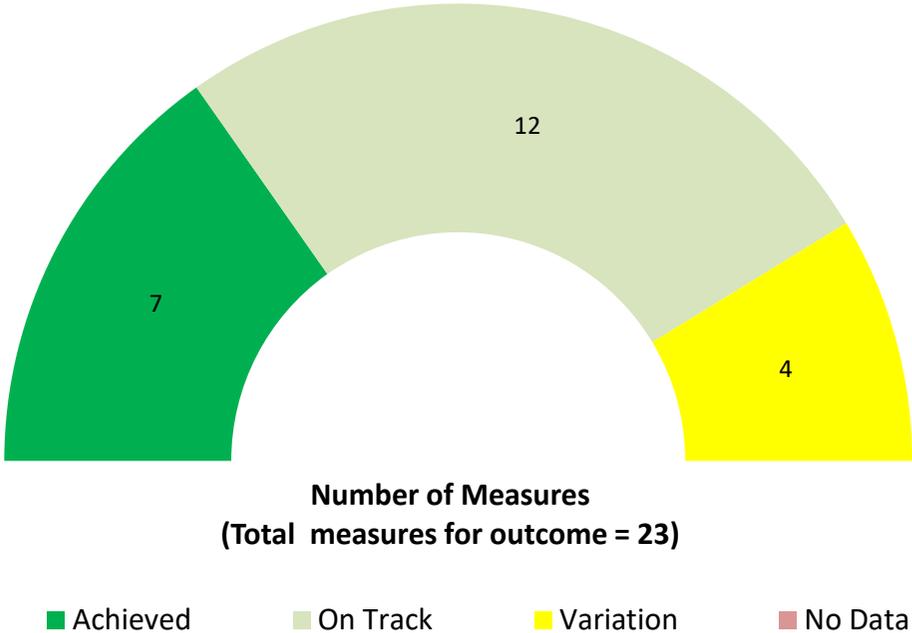


**PRIORITY: Better Homes and Communities**

**Service Plan Objectives - Quarter Four Results 2021/22**

**Progress towards  
outcome**



# Service Plan Objectives - Better Homes and Communities

Annual report for 2021/2022

Arranged by Aims

Filtered by Aim: Priority Better Homes and Communities for All

Filtered by Performance Status: Exclude Objective Status: No Data available

Key to Performance Status:

Key Strategic Objective:	Milestone Missed	Achieved	On track	Variation	Concern	No Data available
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\* indicates that an entity is linked to the Aim by its parent Service

## Service Plan Objectives - Better Homes and Communities

### Priority: Better Homes and Communities for All

#### Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
Variation	pla-PA-2630	<b><u>Adopt the Cranbrook Plan DPD and determine planning applications for the expansion areas in accordance with the DPD.</u></b>	Planning Strategy and Development Management	Consultation on the main modifications to the plan has been completed and the responses received have been forwarded on to the Planning Inspector who is examining the plan for her to consider. We await her response which we hope will be in the form of a decision letter which will enable the plan to move forward to adoption.
On track	pla-PA-2467	<b><u>Continue to engage and support communities in Neighbourhood Planning activities.</u></b>	Planning Strategy and Development Management	Work is ongoing and continues with supporting communities in neighbourhood plan production with new plans being formally Made on a regular basis.
Achieved	LGL-PA-2581	<b><u>Continue to secure affordable housing (and other planning benefit) through planning and property transactions.</u></b>	Governance and Licensing Services	s106 agreements negotiated and completed to secure affordable housing.
Achieved	LGL-PA-2582	<b><u>Continue to support the Development Management function in securing the right development in the right place, and taking effective enforcement action against unauthorised and harmful development.</u></b>	Governance and Licensing Services	Support was provided in-house and with external support.
On track	pla-PA-2634	<b><u>Continue to work with our communities to deliver high quality new and improved play areas, open spaces and sports pitches funded</u></b>	Planning Strategy and Development Management	We continue to work with our communities to deliver play areas using section 106 monies. In the latest period monies have been agreed to be released for various projects across the district including play areas in West

## Service Plan Objectives - Better Homes and Communities

### Priority: Better Homes and Communities for All

#### Key Strategic Objective

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

## Service Plan Objectives - Better Homes and Communities

### Priority: Better Homes and Communities for All

#### Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
				<p>counselling services. The customer has to apply for this through one of the debt advice agencies, so we have been pointing customers towards these too.</p> <p>30 November 2021 to 4 December 2021 we ran short half hour budgeting sessions with individuals at community centre in Sidmouth. This covered;</p> <ul style="list-style-type: none"> <li>• Explaining to tenants preparing a monthly budget is simply telling your money where to go:</li> <li>• To gather together all statements and receipts</li> <li>• And show how to prepare your monthly budget</li> <li>• Download the 'money saving expert' app if they have a smartphone or think of a way to record their spending if they don't</li> <li>• Go through bank statements to check they've accounted for everything and are not paying for something they don't need such as insurance on white goods.</li> </ul> <p>Show how to recognise the signs of debt affecting your mental and physical health. Talking is the first step towards a more positive direction. Talk to us or an agency who can advise going for a Debt Relief Order or Bankruptcy in some cases. We refer on to Step Change Debt Charity, and Home Maker SW</p> <p>Self-referral to TalkWorks (improving physical and mental wellbeing) who can make a referral to CBT or counselling.</p>
On track	pla-PA-2633	<b><u>Enable the delivery of affordable housing, gypsy and traveller pitches, homes for life, self build plots etc to enable our diverse range of housing needs to be met.</u></b>	Planning Strategy and Development Management	Planning policy remains in place to deliver affordable homes and recent work by the planning policy team has set out guidance on First Home delivery. Financial viability considerations remain a key factor that influences the levels of affordable housing that can be delivered through planning agreements/developer contributions.
On track	pla-PA-2632	<b><u>Ensure that all new homes inspected by our building control service are built to appropriate standards ensuring that high quality homes are</u></b>	Planning Strategy and Development Management	The expertise within the service is currently at the appropriate level to meet the upcoming challenges of the new Building Safety Regulator, however we need to fill our vacant Surveyor post at the appropriate level

