an ambitious plan reconfiguring all activity in light of Covid restrictions, retaining the substantial exhibition bursary from ARTIST ROOMS and Arts Council Funding. Activity included: guided tours and events, digital workshops, film screenings and an off-site touring programme. THG reopened on 13 July 2020 following a full risk assessment of the site and making it COVID19 complaint. THG was one of the first galleries in the country to reopen.</p>	A greener East Devon
17	<p>THG developed a wide-ranging digital offer, spearheaded by the 'SHORTS' series. This began during lockdown 1, where in partnership with East Devon AONB, they launched NATURE SHORTS: an online series of 9 workshops showcasing art practices which sort to inspire, build creativity and deepen connection with nature. The series launched again during lockdown 2 with MAKER SHORTS highlighting the skill and practice of makers in THG's Present Makers 2020 exhibition which is temporarily closed.</p> <p>THG also produced two mini-docs: Richard Long 'in conversation' and AONB Partnership Managers 'in conversation'.</p>	A greener East Devon
18	<p>Lockdown 2 led to the closure of the Present Maker exhibition (Nov 15 2020). This provided the clear impetus to continue to adapt and thrive and utilise the new Airpos till system and get the shop online using PayPal. The online shop hosts the work of over 15 regional makers and designers, supporting local enterprise and industry and raising revenue during gallery closure</p>	
19	<p>THG reopened following a full risk assessment of the site and making it COVID19 complaint on 13 July 2020 and over 600 people have visited the gallery:</p> <ul style="list-style-type: none"> • Each day 4 guided tours of up to 5 people max • Private tours offered to individuals with safety concerns 	A greener East Devon
20	<p>In August 2020, THG together with Wild East Devon and Area of Outstanding Natural Beauty (East Devon and Blackdown Hills)</p>	A greener East Devon

	developed the ‘Creative Cabin’ – a mobile creative space taking nature and culture on tour in a ‘Recovery Roadshow’. They shared cultural activities with wider communities on a local level, aiding social buoyancy, becoming a flag of solidarity across the district. Through this touring creative facility, the intention was to enable dialogue and exchange and support communities in their health, environment and well-being. The facility hosted an array of activities: workshops, exhibitions, talks, performances, action activities and film. The schedule of the Cabin responded to the needs of East Devon communities, synergizing and partnering with organizations, groups and initiatives.	
21	Pre-Covid, THG had planned to deliver a dynamic, participatory public art project at the Abode of Love, the sea defence in Exmouth. It was designed to complement the new waterfront developments, while working in consultation with Exmouth Town Council, East Devon District Council, Exmouth Artists and young people from Exmouth schools and communities groups. Covid-19 paused activity however THG and artist Anna Fitzgerald developed a creative response during lockdown - ‘To be continued...’, a collaborative mural which engaged the community of Exmouth, deterring anti-social behaviour at the site, and retaining enthusiasm for the future project which will be delivered in 2021/22	A greener East Devon
22	For THG, Covid 19 was a catalyst for increased partnership working and collaboration, bringing in additional funding; ongoing relationships with AONB ED and Devon Recovery Learning Community (NHS) go from strength to strength; new relationships with Wild East Devon and AONB BDH become invaluable in enabling delivery and furthering ambition.	A greener East Devon

Environmental Health & Car Parks Service

	<i>Briefly describe key achievements and what outcomes were created. This will inform Annual Report at year end.</i>	<i>Strategic link to Council Plan priorities</i>
	<p>COVID-19 – RESPONSE & RECOVERY</p> <p>It will come as no surprise that the Covid-19 pandemic has had a significant impact on our service delivery this year for a number of reasons. Our own workforce has been largely resilient but service demand has</p>	Outstanding council and council services

been significant in certain areas including an increase in anti-social behaviour in domestic situations and working with local businesses to support compliance with new Coronavirus (Restrictions) Regulations and sometimes confusing guidance documents.

Community Volunteer Co-ordination

Reassigned Public Health Project Officer to the role of Community Volunteer Co-ordinator:

- Working with volunteer contacts and councillors helping to identify community volunteer response leads for all 8 towns and 70-80 parishes/villages. Published all contact details on EDDC webpage [Community contacts in East Devon](#)
- Helping to brief councillors as requested in March/April.
- Helping to set up support for the community groups, including work with DCC Adult Social Services on DCC's contract for East Devon and Exmouth with Westbank. Liaising with Devon's Local Pharmaceutical Committee on behalf of volunteers.
- Managing the **covid.community** email intray which was promoted across the district, including volunteers, care homes, PPE selling/wanted, supermarket assistance wanted, food/medicines needed, heating /plumbing needed.
- Helping to train and brief East Devon's corona phone hub team.
- Working with County and other District colleagues to develop and manage shielding data – contributing to how the system could work, understanding complex data, spotting then flagging systems issues and training issues, helping to develop the system. Training 3 EDDC staff to use it while keeping on top of the priorities and keeping overall sight of our actions.
- Focussing on support for clinically shielded people, ranging from emergency food distribution to welfare

Outstanding homes and communities

	<p>visits. Included prioritising and keeping on top of actions raised by County and logging actions back to County. Keeping on top of County spreadsheets including bidfood deliveries to c700 people. Coordinating diet boxes. Working with Parking Services team to coordinate 150 emergency deliveries and >150 diet boxes and making 4 welfare visits to uncontactable shielded people.</p> <ul style="list-style-type: none"> • Providing stats to County and to SMT. Liaising with County to develop the reports. Helping their risk assessment and other evaluation work. • Flagging potential risks e.g. food supply including our need to buy emergency supplies and what will happen after shielding ceases on 31 July. 	
	<p>ENVIRONMENTAL HEALTH – COVID-19 Response & Recovery</p> <p><i>Due to a number of unfilled vacancies and ongoing recruitment difficulties coinciding with the first lockdown in April 2020, the services have been affected by staffing capacity issues for most of this year. This has created in turn workload pressures for existing team members and difficulties in delivering a comprehensive service around Environmental Protection demand and antisocial behaviour cases in particular.</i></p> <p>Environmental Protection</p> <ul style="list-style-type: none"> • Throughout the first six months of the COVID-19 pandemic the team dealt with a significant increase in complaints about: <ul style="list-style-type: none"> – anti-social behaviour – dog related issues – fouling and dog control – neighbourhood disputes / breaches of lockdown restrictions – accumulations of rubbish in gardens and bonfires causing a nuisance 	<p>Outstanding council and council services</p>

<p>Environmental Protection – Pest Control Service</p> <p>Our Pest Control Officer maintained a pest control service during the first six months of the COVID-19 pandemic, single-handedly responding to a high volume of service requests. The service treated an increased number of rat infestations thought to be associated with reduced domestic green waste collections, closure of household waste recycling centres and the closure of food businesses. During the summer and autumn we also saw an increase in the number of fly infestations and wasp nests requiring treatment.</p> <p>Our pest control service is well regarded and at peak times it has simply been unable to meet demand. The service is currently under review and we will be considering an expansion of the service in the coming year and by adding an extra qualified pest control officer to the team we are hoping to demonstrate that the expansion would be self-funded due to increases in treatment revenue income.</p>	<p>Outstanding council and council services</p>
<p>Commercial Premises - COVID-19 Response & Recovery</p> <p>Despite the Food Standards Agency (FSA) advising on the suspension of inspections of businesses in the food, hospitality and tourism industry, the Commercial Premises team continued to support businesses and the self-employed by:</p> <ul style="list-style-type: none"> - Assisting the Local Enterprise Partnership (LEP) with producing the Better Business for All (BBFA) business pack for their advisory section on the LEP’s website COVID-19 Support for Business webpage. - Worked with Devon County Council’s public health team and Public Health England assisting with the work of Team Devon. <p>Mostly reacting to new covid guidance and legislation and advising businesses</p> <p>Supported businesses and self-employed with understanding and complying with COVID-19 government guidelines and restrictions and providing information and guidance.</p>	<p>Outstanding council and council services</p>

	<p>Team Devon – responded to approx. 80 calls/enquiries.</p> <p>Responded to allegations of breaches of COVID-19 restrictions about other businesses</p>	
	<p>Health & Wellbeing – COVID-19 Response & Recovery</p> <ul style="list-style-type: none"> • Public Health Project Officer reassigned to the role of Community Volunteer Co-ordinator to assist with the set up and training of the Community hub team, co-ordinating emergency food distribution and liaising with DCC. • Continued to work with Team Devon and remained focussed on the clinically extremely vulnerable group and preparing for further local and national restrictions. 	<p>Outstanding council and council services</p>
	<p>Corporate Health & Safety – COVID-19 Response & Recovery</p> <ul style="list-style-type: none"> • Assessed requirement for PPE and ordered sufficient stock for all departments / teams. • Produced dynamic risk assessment guidelines for staff. • Developed measures to safely re-open public realm after the first national lockdown. • Delivered COVID-19 training to Streetscene Operations staff. • Supported revised risk assessments arising from new home-working arrangements • Reviewed fire safety and first aid provision in offices based on our new ways of working. 	<p>Outstanding council and council services</p>
	<p>Anti-social behaviour COVID-19 Response & Recovery</p> <ul style="list-style-type: none"> • We investigated and dealt with a 50% increase in complaints about neighbours behaving in an anti-social manner. We believe that this increase was associated with lifestyle changes linked to COVID-19 lockdown measures. 	<p>Outstanding council and council services</p>

Private Sector Housing - COVID-19 Response & Recovery

Visits have been reduced due to COVID-19. Private Sector Housing have been covering:

- HMOs licensing and service requests for housing standards.
- Private water supplies are been sampled and risk assessed.
- Currently have £800k grant for adaptations to houses.
- Working with Public Health England and Devon Public Health on outbreaks of Covid-19 in residential properties.
- Ensuring Covid security in HMOs and caravan sites and giving advice to landlords on Covid 19 security.

