



<ul style="list-style-type: none"> <li>Develop a further pilot (third stage) in discussion with Active Devon: Wild swimming or Outdoor Club for another town location.</li> </ul>				
<b>3.</b> Wild Exmouth Heritage Lottery Fund year 1 to deliver: <ul style="list-style-type: none"> <li>Deliver 1<sup>st</sup> year project plan, recruit staff, develop new volunteer group, programme in events, and begin 'pledge for nature' campaign and green space mapping.</li> </ul>	HLF & Countryside budget	Countryside Team Leaders (People)	April 2019	Ongoing
<b>4.</b> Develop new income streams to meet Transformation Strategy objective: <ul style="list-style-type: none"> <li>deliver chainsaw training to outside bodies as LANTRA qualified trainer;</li> <li>Charcoal production to deliver £4000 income.</li> <li>Donations target from Seaton Wetlands to deliver £3000 income</li> </ul>	Countryside budget	Countryside Team Leaders	April 2019	Ongoing
<b>5.</b> Deliver the Sheep's Marsh inter tidal habitat scheme: <ul style="list-style-type: none"> <li>Secures and utilises EA capital funds</li> <li>Creates 62,200 m2 of salt marsh habitat</li> <li>Creates additional 150m metres of public access</li> <li>Delivers new improved habitat for wildlife, increasing visitor interest in the south of the site</li> </ul>	Environment Agency capital funds	Countryside Team Leader (Sites)	March 2019	December 2019
<b>6.</b> High profile exhibitions planned for 2019/20 to deliver budget targets : <ul style="list-style-type: none"> <li>Yes On Paper 23 Feb – 27 April 2019</li> <li>Artist rooms 2019 Tate Touring Exhibition – in discussion</li> <li>John Hind exhibition 14 sept – 26 October</li> </ul>	THG budget	THG Team	April 2019	Ongoing
<b>7.</b> The delivery of the THG's outreach learning programme with funding from ACE will deliver: <ul style="list-style-type: none"> <li>Application to the Arts Council end of Nov 2018 applying for £49,900 for a 21 month project to deliver:</li> </ul>	THG budget & external funds	THG Team	April 2019	April 2020

<ul style="list-style-type: none"> <li>• Learning Programme with schools and community</li> <li>• A community consultation to create cross-sector social engagement</li> <li>• Part-fund exhibition programme Inc. guest curator</li> <li>• Develop visual impairment accessibility</li> <li>• Combine art, environment and social prescribing</li> </ul>				
<p><b>8.</b> Delivery of phase 1 of the Honiton Cultural project:</p> <ul style="list-style-type: none"> <li>• Programme of events and activities that showcase EDDC's cultural teams and their offer along with other key local cultural providers;</li> <li>• Carry out community consultation at events to understand what residents would like more of, get involved with and improve with their green spaces;</li> <li>• Launch night anchored on THGs Museums at Night garden party but celebrating Honiton's cultural assets.</li> </ul>	EDDC funds	Countryside, East Devon AONB, Housing, Streetscene & THG teams	May 2019	June 2019
<p><b>9.</b> Manor Pavilion theatre to improve its customer experience by:</p> <ul style="list-style-type: none"> <li>• Installation of on line ticketing facility</li> <li>• Bid for Sanditon development s106 funds to improve its seating</li> <li>• Secure Summer Season production and achieve target of £300,000 ticket sales (up 3% on 2018)</li> </ul>	EDDC funds & s106 funds	Service Lead & Theatre Manager	April 2019	March 2020
<p><b>10.</b> Support and facilitate Sport England Local Delivery Pilot programme towards Cranbrook achieving its aims :</p> <ul style="list-style-type: none"> <li>• Work with Move More Cranbrook community group to develop programme of project bids to help support local community sports groups &amp; facilities;</li> <li>• Work with Cranbrook TC to utilise town's green spaces for park runs, active family events, community run events;</li> </ul>	Sport England funds	Service Lead	April 2019	March 2021

<ul style="list-style-type: none"> <li>Working with Led, Cranbrook GPs &amp; RD&amp;E help set a social prescribing initiative with a Health Coach helping to tackle preventable health issues e.g. obesity, diabetes etc.</li> </ul>				
<p><b>11.</b> Continue implementation of EDDC's Green Space Plan working with Streetscene, Housing &amp; Planning:</p> <ul style="list-style-type: none"> <li>Complete green space site assessment &amp; CABE evaluation checklist to deliver hierarchy of sites;</li> <li>Present hierarchy list to AMF for recommendations on future funding, disposal or alternative use;</li> <li>Start work on establishing the ecosystems value of our green spaces to understand their economic value to east devon</li> <li>Develop Nature Recovery Network approach to targeted green spaces and communities</li> </ul>	EDDC budget	Countryside, Streetscene, Housing, Development Management	April 2019	Ongoing

### Environmental Health & Car Parks Service

<b>Key Service Objectives (please include consultation or procurement activity required)</b> <i>Please highlight any projects so that they may be recorded and monitored in SPAR. See <a href="#">project guidance document</a> for the definition of a project.</i>	<b>Financial/ corporate resource</b>	<b>Lead Officers</b>	<b>Start date</b>	<b>End date</b>
<b>1) Encouraging our communities to be outstanding</b>				
We will help more people to be healthy and stay healthy. To do this, we will adopt appropriate activities to share health messages. This work will include:	Existing budgets / external funding	HW	April 19	March 20

<ul style="list-style-type: none"> <li>• Embracing technology and tweeting at least one health-related message each week.</li> <li>• Maintaining our public health web site, identifying and creating timely and appropriate material and managing links to put the spotlight on and explain topical issues with at least quarterly reviews.</li> </ul>				
<p>We will identify, research and evaluate national and/or regional public health initiatives and programmes suitable for our population.</p> <p>We will work with partners and support a minimum of three campaigns this year. The topics have not as yet been finalised but will be timely and relevant. At this stage it seems likely that they would include one or more of the following:</p> <ul style="list-style-type: none"> <li>• Sugar Smart</li> <li>• Smokefree Devon Alliance</li> <li>• Devon Healthy Weight Declaration.</li> </ul>	Existing budgets / external funding	HW	April 19	March 20
<p>We will enhance self-care and support community resilience by supporting East Devon’s communities and residents in making it a healthier place. To do this we will provide support to the WEB [Woodbury, Exmouth, Budleigh] Community Health &amp; Wellbeing Board. This will include attending and contributing to Board meetings and providing regular briefings on relevant issues for EDDC Members who sit on that Board.</p>	Existing budgets	HW	April 19	March 20
<b>2) Developing an outstanding local economy</b>				
<p>We will support East Devon’s communities in making it a healthier place, by continuing to develop our relationship with businesses by offering them a range of training events designed to support and encourage regulatory compliance. We will offer a minimum of four training events to include:</p>	Income potential	ALF JH	April 2019	March 2020

