

Council Plan

2016–20



Award-winning public gardens in Exmouth and Sidmouth

Contact details

See page 27

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In 2014 our countryside team helped to deliver a new country park in Cranbrook

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Summary

The Council Plan sets out our strategic direction for the next four years and beyond – what we plan to do and how we plan to do it so that we can achieve our ambition.

East Devon is independently recognised as an outstanding place and so it follows that its council must also strive to be outstanding. Everything we do is aimed at ensuring that East Devon is a place that people want to live in, work in, visit and enjoy.





Our ambition is to be an outstanding council which works together with local people to create great value services and an outstanding community, economy and environment for East Devon, now and for future generations.

The Council Plan is also supported by our Transformation Strategy which highlights some key principles and actions to make sure that the council can deliver its priorities whilst remaining financially sound. In developing this plan we have identified the following four key priorities:



Summary by
Cllr. Paul Diviani
Leader of the Council

For more information
Search eastdevon.gov.uk
for 'transformation strategy'

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This Council Plan will be refreshed and updated as appropriate during 2018.

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Introduction

The next four years will continue to be challenging for public services and local communities. East Devon is no different from other local authorities and we will continue to face financial pressures with funding from central government reducing and the demands for our services increasing.

For us, the challenge is no longer just about 'doing more for less' but instead it's about rethinking our purpose, design and how we deliver our services in new and innovative ways.

Our Council Plan reflects the increasing emphasis on the council's role, evolving from that of direct service provider to 'enabler'. This includes helping to support communities to come together so they can do more for themselves.

In the plan, you will also see that there is an increasing focus on new technologies which can help us be more accessible and joined up with our communities as well as supporting more innovative ways for us to deliver our services.

These themes are also reflected in the council's Transformation Strategy which works together with the Council Plan to steer and guide our work and activities. The Transformation Strategy highlights how the council will transform itself through working with communities, private, public and voluntary sector partners.

As we work towards the priorities set out in this plan, we will continue to transform service delivery with the benefit of new technologies. We will also continue to make sure our services are always improving through our 'systems thinking' approach and continue to develop and explore innovative ways of service delivery,

based on a more commercial approach which carefully weighs commercial thinking with community value/benefit.

Through delivery of the actions in our Transformation Strategy and ongoing careful management of the budget, the council aims to manage the reduction in government grants and funding. Due to these reductions, £2.6m savings are required over the next four years whilst we continue to deliver against the priorities in this plan.

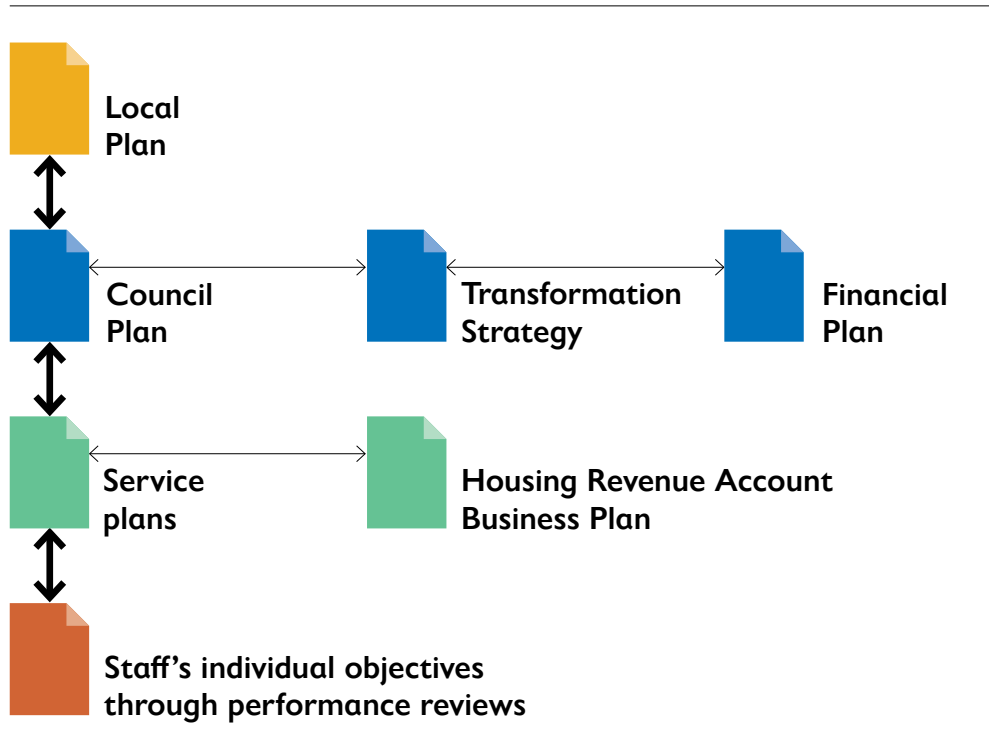
And of course we cannot forget that during the lifetime of this Council Plan, the council will relocate. Our approach will be to ensure that throughout the process of relocation we will seize every opportunity to improve the delivery of services wherever we can and that our customers can continue to access our services how and when they want them.