## Service Plan Objectives - Better Homes and Communities

### Priority: Better Homes and Communities for All

#### Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>provided.</u>		to maintain this position going forward - NOTE - there is a National shortage of suitably qualified and experienced staff which has contributed to our failure to recruit to our current vacant post at the beginning of 2022 - PS
On track	HOU-PA-2711	<u>Identify areas of Housing land that are being used by residents without permission and ensure the appropriate signage is posted at all entrances and exits to prevent future claims of easements over our land.</u>	Housing	Estate Management Officers have identified areas of land that this would relate to on their patch, wording of signage agreed with Legal and order placed for signs.
On track	HOU-PA-2710	<u>Maintain up to date Fire Risk Assessments and publish documents and renewal dates.</u>	Housing	All Fire Risk Assessments are up to date although they have not been published online.
On track	HOU-PA-2706	<u>Meet the increased demand from homeless households and secure suitable temporary and permanent accommodation, supporting households who present with physical and mental health needs, poverty and other issues, to ensure they are able to sustain their tenancies.</u>	Housing	Within the quarter there were: <ul style="list-style-type: none"> <li>• 296 homeless approaches (compared with 242 for the same period in 2020-21)</li> <li>• 56 placements into temporary accommodation (compared with a total of 51 for the same period in 2020-21)</li> </ul>
On track	EH-PA-2645	<u>To review; risk assess; sample and enforce on private water supplies so that homes are fit for occupation and have a wholesome and safe water supply</u>	Env Health & Car Parks	
On track	EH-PA-2649	<u>Pro-actively raise our profile with local landlords by attending local landlord forums and directly engaging with managing agents to encourage standards to be raised which in turn will improve the living conditions of people residing in the private sector. Paused in 2020 due to</u>	Env Health & Car Parks	On- going planned for 2022

## Service Plan Objectives - Better Homes and Communities

### Priority: Better Homes and Communities for All

#### Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>Covid 19 restrictions. Planned in 2021 in partnership with Exeter and Teignbridge and online via EDDC website. Use social media to target messaging for tenants and landlords.</u>		
Variation	HOU-PA-2708	<u>Refresh and clearly define our offer of sheltered accommodation ensuring clarity and a commitment to the levels of support that can be offered.</u>	Housing	Variation- carried over into 2022/2023 Service Plan. Following a systems thinking review in 2019 the remaining actions are to revisit the definition of, and criteria for admission to, sheltered housing accommodation and how these are communicated on Devon Home Choice, and interpreted as part of the allocation process. Initial meetings between team managers has taken place and the remaining tasks will pick up momentum now that we have recruited to the Sheltered Housing Manager post that had been vacant since before the pandemic.
On track	HOU-PA-2705	<u>Refresh the Housing Revenue Account Business Plan, incorporating a review of our approach to delivering affordable housing with the aspiration of building more Council housing, as well as delivering climate change actions and new building safety requirements.</u>	Housing	The Housing Revenue Account Business plan is reviewed annually although cannot yet be informed with the information from the stock condition survey which is critical due to needing to understand what investment is required in our own stock. A new Housing Task and Finish Forum has been set up to drive our own development programme.
Variation	pla-PA-2631	<u>Revise the Axminster Urban Extension masterplan to consider what elements can be delivered in the absence of external funding.</u>	Planning Strategy and Development Management	Initial discussions have taken place with DCC to consider alternative solutions to the highway issues in Axminster other than the construction of a relief road accepting that it is unlikely that this can be delivered. It is hoped that this work will identify alternative projects to help to address the situation and from this an understanding of the capacity of the town to accommodate growth. Further work is being undertaken by DCC including up to date traffic counts to ensure an accurate and up to date evidence base to inform this work. Further meetings between officers will

## Service Plan Objectives - Better Homes and Communities

### Priority: Better Homes and Communities for All

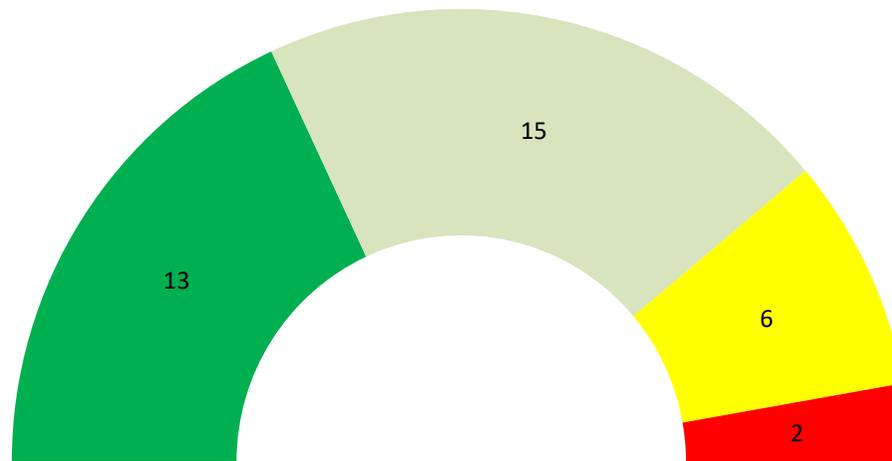
#### Key Strategic Objective

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

**PRIORITY: Greener East Devon**

**Service Plan Objectives - Quarter Four Results 2021/22**

**Progress towards  
outcome**



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

■ Achieved    ■ On Track    ■ Variation    ■ No data    ■ Concern

# Service Plan Objectives - Greener East Devon

Annual report for 2021/2022

Arranged by Aims

Filtered by Aim: Priority Greener East Devon

Filtered by Performance Status: Exclude Objective Status: No Data available

Key to Performance Status:

Key Strategic Objective:	Milestone Missed	Achieved	On track	Variation	Concern	No Data available
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Service Plan Objectives - Greener East Devon				
Priority: Greener East Devon				
Key Strategic Objective				
Objective Status	Code	Objective	Service	Comments
Variation	HOU-PA-2555	<u>Carry out an updated Stock Condition Survey on our Council owned housing stock in order to collate up to date information, including energy performance, and use it to inform a new stock investment programme to decarbonise the Housing assets. Once the Stock Condition Survey has been completed we will use the data to update and inform the 30 year HRA Business Plan that includes detailed Asset Management considerations.</u>	Housing	Variation- Carried over into 2022/2023 Service Plan The Stock Condition Survey Contract has now been tendered and awarded and as of April 2022, we are in mobilisation phase. Mobilisation consists of taking a small selection of properties ( flats, houses and bungalows) to ensure that we pick up all the information and building types that we are going to encounter across the stock. Surveys are due to start on the 1st July.
On track	str-PA-2681	<u>Complete the Beach Amenity Development plan. The plan will detail how we can better manage our beach amenity asset, and how we can improve it for the future, incorporating health &amp; wellbeing opportunities, carbon reduction and will link to the Green Space Plan Beach &amp; Foreshore policies 1-8, and Beach Management Plans (where appropriate).</u>	StreetScene	Draft copy completed but yet to be reviewed
On track	str-PA-2682	<u>Continue work to maintain and build on a recycling rate of 60.5% so it becomes our annual rate, striving to be in the top 10 Local Authorities in England for recycling.</u>	StreetScene	2020/2021 DEFRA validated recycling rate at 60% issued in December 2021. Small drop of 0.5% from previous year due to pandemic effects on the recycling and waste streams.

## Service Plan Objectives - Greener East Devon

### Priority: Greener East Devon

#### Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<b><u>Continue participation initiatives and provide advice and education to help our residents reduce waste: Reduce, Refill, Reuse initiatives and advice on plastic reduction.</u></b>		There is a good chance this will be recovered in 2021/2022 as the recycling and waste streams adjust post-pandemic. 2021/2022 recycling rates are expected to be released by DEFRA in December 2022. Participation, education and behavioural change has had to rely on social media and email channels during the pandemic. As the pandemic relaxes we are returning to more varied channels including public meetings and a contamination trial is underway in Exmouth in early 2022.
On track	Cou-PA-2669	<b><u>Countryside Sites team to maximise grant drawdown for applicable Local Nature Reserves:</u></b> <ul style="list-style-type: none"> <li>• <b><u>Collaborative work with AVDCS at Holyford Woods LNR to manage woods – set up a new natural regen project, continue Dormice monitoring project, improve habitat for Devon Greater Horseshoe Bat project and utilise wood products for charcoal initiative.</u></b></li> <li>• <b><u>Delivery of Higher Level Stewardship targets for Trinity Hill LNR to increase heathland restoration area, help improve Dartford Warbler population numbers, introduce new grazing regime using Devon Reds.</u></b></li> <li>• <b><u>Secure Higher Level Stewardship funds at Knapp Copse LNR to deliver habitat and access improvements.</u></b></li> </ul>	Countryside, Arts and Leisure	Higher Tier grants are now in place for Seaton Wetlands, Trinity Hill and Knapp Copse/White Cross Picnic site.
On track	Cou-PA-2666	<b><u>Countryside volunteer development programme 2021/22:</u></b> <ul style="list-style-type: none"> <li>• <b><u>Creation of a new volunteer group in partnership with natural England at the Undercliffs National Nature Reserve</u></b></li> <li>• <b><u>Creation of a new Wild Honiton volunteer group to help manage green spaces in</u></b></li> </ul>	Countryside, Arts and Leisure	NNR volunteers involved in three work party sessions in 2021/22 completing work on SW Coast Path access. Wild Honiton volunteering will not be a standalone group, but rather be a series of family-friendly volunteering opportunities hosted by the team at times to suit working people. Wardening at the wetlands

## Service Plan Objectives - Greener East Devon

### Priority: Greener East Devon

#### Key Strategic Objective

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

## Service Plan Objectives - Greener East Devon

### Priority: Greener East Devon

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

## Service Plan Objectives - Greener East Devon

### Priority: Greener East Devon

#### Key Strategic Objective

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

## Service Plan Objectives - Greener East Devon

### Priority: Greener East Devon

#### Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
				were a lot about how their lives were going, and then we had a few conversations about climate change and were impressed by how much some of the young people were already engaged with the topic.
On track	EEP-PA-2640	<b><u>Ensure the large scale delivery of zero carbon development in the West End of the District through ;</u></b> <b><u>• Agreeing a pathway for achieving zero carbon development</u></b> <b><u>• Submitting a bid for Heat Network Investment Programme funding</u></b> <b><u>• Engaging with landowners/developers and energy companies to help broker and deliver a solution</u></b>	Growth, Development and Prosperity Service	Bid to Heat Network Investment Programme successful and detailed business case currently begin developed. Further funding secured to help secure an Energy Services Company to serve the Cranbrook expansion areas.
On track	str-PA-2684	<b><u>Exmouth Beach management/recharge</u></b> <b><u>Direct award initial scoping study for Exmouth beach amenity recharge to consultant to allow for a meaningful capital budget to recharge/manage the amenity beach as set out in the Exmouth BMP for the 2020s.</u></b> <b><u>Form a stakeholder group, and agree scope of beach works for Exmouth.</u></b> <b><u>Tender for and carry out future capital works.</u></b> <b><u>Prepare a budget estimate for Exmouth BMP review (which should take place every 5 years).</u></b>	StreetScene	
Variation	str-PA-2685	<b><u>Green materials trials – Linking to Climate Change Action Plan. Funding to actively trial sustainable and low carbon material alternatives in civil engineering projects; to include Cemfree concrete alternative and tarmac overlays with recycled plastic content.</u></b> <b><u>- Develop joint trials with manufacturers, with joint funding where the trial will</u></b>	StreetScene	No one in post to help manage this no less progress then hoped being made however, the ethos is still very much there, with ongoing tenders featuring carbon reduction/green material questions.