improving your food hygiene rating score; allergens awareness, pest control awareness, basic food hygiene and some basic workplace health and safety modules. This will not only make businesses more resilient but also assists in protecting the health of our communities and the wellbeing of the workforce of that business.				
We will offer attendance at a training event to broadly compliant food business operators as an alternative intervention during 2019 instead of carrying out a full routine inspection where officers are of the opinion that a full inspection is unnecessary and that their time would be better utilised in providing training and sharing good practice guidelines with larger groups of food business operators.	Income potential, re-focus enforcement resource on less compliant business operators	ALF JH	April 2019	March 2020
We will run a campaign to actively encourage targeted food business operators to engage with us to consider the value of forming primary authority relationships with East Devon District Council. The Council would formally become their principal source of paid for regulatory compliance and good practice advice.	Income potential	ALF	April 2019	March 2020
We will offer an extension of the Exmouth overnight campervan and motorhome pilot to include Beer Cliff Top car park in 2019/20	Income potential	AE	April 2019	March 2020
<b>4) Continuously improving to be an outstanding Council</b>				
We will encourage officers, Councillors and partners to help determine what is important to people who work with our Environmental Health teams. We will use customer feedback as our principal measure to understand more about the outcomes of our interventions. We will also actively encourage feedback from other stakeholders including food business operators, licensees and	Information to input into further systems thinking reviews leading	CH	April 2019	March 2020

developers whose businesses we regulate to better understand what matters to them. We will aim to obtain feedback from 10% of service users this year.	ultimately to efficiency savings			
We will carry out a public consultation exercise on our car parking fees and charges. Most of those charges have not been increased since 2010 and we will test public response to proposals to increase the charges in some of our car parks where we know spaces are now hard to find because demand exceeds supply there. Some of our car parks have a charging tariff only between 08:00 and 18:00 daily whilst others charge 24 hours per day. We will also explore the feasibility of introducing more regular evening enforcement patrols of car parks and propose the introduction of 24 hour charging in ALL car parks to ensure fairness and to cover the cost of additional patrols.	Income potential	JC	April 2019	March 2020
We will develop our car parks portfolio during 2019/20 by:  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 Working with Lymptone Parish Council to identify additional car parking capacity within the village	Income potential	AE/JC	July 2019	March 2020
We will consult widely on how our customers would like us to manage the following car parks from 2020:  <ul style="list-style-type: none"> <li>• The Green (Victory Hall) car park in Broadclyst</li> <li>• School Lane car park in Newton Poppleford</li> <li>• Manor Farm Estate Yard car park in Sidbury</li> <li>• Temple Street car park in Sidmouth</li> <li>• Jarvis Close car park in Exmouth</li> <li>• Upper Station car park in Budleigh Salterton</li> </ul>	Existing budgets	AE/JC	July 2019	March 2020

<ul style="list-style-type: none"> <li>• Brook Road car park in Budleigh Salterton</li> <li>• Church Street car park in Sidford</li> <li>• Coach Park in Seaton</li> <li>• Town Hall in Seaton</li> <li>• Cliff Top, Beer</li> </ul>				
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 is currently managed and make any appropriate recommendations to Members for a new management regime going forward.	Income potential	AE/JC	April 2019	March 2020
To ensure the good health of our residents we will review our policy of taking, analysing and reporting on food samples for food businesses. Whilst we will retain the freedom to take samples in connection with our statutory enforcement function, we believe that there will also be opportunities to provide fee-earning professional services to business where there is a clear duty placed on them to take samples in order to demonstrate compliance with legislation and good practice.	Income potential	ALF	April 2019	March 2020
We will continue to review developing trends in the parking industry including (automatic number plate recognition (ANPR) based management solutions and continue to introduce improvements through technology where that is appropriate and proportionate. <b>We will continue with our programme of ticket machine replacement introducing the contactless card payment option into more car parks this year.</b>	Existing budgets	AE/JC	April 2019	March 2020
We will provide car park management services to Honiton Town Council in their Beehive car park on Dowell Street in the town from April 2019 subject to completion of a formal service level agreement.	Income potential	AE/JC	April 2019	No end date



We will help more people to be healthy and stay healthy. To do this we will promote and use the new PH Strategic Plan 2019-23 to identify the value of public health work to other teams and members and to inspire suitable programmes across the Council by prioritising direction to Council service plans.	Existing budgets	HW / AE	April 19	March 20
We will liaise with services, then write and publish East Devon's Public Health Implementation Plan 2020/21. This will be based upon the PH Strategic Plan and state our actions planned to help make a positive difference to everyone's physical health and mental wellbeing across East Devon. We will work with teams to help identify suitable SMART activities for service plans.	Existing budgets	HW / AE	August 19	December 19
We will coordinate and facilitate a public health steering group of Council managers and officers who will monitor progress by each service against their SMART objectives annually.	Existing budgets	HW / AE	2 or 3 times per year	

## Finance Service

<b>Key Service Objectives (please include consultation or procurement activity required)</b>  <i>Please highlight any projects so that they may be recorded and monitored in SPAR. See <a href="#">project guidance document</a> for the definition of a project.</i>	<b>Financial/ corporate resource</b>	<b>Lead Officers</b>	<b>Start date</b>	<b>End date</b>
<b>1) Encouraging our communities to be outstanding</b>				
Develop and seek Council approval for a 'banded discount scheme' for council tax support to be implemented in 2020/21.	A Reserve has been set aside from New Burdens Funding of	Revenue & Benefits Service Lead	Apr 2019	Jan 2020

	£200k which can be used to design and implements a new scheme			
<b>2) Developing an outstanding local economy</b>				
New Procurement Strategy to adopted by Council	Existing funding and resources will be directed to this area	Strategic Lead Finance	Started	Aug 2019
Implement the additional rate relief measures that were announced in the Autumn Budget for 2019/20 : <ul style="list-style-type: none"> <li>• Retail Relief Scheme – will need to adopt a local scheme</li> <li>• Public Toilet Rate Relief</li> <li>• Extension to the Newspaper Rate Relief</li> </ul>	Existing funding and resources will be directed to this area	Service Lead – Revenues, Benefits & Corporate Fraud	Jan 2018	April 2019
<b>3) Delivering and promoting our outstanding environment</b>				
Implement the long term empty homes premium council tax charges -	Existing funding and resources will be directed to this area	Service Lead – Revenues & Benefits	April 2019	Over year implementation period
<b>4) Continuously improving to be an outstanding council</b>				
Prepare and present a business case to seek approval for the implementation of “Netcall Solution” an automatic switchboard.	£48k software costs and £6k annual licence – business case to determine the	Strategic Lead Finance	Apr 2019	Apr 2020 (subject to

	level if savings that could be generated			business case approval and allocation of Strata resources)
The Transformation Strategy and Financial Plan have been adopted for 2019 – 2029, savings targets have been identified for 2020/21 – clear actions need to be agreed to deliver these savings: <b>Detail plans to be presented to Cabinet for approval by the New Council.</b>	To be delivered within existing resources	Strategic Lead Finance	Started	Sept 2019
Prepare 2018/19 Accounts to an appropriate standard that requires no additional audit days and receives an unqualified opinion. Accounts to be completed by end of May 2019.	To be delivered within existing resources	Financial Services Manager	Started	May 2019
Prepare report for SMT and Cabinet on the implications and proposals of Land Registry managing property searches – carried forward from previous Plan as roll out delayed	To be delivered within existing resources	Economy Practices Manager	Apr 2019	Sept 2019
Encourage customers to use online services to release capacity in teams to deal with other demands (clear measures to be agreed – use of “call logger” to capture base data).	To be delivered within existing resources	Revenues & Benefits Service Lead	Started	March 2020