Our ambition is to be an outstanding council which works together with local people to create great value services and an outstanding community, economy and environment for East Devon, now and for future generations.

This Council Plan identifies the four priorities on page 5 and what we will do so that East Devon continues to be an outstanding place to live, work, visit and enjoy.

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How our plans fit together



Each part of the council plays its part in a joined-up approach to service delivery – from this plan that sets out our priorities, to staff's individual performance reviews to confirm that everyone is doing their part.

Annual reviews:



Council annual report



Annual report to tenants

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Performance monitoring and feedback

On a monthly, quarterly and annual basis we produce reports which highlight our progress against our priorities and the objectives contained in the Council Plan and our service plans. Our monthly snapshot picks out at a glance key events and key performance information.

Monthly snapshot

Search eastdevon.gov.uk for 'monthly snapshot'

Financial plan

Search eastdevon.gov.uk for 'financial plan'

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Our district

East Devon is a beautiful part of the UK. It's not just that it feels like a nice place to live – it officially is. Not only did our residents tell us this in a national survey run by the government, we are also blessed with the fact that two-thirds of the district lies in Areas of Outstanding Natural Beauty. What's more, the Jurassic coastline of East Devon makes up part of the only World Heritage Site in England that is recognised for its environmental importance.



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Our partners

The best councils have strong partnership arrangements and at East Devon our partners include:

- Devon County Council
- Exeter City Council
- Teignbridge District Council
- Mid Devon District Council
- the police and fire authorities
- Exeter University
- Heart of the South West Local Enterprise Partnership
- our local businesses
- voluntary and community groups
- our town and parish councils

Some of the emerging themes for partners, which will be developed further during the course of this Council Plan, are those around ambitions for:

- Greater Exeter, Greater Devon and the Heart of the South West
- the University's Innovation Exeter
- the debate around devolution

The best councils have strong partnership arrangements

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Engagement

Through our engagement activity we will continue to carry out consultations on major projects or changes to service delivery as well as working with communities to determine how they want to spend funding from development.

We will continue to carry out our Residents' Viewpoint Survey so that we can receive helpful feedback from our residents on our performance and what they think we can improve.

For more information

Search eastdevon.gov.uk for 'viewpoint survey'

We will continue to carry out consultations with communities



We will support opportunities to encourage new and diverse business and jobs growth

Our *Knowing East Devon* publication outlines key demographic, economic and health information about our district.

The population of East Devon has an older age profile with the average age of its residents being 46.9 years (national average is 39.4 years). The over-65 age range looks set to grow more than any other over the next ten years growing from 29.9 per cent of the population in 2014 to 33.1 per cent of the population in 2024.

