

# A year at East Devon District Council 2021/22

## Better homes and communities

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

## Greener East Devon

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

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

### A Resilient Economy

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

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

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

### Other priorities

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