		& Customer Service Centre Manager		
Present Draft Strata Business Plan to Joint Executive Committee for approval and then adoption by Council	To be delivered within existing resources	Strategic Lead Finance (Strata Board)	Started	Adoption Feb 2019; implementation 2019/20
A review and rewrite of the HRA Business Plan – Finance will be required to deliver the financial aspects of this Plan	To be delivered within existing resources	Financial Services Manager	Apr 2019	Sept 2019
Fraud & Compliance Initiatives (Income optimisation) – identify £100,000 additional income to the Council by 2020/21. Significant amount of this work will need to be undertaken during 2019/20. This work is linked to our Corporate Fraud and Compliance Strategy.	To be delivered within existing resources	Service Lead – Revenues, Benefits & Corporate Fraud & Compliance	April 2019	2020/21
The implementation of e-billing has now been prioritised for Council Tax & Business in addition to existing Portable but to give customers the ability to have bill emailed as an attachment	To be delivered within existing resources	Service Lead – Revenues, Benefits & Corporate Fraud & Compliance	Started – but with Strata for resource allocation	Subject to Strata

## Governance & Licensing

<b>Key Service Objectives (please include consultation or procurement activity required)</b> <i>Please highlight any projects so that they may be recorded and monitored in SPAR. See <a href="#">project guidance document</a> for the definition of a project.</i>	<b>Financial/ corporate resource</b>	<b>Lead Officers</b>	<b>Start date</b>	<b>End date</b>
<b>1) Encouraging our communities to be outstanding</b>				
Continue to secure affordable housing (and other planning benefit) through planning and property transactions.	Service budget	HGL / AW	Started	Ongoing
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.	Service budget	HGL / AW	Started	Ongoing
Support the Strategic Planning Committee in ensuring appropriate strategic policy direction and delivery of CIL regime.	Service budget	HGL / AW	Started	Ongoing
Deliver licences and consents in accordance with the revised Licensing and Gambling Policies and enforce where necessary.	Service budget	HGL / Licensing	Started	Ongoing
Advise on legal strategy / implementation of major projects (including regeneration) and related processes (internal with external resource where required).	Service budget	HGL / Legal Team	Started	Ongoing
Preparation of the Sex Establishment Venue Policy	Service budget	HGL / SS	April 2019	Summer 2019
Revising the Cemetery Regulations to ensure an updated and fit for purpose regime for burials.	Service budget	HGL / SS	Started	Autumn
<b>2) Developing an outstanding local economy</b>				

Introduction of compulsory safeguarding requirement for taxi drivers prior to getting a licence.	Service budget	HGL / SS	Started	Summer 2019
Ensure appropriate consenting of street trading activities including a review of charging arrangements.	Service budget	HGL / SS	Spring 2019	Autumn 2019
Completion of review of taxi fares.	Service budget	HGL / SS	Started	May 2019
<b>3) Delivering and promoting our outstanding environment</b>				
Continued support to the Joint Habitats Committee (with Exeter and Teignbridge)	Service budget	HGL	Started	Ongoing
<b>4) Continuously improving to be an outstanding council</b>				
Reduce FOI requests (non-land charges related) by carrying through the Council's stated transparency aims.	Service budget	HGL	Started	Ongoing
Ensure all FOI requests / complaints are responded to within stipulated timescales but with aim of responding significantly quicker on average.	Service budget	HGL	Started	Ongoing
Continue to provide governance and legal advice (especially in relation to new corporate projects and existing major projects) to ensure effective corporate decision making	Service budget	HGL / Legal Team	Started	Ongoing
Provision of strategic legal advice on policy implementation at senior officer / Cabinet briefing level including inputting into and commenting on reports as appropriate.	Service budget	HGL / Legal Team / SH	Started	Ongoing
Continue to progress the Council's transformation & mobile working strategies across the service (including use of mobile devices where appropriate).	Service budget	HGL / AW / SH / Licensing Manager	Started	Ongoing

Provision of strategic legal advice on policy implementation at senior officer / Cabinet briefing level including inputting into and commenting on reports as appropriate.	Service budget	HGL / Legal Team / SH	Started	Ongoing
Deliver service efficiencies and improvements through the application of Systems Thinking principles and ensure that we do 'what matters' for our customers including engaging with other services who are carrying out reviews to enable holistic approach.	Service budget	HGL / Service managers	Started	Summer 2018
To continue to promote local democracy through engagement with local councils and schools and organising further events beyond Speed Dating and Take Over Day	Service budget	SH / Democratic Services	Started	March 2020
To service any changes to the committee structure as agreed by Council from both legal and democratic services perspectives.	Service budget	HGL / SH / Democratic Services	Started	Ongoing
Review the number of Licensing pages on the website	Service budget	Licensing Manager	May 2019	December 2019
Continue to develop and progress Member development programme	Service budget	SH / Democratic Services	Started	Ongoing
Continued support to Estates function / AMF in preparation of a Commercial Investment strategy to assist increasing income together with improving / maximising income from existing assets.	Service budget	HGL / AW	Started	Ongoing

## Growth Point Team

<b>Key Service Objectives (please include consultation or procurement activity required)</b> <i>Please highlight any projects so that they may be recorded and monitored in SPAR. See <a href="#">project guidance document</a> for the definition of a project.</i>	<b>Financial/ corporate resource</b>	<b>Lead Officers</b>	<b>Start date</b>	<b>End date</b>
<b>1) Encouraging our communities to be outstanding</b>				
Support for Healthy New Towns and Sport England pilot status and delivery of further community infrastructure to support the Cranbrook new community including developing the concept of a Health and Wellbeing Hub	Cranbrook Team	Andy Wood	April 2019	March 2020
Develop a business case for investment in key facilities in Cranbrook to help bring forward a vibrant town centre	Enterprise Zone/ Cranbrook Team	Naomi Harnett	April 2019	September 2020
<b>2) Developing an outstanding local economy</b>				
Deliver the Enterprise Zone programme including; <ul style="list-style-type: none"> <li>• Delivering the first set of projects</li> <li>• Promoting the EZ including signage and a new web site</li> <li>• Securing wider investment to bring forward new commercial space and jobs</li> </ul>	Enterprise Zone	Naomi Harnett	April 2019	March 2020
Develop and implement a Delivery and Investment Team proposal; <ul style="list-style-type: none"> <li>• Identify and overcome barriers to delivery</li> <li>• Bring forward investable propositions</li> <li>• Access third party funding</li> </ul>	Economy	Andy Wood	April 2019	September 2020
<b>3) Delivering and promoting our outstanding environment</b>				



Continued delivery of the Green Infrastructure Strategy for the Growth Point area; <ul style="list-style-type: none"> <li>Bring forward and deliver the first stretches of the Clyst Valley Trail</li> </ul>	Growth Point	Simon Bates	April 2019	March 2020
Delivery the Great Tree programme working with key partners through to project close	Growth Point	Simon Bates	April 2019	September 2020
Deliver the South East Devon Habitat Mitigation Strategy; <ul style="list-style-type: none"> <li>Support quarterly meetings of the Habitat Regulations Executive Committee</li> <li>Implement on site and off sites measures</li> <li>Provide an annual monitoring report</li> </ul>	ECC/TDC	Neil Harris	April 2019	March 2020
<b>4) Continuously improving to be an outstanding council</b>				
Support the development of the Greater Exeter Strategic Plan, ensuring that an effective delivery model for new strategic sites is embedded at the earliest opportunity and support is secured from Government	DCC/ECC/MDDC/TDC	Andy Wood	April 2019	March 2020
Bring forward proposals to constitute the Greater Exeter Growth and Development Board as a formal joint committee; <ul style="list-style-type: none"> <li>Ensure Terms of Reference are agreed</li> <li>Support Board meetings</li> </ul>	DCC/ECC/MDDC/TDC	Andy Wood	April 2019	March 2020
Develop a prospectus of potential investments to support the growth of the Greater Exeter area; <ul style="list-style-type: none"> <li>Engage with Government Departments to progress negotiations</li> <li>Influence key partners including the Heart of the South West LEP to ensure that the potential of the area is both recognised and realised.</li> </ul>	Economy	Andy Wood	April 2019	September 2020