## Service Plan Objectives - Greener East Devon

### Priority: Greener East Devon

#### Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<p><u>have commercial benefit.</u>  <u>- Report to BSCSAP on reduced costs achieved through joint trials, carbon reduction and suitability of materials for future use.</u>  <u>- Delayed due to Covid-19</u></p>		
Concern	EH-PA-2643	<p><u>To work across the Council to identify opportunities to reduce the impact of our activities including reductions in both commuting and business miles travelled by the implementation of our green travel plan.</u></p>	Env Health & Car Parks	Discussions are ongoing around the introduction of a zero emission vehicle trial as an alternative to use of ICE vehicles for Council business journeys. Planned implementation April or May 2022.
Achieved	str-PA-2679	<p><u>Health &amp; Wellbeing events, Fitness Licences &amp; social prescribing</u>  <u>Ensure all major parks/public realm areas have an event or engagement activity during the year which offers opportunities for health &amp; wellbeing.</u>  <u>5 ways to wellbeing – Connect, Give, Take notice, Keep learning &amp; be active. Support our Public Health Officer in setting up or compiling a network of friends of groups in our parks and open spaces within towns.</u>  <u>Publicise the list so GPs and others can use it to prescribe social activity in outside spaces with volunteers.</u>  <u>Fitness licence. Set out a fitness licence procedure and agree this through a Portfolio Holder report. Allowing the proper administration of those operating fitness classes on our land, with a reduced fee to help support this kind of use, but control locations.</u></p>	StreetScene	<p>On track                      Our major parks/public realm areas held an event which offered opportunities for health and wellbeing. Examples include:                      -Exmouth - Open Water Triathlon                      -Budleigh - Climb South West Sir Walter Raleigh half Marathon                       -Honiton Gruffalo trail                      -Sidmouth – Outdoor Theatre and Music performances                      We issued fitness licence for a variety of activities including Nordic Walking, Open Water Swimming, Personal Training and Yoga, covering multiple place in the district, but mainly Exmouth.</p>
On track	HOU-PA-2703	<p><u>Implement the actions contained in the Climate Change Action Plan relating to housing, specifically a phased replacement of heating systems reliant of burning fossil fuels and</u></p>	Housing	Awarded £614,000 through the Social Housing decarbonisation Fund in order to target lowest EPC properties. This work is underway. We are also revisiting previous properties that we have installed Air Source Heat Pumps

## Service Plan Objectives - Greener East Devon

### Priority: Greener East Devon

#### Key Strategic Objective

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

## Service Plan Objectives - Greener East Devon

### Priority: Greener East Devon

#### Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
				a series of updates throughout 2021/2022. We anticipate further information to be released by DEFRA at the end of May 2022
Achieved	Cou-PA-2670	<b><u>Provide guidance and technical support to the Routes for Roots project.</u></b>	Countryside, Arts and Leisure	This project is managed by Simon Bates, GI Manager and requires his input to update this KSO.
Variation	str-PA-2677	<b><u>Renewable technology for Council vehicle fleet:</u></b> <b><u>- Investigate options for changing from ICE vehicles to renewables on larger fleet such as mechanical sweepers, 3.5 tonne and recycling &amp; waste fleet.</u></b> <b><u>- Continue to move small vans to electric as leases expire. 10 more in 2021, to add to the 15 on fleet already.</u></b> <b><u>- 25% of fleet to be electric by summer 2021.</u></b> <b><u>- Trial at least 1 electric 3.5 tonne tipper vehicle to test range limitations and carrying capacity, with further 3.5tonne vehicles switched to electric in 2023/24</u></b> <b><u>- Complete installation of stage 1 charging infrastructure at Camperdown &amp; Manstone Depots.</u></b> <b><u>- Plan charging infrastructure requirements for operations across the district, including future stage 2 expansion for 3.5 tonne fleet.</u></b> <b><u>- Longer term planning/technology appraisal for Recycling &amp; Refuse fleet renewal in 2026, to include investigations of depot infrastructure requirements.</u></b>	StreetScene	<p>The audit report on fleet was reported to A&amp;G and work has started on the job description for changing our existing Budget and Equipment Monitoring Officer Post to one focussed more on fleet management and delivery. Immediate actions from the audit have been completed (better control and record keeping for driver induction and an improvement of the wording in the van declaration letter).</p> <p>The recent agreement for additional resources in StreetScene includes a fleet administration post which is allowing us to make capacity in the BEMO role for further fleet work. Once these HR processes have been completed, we will be able to work more on the corporate improvement of fleet management, including a focus on EV and decarbonisation.</p> <p>In the meantime an officer working group has been established to guide and coordinate the work we are able to undertake that relates to this objective. This will remain a service plan objective and priority tied to the Climate CHange Action Plan.</p>
Achieved	str-PA-2678	<b><u>Review of chemical usage</u></b> <b><u>- Investigate and trial more sustainable alternatives to herbicides for weed control.</u></b> <b><u>- Reduce the use of glyphosate and other chemicals by undertaking an audit of use and analysis of</u></b>	StreetScene	Completed Report has been completed and presented to Cabinet. New measures come into force on the 1st of September 2022.