1 officer providing support to Environmental Protection team. 1 officer stepped into be the interim Private Housing team leader and 1 FTE PEHO role advertised and filled. 1 0.4 FTE Fixed term business support assistant.

Individual Covid 19 risk assessments and DSE risk assessments completed and reviewed. Face covering and safety equipment issued. Dynamic Covid 19 risk assessments completed before each visit to a residential or business.

Private Water Supplies

- Resumed water sampling and risk assessments in private supplies and commercial to protect the health of residents; to ensure compliance generate cost recovery income and assist with scheduling sample visits next year.

We have a business support officer to assist the private water officers.

We have had to stop the mandatory accreditation of technical officers for risk assessment and sampling

Empty Homes and Filthy and Verminous

- Engaged owners of empty homes and taking works in default on long term empty homes.

Outstanding council and council services

	<ul style="list-style-type: none"> • Working to help residents in filthy and verminous homes. <p>Grants</p> <ul style="list-style-type: none"> • Resumed the Better Care Fund and our Disabled Facilities Grant (DFG) programme and maintained the Devon wide Housing Assistance Policy offering more variety of grant assistance. • New business support assistant to administer grant applications and processes. • Seen an increase in ECO Flex top ups and loan applications for energy efficiency measures. <p>Licensing visits</p> <ul style="list-style-type: none"> • Resumed the caravan and HMO licensing visits to ensure compliance: income generation of fees and ensure the safety of the residents. <p>Advice to resident and businesses</p> <ul style="list-style-type: none"> • Maintained our social media presence by providing advice and information on harassment and illegal evictions of tenants in private rented accommodation. • Provided advice and information to tenants and landlords on changes to harassment and illegal evictions. • Updated policy and procedures and introducing new policies for the enforcement of EPC and MEEC regulations. <p>We have delayed the Property Agents Accreditation Scheme (PARS) due to Coronavirus. This will resume in February/March 2021. We have reorganised and updated the training programme for staff and agents.</p>	
	<p>Parking Services - COVID-19 Response & Recovery</p> <ul style="list-style-type: none"> • Supported COVID Community Hub by reassigning Civil Enforcement Officers and their vehicles to deliver food packages to clinically shielded and extremely vulnerable residents. • Provided free parking to NHS and key workers. 	

	<ul style="list-style-type: none"> Extended winter parking offer (£2 per day) to the end of June 2020 to support the community during the lockdown period and introduced a range of parking concessions for community volunteers to continue to do voluntary unpaid work as the pandemic continues. 	
	<p>Business Support - COVID-19 Response & Recovery</p> <ul style="list-style-type: none"> Commercial Premises & Environmental Protection <ul style="list-style-type: none"> Supported CP and EP teams with COVID-19 related work – see above. Supported the Pest Control Technician with a higher volume of pest inspections and treatment caused by reduced recycling and waste collections and recycling centres closed during lockdown. Private Sector Housing <p>0.4 FTE business support administrator recruited to deliver business support for Better Care Fund grants and private water sampling.</p> <p>Providing office cover and business support to the team allowing officers to implement Covid 19 Recovery Plans.</p> <p>Maintained and updated information for residents particularly on illegal evictions.</p> <p>Updating and reviewing procedures.</p> Car Parks <ul style="list-style-type: none"> The business support team has struggled to deal with a number of technical problems arising from our new on line self-service system. In addition they have been sympathetic to customers' changed circumstances by suspending (or refunding) annual parking permits this year. 	
	<p>Public Health Annual Review</p>	<p>Outstanding place and environment</p>

	<p>Liaised with other teams to collate, write and publish East Devon's Public Health Annual Review. This will record and celebrate the council's progress in making a positive difference to everyone's physical health and mental wellbeing across East Devon and will aim to offer a short, visual overview.</p> <p>Review of 2020/21 will be done next summer (after year end). Review of 2019/20 would normally have been prepared this summer but is still outstanding due to prioritising work as outlined above pandemic.</p>	
	<p>Public Health Implementation Plan 20/21</p> <p>Completed and published after liaising with Services in the summer/autumn of 2019 and working with teams to help identify suitable activities for service plans. Highlighted that many of these health/wellbeing actions could logically be aligned with climate change priorities. Prepared the Public Health Implementation Plan from the completed Service Plans.</p>	<p>Outstanding place and environment</p>
	<p>Health messaging</p> <ul style="list-style-type: none"> • Focus shifted to COVID-19 communications but some social media activity e.g. Tweets have now resumed. • Continued liaising with EDDC's Communications team and groups such as the the Smokefree Devon Alliance. 	<p>Outstanding homes and communities</p>
	<p>National / regional health & wellbeing campaigns</p> <p>Scheduled work on campaigns were delayed due to prioritising COVID-19 actions, however,</p> <ul style="list-style-type: none"> • Accepted invitation to join the Joint Strategic Needs Assessment (JSNA) stats tool working group. • Supported the Private Sector Housing team in developing an East Devon's Landlord Accreditation Scheme. Launch of the scheme has been delayed due to COVID-19 priorities. • Continued to progress with the Refill project in Exmouth to install a drinking fountain in Exmouth. 	<p>Outstanding homes and communities</p>

1.	<p>Local health/wellbeing issues</p> <ul style="list-style-type: none"> • Carried out desk research into holiday hunger to feed back to Members. • Facilitated East Devon's first Hygiene Banks [via request from Cllr Dan Ledger] with arrangements for public libraries to host. • Facilitated contacts for fuel poverty schemes with WEB and NHS colleagues; various introductions and meetings. • Presented a paper summarising the Marmot Review to the first meeting of the Poverty Working Panel (12.10.20) and will continue to support this group as required. • Wrote summary papers for councillors, covering Mental Health Champion and Healthy Weight Declaration schemes in Oct '20. Also provided help to Aaron Clark for his Mental Health strategy. • Facilitated NHS staff to deliver drive-through flu vaccines at Maer Road car park over two weekends in October and one in November, liaising with various EDDC staff, events company and NHS teams; also ensuring appropriate comms input for EDDC. 	Outstanding homes and communities
2.	<p>WEB board and health forums</p> <ul style="list-style-type: none"> • Attended virtual WEB Board meetings throughout COVID-19. • Attended East Devon Community Network meetings chaired by NHS for health forum groups. Contributed and identified issues such as problems with pharmacy deliveries. • From September 2020, joined the Devon Population Health Management Development Programme PCN Action Learning Set, delivered by CCG, helping to influence decisions with a focus on Littleham, Exmouth. • Attended virtual Population Health Matters meetings. Influencing decisions with a focus on Littleham. 	Outstanding homes and communities
3.	<p>Car Parks</p>	Outstanding economic growth, productivity and prosperity

	<ul style="list-style-type: none"> We worked with Exmouth Town Council and Devon County Council to review the outcomes of the 2018 – 2020 motorhome and caravan pilot in Exmouth’s Imperial Recreation Ground, Maer Road and Queens Drive Echelon long stay car parks. 	
4.	<p>Subject to the outcome of the car parks Task and Finish Forum we propose to carry out a public consultation exercise on our car parking fees and charges during 2020. Most of those charges have not been increased since 2010 and we will test public response to proposals to increase the charges in some of our car parks where we know spaces are now hard to find because demand exceeds supply there. Some of our car parks have a charging tariff only between 08:00 and 18:00 daily whilst others charge 24 hours per day. We will also explore the feasibility of introducing more regular evening enforcement patrols of car parks and propose the introduction of 24 hour charging in ALL car parks to cover the cost of additional patrols.</p>	Outstanding economic growth, productivity and prosperity
5.	<p>Corporate Health & Safety</p> <ul style="list-style-type: none"> Delivered the corporate Health & Safety training programme across all council services, and accurately recorded training undertaken. Ensured full coverage of up to date risk assessments that are effective in mitigating risks. Ensured that lone working arrangements are robust and universally applied. Ensured higher risk activities in frontline services are well managed with a Safety First approach. Ensured all our staff know the H&S essentials and know what to do when driving for work; manual handling; dealing with aggression; fire evacuation; electricity etc. Ensured that-all staff including seasonal and temporary workers have a safe place to work in the office, at home and on-site. 	Outstanding council and council services
6.	<p>Private Sector Housing – copied from Housing’s Service Plan 2020-21 – Achieved objectives below. Others carried forward to 2021-22.</p> <ul style="list-style-type: none"> Implement a property agents rating scheme in East Devon. Will be implemented by March 2021 due to funding provided by MHCLG. Training courses and seminars for property agents will be online. 	Outstanding homes and communities