Raise the profile of the area by ensuring that key achievements are clearly communicated, the Enterprise Zone is promoted and potential awards are applied for.	Comms	Anne Mountjoy	April 2019	March 2020
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## Housing

<b>Key Service Objectives (please include consultation or procurement activity required)</b> <i>Please highlight any projects so that they may be recorded and monitored in SPAR. See <a href="#">project guidance document</a> for the definition of a project.</i>	<b>Financial/ corporate resource</b>	<b>Lead Officers</b>	<b>Start date</b>	<b>End date</b>
<b>1) Encouraging our communities to be outstanding</b>				
Produce a new Housing Strategy focusing on how we will deliver our services from 2020-2024.	Housing Revenue Account and General fund	Housing Service Lead	April 2019	March 2020
Following the refresh of the HRA business plan, we will review our approach to delivering affordable housing. We will consider new build development that focuses on providing homes for 1 bedroom households recognising that these make up over 60% of East Devon's housing need.  Subject to all necessary permissions we will explore modular housing opportunities and seek to progress our first scheme.	Housing Revenue Account	Housing Service Lead and Housing Needs and Strategy Manager	April 2019	March 2020

<p>Publish and promote the Homelessness strategy focusing on 4 key priorities;</p> <ul style="list-style-type: none"> <li>➤ Increasing prevention initiatives</li> <li>➤ Minimising rough sleeping</li> <li>➤ Improving health and wellbeing</li> <li>➤ Increasing accommodation options</li> </ul> <p>Create a working group that will meet 6 monthly to review progress being made in relation to the objectives in the homeless strategy.</p> <p>Report to the Housing Review Board and Cabinet on progress.</p>	General Fund	Housing Service Lead and Housing Needs and Strategy Manager	April 2019	September 2019
<p>Review applications on the Housing register to ensure we have a realistic view of current demand. Present a report to the Housing Review Board outlining changes to the waiting list as a result of the review.</p>	Housing Revenue Account	Housing Needs and Strategy Manager	April 2019	March 2020
<p>We will review the outcomes and progress being made in relation to the 2013 garage management task and finish forum. We will consider redevelopment options of the sites that are not fit for purpose with a view to considering providing more affordable housing.</p> <p>Reduce the number of empty garages that are considered lettable in order to increase income.</p>	Housing Revenue Account	Housing Needs and Strategy Manager	April 2019	December 2019
<p>Complete the second year of <i>your home, your wellbeing project</i>.</p> <p>Publicise and Promote the first year's results of the project by;</p> <ul style="list-style-type: none"> <li>➤ Networking with national housing bodies to publicise the results nationally</li> <li>➤ Brief Members, key stakeholders and staff across the Council</li> <li>➤ Communicate the results to our own tenants</li> <li>➤ Link the project into the corporate Public Health Strategy</li> </ul>	Housing Revenue Account	Housing Needs and Strategy Manager	April 2019	December 2019

<p>➤ Use case study examples as awareness raising of the importance and role of the housing service.</p>				
<p>Continue to support our purpose to match the right person to the right home by assisting at least 30 households to downsize.</p>	Housing Revenue Account	Housing Needs and Strategy Manager	April 2019	March 2020
<p>Deliver a strength based community development project at St Pauls in Honiton, measuring the wellbeing and health of tenants at the start and at the end of the project in order to track impact. The overall objective is to evidence better wellbeing of tenants involved in the project.</p>	Housing Revenue Account	Landlord Services Manager	April 2019	March 2020
<p>As part of continued focus on the Littleham Estate in Exmouth (nationally recognised as an area of deprivation) Conduct a review of the Littleham Together Project, capturing progress since the start of 2018 with a view to measuring the value of community development work that has been undertaken in this area.</p> <p>Work in partnership with our new contractors to deliver all social value objectives as set out in the new contract.</p>	Housing Revenue Account	Landlord Services Manager and Property and Asset Manager	April 2019	March 2020
<p>Create a Mental Health Strategy for Housing in order to capture the increasing impact mental health is having on our tenants to ensure our teams have the right toolkits to manage.</p> <p>The strategy will explore and build upon current ways the housing service is managing mental health with the objective of ensuring this is embedded in our day to day service delivery.</p>	Housing Revenue Account	Housing Service Lead Landlord Services Manager	April 2019	September 2019

Deliver 30 events in partnership with HALFF charity (changing lives through food) promoting healthy eating and cooking.	Housing Revenue Account	Landlord Services Manager	April 2019	March 2020
Refresh the resident involvement strategy to ensure a focus on equality and diversity that encourages tenants from a wide range of diverse backgrounds to become involved with the housing service.  Consult with all key stakeholders and launch the strategy at the 2019 tenant conference	Housing Revenue Account	Landlord Services	April 2019	December 2019
Continue to promote and address social isolation and loneliness amongst our residents ensuring tenants in every area of the district have at least an annual opportunity to participate in a project nearby where they live.	Housing Revenue Account	Landlord Services Manager	April 2019	March 2020
Prepare and commence the start of the Integrated Asset Management Contract (IAMC) ensuring a smooth transition from the current contracting arrangements to ensure minimal disruption to residents.  Achieve all actions and subsequent deadlines as set out through the final IAMC mobilisation plan.  To include; <ul style="list-style-type: none"> <li>➤ An innovative communications strategy maximising resident engagement opportunities</li> <li>➤ Embedding an outstanding approach to communication, embracing co-location and all joint working initiatives</li> <li>➤ Supporting the property and asset team through the changes to day to day working practices.</li> <li>➤ Measure success of performance monthly against agreed KPIs</li> <li>➤ Achieve higher customer satisfaction then currently exists (82%)</li> </ul>	Housing Revenue Account	Housing Service Lead and Property And Asset Manager	April 2019	January 2020

We will hold a contractors Safeguarding conference to promote our 'eyes and ears campaign' that encourages contractors to report any safeguarding concerns.	Housing Revenue Account	Property and Asset Manager and Landlord Services Manager	April 2019	January 2020
We will publish our Fire Risk Assessments for communal blocks of flats on our website encouraging tenant's awareness of fire safety issues.	Housing Revenue Account	Property and Asset Manager	April 2019	September 2019
Develop a strategy for pro-actively targeting Houses in Multiple Occupation (HMO's) landlords in East Devon.  Implement the strategy with a view to considerably increasing the number of licenses held. Review the strategy after 6 months to track progress and measure outcomes.	General Fund	Private Sector Housing Manager	April 2019	March 2020
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.  Develop a property agents/landlords rating scheme.	General Fund	Private Sector Housing Manager	April 2019	March 2020
Explore the opportunities for using the better care fund for the provision of an additional resource to ensure we are maximising our ability to spend our allocation of the funding.	General Fund	Private Sector Housing Manager	April 2019	September 2019
<b>2) Developing an outstanding local economy</b>				

