

Environmental Health & Car Parks Service Plan key service objectives for 2022-23

See our website for the full [Environmental Health & Car Parks Service Plan](#)

Looking forward: what we will do in 2022-23 (service objectives)				
Key Service Objectives (please include consultation or procurement activity required) <i>Please highlight any projects so that they may be recorded and monitored in SPAR. See project guidance document for the definition of a project.</i>	Financial / corporate resource	Lead Officers	Start date	End date
1) Better homes and communities for all				
COVID-19 – RESPONSE & RECOVERY We will maintain our flexible and dynamic response to the pandemic prioritising actions and resources as necessary.		AE	Ongoing	Ongoing
Environmental Protection Continue to conduct a service review to include: <ul style="list-style-type: none"> • Bonfires: advice and communications • Fly tipping • Litter control • Dog boarding and dog breeding • Pest control 				

Continue to assess the likely impact on new planning and licensing applications on local communities to ensure that the Council determines all such applications only after due consideration of all relevant information.				
<p>Commercial Premises – COVID-19 Response & Recovery</p> <ul style="list-style-type: none"> • Continue to support businesses and the self-employed, dealing with significant numbers of enquiries from businesses about the rapidly changing legislation with guidance and advice, and allegations of breaches of COVID-19 restrictions and complaints about inadequate COVID precautions from other sources. • Support food businesses refurbishing their during COVID-19 restrictions to ensure they put in place positive improvements that could be reflected in their compliance scores at their next inspection. • Continue to address the backlog of inspection work created by 17 months of suspension of this service during COVID. • Continue to work with Devon County Council’s public health team and Public Health England and assisting with the work of Team Devon. 				
<p>Private Sector Housing</p> <p>Empty Homes and Filthy and Verminous</p> <ul style="list-style-type: none"> • Engage owners of empty homes and taking works in default on long-term empty homes. • Work to help residents in filthy and verminous homes. • Investigate second homes to find any with incorrect council tax banding. <p>Grants and Loans</p>				

<ul style="list-style-type: none"> • Continue administering the Better Care Fund and Disabled Facilities Grant (DFG) programmes and maintain the Devon Wide Housing Assistance Policy, offering more variety of grant assistance. Accessible homes grants have also been offered as an addition to DFGs. • In order to help facilitate public access to statistics on housing assistance work we carry out, we have prepared a series of analytical data tables that cover most aspects of the typical queries we receive. This data includes Disabled Facilities Grants and other types of adaptation, broken down by year and quarter since 2018. • The ECO Statement of Intent has been updated, with an increase in ECO Flex top ups for customers and more ECO installers coming on board for energy efficiency measures. • Continue to develop and promote Lendology Loans, to include home improvements, such as roof repairs, new windows and energy efficiency measures. • Provide Healthy Homes Grants for hoarding and filthy and verminous cases, improving the condition of their homes. <p>Licensing visits</p> <ul style="list-style-type: none"> • Resume the caravan and HMO licensing visits to ensure compliance: income generation of fees and ensure the safety of the residents. • We have seen a 50% increase HMO licence applications. • Housing standards have been applied in greater numbers than previous years. • Work with partner agencies on unlawful premises • Issue Temporary Exemption Notices to allow time owners to comply with the Regulations. • Served two Emergency Prohibition Orders and a Prohibition Order for unsafe conditions. • One HMO licence was refused for inadequate management arrangements and unsuitability of the property <p>Advice to residents and businesses</p> <ul style="list-style-type: none"> • Collaborate with the Financial Resilience and Benefits Team to work with local residents to improve energy efficiency across the district and to tackle fuel poverty. • Maintain our social media presence by providing advice and information on harassment and illegal evictions of tenants in private rented accommodation. 				
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<ul style="list-style-type: none"> • Provide advice and information to tenants and landlords on changes to harassment and illegal evictions. • Update policy and procedures and introducing new policies for the enforcement of EPC and MEES regulations, to improve energy efficiency in rented properties. <p>The Property Agents Accreditation Scheme (PARS) was delayed due to the Coronavirus. This will resume in April 2022. We have reorganised and updated the training programme for staff and agents.</p> <ul style="list-style-type: none"> • Enforcement of Housing Standards • Housing inspections continued, based on risk assessment of the property and Covid restrictions. • Only cases that required urgent intervention were pursued • Tenants were encouraged to exercise their rights and contact their landlords • Advised about winter resilience project. This is about co-coordinating fuel poverty, making sure tenants are on the right fuel tariff, have the right benefits and can access energy efficiency measures • Electrical Safety Standards became live in April 2021, requiring landlords to test and certify their electrical installations. • The Residential Mobile and Park Home Fit and Proper Persons Test was introduced, with a registration fee for 'fit and proper person' 				
<ul style="list-style-type: none"> • Engage and work with residents in filthy and verminous properties. • Plan to develop a hoarding protocol. • Continue to administer Healthy Homes Grants where possible. 				
<p>Better Care Fund Deliver home improvements and adaptations using the Better Care Fund.</p>				
<p>Licensing License and inspect all houses in multiple occupation and residential caravan and park home sites.</p>				