	<ul style="list-style-type: none"> • Deliver an increased range of home improvements and adaptations using the resources through the Better Care Fund. Additional business support resources provided and processes being reviewed to ensure allocated funds are spent. Promoting loans through Lendology for energy efficiency measures. Proving ECO top ups. • Ensure that all Houses in Multiple Occupation and caravan sites are licenced and meet appropriate standards of fire and tenant safety. HMO and caravan licensing visits will be completed by March 2021. Delayed and paused due to Covid-19 restrictions. 	
7.	<p>Private Sector Housing – Business Support - COVID-19- Response & Recovery</p> <p>The business support team provided information to tenants. Additional assistance allowed officers to resume casework.</p>	Outstanding homes and communities
8.	<p>Business Support – Environmental Protection & Commercial Premises</p> <p>COVID-19 Response & Recovery</p> <p>The Business Support team responded pro-actively to a high number of COVID-19 related enquiries and complaints outside the usual service remit providing advice and support to residents, businesses and visitors confused by the rapidly changing COVID guidance and business compliance. Calls during lockdown were emotionally charged as businesses and members of the public tried to make sense of the mixed messages from Government.</p> <p>During lockdown the team received an increased number of anti-social behaviour, noise, bonfire and dog related complaints. DCC’s recycling centres closed during lockdown resulting in some residents and commercial businesses disposing of waste on their properties.</p> <p>Breaches of COVID-19 restrictions were also reported by members of the public and business owners for Environmental Health Officers and Technical Officers to investigate.</p>	

	Service Requests & Enquiries	1st Apr to 30th Sept 2019	1st Apr to 30th Sept 2020	Percentage increase		
	Total incoming calls		5,628			
	COVID-19 related		528			
	Total service requests		2,813			
	Total pest treatments		628			
9.	Corporate Safety <ul style="list-style-type: none"> • Risk assessments • PPE • Accident investigations 					
10.	Health & Safety					
11.	Environmental Protection – Pest Control Service <p>We continued to offer our customers a pest control service during the first six months of the COVID-19 pandemic responding to a high volume of service requests. The service saw an increased number of requests for help with domestic rat infestations thought to be due to lifestyle differences during lockdown and beyond and because of reductions in business activity at commercial premises and perhaps the closure of recycling centres during the first lockdown resulting in increases in domestic accumulations of rubbish. The hotter weather during the summer and autumn also resulted in a higher number of fly infestations, wasp and bee nests. Almost all of this work was carried out by just one Pest control technician who continued to provide excellent customer service during this difficult time.</p>					

12.	<p>All services - Web Accessibility Project</p> <p>Checked, reproduced and ensured all PDF documents on Environmental Health and Car Parks services' webpages were made accessible to everyone, including users with vision, hearing, mobility and thinking and understanding impairments, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.</p>	

Finance service

	<i>Briefly describe key achievements and what outcomes were created. This will inform Annual Report at year end.</i>	<i>Strategic link to Council Plan priorities</i>
1	<p><i>All teams have been outstanding in dealing with Covid-19; whether that's been giving direct support to the public and business through financial support and advice, meeting the increased demands of the work in each area and continuing to provide existing services whilst mainly working from home has been amazing.</i></p>	An Outstanding Council
2	<p>The Revenues and Benefits Team have had numerous initiatives to implement and a significant increase in workloads to support residents and businesses in the district impacted by Covid-19;</p> <ul style="list-style-type: none"> - Business Rate relief schemes have been introduced by Government to support business during the year. These reliefs have had to be implemented quickly, with customers informed and revised bills issued. (Circa £18m+ in reliefs) - A number of different business grant support schemes have been introduced at extremely short notice ranging from prescriptive schemes to discretionary schemes. This has required working across the Council including with Strata and Members to implement successfully and at pace. 	An Outstanding Council

	<p>This working is ongoing. By the end of March 21 it is likely that we will pay out circa £50m in business grants (currently paid out £47.6m)</p> <ul style="list-style-type: none"> - There has been a significant and unprecedented increase in the number of individuals requiring financial support. This has resulted in more residents now claiming Council Tax Reduction, requiring arrangements, money advice, council tax hardship and also needing direct financial support. - Led on a Devon wide Test and Trace Payment scheme policy that was set up and implemented successfully within a couple of weeks. - The Council Tax team have supported many of these changes and assisted individuals to deal with the difficulties the public are finding currently in paying their council tax bills. - A financial resilience officer post has now been created using external funds which accords with the work being driven by the Poverty Panel 	
3	<p>The Customer Services Team have been handling a high volume of calls ranging across Council services; in particular the public have required more support with during the pandemic. The Team also now manage (with the support of specialist colleagues across the Council) the Community Hub to ensure the public are directed to the right support.</p>	An Outstanding Council
4	<p>The financial services team have supported and assisted a number of services to help them support the public and business. They have continued with core statutory functions and supporting services and have adapted processes quickly to ensure everything functions for services working remotely.</p> <p>The Council is expecting an unqualified audit opinion on its accounts and value for money assessment for 2019/20.</p>	An Outstanding Council
5	<p>Although Strata have their own business plan but mention has to be made of the support and speed of delivery to support services and in turn the public of East Devon. Implementing processes, electronic forms with some complex solutions has been appreciated across the Council.</p>	An Outstanding Council

6	A new banded discount scheme was implemented for Council Tax Support giving additional support and reducing administration of the scheme.	Outstanding homes and communities
7	The Service Plan would normally include comparison to local and national performance indicators particularly in the Revenues and Benefits area. These statistics are not available for the Service Plan as ourselves and other authorities have had other priorities to focus on. These details will still be gathered and reported.	An Outstanding Council

Governance and Licensing

	<i>Briefly describe key achievements and what outcomes were created. This will inform Annual Report at year end.</i>	<i>Strategic link to Council Plan priorities</i>
1	Successful Annual Canvass with 1242 voters added to the Register despite reduced physical element to the canvass because of COVID-19	Encouraging our communities to be outstanding / continuously improving to be an outstanding Council
2	Successfully implementing virtual meetings and ensuring their continued delivery to fully enable the Council to conduct its governance arrangements through COVID-19.	Continuously improving to be an outstanding Council
3	Successfully delivering the increased number of meetings which have been required since June 2020.	Continuously improving to be an outstanding Council
4	Responding to all FOI requests within statutory deadlines (20 working days) but with an average response time of circa 11.75 working days. No referrals to the ICO in this year at time of writing.	Continuously improving to be an outstanding Council
5	Dealing with a significant increase in complaint levels (Stage 1 and Stage 2) at the end of Summer / beginning of Autumn due to COVID-19 pandemic.	Continuously improving to be an outstanding Council

6	Work to introduce a completely new licensing database which will provide a system that is already used by other services as part of the IT convergence project.	Continuously improving to be an outstanding Council
7	Successfully challenging the Planning Inspector's decision to grant planning permission for a hotel at Hill Pond Caravan & Camping and obtaining a quashing order. Decision refused on resubmission.	Encouraging our communities to be outstanding
8	All teams adapting to working remotely during COVID-19 while continuing to deliver excellent services.	Continuously improving to be an outstanding Council
9	Providing specific advice on the COVID regulations which changed with high frequency.	Continuously improving to be an outstanding Council
10	Successful embedding the transfer of responsibility for pavement licences from County at short notice involving significant cross team working.	Encouraging our communities to be outstanding / developing an outstanding local economy
11	Assisting in delivering process for providing sitting out licences.	Encouraging our communities to be outstanding / developing an outstanding local economy
12	Adopting the new Licensing Act Policy to cover 2021-26	Encouraging our communities to be outstanding / developing an outstanding local economy
13	Assisting the Taxi trade through the impact of the pandemic and associated legislation/guidance by prompt delivery of an emergency hackney carriage and private hire licensing policy to alleviate reduction in work and income of licensees.	Encouraging our communities to be outstanding / developing an outstanding local economy
14	Providing high levels of contact and support to existing and to new business ventures throughout 2020 in the hospitality industry and taxi trade in line with our commitment for "assisting clients to run their businesses effectively"	Encouraging our communities to be outstanding / developing an outstanding local economy

15	Officers & Councillors worked in collaboration with the taxi association and licensees in Spring 2020 by promoting healthier lifestyle options for licensed drivers in support of the Councils Public Health Strategic Plan 2019-23 .	Encouraging our communities to be outstanding / developing an outstanding local economy
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Growth, Development and Prosperity Service