## Service Plan Objectives - Greener East Devon

### Priority: Greener East Devon

#### Key Strategic Objective

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

## Service Plan Objectives - Greener East Devon

### Priority: Greener East Devon

#### Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<b><u>delivery of a rural touring programme for Villages in Action programme</u></b> <b><u>• Agree and oversee a programme of funded support for east devon's museums through the SW Museums partnership;</u></b>		document as it begins to pull together the initial results of consultations and workshops with local communities, creative arts organisations and key partners.
Achieved	Cou-PA-2665	<b><u>The whole Service to contribute to the East Devon's Public Health Plan and improved health and wellbeing through:</u></b> <b><u>• Established projects delivering health benefits such as Wild Honiton &amp; Wild Exmouth projects, THG outreach programme (funded by Arts Council) and Sport England's Connecting Actively to Nature</u></b> <b><u>• Deliver our corporate health and safety training to all staff and ensure we keep our staff safe at work promoting a safety first culture.</u></b>	Countryside, Arts and Leisure	The work programmes and projects of the Countryside, Arts and Leisure teams has been captured in the annual Public Health Plan review 2021/22 detailing all the activities undertaken in the year despite the multiple challenges of COVID and lockdowns. Despite this all the teams have delivered an impressive level of activity from re-engaging volunteers to help with the multiple benefits of physical and mental wellbeing, leading health walks, conducting workshops for a wide range of local groups covering dementia, self isolation and learning difficulties.
Achieved	Cou-PA-2673	<b><u>THG continues to digitize activity, develop audiences and increasing revenue:</u></b> <b><u>• Donation online</u></b> <b><u>• Online workshops and 'SHORTS' series</u></b> <b><u>• Mini docs – high profile speakers</u></b> <b><u>• Shop online – develop business plan, increase lines and embed processes.</u></b>	Countryside, Arts and Leisure	The winter Art History talks series Jan – March were sold out. Income £600 THG has been awarded £2000 from the Paul Mellon fund to deliver the Ingrid Pollard programme THG has been awarded £2000 from the University of Exeter to deliver Ingrid Pollard programme It is now possible to make donations online. The Devon Artist Network exhibition will supplement sales from the shop and stimulate growth
Achieved	Cou-PA-2671	<b><u>THG delivers Creative Communities 2021 - through exhibitions, public programme and events we invite communities to join us to explore complex issues such as equality and environmental justice, whilst celebrating the importance of individual creative expression and the joy it can bring.</u></b>	Countryside, Arts and Leisure	Our programme has changed due to the pandemic. Our 2022 programme Towards a New Model of rural cultural production will extend our impact across East Devon, rooting creativity in community & place and establishing a sub-regional strategic role for culture: The programme Creative Communities 2022 opened with

## Service Plan Objectives - Greener East Devon

### Priority: Greener East Devon

#### Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<ul style="list-style-type: none"> <li>• <u>Jan 16 - March 6: Mikhail Karikis' Children of Unquiet</u></li> <li>• <u>20 March – 8 May: In Plain Sight London Group and Thelma Hulbert</u></li> <li>• <u>22 May – 14 August: Ingrid Pollard</u></li> <li>• <u>21 August – 23 October: Mike Perry Land/Sea</u></li> <li>• <u>November – December: Present Maker Delivered in partnership with: Arts Council, Arts Council Collection, University of Exeter and Ffotogallery</u></li> </ul>		<p>Mikhail Karikis opens at THG and Ocean, Exmouth, on 15th January – 5th March (This include micro exhibition Tom Bailey: Theatre Maker)</p> <p>500 visitors viewed Seawomen at Ocean</p> <p>1007 visitors viewed Children of Unquiet THG</p> <p>An additional 261 children and adults attended either a workshop or talk during this period. This included an event with the University of Exeter. This exhibition was followed by Nick Goss, Mud Angels opening 19/03/22 which has received 449 visitors in the last month</p> <p>50 artists have been selected for the Devon Artist Network, FRESH exhibition 29/05/22 – 23/07/22</p> <p>Our Ingrid Pollard in Devon exhibition 06/08/22 – 29/10/22 is confirmed</p> <p>Ingrid has recently been selected for the Turner Prize. The Turner Prize exhibition at Tate Liverpool will run concurrently to our exhibition. We have arranged diversity training working with the Inclusion agency to support staff deliver the exhibition and engagement plan.</p>
Variation	pla-PA-2629	<u>To continue to enforce against unauthorised and harmful developments quickly and effectively.</u>	Planning Strategy and Development Management	We continue to enforce the legislation as best we can but we are continuing to see high levels of demand for the service and a number of complex cases where there are no easy or quick solutions.
On track	pla-PA-2627	<u>To deliver all necessary habitats and flood mitigation measures to mitigate the impacts of developments.</u>	Planning Strategy and Development Management	Through the joint habitat regulations executive committee we continue to work with partners to deliver the required mitigation on the Exe Estuary and Pebblebed Heaths and plan for the delivery of SANGS alongside Cranbrook through the Cranbrook Plan DPD. Work is also underway in commissioning