<p>Enforcement Increase the use of enforcement powers in the private rented sector to improve housing conditions and tenant safety.</p>				
<p>Landlord Forum - Pro-actively raise our profile with local landlords by attending local landlord forums and directly engaging with managing agents to encourage standards to be raised which in turn will improve the living conditions of people residing in the private sector.</p> <p>Paused in 2020 and 2021, due to Covid 19 restrictions. Planned in 2022 in partnership with Exeter and Teignbridge and online via EDDC website.</p>				
<p>Develop our use of social media to target messaging for tenants and landlords.</p>				
<p>Gypsies/Travellers Continue to work with the Gypsy Liaison Officer to develop better communication with the travelling community.</p>	<p>Better homes and communities for all</p>			
<p>Private Water Supplies</p> <ul style="list-style-type: none"> • Continue to undertake intensive field operations to recover the annual sampling programme for public and commercial supplies. This has satisfied our statutory obligations, following the lifting of COVID restrictions. • Continue with the risk assessment regime in private supplies and commercial premises to protect the health of residents; to ensure compliance generate cost recovery income and assist with scheduling sample visits next year. • Continue to progress with the mandatory accreditation of Technical Officers for risk assessment and sampling. Two officers accredited to implement the new Regulations. 				
<p>Public Health</p> <ul style="list-style-type: none"> • Continue involvement with Devon County Council & Team Devon colleagues in ongoing COVID-19 recovery response and preparedness as needed. 		<p>HW</p>	<p>Ongoing</p>	

<ul style="list-style-type: none"> Remain focussed on the clinically extremely vulnerable group and preparing for further local and national restrictions. 				Review March 2023
<ul style="list-style-type: none"> Annual Public Health Implementation Plan – work with Service Leads to identify public health priorities looking forward to 2022/23. 		AE/HW	Ongoing	March 2022
<ul style="list-style-type: none"> Annual review of Public Health activities – looking back over highlights from 2020/21 and from 2021/22. 		HW	April 2022	September 2022
<ul style="list-style-type: none"> Work on one or more public health projects during recovery phase: could include support for national / regional / local activities such as poverty initiatives and/or climate change mitigation, e.g. fuel poverty and/or food projects. 		HW	April 2022	March 2023
<p>Public Health messaging</p> <p>Continue to scope ways of increasing access to and understanding of reliable health information across East Devon e.g. using social media, our public health internet presence, and working with Comms and other teams to share and distribute relevant messages in a range of formats both print and digital.</p>		HW	Ongoing	March 2023
<p>Work with the Member Champion for Mental Health and Mental Health Challenge Co-ordinator to deliver the Council’s commitment to support the Local Authority Mental Health Challenge.</p>		HW	Jan 2022	Ongoing
<p>Community Safety & Anti-social Behaviour</p> <p>Review all Public Space Protection Orders (PSPO) for public consultation during 2022/23. Deadline: May 2023</p>		DW/SW	2022	May 2023
<p>Parking Services</p>				