An ageing population will have an impact on the provision of health care, housing requirements, the labour market and economic growth. The average household size in the district is 2.2 residents. Predominantly East Devon residents are from a White British background, with just 1.59 per cent of the district's population coming from an ethnic background.

It is important to consider what provisions need to be made in order to meet the demand of an ageing population by looking at employment trends. The proportion of the resident working age population who are in employment in East Devon is about average, with the area ranking in the top 40 per cent of districts nationally. In East Devon, 72.6 per cent of the resident working age population are

in employment, compared with 76.1 per cent in Exeter and 70.5 per cent nationally. Currently the main types of employment are in the service industry which accounts for 85.7 per cent of the employment in East Devon with a large section of this being in the retail, hospitality and health sectors all of which are predominantly lower paid sectors.

Continued diverse development in the district is essential in order to attract a labour market which will fulfil the future demands of the district and provide quality job opportunities particularly for the young people of East Devon.

In the community of Cranbrook, we can already see the much younger demographic profile. To reflect the higher proportion of the town's population being of working age, the requirement for new jobs which are well-paid and less reliant on traditional sectors will be vital to support this thriving community. Elsewhere in the district, we will support opportunities to encourage new and diverse business and jobs growth alongside traditional sectors.

For more information

Search eastdevon.gov.uk for 'knowing East Devon'

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Financial position

From 2010/11 to 2015/16 the council had a 55 per cent reduction in general government funding

The over-arching impact on the council's finances, along with all other local authorities, has been the reduction in central government funding as part of the programme of tackling national debt. From 2010/11 to 2015/16 the council had a 55 per cent reduction in general government funding to support service delivery, from £7.030m down to £3.164m.

The council has met this financial challenge to date whilst ensuring front line service delivery is not affected, but the challenge continues with the council finding it difficult to afford its spending plans against stated further government spending cuts, the added pressure of inflationary increases, continued low investment income, an increasing call on services, members' ambition to enhance and improve services, and a wish to keep moderate increases in Council Tax.

The council's Financial Plan highlights a funding gap of £2.6m by 2020/21 – to address this, the council has agreed a Transformation Strategy which outlines how we will deliver our purpose despite the budget gap, whilst playing an integral part in meeting this deficit.

Our Transformation Strategy outlines how we will deliver our purpose despite the budget gap, whilst playing an integral part in meeting the deficit

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What we have already achieved

For more information

Search eastdevon.gov.uk for 'annual report'

Our achievements against the last Council Plan have been noted in our annual reports from 2013/14 and 2014/15.

We are particularly proud of the following achievements:

- As a shareholder of the Exeter Science Park Company, the council and its partners have secured over £10m of Growth Deal and Regional Growth Fund monies to invest in the Science Park Centre and infrastructure. This in turn has helped to secure the c.£100m investment from the Met Office in its next super computer which is due for completion in 2016.
- At SkyPark the third strategic employment site is nearing completion.
- Leisure, culture and entertainment: our Thelma Hulbert Gallery received the 'Winner of Winners' Award from the Devon Tourism Awards 2014.
- Sidmouth's Manor Pavilion Theatre's Summer Season continues as the last standing repertory season in the UK with huge commercial success following the appointment of West End Director Paul Taylor Mills.
- Our current recycling rate is 44 per cent and is improving particularly in the areas where we are carrying out extended recycling trials.
- Our new town of Cranbrook with over 1,000 homes already occupied was a finalist in national Royal Town Planning Institute Awards and won two Insider Housing Top 60 awards for best affordable housing project and the top prize and best project overall in the country.
- We have delivered our highest ever number of new affordable local homes for local people in one year totalling 388. There is also a significant number planned for delivery in 2015/16.