	<i>Briefly describe key achievements and what outcomes were created. This will inform Annual Report at year end.</i>	<i>Strategic link to Council Plan priorities</i>
	One of the consequences of the Covid-19 lockdown has been for an increase of new visitors discovering the protected sites for the first time, many of whom are not aware of the rarity or vulnerability of the wildlife and habitat. At a time where on site engagement opportunities with visitors are limited by the necessities associated with social distancing, our online engagement offer has been significantly bolstered and improved in order to cater for any lost audiences and to widen our approach more generally. Social media posts are following a co-ordinated communications plan, resulting in a significant increase in engagements and interactions, particularly as a result of our video content, a new e-newsletter has been developed, now on its third issue and with an increasing subscription audience, and our first Facebook live event with Devon Loves Dogs. A redesign of the partnership website is underway.	Outstanding place and environment
	The Wildlife Refuge Areas on the Exe Estuary are in the third year of operation. Monitoring from the second year of operation has that the refuges continue to support large numbers of birds, and that incursions into the refuges when they are active are still relatively infrequent, but nevertheless have increased since last year.	Outstanding place and environment
	17 Hectares of new Suitable Alternative Natural Greenspace has been delivered in conjunction with the South West Exeter development through the support of the Habitat Regulations Executive Committee.	Outstanding place and environment

	<p>The Devon Loves Dogs project has now been live for three years and has established a programme of events, pit stops and guided walks to promote responsible dog ownership as part of the implementation of our Habitat Mitigation programme. Membership now is over 800 people and is continues to grow steadily.</p>	<p>Outstanding place and environment</p>
	<p>Further infrastructure relating to the Clyst Valley Trail has been delivered, with the completion of a new crossing at Blackhorse. The draft Clyst Valley Regional Park Masterplan has been compiled and is currently the subject of public consultation.</p>	<p>Outstanding place and environment</p>
	<p>Having secured £90K in funding for the new <i>Routes for Roots</i> project, furthering the aspirations for the Clyst Valley Regional Park, this project has already established an active social media presence encouraging all age groups to engage with active outdoor lifestyles. Our recent video self-guided walk has achieved over 200 views on YouTube in one week. More walks within the Clyst Valley are being researched, mapped and shared. Progress is ongoing in forging links with partner organisations for delivery of other component of the project plan including a community based arts and heritage programme. Collaboration with National Trust Killerton has already identified improvements to the Killerton-Broadclyst footpath and cycle route, with more to follow.</p>	<p>Outstanding place and environment</p>
	<p>Successful delivery of the first Local Development Order within the Enterprise Zone. The LDO supports delivery of district heating, supporting the development of the existing network and directly support the delivery of low carbon development.</p>	<p>Outstanding economic growth, productivity and prosperity</p>
	<p>Further investment decisions have been made within the Enterprise Zone designation, to continue to unlock and bring forward development. There is now commitment for £6.8m, with the principle of borrowing a further £13.2m. Highlights include:</p> <ul style="list-style-type: none"> - Completion of the V-Sim building on Exeter Science Park - Completion of development of the Ada Lovelace Building, Exeter Science Park - Exeter Science Park being awarded £5m from the 'Getting Building' fund to support the delivery of a 'Grow-Out Building' 	<p>Outstanding economic growth, productivity and prosperity</p>

	<ul style="list-style-type: none"> - Funding for a deliverable scheme to enhancement Long Lane being approved, which will enable the development of Air Park, along with improved access to the Airport, Future Skills Centre, and Hampton at Hilton Hotel. 	
	The number of businesses who have secured HM Treasury funded rate relief in the Enterprise Zone has continued to grow which has helped to support the take up of new commercial space. Business rate income is 30% ahead of original assumptions.	Outstanding economic growth, productivity and prosperity
	The team responded quickly to the impact of the Covid-19 pandemic, working closely with colleagues across the Council to mobilise and deploy new grant schemes. To date circa £50m has been deployed to over 4,500 businesses. Significant positive feedback has been received. Furthermore there has been a rapid and agile response to the second lockdown and associated grant schemes.	Outstanding economic growth, productivity and prosperity
	Additional business support has been deployed through the 'Adapt and Thrive' programme to help businesses adapt to the new post Covid landscape. This includes promoting digital skills and an enhanced online presence. A Lockdown series of workshops has been created to support businesses during the second lockdown and help them adapt to new operational models.	Outstanding economic growth, productivity and prosperity
	Support has been provided for key local employers who were experiencing challenging conditions. This included a rapid redundancy response for when Axminster Carpets and Flybe went into administration. A series of events were held, featuring Job Centre Plus, Business Information Point, Axminster Job Club, and others. The impact of the Covid-19 made delivery of these events even more challenging, with lockdown required events to be delivered virtually. The team also participates a Redundancy Task Force set up to offer a coordinated front of support to Oscar Mayer in South Somerset following October announcement of potential site closure. The team provided input to a county-wide Redundancy Response Network in partnership with Devon County Council and DWP.	Outstanding economic growth, productivity and prosperity
	A package of support has been agreed for Exeter Airport, the most impacted by Covid-19 of any business in the District. This includes endorsement for the concept of developing a sustainable aviation cluster as well as enabling continued infrastructure delivery.	Outstanding economic growth, productivity and prosperity
	Development and dissemination of Business Newsletters to increase awareness in our local business base of relevant operating guidelines, training, funding and wider support opportunities. During the pandemic the Newsletters increased to weekly circulation to ensure local businesses receive key information on a regular basis. These news letters are now being circulated on a monthly basis.	Outstanding economic growth, productivity and prosperity

Enterprise Zone digital communication successes including continued development of the website and social media channels. Achievements celebrated widely in press, e.g. including the increased funding to the EZ programme and topping out of the Ada Lovelace Building.	Outstanding economic growth, productivity and prosperity
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Housing Service

	<i>Briefly describe key achievements and what outcomes were created. This will inform Annual Report at year end.</i>	<i>Strategic link to Council Plan priorities</i>
1	Response & Recovery actions during the Covid-19 pandemic maintaining essential services to tenants, using alternative methods of communication and contact, maintaining tenant safety, switching to agile/remote working and supporting the Community Support Hub.	Better homes for all
2	Delivering and enabling 356 new affordable homes in 2019/20 with housing association and developer partners.	Better homes for all
3	Sustaining tenancies and supporting tenants during a challenging period of lockdown where vulnerable and shielding tenants have found it difficult to adjust to the 'new normal'.	Better homes for all
4	<p>Housing Options & Allocations team</p> <ul style="list-style-type: none"> • Efficient response to the covid-19 outbreak with minimum disruption to services, a swift response to the 'Everybody In' requirement and the continuation of letting properties through the pandemic. Provision of temporary accommodation to 89 households for the period from when lockdown was introduced until the end of September, support provided to all whilst accommodated. • Reacting to change created by the pandemic and the effect it had on homelessness in the district, including a project to bring the Sailors Rest, Exmouth flats into use as move on accommodation. The project included a change of proposed use and the furnishing and fitting of all rooms using repurposed funding from MHCLG. This has provided a sustainable move on process in addition to benefitting the temporary accommodation budget by freeing up units of temporary accommodation. 	Better homes for all

- A project to get the HMO in Morton Road, Exmouth up and running including the furnishing and fitting of all rooms, the setting up of a key card entry system and the provision of a set of procedures. Close management of the HMO has been in place since it became available to occupy in February 2020. The arrangement has worked well with 16 occupants having benefited from the accommodation (to date) and only one eviction being necessary since opening. Financial benefits have been recorded - in addition to the income received through rental and service charges, money that would otherwise have been spent on B&B calculated through the Housing dashboard. As of 16.10.20 it is calculated that £78,430 has been saved, based on calculating the number of nights occupied a standard B&B nightly charge of £50.
- Effective use of the private sector and the rent deposit and bond scheme – 88 applicants assisted into the private sector through the scheme in 2019-20 and 56 in the first six months of 2020-21, providing positive outcomes for applicants and relieving pressure on social housing.
- Successful bid to MHCLG for Rough Sleeper Initiative (RSI) funding to tackle rough sleeping. £230k received, jointly with Mid Devon for 2020-21, enabling the team to (i) employ two Rough Sleeper Navigators (ii) employ a second Private Sector Liaison Officer (iii) cover a contract with BCHA for support to six Housing First projects between both LA's and (iv) receipt of a £10,000 prevention pot.
- Adjusting to the new way of working through the repairs contract by installing culture change and bringing efficiencies to the allocations and voids process whilst continually reviewing all procedures. Taking actions such as tackling the hard-to-let properties within our stock and prioritising the availability of properties when under offer to homeless applicants in temporary accommodation. Providing options for properties that cannot be let through the usual channels i.e. Manor Close being used as temporary accommodation, reducing the B&B budget whilst bringing revenue in.
- Numbers of allocations throughout the year including mutual exchanges and downsizers: 325 properties allocated throughout 2019-20 including 34 mutual exchanges and 31 downsizing cases. For the first six months of this year, up until the end of September 2020, there have been 138 properties allocated including 8 mutual exchanges and 6 downsizing cases – lower numbers of mutual exchanges and downsizers due to the restrictions of the pandemic.