<p>Subject to the outcome of the ongoing review of our car parking strategy, we propose to review our car parking fees and charges during 2022/23 to support corporate priorities including contributions to tackling the climate emergency. The majority of our charges have not been increased since 2010 and some have been reduced significantly and over that period we have not passed on the increase in VAT (from 15% to 17.5% to 20%).</p>				
<p>We will consult on developing our car parks portfolio during 2021/22 by:</p> <ul style="list-style-type: none"> • Increasing the capacity of Manor Road car park in Sidmouth • Increasing the capacity of the Ham car parks in Sidmouth • Increasing the capacity of Coombe Lane Car Park in Axminster <p>Subject to outcome of the Car Parks TAFF we propose to consult widely on how our customers would like us to manage the following car parks during 2021/22:</p> <ul style="list-style-type: none"> • The Green (Victory Hall) car park in Broadclyst • School Lane car park in Newton Poppleford • Manor Farm Estate Yard car park in Sidbury • Temple Street car park in Sidmouth • Jarvis Close car park in Exmouth • Upper Station car park in Budleigh Salterton • Brook Road car park in Budleigh Salterton • Church Street car park in Sidford • Coach Park in Seaton • Town Hall in Seaton • Cliff Top, Beer 				

<p>We will work with partners including NHS Property Services, the CCG and Devon County Council to review the way in which our Blackmore Gardens car park, Sidmouth is currently managed and make any appropriate recommendations to Members for a new management regime going forward.</p>				
<p>Climate Change</p> <p>In the coming year we will be</p> <ul style="list-style-type: none"> A. working internally to reduce our in-house carbon emissions; and B. working with external partners and communities. <p>There is already a great deal of work going on to tackle some of the biggest areas of carbon emission through</p> <ul style="list-style-type: none"> - our vehicle use and the switchover to EVs from traditional internal combustion engines is underway. - Energy use in our tenanted properties contributes substantially to our carbon and GHG emissions. Again, a great deal of work is underway in that sector with the Housing team applying for funding to carry out this work. <p>We are planning a media campaign to encourage our residents / staff to reduce meat and dairy in their diets as this is better for health and the environment.</p> <p>EVs</p> <p>3 Co Cars will be installed near to our population centres at Exmouth and Honiton. This will enable staff who need a vehicle as part of their role to use a low carbon form of</p>				

transport for essential travel. These vehicles will also be available to residents to hire outside of work hours at evenings and weekends. This is a year-long trial.

Cycling infrastructure

- Provision of E Cargo bike secure storage in Exmouth
- Provision of more cycling infrastructure across the major towns in East Devon. This will be added where it is needed.
- Create some additional cycle parking for non standard bikes such as family bikes and cargo bikes.
- Add a covered bike storage area for e bikes and look into the potential for charging a small sum for this secure storage option.
- Provide bike parking next to dedicated Co Car charging points in public car parks.

Carbon calculator

This carbon calculator is being created by Exeter University with the aim of using data to make informed decisions. For example:

- it will contribute reliable and usable data for the baseline audit on staff travel for work.
- It can be used by departments to measure and then set targets for reducing their business-related travel and associated carbon emissions.
- This tool will also play a part in other decision making such as where we base offices in future and it will enable us to put a carbon figure on team meetings and full council meetings.

Train the trainer

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<ul style="list-style-type: none"> - There are plans and funding in place to train four staff members to deliver in-house carbon training. Sadly the latest round of eco training was not as well attended as hoped and there is a need to train new starters and new councillors. 				
<p>E cargo bike delivery service</p> <ul style="list-style-type: none"> - We have been working closely with the community group Transition Exmouth which has just raised over £13,000 through crowdfunding to purchase two e cargo bikes so that a local low carbon delivery service can be set up. We will work with them to collect data and see if the scheme is replicable across the district. 				
<p>Low carbon lifestyle project</p> <ul style="list-style-type: none"> - We will be working with five volunteers to trial a six month long programme of low carbon actions to get a measure of effectiveness and acceptability. This will provide some fantastic learning opportunities and also social media content. This is in conjunction with Exmouth Rotary Club. 				
<p>Website</p> <ul style="list-style-type: none"> - We want to update our EDDC website to improve the environmental offering. The aim is to showcase simple strategies to help our residents reduce their own carbon footprint. 				
<p>Business project</p>				