Our Manor Pavilion Theatre was awarded a certificate of excellence from TripAdvisor in 2015



- Across the district, we are managing record numbers of planning applications totalling 1,221 in 2014/15.
- Our success in collecting Council Tax remains consistently high and last year we collected 98.83 per cent Council Tax.
- Our rent collection rate is consistently high and we collect 99.7 per cent of rent due. In addition we spend £9m on works to our 4,243 council homes each year (over £2,000 per home) and our tenant satisfaction is consistently high.
- We have maintained a Local Welfare Support Scheme which provides funding for local food banks and individuals who are vulnerable.
- Significant reductions in the number of households on the housing register and homeless approaches through expanding housing options and homeless prevention initiatives.
- Our decision to sell the seafront site and ensure a high quality hotel development is showing results for Exmouth as the new Premier Inn opened its doors and is proving popular and successful creating 44 jobs for local people in Exmouth.
- Seaton Jurassic construction Phase One was completed in July 2015. Work has now commenced on the internal exhibition materials and an opening of the centre is planned for spring 2016.
- Bigbelly bins and recycling stations have been rolled out on seafront areas helping to keep the environment clean.
- We have granted key planning permissions which help support our visitor economy such as the Tramway Infrastructure, improved facilities at the popular Donkey Sanctuary and Sidmouth's Harbour Hotel.



*Clockwise top to bottom:
Outdoor gym opening in
Sidmouth in 2014
Our revenues and benefits team
have received national awards
Thelma Hulbert Gallery
workshop with Honiton
Memory Café
New homes in Cranbrook*





Left: Cranbrook Co-operative store opening in 2015
Above: our Thelma Hulbert Gallery receives a gold award for Access and Inclusivity and top award Winner of Winners at Devon Tourism Awards

- We have achieved two Green Flag awards for outstanding parks.
- In 2014 our countryside team helped to deliver a new country park in Cranbrook.
- The countryside team attract 2,000 school-age visitors, arrange 50 public events every year and are working with our most socially deprived wards funded by Natural England through the Naturally Health schools project. The team have also embarked on a new commercial partnership with River Cottage HQ.
- We have worked with local communities to deliver a significant number of recreational and sports facilities across the district using Section 106 funding.
- Our Home Safeguard community alarm service achieved accreditation by the Telcare Services Association for a fourth year.
- Our Council Tax and business rates team and our housing benefits team were both given national awards: Benefits Team of the Year and Revenues Team of the Year, winning Silver and Bronze awards respectively. Both teams are maintaining top performance not only compared with other Devon councils, but nationally.
- Our licensing service maintained their Customer Service Excellence accreditation through 2014/15.
- We established a cost-effective in-house pest control service.
- We gained the South West Charter for Member Development (Charter Plus Standard) in April 2014.
- We have offered seven apprenticeships within the council to help provide opportunities to local young people and demonstrate the value of apprentices to other businesses.



Left: children's activities at the opening of Clyst Honiton sports wall
Right: enjoying woodland crafts with our countryside team

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Our priorities

PRIORITY ONE

E

Encouraging communities to be outstanding

Page 18



1



2

PRIORITY TWO

D

Developing an outstanding local economy

Page 20



3



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Images above,
top to bottom:

1
New play area in
Woodbury Salterton
opening in 2015

2
Events in the
Cranbrook community

3
Opening of Exmouth's
Premier Inn

4
As part of Seaton's
regeneration, Seaton Jurassic's
construction completed

PRIORITY THREE

D

Delivering and promoting our outstanding environment

Page 22



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6

PRIORITY FOUR

C

Continuously improving to be an outstanding council

Page 24



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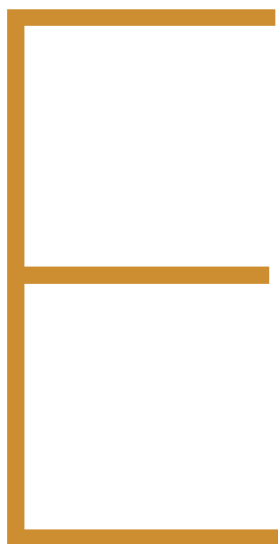
8