## Service Plan Objectives - Greener East Devon

### Priority: Greener East Devon

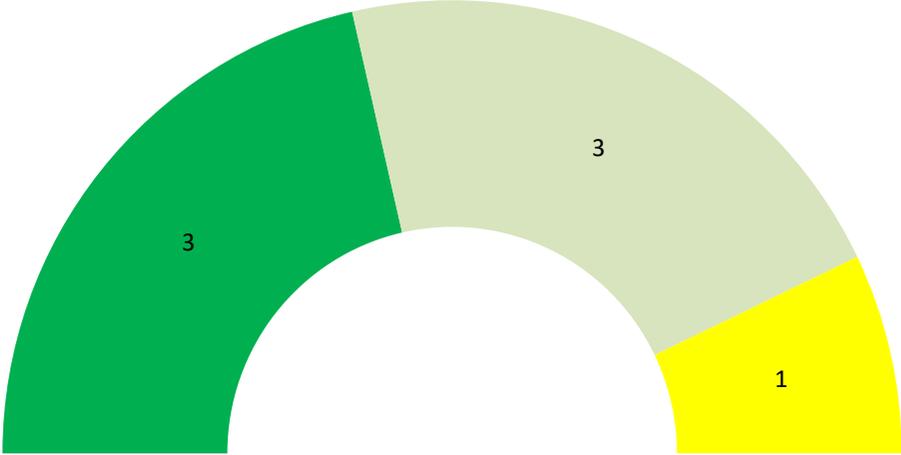
#### Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
				consultants to review the strategy as part of work on the new Local Plan. Development proposals continue to be required to deliver the necessary mitigation to address any flooding issues.
Achieved	pla-PA-2628	<b><u>To provide a responsive and pro-active dangerous structures service to ensure that action is taken against any dangerous structures in a timely manner.</u></b>	Planning Strategy and Development Management	There are no outstanding requests for action that are not being investigated, or that have not been actioned and closed. We are currently developing a more responsive monitoring tool within Uinform - PS
Achieved	Cou-PA-2442	<b><u>Wild Exmouth Heritage Lottery Fund year 3</u></b> <ul style="list-style-type: none"> <li>• <b><u>Design and deliver Green Space map for each household in the town. Install 4 interpretation boards of this map in key green spaces.</u></b></li> <li>• <b><u>Grow the 'My patch for Nature' campaign to increase pledged wild space to 2000 sq. metres across Exmouth.</u></b></li> <li>• <b><u>Deliver 8 new events and engage 1000 people.</u></b></li> <li>• <b><u>Sow and cultivate 2 new wildflower areas</u></b></li> <li>• <b><u>Establish pocket tree planting and identify additional areas for Community Tree Planting in Urban environment.</u></b></li> <li>• <b><u>Complete second phase of Artist in Residence's Tree and Orchard Trail, developing 2 more Orchard Locations and provide grafting and pruning workshop for volunteers.</u></b></li> </ul>	Countryside, Arts and Leisure	Completed. Final report submitted and HLF grant fund drawn down. Ranger team continue to deliver Wild Exmouth-liked work within the town however resources are scaled back since project conclusion.

**PRIORITY: Resilient Economy**

**Service Plan Objectives - Quarter Four Results 2021/22**

**Progress towards  
outcome**



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

- Achieved
- On Track
- Variation
- No Data
- Blank

# Service Plan Objectives - A resilient economy

Annual report for 2021/2022

Arranged by Aims

Filtered by Aim: Priority A Resilient Economy

Filtered by Performance Status: Exclude Objective Status: No Data available

Key to Performance Status:

Key Strategic Objective:	Milestone Missed	Achieved	On track	Variation	Concern	No Data available
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\* indicates that an entity is linked to the Aim by its parent Service

Service Plan Objectives - A resilient economy				
Priority: A Resilient Economy				
Key Strategic Objective				
Objective Status	Code	Objective	Service	Comments
Achieved	LGL-PA-2585	<u>Advise on legal strategy / implementation of major projects (including regeneration) and related processes (internal with external resource where required).</u>	Governance and Licensing Services	Advice / support was given when required.
Achieved	LGL-PA-2584	<u>Deliver licences and consents in accordance with the revised Licensing and Gambling Policies and enforce where necessary.</u>	Governance and Licensing Services	The licensing team operates efficiently within the terms of both policies without application backlogs or time delays in issuing.
On track	HOU-PA-2712	<u>Deliver the priorities from the emerging poverty strategy and action plan.</u>	Housing	Ongoing and also featured in 2022/2023 Service Plan.
Variation	LGL-PA-2694	<u>Ensure review of street trading regime charging arrangements.</u>	Governance and Licensing Services	This task has rolled over to be incorporated in the forthcoming (5 yearly) review of the policy. The policy review and implementation of charging application fees will be managed at the same time under one consultation in year 2022/23
On track	EEP-PA-2642	<u>Lead the delivery of the Enterprise Zone programme to accelerate the delivery of new commercial space;</u> <ul style="list-style-type: none"> <li>• <u>Bring forward investment proposals</u></li> <li>• <u>Manage the investment programme ensuring that key outputs are realised</u></li> <li>• <u>Support quarterly meetings of the</u></li> </ul>	Growth, Development and Prosperity Service	In the last 12 months the Enterprise Zone programme has focused on: - Supporting the delivery of Long Lane improvement scheme – which once complete will unlock the Powerpark site - Supporting the acquisition of land within Cranbrook town centre - Supporting the delivery of new employment space at Science Park These proposals have been developed, endorsed by the

