

Date: 2 March 2009  
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To: Members of the Scrutiny Committee (Councillors: Bob Buxton, Trevor Cope, Christine Drew, Vivien Duval Steer, Roger Giles, John Jeffery, Jim Knight, Stuart Luxton, Frances Newth, Darryl Nicholas, Barry Nicholson, Margaret Rogers, Philip Skinner, Pauline Stott, Eileen Wragg)

Portfolio Holders  
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**Meeting of the Scrutiny Committee  
Wednesday, 11 March 2009 – 6.30pm  
Council Chamber, Knowle, Sidmouth**

The Chairman and Vice-Chairman will be available in the Members Area between 5.45pm and 6.15pm for Members of the Scrutiny Committee to discuss questions and co-ordinate points before the meeting.

Members of the public are welcome to attend this meeting.

- A period of 15 minutes has been provided to allow members of the public to raise questions.
- In addition, after a report has been introduced by the relevant Portfolio Holder and/or officer, the Chairman of the Committee will ask if any member of the public would like to speak in respect of the matter and/or ask questions.
- All individual contributions will be limited to a period of 3 minutes – where there is an interest group of objectors or supporters, a spokesperson should be appointed to speak on behalf of group.
- The public is advised that the Chairman has the right and discretion to control questions to avoid disruption, repetition and to make best use of the meeting time.

**AGENDA**

Page/s

1. **Public question time** – standard agenda item (15 minutes)  
Members of the public are invited to put questions to the Committee through the Chairman.
  - Each individual questioner exercising the right to speak during this public question time is restricted to speaking for a total of 3 minutes.
  - Councillors also have the opportunity to ask questions of the Leader and/or Portfolio Holders during this time slot whilst giving priority at this part of the agenda to members of the public.
  - The Chairman has the right and discretion to control question time to avoid disruption, repetition, and to make best use of the meeting time.
2. To confirm the minutes of the meeting of the Scrutiny Committee held on 11 February 2009. Included for information is a copy of the letter sent to SWRDA in

4 - 11

response to the withdrawal of funding; a copy of which has been sent to Angela Browning MP and the Prime Minister's Office.

3. To receive any apologies for absence.
4. To consider any items which, in the opinion of the Chairman, should be dealt with as matters of urgency because of special circumstances.  
  
(Note: such circumstances need to be clearly identified in the minutes; Councillors please notify the Chief Executive in advance of the meeting if you wish to raise a matter under this item. The Chief Executive will then consult with the Chairman).
5. To agree any items to be dealt with after the public (including the press) have been excluded. There are no items that the officers recommend should be dealt with in this way.
6. Decisions made by the Executive Board called in by Members for scrutiny in accordance with the Overview Procedure Rules under Part 4.5 of the Constitution (There are no items which have been identified)
7. Performance Indicators considered by the Executive Board: Councillors please contact Democratic Services at least 3 working days in advance of the meeting if you wish to discuss particular Performance Indicators with a relevant Officer or Portfolio Holder at a Scrutiny Committee meeting.
8. **Devon Primary Care Trust**  
(Jill Elson, Portfolio Holder for Communities, is invited to attend)