5
Recycling and waste officer and local recycling champions at roadshow

6
New cycle path opening at Budleigh Salterton

7
Hugo Swire MP and Cllr Jill Elson at our regular Working Together event

8
Local children at Knowle for the national Takeover Challenge day



PRIORITY ONE

Encouraging communities to be outstanding

✓ Outcomes

As well as delivering our day-to-day services, our focus is on achieving the following successful outcomes:

- Balanced communities for a sustainable future.
- Services which are targeted to those who need them most, providing equality of opportunity and access to our services.
- Communities that come together to solve local problems in a sustainable way, by participating, working together and helping themselves for example through neighbourhood plans.
- More good quality, local homes for local people.
- Improved health and wellbeing of people living in our communities through sport, exercise and making the most of the outdoors and through a variety of cultural and leisure activities.
- Healthy communities, with reduced preventable ill health through public health interventions.

📋 Actions

Over the life of this Council Plan we will take the following actions to deliver these outcomes successfully:

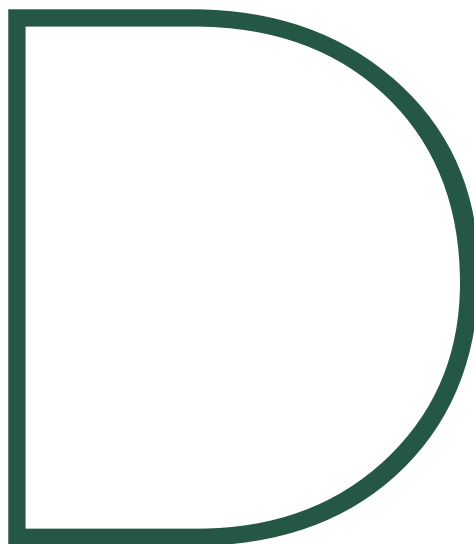
- Deliver the Local Plan to meet the district's aspirations and needs in terms of the different housing people need and land for employment.
- Deliver quality green space and wildlife habitats alongside new development.
- When development happens, ensure that the natural environment and historic buildings are protected from inappropriate development.
- Deliver the right infrastructure through the Community Infrastructure Levy to ensure that new developments and communities have all the facilities they need.
- Ensure that council homes are well maintained and managed effectively with high tenant satisfaction.
- Review our business plan for council homes to maintain a viable level of income and expenditure following changes in government policy to ensure that we continue to achieve a high level of tenant satisfaction.

- Implement the actions and commitments in our Public Health Plan.
- Extend our range of community development activities to work with people of all ages, focusing particularly on the issues of health and wellbeing, worklessness and financial and digital inclusion.
- Ensure that the activities which require it are appropriately licensed.
- Extending the housing options service and reducing numbers on the housing register.
- Return empty homes to beneficial use.
- Protect and improve the health and wellbeing of our communities through transparent and proportionate enforcement of environmental health legislation.

14 Day-to-day

Services which support East Devon's communities include:

- Keeping food hygiene standards high through regular inspections of food businesses.
- Preventing homelessness wherever possible.
- Playing an active role in safeguarding children and vulnerable adults.
- Managing council homes that offer quality and value for money.
- Home Safeguard supporting our out-of-hours response and vulnerable clients connected to our community alarm service.
- Contributing to how safe people feel in their community through the Community Safety Partnership.
- Improving the sustainability and energy efficiency of homes and commercial premises.
- Ensuring that minimum standards of safety, comfort and amenity are achieved in private rented homes.
- Looking after the parks, gardens and beaches and funding the countryside rangers and activities.
- Protecting the health and wellbeing of individuals and communities by adopting a broad view of public health – this means delivering our public health priorities of supporting targeted families, preventing cardiovascular disease, raising levels of physical activity across the life-course, falls prevention, emotional health and wellbeing, and action to address poverty/ support those experiencing hardship.
- Funding teams which work in our communities to promote a great range of activities for residents and visitors to enjoy. This includes providing local communities with opportunities to improve their health and wellbeing through the countryside team's public events programme including orienteering, Nordic walking, green gym and GP referral scheme.
- Supporting an Arts and Culture Forum which promotes the work of the Manor Pavilion Theatre, Thelma Hulbert Gallery, local nature reserves, parks and gardens ensuring all our communities have access to high quality green spaces, theatre productions and nationally acclaimed contemporary art exhibitions.
- Ongoing improvements to Seaton Wetlands to enhance the visitor experience.
- A partnership arrangement with LED charitable trust which we fund by around £1m every year to run our sports centres and swimming pools around the district.
- Licensing premises appropriately to provide enjoyable and safe places but which don't detrimentally impact neighbouring properties and activities.
- Making sure that the public and participants are safe at major events taking place in the district.
- Ensuring that taxis and taxi drivers are properly licensed so people relying on or using the service are safe.
- Providing housing benefits and Council Tax Support (Universal Credit) in a timely and efficient way.
- A customer service centre giving excellent customer service and providing the necessary support at first point of contact.
- Collecting Council Tax, business rates and other debts owed to the council efficiently and fairly and in accordance with the council's debt collection policy.



PRIORITY TWO

Developing an outstanding local economy

✓ Outcomes

As well as delivering our day-to-day services, our focus is on achieving the following successful outcomes:

- An economy which attracts inward investment.
- An economy which stimulates startups and new businesses as well as supports existing businesses to grow to bring better paid jobs and increased wealth into East Devon.
- Generation of new income streams (reducing our dependence on Council Tax and government funding) adopting an approach which continues to weigh and balance commercial interests with community benefit and value.
- Greater investment and economic growth into East Devon by strategically working with neighbouring authorities and other agencies.
- Promotion of East Devon and the wider region to create value and enjoyment of the area.

📋 Actions

Over the life of this Council Plan we will take the following actions to deliver these outcomes successfully:

- Increase income from existing assets either directly or through local partnerships.
- Identify and bring forward a pipeline of regeneration and development projects across the lifetime of the Council Plan to deliver benefits through regeneration and/or capital receipts.
- Actively seek external funding and explore alternative delivery mechanisms for a series of priority regeneration and development projects.
- Create opportunities through partnership and the planning process and by acting as a facilitator to bring about further development on strategic employment sites to attract new jobs into the district.
- Work in partnership with and gain the positive support of town councils and local partners to identify and deliver new opportunities for regeneration.

-
- Implement the serviced workspace study recommendations and initiate site specific detailed reviews and business cases to seek investment and funding.
 - Continue to support the growth of the Greater Exeter's economy through promoting employment sites identified in our Local Plan.
 - Deliver projects to help create the conditions for local economic growth in partnership with neighbouring authorities where shared objectives exist and improved efficiencies evidenced.
 - Work with Exeter and Heart of Devon (EHOD) partner economic development teams to produce a joint economic development strategy which prioritises inward investment.
 - Secure new job opportunities in conjunction with development arising from the Local Plan for local residents (both young and disadvantaged in the labour market).
 - Deliver our target to pay businesses within ten working days and through our Procurement Strategy encourage local business to do business with the council.
 - Work closely with our rural, coastal and market town economies to encourage business resilience and growth.

Day-to-day

Services which support East Devon's economy include:

- Promoting and improving our town centres and high streets to encourage community identity, local services, more trade and stronger businesses.
- Managing the successful operation and opportunities provided by the East Devon Business Centre.
- Improved and targeted engagement with our business community.
- Ensuring that economic impacts are considered in responding to and deciding upon the relevant planning decisions.
- Ensuring there is an adequate supply of employment land to facilitate the expansion of businesses and to assist startup companies.
- Working with employers and training providers to give local people a competitive edge to sustain existing employment and encourage new skilled and better paid jobs in new sectors.
- Providing business support, innovation and networking opportunities for small and medium size businesses and lobbying on their behalf.
- Lobbying for better and more comprehensive broadband coverage to support the rural community and businesses.
- Continuing to work with our towns to review and optimise the arrangements of parking and charges for the benefit of East Devon and its communities.
- Progressing partnership arrangements with the Science Park, Local Enterprise Partnership and the University of Exeter.