## Service Plan Objectives - A resilient economy

### Priority: A Resilient Economy

#### Key Strategic Objective

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

## Service Plan Objectives - A resilient economy

### Priority: A Resilient Economy

#### Key Strategic Objective

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

## Service Plan Objectives - A resilient economy

### Priority: A Resilient Economy

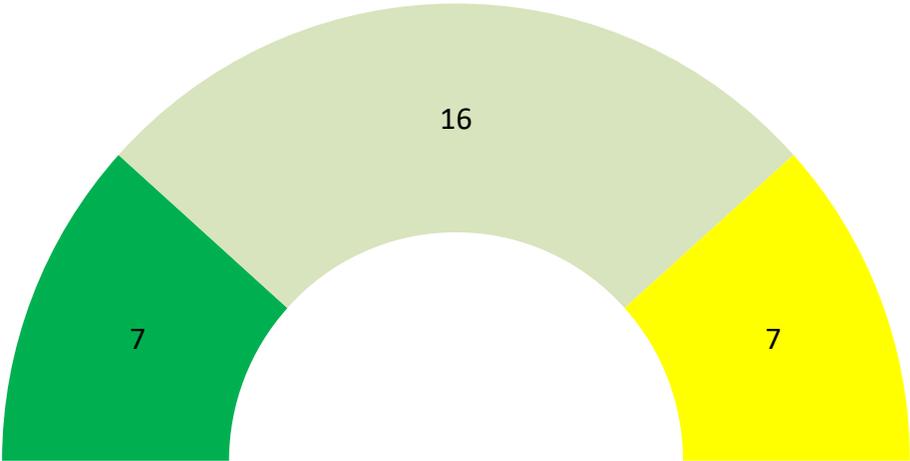
#### Key Strategic Objective

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

**Services Matter**

**Service Plan Objectives - Quarter Four Results 2021/22**

**Progress towards  
outcome**



**Number of Measures  
(Total measures for outcome = 30)**

- Achieved
- On track
- Variation
- No Data
- Concern
- Blank



## Service Plan Objectives - Services that matter

Annual report for 2021/2022

Arranged by Aims

Filtered by Aim: Priority Services that matter

Filtered by Performance Status: Exclude Objective Status: No Data available

Key to Performance Status:

Key Strategic Objective:	Milestone Missed	Achieved	On track	Variation	Concern	No Data available
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\* indicates that an entity is linked to the Aim by its parent Service

Service Plan Objectives - Services that matter				
Priority: Services that matter				
Key Strategic Objective				
Objective Status	Code	Objective	Service	Comments
Achieved	EH-PA-2657	<u>Annual Public Health Implementation Plan – work with Service Leads to identify public health priorities looking forward to 21/22.</u>	Env Health & Car Parks	Plan for 21/22 was completed, presented to Cabinet and published.
Achieved	EH-PA-2658	<u>Annual review of public health activities – looking back over highlights from 19/20 and 20/21.</u>	Env Health & Car Parks	Both reviews completed and published. Review for pandemic year 20/21 presented to Cabinet 02.03.22.
On track	EH-PA-2655	<u>Apprenticeship Scheme Following difficulties experienced this year in recruiting suitably qualified and experienced Environmental Health Officers and managers, we will explore the option of investing in a new apprentice Environmental Health Officer post.</u>	Env Health & Car Parks	This is being considered by EDDC and other Devon Districts. There is an intention to recruit an EDDC apprentice in time for a September enrolment at Weston College alongside other District Council apprentices and a shared Devon-wide training programme will be developed via the Devon Chief EHO's group.
Achieved	EH-PA-2662	<u>Subject to the outcome of the car parks Task and Finish Forum we propose to increase our car parking fees and charges during 2021. The majority of our charges have not been increased since 2010 and some have been reduced significantly and over that period we have not passed on the increase in VAT (from 15% to 17.5% to</u>	Env Health & Car Parks	Completed – Cabinet decision.

## Service Plan Objectives - Services that matter

### Priority: Services that matter

#### Key Strategic Objective

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

## Service Plan Objectives - Services that matter

### Priority: Services that matter

#### Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>health and safety essentials and that everyone knows what to do when: driving for work; engaged in manual handling; dealing with aggression; participating in a fire evacuation; awareness of electrical safety issues in the workplace etc.</u> <u>• We will ensure that all staff including seasonal and temporary workers have a safe place to work in the office, at home and on-site.</u>		
On track	EH-PA-2656	<u>Continue involvement with DCC &amp; Shielding Devon team in corona recovery response and preparedness for any future waves of infection.</u>	Env Health & Car Parks	The public health officer has continued to contribute to / feed back from [now monthly] County/District meetings aiming to ensure residents have the support they need to self-isolate. She liaises with EDDC officers as needed. She provides weekly stats to SMT and collates monthly returns for DCC.
Achieved	LGL-PA-2695	<u>Deliver taxi licences in accordance with the Taxi Policy and enforce where necessary.</u>	Governance and Licensing Services	Taxi & Private Hire Licences are being granted / enforced in accordance with Policy. The licensing team operates effectively without application backlogs or time delays in issuing.
Variation	LGL-PA-2700	<u>Develop an intranet hub to provide easy access to training information on legal issues for other services</u>	Governance and Licensing Services	Not completed in year but work will continue.
Variation	LGL-PA-2701	<u>Develop and deliver training on governance issues for managers and new starters to ensure compliance with the Council's Constitution</u>	Governance and Licensing Services	Not completed in year but work will continue.
On track	HOU-PA-2716	<u>Embrace the changes anticipated in the Building Safety Act, including the appointment of building safety managers.</u>	Housing	This is a developing piece of work and as preparation for the Act, a self-assessment exercise is underway to determine the impact and necessary changes required.