<p>Following the outcomes of a viability assessment on the Home Safeguard Service, update and refresh the marketing strategy with a view to undertake an intense marketing campaign to increase income by at least 10%.</p> <p>Upgrade the Home Safeguard systems and relocate the Home Safeguard service into Exmouth Town Hall</p>	General Fund	Landlord Services Manager	April 2019	March 2020
<p>Capture and promote a real-life case study from a tenant that has directly benefited from our community development service as a way of raising awareness and promoting the service amongst key stakeholders, tenants and Members.</p>	Housing Revenue Account	Landlord Services Manager	April 2019	July 2019
<p>Supporting local businesses through spending locally, where procurement rules permit.</p>	Housing Revenue Account and General Fund.	Housing Leadership Team	April 2019	March 2020
<b>3) Delivering and promoting our outstanding environment</b>				
<p>Review the energy efficiency provision of the passivhaus shared house project in Exmouth and report back to the Housing Review Board on the findings.</p> <p>Deliver the next air source heat pump scheme as part of progress towards eliminating fuel poverty amongst tenants.</p>	Housing Revenue Account	Property and Asset Manager	April 2019	March 2020
<p>Develop a social media campaign raising the profile of energy efficiency measures and carbon awareness amongst our communities. This should capture all housing tenures and should actively promote services such as LEAP and Cosy Devon.</p>	Housing Revenue Account and General Fund	Housing Leadership Team	April 2019	March 2020

Develop a good practice toolkit/policy for contractors who are engaged through delivery of adaptations in the private sector outlining our expectations in relation to environmental factors and standards we expect to be achieved.	General Fund	Private Sector Housing Manager	April 2019	March 2020
Encourage and promote use of the community orchards and encourage greater ownership and management from the surrounding communities.  Work with Countryside and Streetscene to promote and support the development of nature recovery networks building on the benefits from a health and wellbeing perspective.	Housing Revenue Account	Landlord Services Manager	April 2019	March 2020
<b>4) Continuously improving to be an outstanding council</b>				
Carry out a project to measure and survey how our community development team add value to external agencies and local organisations working across the district.	Housing Revenue Account	Landlord Services Manager	April 2019	September 2019
We will undertake a stock condition survey in order to refresh our Asset management plan, 30 year business plan and drive our next 5 year improvement aspirations to council stock.	Housing Revenue Account	Property and Asset Manager	April 2019	March 2020
We will carry out a feasibility study to explore the opportunity of a handyperson assistance service in the private sector as a new way of generating additional income for the Council.	General Fund	Private Sector Housing Manager  Landlord Services Manager	April 2019	March 2020



		Property and Asset Manager		
We will review and update the Housing Revenue Account Business Plan	Housing Revenue Account	Housing Service Lead	April 2019	September 2019
On release of the Open Housing tenant portal, we will promote the digital agenda by holding tenant portal workshops monthly to encourage, support and assist tenants to access our services online.	Housing Revenue Account	Landlord Services Manager	April 2019	March 2020

## Organisational Development & Transformation

<b>Key Service Objectives (please include consultation or procurement activity required)</b> <i>Please highlight any projects so that they may be recorded and monitored in SPAR. See <a href="#">project guidance document</a> for the definition of a project.</i>	<b>Financial/corporate resource</b>	<b>Lead Officers</b>	<b>Start date</b>	<b>End date</b>
<b>4) Continuously improving to be an outstanding council</b>				
Work with the Leader, Deputy Leader, Cllrs and officers to refresh the Council Plan/Strategy to reflect the ambitions of the new Council and ensure this is delivered in an engaging, online and accessible format.  This will include the Government's Green agenda as an underpinning principle.	Existing funding and resources will be directed to this area	Karen Jenkins	May 2019	July 2019
Implement Learning Management System to improve our ability to record and monitor all learning and development activity including both corporate and Health and Safety training.	Existing funding and resources will	Karen Jenkins	Awaiting confirmati	

	be directed to this area		on from Strata	
Develop a project plan and implement new job site for EDDC including additional content to create a digital site aimed at improving the experience of our applicants.	Existing funding and resources will be directed to this.	Karen Jenkins Sarah Vincent Richard Amofa Strata Service Solutions	January 2019	April 2019
Implement Firmstep digital platform in line with the agreed project plan and top 10 areas of highest demand for online services.	Existing funding and resources will be directed to this area	Karen Jenkins Richard Amofa Strata Service Solutions	April 2019	April 2020 and ongoing
Undertake a complete review of the content pages of the website to ensure these adhere to key principles of simplicity, clarity and accessibility	Existing funding and resources will	Richard Amofa	April 2019	April 2020 and ongoing

	be directed to this area			
Revise and update the Council's Business Continuity Plan and develop service specific Business Continuity Plans for all services.	Existing funding and resources will be directed to this area	Karen Jenkins	February 2019	April 2019
Reduce short and medium term absence to an average of 8.5 days or below.	Existing funding and resources will be directed to this.	HR Business Partners	April 2019	April 2020
Raise awareness of Crowdfunding through a specific event and ongoing publicity and implement this in East Devon.	Existing funding and resources will be directed to this.	Jamie Buckley	April 2019	Ongoing
Roll out of ITrent mobile app in support of WorkSmart.	Existing funding and resources will be directed to this.	Terry Wilson		
Work with Investor in People assessor and the Strategic Management Team to ensure that EDDC works effectively towards Platinum level accreditation.	Existing funding and resources will	Karen Jenkins	April 2019	April 2020

	be directed to this.			
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## Planning Service

<b>Key Service Objectives (please include consultation or procurement activity required)</b> <i>Please highlight any projects so that they may be recorded and monitored in SPAR. See <a href="#">project guidance document</a> for the definition of a project.</i>	<b>Financial/ corporate resource</b>	<b>Lead Officers</b>	<b>Start date</b>	<b>End date</b>
<b>1) Encouraging our communities to be outstanding</b>				
Continue to engage and support communities in Neighbourhood Planning activities.	Planning Policy Team	Planning Policy Manager	On-going	On-going
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.	All teams	All Managers	On-going	On-going
Complete the Cranbrook plan and adopt it as a DPD to guide the next phases of development at the new community and ensure that it delivers the health and wellbeing outcomes promoted through the healthy new towns programme.	Planning Policy and Development Management Teams	Planning Policy Manager and Development Manager	On-going	On-going
To continue to engage with communities on the spend of S106 and CIL monies on infrastructure in their area through the participatory budgeting process and	Development Management	Development Manager	On-going	On-going

set up a public facing portal on our web site to enable the public town and parish council to access information via self service.				
To continue to work to identify appropriate sites for the provision of Gypsy and Traveller pitches to meet the needs of this group within the community.	Planning Policy	Planning Policy Manager	Started	On-going
To write and adopt an affordable housing SPD to detail our expectations for the delivery of affordable housing.	Planning Policy	Planning Policy Manager	2018	Spring 2019
<b>2) Developing an outstanding local economy</b>				
To work with the Cranbrook Consortium of developers to promote and enable the development of Cranbrook Town Centre in a way that secures a sustainable economy within the town and meets the communities needs.	Development Management	Development Manager	On-going	On-going
To engage with small and medium size builders, self and custom build organisations and other bodies involved in the delivery of housing to understand how we can diversify the organisations delivering new homes in the district and in so doing increase delivery rates and deliver a better range and quality of housing that better meets the needs of the district.	Planning Policy Team	Planning Policy Manager	Spring 2019	End 2019
<b>3) Delivering and promoting our outstanding environment</b>				
To adopt the heritage strategy and progress the actions within the strategy including a local heritage list	Planning Policy Team	Planning Policy Manager	Started	On-going
To produce a District Design Guide to improve the quality of new buildings and places to enable the development of places that work for their users and encourage good health and wellbeing outcomes through good design.	Planning Policy and Development Management Teams	Planning Policy Manager and Development Manager	Started	Mid 2019