PRIORITY THREE

Delivering and promoting our outstanding environment

✓ Outcomes

As well as delivering our day-to-day services, our focus is on achieving the following successful outcomes:

- Protection and enhancement of our natural and built environment.
- Abundant leisure opportunities and quality open spaces.
- Controlling pollution of the air, land and water via education and appropriate enforcement of environmental legislation.
- Further reductions in the waste that East Devon produces.

📋 Actions

Over the life of this Council Plan we will take the following actions to deliver these outcomes successfully:

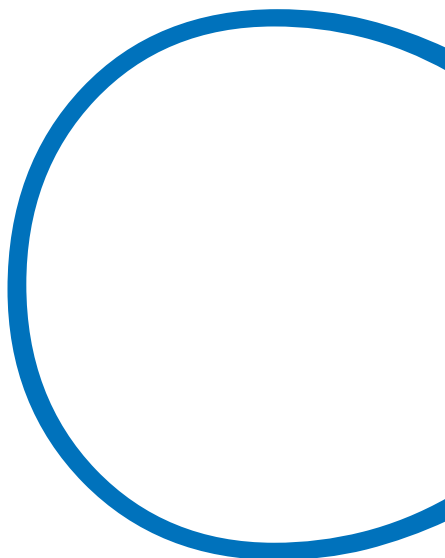
- Enter into a new innovative recycling and waste collection contract extending the options for recycling and reducing waste that is incinerated or sent to landfill.
- Use the consultation feedback from the trials to roll out this recycling and waste service across the district.
- Adopt a Green Space Strategy, the purpose of which is to value and help protect our natural environment.
- Progress the actions and priorities set out in the Playing Pitch Strategy to deliver sufficient and flexible, good quality playing pitches.

Day-to-day

Services which support East Devon's environment include:

- Adopt Beach Management Plans for our beaches working closely with town councils and manage the risk of coastal erosion and flooding.
- Expand our countryside offer with a diverse range of events and activities on our green and open spaces.
- Deliver high quality green infrastructure as part of new developments as a minimum in accordance with policy requirements.
- Implement a programme of fuel efficiency measures for council properties.
- Monitor and where it is possible to do so, improve the quality of private water supplies, bathing water and the air we breathe.
- Explore opportunities for securing a Blue Flag for the beaches in East Devon.

- Keeping our streets and countryside clean and attractive by dealing with litter, graffiti, dog fouling and fly tipping and taking action against those who break the rules.
- Collecting your residual waste and recycling and helping you to recycle more.
- Maintain our parks and gardens to a high standard, and ensure that the features and activities encourage users to enjoy the facilities.
- Supporting the Areas of Outstanding Natural Beauty and Jurassic Coast partnerships to realise the environmental assets of our district.
- A countryside team that engages volunteers and local communities in managing our local nature reserves to help our wildlife flourish.
- Working to help promote East Devon's outstanding natural environment as a destination for nature based tourism and providing income for the local economy and local jobs.
- Working with our partners for the Areas of Outstanding Natural Beauty and Jurassic Coast to help promote East Devon's outstanding natural environment as a destination for nature based tourism and providing income for the local economy and providing local jobs.
- Valuing, protecting and managing our tree stock through education, advice and enforcement.
- Maintaining our wide range of assets (from play areas to bridges and beaches) in good condition.
- Working with our partners to support the management of flood risk and progress identified schemes that reduce the risk.
- Maintaining a programme of inspection of potentially polluting businesses and investigate complaints, concerns and polluting incidents reported to us.
- Providing property search information to ensure potential purchasers have all the necessary environmental and other official details made available to them.