<ul style="list-style-type: none"> - Investigations will be undertaken with Environmental Health to explore the potential to support businesses in the district to reduce their carbon footprint. <p>Refresh of the Climate change action plan</p> <ul style="list-style-type: none"> - In August 2022, after the publication of the Devon Carbon Plan, it will be necessary to refresh and potentially realign some of our actions in the climate change action plan. This is a document that was always designed to be updated as required. <p>Parish and Town Council project</p> <ul style="list-style-type: none"> - Catherine will work with Parish and Town Councils to help them create a plan in conjunction with their community to tackle their self declared climate emergency. However, the majority of Parish and Town Councils are yet to publish plans. She will be running a trial project to work with two Parish Councils and their community. This is a trial project and if successful will be rolled out in 2023. There will be different levels of support and resources will be created. <p>Green Day</p> <ul style="list-style-type: none"> - This is an event that we will host on behalf of EDDC in June 2022 involving the community and community groups to discuss the matters which are important to them. It will primarily be a networking event but it will allow her to bring in speakers and workshops to facilitate learning and showcase what support is available, including partner organisations such as Devon Communities Together. We hope to link this in with a week long eco film festival at Sideshore held in conjunction with Plastic Free Exmouth. 				
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2) A greener East Devon (to include any climate change objectives)	Financial / corporate resource	Lead Officers	Start date	End date
<p>Public Health</p> <p>To create opportunities to explain the links between public health and climate: many activities good for an individual's health are also good for the planet, especially active travel and diet-considerations.</p>		HW	Ongoing	Ongoing
<p>Environmental Protection</p> <p>Local air quality monitoring / data collection</p> <p>Local indicators are that due to the impact of lockdowns throughout 2020/21, there has been an improvement in local air quality.</p>		SW		
<p>Private Sector Housing</p> <ul style="list-style-type: none"> • Continue to collaborate with our partners to reduce fuel poverty (Benefits). • Continue to refer DFG applications to Exeter Eco as part of the application process and the Financial Resilience Project. • ECO top up funding to improve properties, e.g. for new gas boilers • Lendology have introduced 'Lendology Lite' loan for small home improvements. • Promote energy efficiency measures and in owner occupied homes. • Enforce energy efficiency Regulations (MEES) in privately rented homes. 				
<p>Private Water Supplies</p> <ul style="list-style-type: none"> • Review; risk assess; sample and enforce on private water supplies so that homes are fit for occupation and have a wholesome and safe water supply. 				

<ul style="list-style-type: none"> • Monitor and audit according to the accreditation criteria for sampling • Complete and return the required data to the DWI in January. • Continue with recovery of the risk assessment programme in accordance with the Schedules set out in the in the Private Water Supplies Regulations. • Continue to review and develop our private water supplies sampling offer to business including food businesses / holiday lets/ and private supplies. 				
3) A resilient economy	Financial / corporate resource	Lead Officers	Start date	End date
Commercial Premises The Commercial Team will process the backlog of inspection work that has built up during the COVID-19 lockdown periods.		AF	Jan 2021	
Private Sector Housing Specifically we will provide regulatory advice in the following circumstances: <ul style="list-style-type: none"> • Landlord liaison in private rented sector/ HMO and caravan sites. • Tenant rights and how to access support from other agencies, including financial resilience • To engage and work with owners of empty homes to bring homes back into use. • Provide immigration assessments • Support businesses to improve private water supplies. Resuming the comprehensive sampling suite (post C19) • Where possible, employ local contractors and businesses for the delivery of the Better Care Fund and Work in Default. 		JH		

We will develop our local Property Agent Rating Scheme and deliver HHSRS training and seminars.		JH		
4) Other relevant considerations	Financial / corporate resource	Lead Officers	Start date	End date
EDDC website		HW	Ongoing	March 2023
<ul style="list-style-type: none"> Review and revise as needed the health and wellbeing information published on our website. 				
<ul style="list-style-type: none"> Produce Climate Change webpages 				