To provide a responsive and pro-active dangerous structures service to ensure that action is taken against any dangerous structures in a timely manner.	Building Control	Building Control Manager	On-going	On-going
To work with the Countryside Team to ensure that trees in the district are appropriately protected and where appropriate action is taken against those undertaking unauthorised and harmful works to protected trees.	Development Management	Development Manager	On-going	On-going
<b>4) Continuously improving to be an outstanding council</b>				
To work on a review of the Local Plan including gathering evidence and considering issues such as diversification of the housing market, minimum space standards, the deliverability and viability of sites etc.	Planning Policy	Planning Policy Manager	On-going	On-going
Improve service provision through increased mobile working and greater use of mobile devices including introducing the i-dox document management system and mobile working apps in Development Management and Building Control teams.	All teams	All managers	On-going	On-going
Continue to work in partnership with our neighbouring authorities within the Greater Exeter area on a Strategic Plan for the area and looking at joint ways of funding and delivering infrastructure within the area.	Planning Policy	Planning Policy Manager	On-going	On-going
To continue to work to increase the Council's market share in building control plan checking and inspections.	Building Control	Building Control Manager	On-going	On-going
Review the fee charging structure and hourly rate charged by Building Control to ensure that it accurately reflects the costs of the service while remaining competitive within the market place.	Building Control	Building Control Manager	Started	Spring 2019

To review our CIL charging schedule to ensure income from CIL towards the delivery of infrastructure is maximised without making developments unviable.	Planning Policy	Planning Policy Manager	Started	Summer 2019
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## Property & Estates

<b>Key Service Objectives (please include consultation or procurement activity required)</b> <i>Please highlight any projects so that they may be recorded and monitored in SPAR. See <a href="#">project guidance document</a> for the definition of a project.</i>	<b>Financial/ corporate resource</b>	<b>Lead Officers</b>	<b>Start date</b>	<b>End date</b>
<b>1) Encouraging our communities to be outstanding</b>				
Review of basis for lettings to sports and activity clubs ensuring tenure arrangements exist which promote self Sustainability. To conclude in formal adoption of new arrangements.	Existing budgets	Tim Child/ Rob Harrison	April 19	31/03/2020
Manage the Beer Parish Council asset devolution pilot scheme proposals. To conclude in transfer of agreed assets to Beer Parish Council.	Existing budgets	Tim Child	April 19	31/05/2019
<b>2) Developing an outstanding local economy</b>				
Full project appraisal and business case to either a) Deliver new workshop units at Colyford Road, Seaton & Fosseyway, Seaton, or b) use of land for alternative proposals. Agreement by Cabinet of proposals.	Existing budgets	Colin Whitehead	April 19	31/07/2019
Seaton Moridunum – Agree strategy for future of this site. Either dispose or retain but either way ensuring that asset contributes to enhancement of seafront. Agreement by Cabinet of proposal.	Existing budgets	Tim Child	April 19	31/05/2019
<b>4) Continuously improving to be an outstanding council</b>				

Commercial Property Income Generation – secure investment to generate £450,000 per annum net income as per transformation strategy. £50,000 in 2019/20 and preparation for £300,000 further income in 2020/21.	Existing budgets	Tim Child	April 19	31/03/2020
Successful delivery of current One Public Estate projects in Axminster and Exmouth – review of assets, synergies and scoping of opportunities.	Existing budgets	Tim Child	April 19	30/06/2019
Increase rent roll from let property at rent review by £15,000 (from base of 01/04/2019) through adopting an increasingly commercial approach to the management of the portfolio. This links to a Transformation Strategy objective.	Existing budgets	Rob Harrison	April 19	31/03/2020
Deliver 5% increase in total rent roll from let property (from base of 01/04/2019) through adopting an increasingly commercial approach to the management of the portfolio.	Existing budgets	Rob Harrison	April 19	31/03/2020
Capture future investment requirements in all General Fund buildings.	Existing budgets	Colin Whitehead	April 19	30/06/2019
Assess the financial and non-financial performance of all non-dwelling assets. Financial modelling will be by way of Net Present Value and non-financial modelling will consider the contribution towards social, economic or environmental wellbeing of a community. Further more detailed modelling will be required for certain asset types but this objective will inform decision making to support the Council’s Transformation Strategy objective around generating revenue savings through reviewing assets of £200,000 in 2020/21, £100,000 in 2021/22, £75,000 in 2022/23 and £75,000 in 2023/24.	Existing budgets	Tim Child	April 19	31/08/2019
Review of Landlord Health & Safety compliance across entire General Fund property portfolio. Address non-compliance if necessary.	Existing budgets	Colin Whitehead	April 19	30/08/2019
Targeted review of Business Rates liabilities on asset portfolio. Appealing of Business Rates where savings are envisaged.	Existing budgets	Rob Harrison	April 19	31/03/2020



Remodelling of East Devon Business Centre to maximise lettable space and income. Generate £10,000 rental increase. Linked to Transformation Strategy objective.	Existing budgets	Rob Harrison	April 19	30/06/2019
Review of PV array on Council assets. Linked to Transformation Strategy objective.	Existing budgets	Colin Whitehead	April 19	31/08/2019
Develop Successes Newsletter which can be issued quarterly to all Councillors.	Existing budgets	Rob Harrison	April 19	30/06/2019

## Regeneration & Economy

<b>Key Service Objectives (please include consultation or procurement activity required)</b> <i>Please highlight any projects so that they may be recorded and monitored in SPAR. See <a href="#">project guidance document</a> for the definition of a project.</i>	<b>Financial/ corporate resource</b>	<b>Lead Officers</b>	<b>Start date</b>	<b>End date</b>
<b>2) Developing an outstanding local economy</b>				
Continue to progress the <b>Queen's Drive</b> redevelopment opportunity in Exmouth. Complete <b>phase 1</b> , road and car park. Facilitate for Grenadier Estates to commence work on <b>phase 2</b> , the Watersports centre. Take forward the findings of the HemmingwayDesign visioning exercise through to a commercially viable and deliverable new development for <b>phase 3</b> . Build on the success of Queen's Drive Space, temporary uses offer and provide a similar range of offer. Ensuring that the participants involved in Queen's Drive Space are required to deliver products and services to the highest environmentally sustainable standards.	Regeneration	A Hayward	04/2019	03/2020
Continue to work with colleagues in Planning and Property Services to support efforts in <b>Axminster</b> to bring forward renewal of vacant town centre sites or underdeveloped sites.	Regeneration	A Hayward	04/2019	03/2020