	<ul style="list-style-type: none"> • Housing Register review – 300 Devon Home Choice applications were removed from the E band (no housing need) of the register following the review. Currently 4,600 live Devon Home Choice applications. • Improvements to the structure of the Options team i.e. specialised roles and two Senior Housing Officers providing a more resilient, efficient set up. • Acknowledgement through Team of the year (Options) and Manager of the year (Danielle Furzey) awards in December 2019. 	
5.	<p>Property & Assets team</p> <ul style="list-style-type: none"> • Following mobilisation we continue to review, implement improvements to build on the delivery of the Integrated Asset Management Contract as it moved into the second year, all for the benefit of our Tenants. • As part of the Integrated Asset Management Contract we have expanded the interface with the Contractor to encompass statutory compliance and cyclical servicing streams so that the majority of the management of these work streams is now automated. • Throughout the lockdown imposed as a result of the Covid pandemic we managed to maintain the repairs service albeit in a reduced format dealing with emergency and urgent repairs; all repairs that didn't fall into these categories were held back. A remobilisation plan was formulated and initiated once the lockdown was lifted, all held repairs were released in a controlled manner and the backlog of repair jobs was gradually cleared within agreed timeframes. • Throughout the Covid pandemic we have developed a detailed communication plan to keep our Tenants updated in relation to the repairs service, which was a challenge in itself bearing in mind the continual changes in advice and guidance from the Government. All communication platforms were utilised ranging from the Tenants magazine, the Council website, Facebook, Twitter to name a few. • Throughout the lockdown imposed as a result of the Covid pandemic we maintained the delivery of Voids, albeit on a reduced scale. 	Better homes for all

	<ul style="list-style-type: none"> • Gas compliance was delivered in line with constantly changing Government and industry advice throughout Covid lockdown period. • Following the purchase of 12 flats at Sailors Rest, St Andrews Road, Exmouth a major upgrading project was carried out to bring the block up to the required standard particularly in relating to statutory compliance ready to let. • Following the purchase of an HMO in Morton Road, Exmouth a major upgrading project was carried out to bring the block up to the required standard particularly in relating to statutory compliance ready to be used by our Housing Colleagues to assist in managing Homelessness. • Much of the planned works programmes were placed on hold due to Covid but we continued to deliver an extensive adaptation programme of work to address those Tenants with specific and challenging needs. • The fire safety upgrading work to communal areas of blocks of flats across the District continues to be delivered, this includes the installation of door entry systems. • We have procured and are about to carry out a major project to re-roof the flats at Morgan Court, Exmouth; the works include an upgrade to the insulation and thermal performance of the roof. Co-ordination of Housing’s initial response following the fire at the Greenhaven flats, Budleigh Salterton and then management of the follow on remedial work required. • The Grant application that secured Government funding for a major green energy project to install air source heat pump installations together with other associated upgrading work in approximately 100 properties; with the funding in place the work is scheduled for completion by the end of March 2021. 	
6.	<p>Housing Services team</p> <ul style="list-style-type: none"> • Setting up systems to deal with critical areas of our work at very short notice. • Making contact with sheltered tenants more frequently than our pre-Covid service. • Maintaining Home Safeguard 24/7 by changing shift patterns and working practices to bring greater resilience to the service, and redeploying staff from other roles to accommodate this. 	Better homes for all

	<ul style="list-style-type: none"> • Exceptionally high levels of rent gathered throughout despite the hardship tenant's face and difficulties with claiming Universal Credit. • Electronic payment of Universal Credit claims. • Covid response and support of staff was powerful and sustained. • Contacted every tenant to check their wellbeing, many still now having a weekly call. • Devising the Recovery Plan for Housing Services (and not yet at full recovery yet). • Covid-19 version of tenant magazine. • Making key staff available to others e.g. EDDC Community Hub/Home Safeguard/Allocations to maintain critical services. • #HousingDay 	
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Organisational Development

	<i>Briefly describe key achievements and what outcomes were created. This will inform Annual Report at year end.</i>	<i>Strategic link to Council Plan priorities</i>
1	Ensuring staff welfare through the lockdown period and beyond with welfare calls to vulnerable and shielding staff, increased staff communications and policy changes. Production of wellbeing resource and 'Worksmart – the new normal' protocols and supporting ensuring the Council was covid secure.	Outstanding council
2	Setting up of the COVID-19 hub on our website providing information and guidance for all our residents and businesses.	Outstanding council
3	New COVID-19 newsletters to Staff, residents and businesses covering latest guidance.	Outstanding council
4	Achieved Investors in People Platinum level award.	Outstanding council
5	Accessibility project for our website, ensuring that our website is accessible for all web users.	Outstanding council

6	Creation of a new welcome module for staff	Outstanding council
7	Furloughing workers and processing furlough payments.	Outstanding Council
8	Implementation of iTrent electric and associated migration of records/flexi scheme changes.	Outstanding Council
9	<p>Provision of human resources, recruitment and selection, payroll services, learning and development to EDDC and Strata. This includes staff engagement surveys, absence letters, reward statements, production of contracts and all contractual changes, case management investigations and support, employee consultations, payroll and tax returns, gender gap reporting and other statutory reporting, maintenance of i-Trent as well as administration for:</p> <ul style="list-style-type: none"> • 60 Starters for EDDC and 11 for Strata year to date • 47 Leavers for EDDC and 7 for Strata year to date • 6 disciplinary cases • 1 grievance • 38 training events with 665 attendees • 358 active on-line learners with 1637 modules completed <p>We continue to provide payroll services to some town and parish councils.</p>	Outstanding Council
10	Introduction of new Agency contract and process for provision of temporary and hard to recruit to employee resource.	Outstanding Council
11	Introduction of and training for mental health first aiders at EDDC and Strata Services Ltd	Outstanding Council

Place, Assets & Commercialisation

	<i>Briefly describe key achievements and what outcomes were created. This will inform Annual Report at year end.</i>	<i>Strategic link to Council Plan priorities</i>
	Estates Team	
	Increased rental income through rent reviews, lease renewals and new lettings by £24,357 from 1st April 2020 during challenging market conditions.	Outstanding council and council services Outstanding economic growth, productivity and prosperity
	Completion of revaluation of assets with a value of £74m for inclusion in the Council's Statement of Accounts.	Outstanding council and council services
	Delivered rent deferment scheme for tenants struggling to pay rent during lockdown. Supported tenants generally through covid 19, signposting to other services or grants where applicable.	Outstanding economic growth, productivity and prosperity
	Significant enhanced support to Council's HRA in respect of RTB valuations and also buy-backs of both dwellings and flatted HMO's. Consequently less work now outsourced by HRA.	Outstanding council and council services
	Property & FM Team	
	Precautionary measures taken in Blackdown House, Exmouth Town Hall and other similar properties encompassing restrictions of access to desks and other social distancing measures, specialist signage, provision of hand sanitiser equipment, supplies, cleaning and other associated items.	Outstanding council and council services Outstanding place and environment
	Since the start of the first lockdown, reactive maintenance has needed to continue to our properties and this has required Covid precautionary measures to be undertaken by our in-house Maintenance Technicians, in-house Surveyors and contractors. We have ensured compliance with social distancing requirements – a situation that has been difficult to achieve	Outstanding council and council services Outstanding place and environment

	on occasions especially when repairs to beach huts and public convenience have been involved during the busy summer holiday periods	
	The Team has also been involved at two properties in Exmouth, Bumble & Bee Café and Exmouth Pavilion both of which had been subject to arson attacks. Associated reinstatement works are being undertaken presently with completion due by February 2021	Outstanding council and council services Outstanding place and environment
	A project taken forward for repair and renovation works at Honiton Swimming Pool. The previous approved budget for this work was proven to be inadequate following a further investigation into the issues with the floor screeds and water ingress both externally and internally. A new scheme was created with Council agreeing the matter on 9 December. These works will be tendered shortly and potentially commence during Q1 2021. Works will include consideration for energy saving measures such as photo voltaic panels and ground source heat pumps	Outstanding council and council services Outstanding place and environment
	Reactive maintenance in the period has included work to beach huts, sports and leisure centres, public conveniences, esplanade shelters and other properties. This has included the updating of the toilets in the clubhouse at Warren View to ensure Covid compliance and availability for safe use by those attending football games.	Outstanding council and council services Outstanding place and environment
	One significant aspect undertaken by the Team and which has been more onerous than past years has been landlord health & safety compliance, with numerous reports and surveys being undertaken at properties for such matters as asbestos, fire risk assessments, legionella, boilers and heating, life safe systems, PAT testing, lightening protection, fire extinguishers etc. Reports are carefully considered and where applicable remedial actions are being identified with the associated recommended works being organised.	Outstanding council and council services Outstanding place and environment
	Property stock condition data has been reviewed and updated, including the identification of potential high level costings for associated investment and management over the next 30 years. Net present values have been established for all building assets. The information will be	Outstanding council and council services