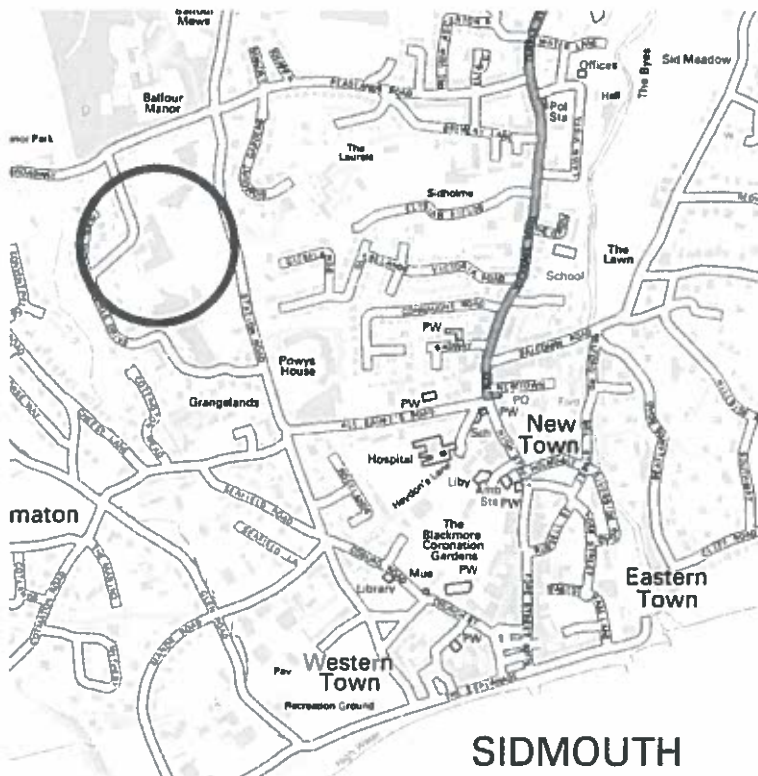
Dr Kevin Snee will take questions on the work of the PCT.

- |     |  |         |
|-----|--|---------|
| 9.  | <b>Civil Parking Enforcement</b><br>(Peter Halse, Portfolio Holder for Economy; Gary Powell, Civil Parking Enforcement Officer from Devon County Council, are invited to attend) | 12 - 20 |
|     | Members are asked to consider the report giving an update on the Council's current delivery of civil parking enforcement.  |         |
| 10. | <b>Quarterly Monitoring of Service Plans – Third Quarter 2008/09</b>   | 21 – 39 |
|     | Members are asked to highlight any service plans where they have concerns or require further information.  |         |
| 11. | <b>Scrutiny Committee Forward Plan and Update on Task and Finish Forums set up by the Committee</b>  | 40      |

## Members remember!

- You must declare any personal or prejudicial interests in an item whenever it becomes apparent that you have an interest in the business being considered.
- Make sure you say the reason for your interest as this has to be included in the minutes.
- If your interest is prejudicial you must leave the room unless you have obtained a dispensation from the Council's Standards Committee or where Para 12(2) of the Code can be applied. Para 12(2) allows a Member with a prejudicial interest to stay for the purpose of making representations, answering questions or giving evidence relating to the business but only at meetings where the public are also allowed to make representations. If you do remain, you must not exercise decision-making functions or seek to improperly influence the decision; you must leave the meeting room once you have made your representation.
- You also need to declare when you are subject to the party whip before the matter is discussed.

## Getting to the Meeting – for the benefit of visitors



The entrance to the Council Offices is located on Station Road, Sidmouth. **Parking** is limited during normal working hours but normally easily available for evening meetings.

The following bus service stops outside the Council Offices on Station Road:  
**From Exmouth, Budleigh, Otterton and Newton Poppleford – 157**

The following buses all terminate at the Triangle in Sidmouth. From the Triangle, walk up Station Road until you reach the Council Offices (approximately ½ mile).  
**From Exeter – 52A, 52B**  
**From Honiton – 340 (Railway Station), 387 (Town Centre)**  
**From Seaton – 52A, 899**  
**From Ottery St Mary – 382, 387**

Please check your local timetable for times.

The Committee Suite has a separate entrance to the main building, located at the end of the visitor and Councillor car park. The rooms are at ground level and easily accessible; there is also a toilet for disabled users.

Visitors please note that the doors to the civic suite (meeting rooms) will be opened ¼ hour before the start time of the meeting. Councillors are reminded to bring their key fobs if they wish to access the area prior to that time.