<p><b>The former Drill Hall, Sidmouth.</b> Following the marketing process, to secure a disposal of this site to a third party that will deliver an attractive and viable new offer for visitors and residents to this part of Sidmouth.</p>	Regeneration	A Hayward	04/2019	03/2020
<p><b>Continue to promote the delivery of workspace for local micro and SME businesses.</b> This will continue through planning support but also focussing on the <b>Cloakham Lawns site in Axminster.</b> Economic Development will lead a project to unlock this site for development, engaging appropriate partners, completing a feasibility study, collating evidence of workspace demand and making the case for investment to deliver workspace on the site.</p>	Economic Development	R Murray	04/2018	03/2019
<p><b>Business Support &amp; Transformation:</b></p> <p>Advice and assistance to new and growing businesses through the Growth Support Programme (GSP) with a particular focus on new start businesses and productivity.</p> <p>Managing the delivery of business networking and advice events.</p>	Economic Development	R Murray	04/2019	03/2020
<p><b>Deliver Gate to Plate 2 in Honiton:</b></p> <p>Providing another opportunity for local food and crafts traders to showcase the best of East Devon in a one day street festival. Ensuring that the participants involved are required to deliver products and services to the highest environmentally sustainable standards.</p>	Economic Development	R Murray	04/2019	03/2020
<p><b>Support to the Greater Exeter Strategic Plan (GESP)</b></p> <p>We will provide direct support the development of strategic policy to grow our priority sectors and improve engagement with the Business, Digital Connectivity and Productivity Focus Group. We will inform the case for a proposed Digital Exchange and ensure a thorough and delivery focussed assessment of strategic employment sites.</p>	Economic Development	R Murray	04/2019	03/2020

Explore the opportunities for securing funding from the Government's recently announced <b>Future High Street Fund</b> and identify where this could be best utilised within East Devon's town centres.	Economic Development	R Murray	04/2019	03/2020
<b>3) Delivering and promoting our outstanding environment</b>				
Continue to identify opportunities that help to promote the council's environmental, cultural and countryside/coastal commitments by delivering projects such as Exmouth Watersports Centre, Queen's Drive Space and the renewal of the former Drill Hall site.	Regeneration	A Hayward	04/2018	03/2019
<b>4) Continuously improving to be an outstanding council</b>				
Continue to pursue opportunities for securing external funding, such as CCF5, to enable projects to be taken forward that will promote East Devon as a location for business growth and for tourism growth.	Regeneration & Economic Development	A Hayward	04/2019	03/2020
Continue to identify ways in which we can encourage businesses to establish and grow within the District and thereby increase the business rate income to the Council.	Economic Development	R Murray	04/2019	03/2020
Support to small and start up business through the proactive management and improvement of East Devon Business Centre. Maintaining positive relations with tenants whilst ensuring operational efficiencies and income generation to EDDC. Successful transition of EDBC facilities management to our P&E colleagues as the adjoining Blackdown House HQ becomes operational.	Regeneration & Economic Development	R Murray	04/2019	03/2020
Ensuring that wherever possible the delivery of economic development and regeneration activities will take account of the sustainability agenda ensuring that products and services used have a minimal impact on the environment.	Regeneration & Economic Development	A Hayward	04/2019	03/2020

## Streetscene

<b>Key Service Objectives (please include consultation or procurement activity required)</b>  <i>Please highlight any projects so that they may be recorded and monitored in SPAR. See <a href="#">project guidance document</a> for the definition of a project.</i>	<b>Financial/ corporate resource</b>	<b>Lead Officers</b>	<b>Start date</b>	<b>End date</b>
<b>1) Encouraging our communities to be outstanding</b>				
<b>Increase our range of cultural events</b> and engagement activities ensuring all major parks have an event during the year which offers opportunities for health & wellbeing:  5 ways to wellbeing – Connect, Give, Take notice, Keep learning & Be active  Events such as outdoor theatre, open air cinema & volunteer days.  Event income target of £45k p.a.	General fund  £45k income target	Parks Improvement Officers  Business Support Officer - Events	2018	April 2020
<b>Social prescribing</b> – To further improve opportunities for <b>health and wellbeing</b> in our green spaces. - Work with Public Health Officer to set up or compile a network of friends of groups in our parks and open spaces within towns. - Publicise the list so GPs and others can use it to prescribe social activity in outside spaces with volunteers.	General fund	Parks Improvement Officers  Public Health Officer	April 2019	April 2020
<b>2) Developing an outstanding local economy</b>				
<b>Strand big screen</b>  Deliver a fixed big screen on the Strand in Exmouth, using the Strand redevelopment reserve, giving us the ability to run local advertising, council promotions and	£120k from capital reserve	Service Lead – StreetScene, Area	Jan 2019	Jan 2020

messages as well as screen large scale events such as Wimbledon, Concerts and Proms.	Income of £25k p.a. possible	Manager West		
<p>Complete a <b>review of district wide public toilet provision</b></p> <p>Work with Property &amp; Estates, picking up from the background research and survey work completed in 17/18 of cost analysis and usage, review options for development and operating models which continue a standard of provision whilst making savings.</p> <p>Adopt the 'Principles of Provision' as a basis for public toilet service going forwards.</p>	General Fund  Transformation Savings TBC	Service Lead – StreetScene  Senior Manager – Property & Estates	04/2019	10/2019
<p><b>Charging developers for the provision of household recycling and waste receptacles;</b> following approval from the Recycling &amp; Waste Board, get authorisation to implement this change and implement from April 2019</p>	General fund  -£67k income	Service Lead – StreetScene  Recycling & Waste Contract Manager	2018	04/2019
<b>3) Delivering and promoting our outstanding environment</b>				
<p><b>Council Promise – Recycling &amp; Waste - Work to maintain a recycling rate of 60% so it becomes our annual rate, enabling us to be in the top 10 Local Authorities in England for recycling.</b></p> <p>Do this by continuing participation initiatives and education to help our residents;</p> <ul style="list-style-type: none"> <li>- Reduce and re-use through advice and guidance to help keep the amount of waste they produce 1 of the lowest in the country (be in top 10 areas in the country for producing the lowest amount of residual waste).</li> </ul>	General Fund	Service Lead – StreetScene / Recycling & Waste Contract Manager	2018	10/2019

<ul style="list-style-type: none"> <li>- Recycle more and help to maintain and push up our recycling rate (57%, now at 60%, maintain this).</li> <li>- Running participation projects, focussing on areas with lower recycling participation or specific materials such as Metal matters,</li> <li>- Targeted publicity campaigns and social media to improve participation and reduce waste sent for disposal.</li> <li>- Provide advice on reducing and re-using waste. Include plastic reduction.</li> </ul>				
<p>Continue to grow our <b>chargeable green waste collection</b> service.</p> <p>Increase customer base from &gt; 9000 to at least 13k to achieve transformation savings as outlined in the financial plan.</p> <p>Undertake associated marketing activities to drive up sign-ups.</p> <p>Ensure we continue to deliver an excellent service.</p>	<p>£96k income in 2019/20</p> <p>General fund</p>	<p>Service Lead – StreetScene</p> <p>Recycling &amp; Waste Contract Manager</p>	<p>2018</p>	<p>April 2020</p>
<p><b>Binfrastucture guidance &amp; Big Belly bin replacement</b></p> <p>– Identify a replacement for our seafront big belly bins (leases coming to an end within 12 months). Implement suitable alternatives and improved emptying logistics, including bin lifts.</p> <ul style="list-style-type: none"> <li>- Incorporate new guidance from the government’s (Litter Strategy) on binfrastucture working group when released.</li> <li>- Include the ability to <b>improve our on street recycling offer.</b></li> </ul>	<p>£85k Capital bid</p> <p>General Fund</p>	<p>Area Managers</p>	<p>2018</p>	<p>May 2019</p> <p>Seaton, Sidmouth &amp; Budleigh.</p> <p>May 2020 Exmouth</p>
<p><b>Green Space Plan</b></p> <p><b>Corporate Green Space policy 1</b> –Following completion of CABE site scoring, review the results and produce a proposal for AMF identifying strategically important sites</p>	<p>General fund</p>	<p>Parks Improvement Officer / Service Lead – StreetScene</p>	<p>12/2017</p>	<p>10/2019</p>