PRIORITY FOUR

Continuously improving to be an outstanding council

✓ Outcomes

As well as delivering our day-to-day services, our focus is on achieving the following successful outcomes:

- A culture that promotes continuous improvement, innovation, commercial thinking and new ways of working.
- Improved digital services giving customers the opportunity to self serve where they want to.
- Services which are as good as they can be using systems thinking principles.
- Skilled, motivated and engaged workforce.
- Helpful policies and the right technology to support our new ways of working (known as 'WorkSmart').
- A council that prioritises keeping our residents informed.

📋 Actions

Over the life of this Council Plan we will take the following actions to deliver these outcomes successfully:

- Implement the approved Strata Business Plan (a wholly-owned ICT company by East Devon, Exeter City and Teignbridge councils) in order to deliver savings, reduce risks and improve capability for IT-enabled change.
- Relocate to Honiton and Exmouth Town Hall and establish surgeries where necessary to meet identified demand for particular services.
- Continue to develop self service capability of our website so that customers can access services online if they wish to.

Day-to-day

Activities that keep us improving are:

-
- Implement the technologies needed to support our new ways of working.
 - Improve procurement and continue to identify opportunities to save money across Teignbridge, East Devon and Exeter City councils as well as through established frameworks nationally.
 - Retain our Investor in People Award following reassessment.
 - Increase membership of our corporate digital magazine.

- Asking our residents, stakeholders and partners for their views through our viewpoint surveys and other consultations.
- Encouraging and supporting tenant scrutiny of our housing services.
- Undertaking further tenant's satisfaction surveys and benchmarking of performance with peers.
- Providing outstanding human resources, organisational development, legal and democratic services support so that front-facing services can deliver their objectives.
- Working together as one council team to deliver and support new ways of working.
- Legal department and democratic services will act as 'critical friends' in pursuit of the council's transparency agenda.
- Delivering on the remaining actions identified in the council's Procurement Strategy.
- Continued implementation of self service functionality for customers to access and update their records on Council Tax, business rates, housing benefits and Council Tax Support.
- Ensuring the services customers request from our customer service centre can be accessed online as a more convenient option if they wish.
- Delivering of accurate, timely and relevant financial information, monitored by the council and available to the public.
- We are a Gold Standard Investor in People and we will continue to work to maintain this standard so that we can recruit and retain the best people to deliver council services.

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How we go about our work

Values

Our values influence the way we work and are there to help sum up what we stand for. These are:

- **Great services and great service – first time, every time**
- **Innovative, always improving**
- **Open, clear and transparent**
- **One council team**

Behaviours Framework

The way we work is also informed by our Behaviours Framework which sets out the behaviours that we value.

Every officer has regular one-to-one reviews as well as an annual performance review which looks in detail at how well they have delivered against their objectives and how well they have demonstrated the behaviours that we value. These make East Devon District Council a place where people want to work. These are:

- **Simplicity in communication**
- **Systems thinking and excellence in service delivery**
- **Trust and respect**
- **Accountability**
- **Working together**
- **Excellence in leadership**

Managers and officers

Following feedback from our staff engagement surveys, our managers have signed up to our Managers' Charter and our Managers' Commitments so that we can help ensure that our managers continue to live our values and foster a great culture.

The organisational development team has arranged for specific training for 'commercial thinking' and 'managing dispersed teams' to be put in place for officers to help deliver this Council Plan.

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How to find out more

Get the latest news eastdevon.gov.uk/news
Follow us on social media [@eastdevon](https://twitter.com/eastdevon)
[f /eastdevon](https://www.facebook.com/eastdevon)

Contact us Phone 01395 516551
Email communications@eastdevon.gov.uk
Post Communications, East Devon District Council,
Knowle, Sidmouth, EX10 8HL

Campfire cooking at a family foraging event with the countryside team