## Service Plan Objectives - Services that matter

### Priority: Services that matter

#### Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
On track	fin-PA-2689	<b><u>Ensure appropriate framework and advice is given to Council to ensure the Financial Plan is implemented and Balanced budgets are set going forward (2021/22 onwards)</u></b>	Finance	Balanced Budget proposal currently being considered through committee process
Variation	LGL-PA-2698	<b><u>Ensure implementation of any decision by Council to change its Governance arrangements following the outcomes of the Governance Review Working Party</u></b>	Governance and Licensing Services	This remains on hold pending further work / decisions by the Council.
On track	EH-PA-2660	<b><u>Health messaging</u></b> <ul style="list-style-type: none"> <li>• <b><u>Continue to scope ways of increasing access to and understanding of reliable health information across East Devon. Worked with colleagues and existing partners and continue to establish new contacts.</u></b></li> <li>• <b><u>To use social media e.g. by tweeting at least one health-related message each week.</u></b></li> <li>• <b><u>To maintain our public health internet presence, identifying and creating appropriate material and managing links to explain topical issues.</u></b></li> <li>• <b><u>To explore opportunities for increased use of pictures rather than words.</u></b></li> <li>• <b><u>To work with Comms and other teams e.g. Housing and/or Licensing to share and distribute relevant messages in a range of formats both print and digital, at least three in the year.</u></b></li> </ul>	Env Health & Car Parks	The public health officer has championed topics that address combined issues of health/wellbeing, poverty issues and climate emergency. 28 tweets raising awareness of health & wellbeing opportunities 18 health & wellbeing ideas researched and written for Comms to use in weekly staff / residents / businesses newsletters; two items researched and submitted to Housing Matters for our tenants.
On track	HOU-PA-2715	<b><u>Improve our approach to safeguarding by implementing the protocol developed for Registered Providers.</u></b>	Housing	Safeguarding Policies kept under review.
On	fin-PA-2688	<b><u>Review and develop</u></b>	Finance	Implementation of SharePoint

## Service Plan Objectives - Services that matter

### Priority: Services that matter

#### Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
track		<u>improved intranet procurement advice and tools to services across the Council</u>		in progress to provide direct link to officers thereby passing the need to keep EDDC Intranet up to date
On track	fin-PA-2691	<u>Review and improve process of financial monitoring; to provide improved and timelier dashboard reports to the Finance Portfolio Holder and then Cabinet.</u>	Finance	Financial monitoring reporting continues to be developed with the use of in house designed database and reporting process. Early considerations are being made on the financial monitoring and reporting to be implemented as part of the new financial information system.
On track	HOU-PA-2713	<u>Review multi-agency and key stakeholder relationships to ensure understanding of processes and information sharing is effective and GDPR compliant.</u>	Housing	Many arrangements exist across the service with close joint working arrangements, these are reviewed on an individual basis. All formal arrangements are passed to GDPR team to ensure compliance.
Achieved	LGL-PA-2699	<u>Review of approach to Council meetings (virtual / hybrid / normal - including issues such as electronic voting, speaker queuing, webcasting)</u>	Governance and Licensing Services	Preliminary reviews undertaken including continuation of virtual meeting arrangements. Further work will continue in 2022/23.
On track	HOU-PA-2714	<u>Review the Service against the Social Housing Regulators Standards and ensure that we are fully compliant.</u>	Housing	A series of self-assessments were taken to the Housing Review Board however as the Legislation has now changed, a full assessment is underway of the Social Housing White Paper in order to determine work that needs to be undertaken to ensure compliance.
Variation	LGL-PA-2587	<u>Revising the Cemetery Regulations to ensure an updated and fit for purpose regime for burials</u>	Governance and Licensing Services	Over the previous year staff have had need to deliver the Licensing Act and Gambling Act policies in the same year. The review of Cemetery Regulations will carry over in to year 2022/23 objectives to allow a full public consultation together with a review of cemetery fees.
On track	pla-PA-2638	<u>To develop a draft new Local Plan in accordance with the agreed timetable in the Local Development Scheme and to include policies and proposed site</u>	Planning Strategy and Development Management	Discussions around the working draft of the new local plan through Strategic Planning Committee during January and February alongside presentations from developers

## Service Plan Objectives - Services that matter

### Priority: Services that matter

#### Key Strategic Objective

Objective Status	Code	Objective	Service	Comments
		<u>allocations to meet Members aspirations and the development needs of the district</u>		and site promoters during this period have enabled Members to provide useful feedback to officers which is now shaping production of a draft local plan. Members have agreed that this should now be consulted on in the early autumn and work is well underway to produce the draft plan and undertake further site assessment work.
Achieved	pla-PA-2636	<u>To introduce paperless working to planning enforcement through greater use of the document management system, enterprise and mobile devices.</u>	Planning Strategy and Development Management	This has been completed. All planning files and processes are electronic.
Variation	pla-PA-2637	<u>To progress the playing pitch strategy in partnership with sports governing bodies and local clubs to support future funding bids for pitch provision and enhancements</u>	Planning Strategy and Development Management	Due to the Covid pandemic, and specifically sport governing bodies turning the focus of higher attention to club survival rather than forward planning, work on production of the Playing Pitch Strategy stalled. However, work has now recommenced with pitch assessment work underway a strategy to be completed in 2022.
On track	fin-PA-2692	<u>Undertake the statutory requirement of producing the 2020/21 Statement of Accounts, incorporating new accounting standards and their external audit to achieve an unqualified opinion.</u>	Finance	2020/21 Statement of Accounts adopted by Audit & Governance Committee 16 March 2022. The Grant Thornton external audit is substantially complete and we await the final conclusion where they anticipate issuing an unqualified opinion.
Achieved	CDS-PA-2721	<u>Update the corporate Equalities policy</u>	Communications, Digital Services and Engagement Team	Policy updated and agreed by Council June 2021
Variation	EH-PA-2652	<u>We will continue to work with the Devon Emergency Planning Partnership to maintain, review and exercise our emergency plan and to ensure that we have plans in place to maintain and recover our services in the event of a major incident or disaster.</u>	Env Health & Car Parks	although this work has previously been covered by our Community Safety and Anti-social Behaviour Coordinator, we now have authority to recruit a dedicated Emergency Planning and Business Continuity Officer and a recruitment campaign will begin as soon as this new job role

## Service Plan Objectives - Services that matter

### Priority: Services that matter

#### Key Strategic Objective

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