	<p>reviewed with a priority planned programme of planned maintenance works being drawn up for roll-out from beginning of 2021 / 2022 financial year. Performance data will inform future asset management decision making. This project, now concluded has been a significant piece of work taking 2 years.</p>	<p>Outstanding place and environment</p>
	<p>Procurement has commenced for maintenance works contracts due to commence from April 2021 following the conclusion of the current agreements at the end of March 2021.</p>	<p>Outstanding council and council services</p> <p>Outstanding place and environment</p>
	<p>Place & Prosperity Team</p>	
	<p>Following the covid outbreak, and as part of the Devon and Torbay One Public Estate (OPE) Partnership Programme Refresh and with a threat towards our existing funding allocation it has been agreed with OPE Regional Team that the existing Thriving Towns funding for Exmouth and Axminster should be amalgamated to form an East Devon Thriving Towns mini-programme. This will provide greater scope and flexibility, greater alignment with OPE project requirements, allow more central government partners to be involved and create more opportunities for sharing the public asset base and service collaboration. In addition to the 2 local authorities, the NHS, Police and central government departments will be actively involved in the programme. The Team successfully retained the funding already allocated and worked with professional advisors and Cabinet Office to scope out this East Devon Thriving Towns mini-programme.</p>	<p>Outstanding council and council services</p> <p>Outstanding place and environment</p> <p>Outstanding economic growth, productivity and prosperity</p> <p>Outstanding Homes and Communities</p>
	<p>Further progress has been made with improvements to operations at East Devon Business Centre this year with the installation of a new door entry system which reduces the need for staff from 2 to 1 person with resulting efficiency savings. The Business Centre has seen a reduction in the number of tenants this year and having reached 100% occupancy in recent years, is now at around 65% due to covid 19 and has affected the rental income for the centre. Consequently additional management has been required, both in terms of communications with tenants through these difficult times but also in re-letting vacant offices. Following the</p>	<p>Outstanding council and council services</p> <p>Outstanding economic growth, productivity and prosperity</p>

	<p>autumn marketing campaign we now have 2 new tenants that are hoping to move in, early in the new year. This will leave us with 5 out of the 19 units vacant. Marketing will continue in the new year.</p> <p>The Business Centre was able to assist the 3D Crowd, a group of volunteers who were making protective face visors for front line workers in the spring and this is something we are very proud of.</p>	
	<p>The Re-opening High Streets Safely Fund (RHSS) programme. East Devon District Council has been given an allocation of £130,992 (based on population as a proxy for footfall). The monies are from the European Regional Development Fund (ERDF).</p> <p>The team is co-ordinating delivery of this funding programme which aims to deliver a footfall survey; safety measures to High Streets including signage and sanitisers; business support and advice and a Covid Safe High Streets promotional campaign.</p>	<p>Outstanding council and council services</p> <p>Outstanding economic growth, productivity and prosperity</p>
	<p>Seaton Wetlands Link Project. This comprises a number of project interventions to create a link from Seaton Jurassic and Seaton Tramway, up to Seaton Wetlands.</p> <p>For one of these projects, the team has worked with the team at Seaton Jurassic (Devon Wildlife Trust) to bring forward their proposals for phase 2 of Seaton Jurassic which will see an extension of the outdoor space next to the centre, creating both a pay to enter area and a free access space that highlights the themes of Living Seas, Living Landscapes and Living with Nature. The team will work closely with Countryside Services to ensure that the council's climate change agenda is promoted as well as the work at Seaton Wetlands.</p> <p>A separate project is being progressed with the Countryside Services Team to create a pedestrian access route into Sheep's Marsh.</p>	<p>Outstanding council and council services</p> <p>Outstanding place and environment</p>
	<p>The Queen's Drive project continued with a focus on the delivery of Sideshore, the new Watersports Centre by Grenadier Estates within phase 2 of the site. Despite the lockdown period from spring 2020 through to the early summer, Grenadier were able to make up for lost time on construction work so that Edge Watersports could open their part of the centre in</p>	<p>Outstanding council and council services</p> <p>Outstanding place and environment</p>

	<p>September 2020. It is expected that the Michael Caines restaurant, known as Mickey's will be open in March 2021.</p> <p>Phase 3 is now to be reconsidered by the Queen's Drive Delivery Group which has now reconvened.</p>	<p>Outstanding economic growth, productivity and prosperity</p>
	<p>Queen's Drive Space (temporary uses) was affected by the covid outbreak in the early months of the year and remained closed until July. There were no events held this year, but the remainder of the site, comprising the free play and food and beverage facilities offered the opportunity for families and friends of all ages to relax and enjoy the coastal location.</p>	<p>Outstanding council and council services</p> <p>Outstanding place and environment</p> <p>Outstanding economic growth, productivity and prosperity</p> <p>Outstanding homes and communities</p>

Planning Service

	<i>Briefly describe key achievements and what outcomes were created. This will inform Annual Report at year end.</i>	<i>Strategic link to Council Plan priorities</i>
1	<p>The successful introduction of a new document management system has enabled greater paper less working, improved remote working capability, a more robust planning online service and better integration of our back office systems with the planning portal. This has led to significant efficiency savings and improved customer service.</p>	<p>Outstanding Council and Council Services</p>
2	<p>Building Control have introduced a new fee structure that ensures that the fees more accurately reflect the costs incurred by the service ensuring that the service operates on a cost recovery basis as much as possible.</p>	<p>Outstanding Council and Council Services</p>

3	A new Community Infrastructure Levy charging schedule has been found sound at examination and has been successfully implemented ensuring that the charges reflect what is viable for the developer while maximising the funding for infrastructure.	Outstanding Council and Council Services
4	A new supplementary planning guidance on affordable housing has been consulted on and adopted to help to guide the delivery of affordable housing in the district.	Outstanding Council and Council Services Outstanding Homes and Communities
5	A review of the adopted Local Plan has been undertaken and identified key areas for focus on producing a new Local Plan with a timetable and project plan for production of a new Local Plan in place.	Outstanding Place and Environment Outstanding Homes and Communities Outstanding Economic Growth, Productivity and Prosperity
6	Maintained a 5 year housing land supply position and met the requirements of the Housing Delivery Test with 1065 new homes built in the district in the year to end March 2020. This is the highest number of new homes delivered in a single year since records began.	Outstanding Council and Council Services Outstanding Homes and Communities
7	The Cranbrook Plan has been examined and progressed towards adoption to provide a clear policy framework for the future development of the town.	Outstanding Place and Environment Outstanding Homes and Communities Outstanding Economic Growth, Productivity and Prosperity
8	The Building Control systems thinking review has led to better guidance and information for customers and customer access to surveyors site notes to ensure a more transparent and open service for customers.	Outstanding Council and Council Services
9	Maintained a high level of customer service despite unprecedented personal and operational pressures as a result of the Covid-19 pandemic.	Outstanding Council and Council Services

10	Local Land Charges have managed to respond to search requests within 14 days despite demand reaching new highs as a result of the governments stamp duty holiday.	Outstanding Council and Council Services
11	The Development Management Team have fought 77 appeals against decisions made by the Council winning 75% of them. A record that is well above the national average of around 66%.	Outstanding Council and Council Services Outstanding Place and Environment Outstanding Homes and Communities Outstanding Economic Growth, Productivity and Prosperity
12	Almost 600 planning enforcement cases have been investigated over the year with the majority of these having been successfully closed within the year.	Outstanding Place and Environment Outstanding Council and Council Services Outstanding Homes and Communities
13	We have collected over £3.2million in CIL receipts in the year towards infrastructure projects in the district with over £500k being distributed to communities within the district as their neighbourhood proportion.	Outstanding Place and Environment Outstanding Council and Council Services Outstanding Homes and Communities Outstanding Economic Growth, Productivity and Prosperity
14	We have collected over £850k in S106 receipts and worked with our communities to spend over £550k on sports and play areas in the district.	Outstanding Place and Environment

		<p>Outstanding Council and Council Services</p> <p>Outstanding Homes and Communities</p>
15	<p>The work of the Development Management Team has ensured that a number of major housing and employment developments in the district continue to deliver the planned growth in the enterprise zone and growth point area to meet the aspirations of the Local Plan.</p>	<p>Outstanding Place and Environment</p> <p>Outstanding Council and Council Services</p> <p>Outstanding Homes and Communities</p> <p>Outstanding Economic Growth, Productivity and Prosperity</p>
16	<p>Significant progress has been made on implementing the adopted Heritage Strategy with a successful pilot project in East Budleigh yielding a review of the Conservation Area Management Documents and a number of assets identified as local heritage assets. The vast majority of other short term actions on the Heritage Strategy Action Plan have also been achieved as well as some of the medium term actions.</p>	<p>Outstanding Place and Environment</p> <p>Outstanding Council and Council Services</p> <p>Outstanding Homes and Communities</p>
17	<p>We have continued to support neighbourhood planning groups in the district with production of neighbourhood plans with Otterton and Newton Poppleford and Harpford awaiting a referendum and Farringdon submitted for examination.</p>	<p>Outstanding Place and Environment</p> <p>Outstanding Council and Council Services</p> <p>Outstanding Homes and Communities</p> <p>Outstanding Economic Growth, Productivity and Prosperity</p>