<p>to retain, sites of community importance and sites which could be managed through other models such as community groups, trust/foundations or devolution.</p> <ul style="list-style-type: none"> <li>- Start work on establishing the ecosystems value/Green Capital of our green spaces to understand their economic value to East Devon</li> <li>- Develop Nature Recovery Network approach to targeted green spaces and communities</li> </ul>		& Countryside		
<p>Delivery of <b>phase 1</b> of the <b>Honiton Place Cultural project</b>:</p> <ul style="list-style-type: none"> <li>- Programme of events and activities that showcase EDDC's cultural teams and their offer along with other key local cultural providers;</li> <li>- Carry out community consultation at events to understand what residents would like more of, get involved with and improve with their green spaces;</li> <li>- Launch night anchored on THGs Museums at Night garden party but celebrating Honiton's cultural assets.</li> </ul>	General fund	Countryside, East Devon AONB, Housing, StreetScene & THG teams	May 2019	June 2019
<p><b>Seaside Awards and Blue Flag</b> – Apply for Blue Flag for Exmouth in 2019 and Seaside awards for Sidmouth, Seaton (retain) and Budleigh following another year of excellent water quality results.</p> <p>Continue work at Sidmouth and Seaton to reach Blue Flag criteria (we have the water quality but need to meet other quality/infrastructure criteria too). Seaside awards help prepare us for Blue Flag application.</p>	General Fund	Beach Safety Officer	2018	05/2019
<p>Complete the <b>Beach Amenity Development plan</b>. 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 and</p>	General Fund	Beach Safety Officer	2018	06/2019

will link to the Green Space Plan Beach & Foreshore policies 1-8, and Beach Management Plans (where appropriate).	Possible Capital Bids as yet unknown			
<p>Complete the update of our <b>Play Strategy</b> linked to our adopted Green Space Plan to improve outdated sites, ensure appropriate provision and introduce play space and 'play along the way' micro parks. Include in the strategy a rolling maintenance and refurbishment programme for our existing sites and plan in the use of s106 funds for these and ongoing maintenance where possible.</p> <p>Implement GSP Children &amp; Young People's space policies 1-4.</p>	General Fund Capital program	Senior Engineer	2018	07/2019
<p><b>Feniton flood alleviation scheme</b></p> <p>Continue work with Network Rail to deliver the under track crossing.</p> <p>Deliver phase 3 &amp; 4 to complete the Feniton flood alleviation scheme.</p> <p>Tender phase 4 works in 2019 for completion by 2019/20.</p> <p><b>This is reported on Monthly via the project reports to SMT</b></p>	Around £1.6 million scheme, funding from EA, partners and general fund.	Engineering Projects Manager	01/2009	2019/20
<p><b>Whimble Flood Alleviation Scheme</b></p> <p>Continue work with appointed design contractor.</p> <p>Tender construction works early 2019 for construction of the flood relief culvert during 2019.</p> <p><b>This is reported on Monthly via the project reports to SMT</b></p>	Around £1.2million scheme, funding from EA, DCC and capital.	Engineering Projects Manager	03/2018	01/2020



<p>Plan and deliver the <b>Sidmouth Beach Management Scheme</b> (based on the recommended option from the Beach Management Plan).</p> <ul style="list-style-type: none"> <li>- Submit Outline Business Case to Environment Agency for approval and access to FDGiA (flood defence grant) funding.</li> <li>- Prior to submission identify appropriate partnership funding to bridge the circa £3mil funding gap.</li> <li>- Plan for tendering of works and construction if bid is successful.</li> <li>- Permissions to follow. Works to be tendered to start in 2020 subject to partnership funding.</li> </ul> <p><b>This is reported on Monthly via the project reports to SMT</b></p>		Engineering Projects Manager	03/2017	2020/21 depending on availability of funding
<p>Plan and deliver <b>the Seaton Beach Management Scheme</b></p> <ul style="list-style-type: none"> <li>- Submit Outline Business Case to Environment Agency for approval and access to FDGiA (flood defence grant) funding.</li> <li>- Plan for tendering of works and construction.</li> <li>- Consideration of lining up works with Sidmouth scheme to make efficiencies in construction.</li> </ul> <p><b>This is reported on Monthly via the project reports to SMT</b></p>	£125k capital funding (recoverable on approval of OBC)	Engineering Projects Manager	04/18  Works 2020	03/19 OBC submission  2021/22
<p>Work with Environment Agency (leading project) to commence construction of <b>Exmouth Tidal Defence scheme</b>; providing improved protection to storm surge and coastal flooding for the seafront properties in the Morton Crescent to Camperdown area of the town.</p>	Contributions in kind of our technical support and use of our land and	Engineering Projects Manager	03/2017  Constructi on due to	Substantial completion 04/2020

	assets valued at circa £500k		start early 2019	
<p><b>Exmouth Beach management/recharge</b> -Start investigations into scope of works required at Exmouth beach to recharge/manage the amenity as set out in the Exmouth BMP for the 2020s.</p> <p>- Form a stakeholder group, and agree scope of beach study for Exmouth.</p> <p>- Tender for and carry out study to look at future capital works.</p>	Capital	Engineering Projects Manager	12/2019	05/2020
<p><b>Cliff Safety Works Beer</b> – undertake capital maintenance of catch fences and other cliff stability measures on cliffs at East end of Beer Beach.</p> <p>- Tender Jan 2018</p>	Capital	Engineering Projects Manager	03/2018  Works Jan 2019	06/2019
<p>Capital <b>replacement of play areas &amp; skate parks</b> which have reached the end of their service life.</p> <p>- Exmouth Brixington</p> <p>- Honiton Cherry Close</p> <p>- Axminster Foxhill</p> <p>- Axminster Millwey</p> <p>- Exmouth Redgates</p>	Capital	Senior Engineer	Timescale as IPPD/SPAR reports	04/2020

<ul style="list-style-type: none"> <li>- Seaton Seafield</li> <li>- Seaton Seafield Gardens outdoor gym</li> <li>- Replace East Devon owned Budleigh and Seaton skate parks with modern low maintenance concrete skate parks</li> </ul>				
Undertake improvements to <b>Membury flood alleviation scheme sump</b> to make clearance for flood group safe	General fund	Senior Engineer	10/2018	2019
<b>4) Continuously improving to be an outstanding council</b>				
Conduct a <b>trial of robot autonomous mowers</b> to assess viability. Studies from elsewhere (Edinburgh) and manufacturers information shows cost savings of 20-30% where they can be utilised.	Transformation reserve £40k	Service Lead – StreetScene  Area Managers	04/2019	10/2019