18	An issues and options consultation has been launched seeking views on the priorities for the new Local Plan.	<p>Outstanding Place and Environment</p> <p>Outstanding Council and Council Services</p> <p>Outstanding Homes and Communities</p> <p>Outstanding Economic Growth, Productivity and Prosperity</p>
19	Key evidence documents to support production of the new Local Plan have been produced included the River Axe Nutrient Management Plan and an East Devon Housing Needs Study.	<p>Outstanding Place and Environment</p> <p>Outstanding Council and Council Services</p> <p>Outstanding Homes and Communities</p>
20	We have established a gypsy and traveller forum and held a first meeting of the group which seeks to improve communication with these groups and enable their greater participation in planning in the district as we seek to meet their housing needs.	<p>Outstanding Council and Council Services</p> <p>Outstanding Homes and Communities</p>
21	We have implemented an online search request tool to enable customers to request LLC searches online and pay using BACS or card. Thereby improving the customer experience and enabling the fully remote working of staff.	<p>Outstanding Council and Council Services</p>
22	We have successfully defended the Council's decision on an application for a hotel in the countryside adjacent to Hillbarton Business Park which was initially overturned on appeal. The appeal decision was not considered to be legally sound and so was successfully challenged in the courts. The decision was remitted back to the Planning Inspectorate who ultimately agreed the Council's original decision to refuse permission.	<p>Outstanding Place and Environment</p> <p>Outstanding Council and Council Services</p>
23	The planning online webpages have been upgraded to make downloading and viewing plans quicker and easier for customers and to include a better and more user friendly measuring tool.	<p>Outstanding Council and Council Services</p>

24	The Local Land Charges team have worked hard over the last year to review and reorganise much of the data that they hold to ensure greater levels of accuracy and a more efficient process.	Outstanding Council and Council Services

Streetscene Service

	<i>Briefly describe key achievements and what outcomes were created. This will inform Annual Report at year end.</i>	<i>Strategic link to Council Plan priorities</i>
1.	<p>COVID-19 Response & Recovery</p> <p>Our business continuity throughout the pandemic response was excellent thanks to the agility of the teams and continuing support from our Operations and Corporate Health & Safety team conducting risk assessments and providing guidance to staff and all Streetscene service operations.</p> <p>The teams reacted quickly to ever changing government advice, liaising with Cabinet Members to agree service changes and taking on the additional workload imposed and operating with reduced teams due to shielded / vulnerable and furloughed staff absences. All the time communicating regularly with residents the impacts on services.</p> <p>All Streetscene teams:</p> <ul style="list-style-type: none"> • Responded to EDDC's Emergency Planning / civil contingency requirements and Business Continuity during the COVID-19 pandemic. • Carried out Dynamic Risk Assessments. • Operated with reduced teams due to clinically vulnerable staff shielding and furloughs. • Successfully provided and set up IT equipment for staff homeworking arrangements. • Protected our front-line staff by reducing hours on-site and task and finish. 	Outstanding council and council services

	<ul style="list-style-type: none"> Continually responded to COVID-19 related enquiries and changing guidance. All assisting our residents in the delivery of key frontline services. 	
2.	<p>Streetscene Operations – COVID-19 Response & Recovery</p> <ul style="list-style-type: none"> Closed all parks initially to limit risks related to the virus and then re-opened them all when the government requested this. Continued to open and maintain all parks and gardens and react to increased maintenance demand due to rising volumes of local residents and visitors enjoying open spaces and domestic tourists due to COVID-19 . Reacted immediately to close 27 public toilets for deep cleaning and risk assessed their reopening. Our activities were watched nationally and set the benchmark regionally. Made safe and re-opened 14 (10 initially) public toilets introducing an enhanced cleaning regime as per COVID-19 guidelines, with funding approved for additional staffing so that we could ensure the highest hygiene covid secure standards. Tonnages collected through the early pandemic period doubled, for example in June 526 tonnes of card were collected, usually it would be around 250 tonnes. Assisted hospitality businesses, e.g. pubs and cafes, with identifying outdoor seating spaces, risk assessments, temporary licences and sitting-out consents. Supported their endeavours to trade responsibly following the lockdown. Following the relaxation of the COVID lockdown measures East Devon’s beaches attracted a higher volume of local residents and visitors enjoying and exercising from early morning to late evening due to the dry hot weather throughout the summer. This put tremendous strain on cleansing and bin operations. Patrolled East Devon’s beaches monitoring breaches of safe distancing restrictions. Communicated with groups of young adults to avoid incidents of anti-social behaviour. 	Outstanding council and council services
3.	<p>Streetscene Events – COVID 19 Response & Recovery</p> <p>Despite cancelling the majority of events scheduled for 2020 due to COVID-19, the Events team:</p>	Outstanding economic growth, productivity & prosperity

	<ul style="list-style-type: none"> • Achieved £15k of our Event income target of £50k p.a. • Supported local businesses in returning some events in a COVID-19 secure way. • Drafted an Events Strategy and Policy for later adoption and made preparations for returning events for 2021. 	
4.	<p>RECYCLING & WASTE - COVID-19 Response & Recovery</p> <ul style="list-style-type: none"> • Maintained and delivered a high quality service throughout the COVID-19 pandemic. Did not miss a single day of bin run/operational delivery. • Maintained core recycling and waste collection services – recycling & Waste and clinical in pandemic conditions. • Only brief suspension periods of lower priority collections, i.e. green waste green waste and bulky household collections during the main pandemic lockdown period. • Suspension of textile collections at kerbside due to collapse in market. • Reacted to residents’ behavioural changes during lockdown resulting in a higher volume of recycling <ul style="list-style-type: none"> - March – Nov 2019 average total waste/month 3562 tonnes - March – Nov 2020 average total waste/month 3921 tonnes (with a six week suspension of green waste collection – so no green waste tonnage!) - An increase of 10% in total waste flow combined with significant and rapid change in recycling stream composition i.e. drop off in paper but large increases in cardboard, glass and food. - Peak collection month during the pandemic was July 2020 with a total waste flow of 4428 tonnes • Increased green waste customer base following marketing activity. 	Outstanding council and council services
5.	<p>ENGINEERS - COVID-19 Response & Recovery</p> <ul style="list-style-type: none"> • Closed and made safe playparks, skateparks and outdoor gyms during COVID-19 lockdown. 	Outstanding council and council services

	<ul style="list-style-type: none"> Inspected and risk assessed playparks and skateparks, carried out repairs and installed 'safe distance' signage prior to re-opening. 	
	STREETSCENE ACHIEVEMENTS 2020-21	Council Plan Priority 1
6.	<p>Vehicle Fleet</p> <ul style="list-style-type: none"> Electrification of Streetscene Operatives' vehicles. 15% of fleet now electric with delivery of several electric small vans and 7 new electric tipper vans. East Devon is the first council in England to procure these bespoke Nissan tippers to use within an operations service. 	Outstanding place and environment
7.	<p>Stakeholder engagement</p> <ul style="list-style-type: none"> Continued to engage with stakeholders (town & parish councils) to check services are fit for purpose and discuss sharing services, through this objective we put in place a partnership funded street cleaner in Seaton with the town council. 	Outstanding place and environment
8.	<p>Green Space Plan FS policy 7 - Annual tree planting</p> <p>Tree planting stalled due to the COVID-19 pandemic, however, we:</p> <ul style="list-style-type: none"> Planted approx 250 trees this year <ul style="list-style-type: none"> 10 x substantial trees on the Littleham Estate A community orchard on The Green, Budleigh A community orchard at Land of Canaan, Ottery St Mary. 	Outstanding place and environment
9.	<p>Improve our sustainable management of green spaces/nature recovery to assist our Carbon Action Plan.</p> <p>Building on our adopted Green Space Plan Natural Green Space Policies 1:</p> <ul style="list-style-type: none"> Began the transition to sustainable planting, moving a number of beds across to permanent plants rather than annual bedding Expanded the amount of areas managed as meadow areas. Beach gardens and War Memorial, Exmouth converted to permanent planting to reduce waste. 	Outstanding place and environment

	<ul style="list-style-type: none"> • Rolled out the Blue Heart Campaign and informed the public through social media about less intense grass management. 	
10	<p>Seaside Awards and Blue Flag</p> <p>Achieved Blue Flag retention at Exmouth in 2020, a new Blue Flag at Sidmouth and Seaside awards for Sidmouth, Seaton and Budleigh following another year of excellent water quality results.</p>	Outstanding place and environment
11.	<p>On-street Recycling</p> <ul style="list-style-type: none"> • Increased availability of on-street recycling bins by installing in key locations within large town centres. • Procured bin lift cleansing vehicles to allow efficient emptying. • Rolled out on-street recycling across our sea front areas as well as the Magnolia Centre Exmouth. • Monitored contamination of on-street waste and reported findings to Exmouth Town Council's environmental group to review the level of contamination and viability of expanding on street recycling. 	Outstanding place and environment
RECYCLING & WASTE ACHIEVEMENTS 2020-21		
12.	<p>Council Promise – Continued to work to maintain and build on a recycling rate of 60% so it becomes our annual rate, enabling us to be in the top 10 Local Authorities in England for recycling.</p> <ul style="list-style-type: none"> • Achieved a recycling rate of 60.5% and reduced residual waste per household per year by 3kg. • For our 2018/19 figures we placed number 15 amongst English authorities for our recycling rate, and top amongst Devon authorities. 	Outstanding place and environment
13.	<p>Collection reliability</p> <ul style="list-style-type: none"> • Undertook rebalancing of collections rounds to manage continuous property growth in the western part of the district and increase collection reliability. 879 properties moved from Friday collection round with 11,000 changes to crew rounds, minimising incomplete collection days and missed issues. 	Outstanding place and environment

14.	<p>Green Waste</p> <ul style="list-style-type: none"> • Sold 14,300 green waste bins as of October 2020. • On track to meet income targets despite Corona virus and the 3 month service suspension. 	Outstanding place and environment
15.	<p>Developer Guide</p> <ul style="list-style-type: none"> • Compiled and issued a Developer Guide to developers and major social landlords to improve recycling and waste infrastructure on new developments and improve the response to planning consultations. 	Outstanding place and environment
16.	<p>Ask East Devon Project</p> <ul style="list-style-type: none"> • Achieved over 1000 users of the Alexa recycling skill under the '<i>Ask East Devon</i>' Project (September 2020). • Project nominated as finalist for National Recycling 	Outstanding place and environment
17.	<p>East Devon's Most Wanted – food waste minimisation campaign</p> <ul style="list-style-type: none"> • Delivered the food waste recycling campaign – (Oct 2020 – Jan 2021) to maintain and increase the capture of food waste from the residual waste stream. 	Outstanding place and environment
18.	<p>Recycling end destination information and general Service Social Media</p> <ul style="list-style-type: none"> • Continued to publicise our environmental due diligence and end destinations information on our website. https://eastdevon.gov.uk/recycling-and-waste/recycling-the-environment-and-our-responsibilities/where-does-my-recycling-end-up/ • Used Tweets to immediately update residents on any collection changes or delays. 	Outstanding council and council services

	<ul style="list-style-type: none"> Annual programme of Twitter/Facebook/Instagram messages and press articles e.g. Put a lid on it, Sign up to green waste collection established. 	
ENGINEERS KEY ACHIEVEMENTS 2020-21		
19.	<p>Asset mapping and inspections</p> <ul style="list-style-type: none"> Completed annual inspections of 1A and 1 high priority public realm sites following adoption of our Asset Inspection Protocol, and annual surveys of bridges and coastal defences being established. This work is now producing good asset condition data and repair/future maintenance schedules - a requirement of good asset management and a risk liability mitigation. Increased our bridge inspection frequency to match the industry standard (Superficial annual inspections, General inspections 2 yearly, Principal Inspections 6 yearly). Established a procedure to schedule repairs for issues identified and put in place an ongoing system for this. Better integrating, reporting and repairing between teams. New software will increase the efficiency of this progress. Strata procuring PSS Live software for asset management, grounds maintenance and street cleansing in the next year. PSS Live extension modules include the Parks/Open Spaces and Car Parks will need to be used for accurate tracking of defect reporting and resolution. 	Outstanding place and environment
20.	<p>Feniton Flood Alleviation Scheme</p> <ul style="list-style-type: none"> Secured agreement with Network Rail for Phase 3 undertrack crossing work for May 2020. Sadly this did not take place due to the pandemic. Following a report to Cabinet on the project and its economic case, the project budget has been recalculated (which was under estimated by previous consultants). The economics case for the project is being reviewed, so an improved case can be submitted to the EA to apply for increased grant funding. Reduced some flood risk by carrying out small improvements, e.g. channel clearance. 	Outstanding place and environment

	<ul style="list-style-type: none"> Updated the business case based on providing a more robust scheme. 	
21.	<p>Sidmouth & East Beach Management Plan Scheme</p> <ul style="list-style-type: none"> The FDGiA (flood defence grant) funding calculator has been updated and the scheme is now fully funded, meaning the project's previous funding gap of over £1million has been bridged and can progress towards delivering a scheme from 2021/22. The technical engineering report of the working option has been reviewed and the team are planning for a public exhibition in due course. The Sidmouth BMP Steering Group is now meeting more regularly, with a greater emphasis on transparency. Previous reports and minutes are being published to aid understanding. 	Outstanding place and environment
22.	<p>Exmouth Tidal Defence Scheme</p> <ul style="list-style-type: none"> Delivered 50% of the scheme with the majority of static non highway based flood defence completed. Scheme held up by design issues and Devon County Council's delay in changing the road layout. Works scheduled to start again January 2021 and completed by summer 2021. Communications and future logistics of gate operation still to be completed. 	Outstanding place and environment
23.	<p>Cliff Safety Works Sidmouth</p> <ul style="list-style-type: none"> Undertook capital maintenance of parapet walls adjacent to clock tower café, and other cliff stability measures on cliffs adjacent to Connaught Gardens. 	Outstanding place and environment
24.	<p>Cliff Safety Works Beer</p> <ul style="list-style-type: none"> Submitted tender and completed cliff safety netting and catch fence improvements at Annis' Knob Beer following approval from Natural England. 	Outstanding place and environment

25.	<p>Various car parks maintenance projects</p> <ul style="list-style-type: none"> • Completed new entranceway to Exmouth Maer Road car park and partially resurfaced. • Minimised lost parking spaces at Estuary View car park, Exmouth. • Resurfaced Rolle Mews car park, Budleigh Salterton following review of layout to see whether additional parking feasible. • Replaced hard fence boundary at Orchard Car Park Seaton with vegetation to reduce carbon. 	Outstanding place and environment
26.	<p>Capital replacement of play areas & skate parks which have reached the end of their service life. Skate parks replaced with modern low maintenance concrete.</p> <p>Play areas replaced/furbished:</p> <ul style="list-style-type: none"> - Exmouth Brixington - Honiton Cherry Close - Axminster Foxhill - Axminster Millwey - Seaton Seafield - Seaton Meadway play area <p>Skate parks re-designed and re-built as concrete facilities:</p> <ul style="list-style-type: none"> - Budleigh Salterton - Seaton <p>Outdoor gyms:</p> <ul style="list-style-type: none"> - Seaton Seafield Gardens outdoor gym in partnership with Seaton Town Council. 	Outstanding place and environment
27.	<p>Membury Flood Alleviation Scheme sump</p> <p>Replaced the trash screen covering the sump with a modern structure designed to standards that the Membury flood group can operate safely.</p>	Outstanding place and environment

28.	<p>Jacob's Ladder refurbishment – Jacob's Ladder has been repainted with preserving paint, improving aesthetics and longevity. Minor timber repairs have been undertaken and structural steels have also been replaced to ensure continued safe operation.</p> <p>Sidmouth seafront railings repainted and repaired to prolong lifespan.</p>	Outstanding place and environment
29.	<p>Bridge Safety Works</p> <ul style="list-style-type: none"> District wide repairs and refurbishment of bridge assets undertaken following inspection reports. 	Outstanding place and environment
30.	<p>Exmouth Groyne Marker Replacement</p> <p>Six stainless steel groyne markers have been fabricated to replace failing markers currently installed, ensuring continued safe navigation along the coast of Exmouth.</p>	Outstanding place and environment
		Council Plan Priority 3
31.	<p>Streetscene events</p> <ul style="list-style-type: none"> Improved the events enquiry and booking process by creating a customer portal on the Council website and an online event application form. Produced a draft EDDC Events Policy and Strategy which will go to Cabinet in 2021, and made preparations for the re-starting of event bookings on council land for after the pandemic. 	Outstanding economic growth, productivity and prosperity
32.	<p>Health & Safety – continue to embed our improved focus on H&S, ensuring we are thinking Safety First</p> <ul style="list-style-type: none"> Completed H&S training matrix refresher training Continued implementation of safety action plan Reviewed new SSoW 	Outstanding council and council services

	<ul style="list-style-type: none"> • Conducted monthly health & safety meetings to track improvement progress • Delivered training and Toolbox Talks, including Covid safety • Produced safety handbooks 	
33.	<p>Web Accessibility Project</p> <p>All Streetscene services met the deadline for checking and updating PDF documents on their webpages to include long technical engineering reports in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.</p>	Outstanding council and council services