**For a copy of this agenda in large print, please contact the Democratic Services Team on 01395 517546**



## **EAST DEVON DISTRICT COUNCIL**

### **Minutes of a Meeting of the Scrutiny Committee held at Knowle, Sidmouth on 11 February 2009**

**Present:**

**Councillors:**

Roger Giles (Chairman)  
Jim Knight (Vice Chairman)

Bob Buxton  
Christine Drew  
Vivien Duval Steer  
Frances Newth

Darryl Nicholas  
Margaret Rogers  
Philip Skinner  
Pauline Stott

**Officers:**

Janet Wallace – Environmental Health Officer  
Peter Jeffs – Corporate Director  
Denise Lyon – Corporate Director  
Chris Lane – Democratic Services Officer  
Jenny McNeil – PCT  
Tessa Ryall – Management Information Officer  
Bob Darborne – Communications & Improvement Manager

**Also Present**

**Councillors:**

Graham Brown  
Peter Bowden  
Iain Chubb  
David Cox  
Jill Elson  
Peter Halse

Stuart Hughes  
Ann Liverton  
Graham Liverton  
Andrew Moulding  
Helen Parr  
Sara Randall-Johnson

**Apologies:**

**Councillors:**

Trevor Cope  
John Jeffery  
Eileen Wragg

The meeting started at 6.30pm and ended at 9.25pm.

**\*51 Public question time**

Angela Glanville a resident of Wiggaton near Ottery St Mary, wished to make a point about car parking charges for community hospitals in East Devon. She was concerned that Honiton hospital proposed to make a charge for car parking and asked whether Ottery St Mary also proposed to make a similar charge for car parking. She strongly made the case for no car parking charges at Ottery St Mary Hospital and wished to retain the current status quo of no charging. She had written to Dr Snee on this issue. She felt that a community hospital served the local community and should be free at the point of delivery.

**\*52 Minutes**

The minutes of the meeting of the Scrutiny Committee held on the 21 January 2009 were confirmed and signed as a true record.

**\*53 Urgent item - Exmouth & Seaton Visitors Centres**

The Chairman proposed an urgent item on Exmouth & Seaton Visitors Centre due to their importance to tourism in both communities and to update Members as soon as possible on the current situation. Members noted with concern that SWRDA had made an early withdrawal of their funding support for the proposed Visitors Centres at Exmouth and Seaton. This had been due to the Government withdrawing part of their funding. Members of the Committee wished to receive an explanation as to why this decision had been taken. The Exmouth Regeneration Board was seeking to obtain funding from other sources.

Members noted that a joint letter would be sent to SWRDA from Karime Hassan and his equivalent Corporate Directors in the other affected Local Authorities requesting a meeting with SWRDA to discuss the reasons for the early withdrawal of funding for Visitors Centres. Concern was also expressed over the amount of officer time and money spent on the Visitors Centres project which now appeared to have been wasted.

**RESOLVED**

1. that a letter be sent to SWRDA expressing the District Council's disgust and outrage at their actions in the early withdrawal of funding for both the Exmouth and Seaton Visitors Centres and the lack of forewarning to the District Council, with them being asked to reconsider their decision due to the impact on Exmouth, Seaton and tourism in East Devon; a copy of the letter to be sent to both local MP's and the Prime Minister;
2. that the Executive Board be requested to do all they can to restore SWRDA funding for both the Exmouth and Seaton Visitors Centres.

**\*54 Devon Primary Care Trust – “The Way Ahead – The Next Steps”**

The Chairman welcomed Jenny McNeil, who was representing, Dr Kevin Snee, Chief Executive of the Devon Primary Care Trust (PCT) (who had been unable to attend), to the meeting. Ms McNeil discussed with Members the PCT's strategic framework document, which the PCT Board agreed in November 2008. A progress report would be produced by the PCT at the end of March.

James Lynch from the Devon Health Social Care Forum, asked three questions on the PCT's plan. Firstly, he asked for the inclusion of triple A screening. Secondly, he asked in what way would the Children's Society report be absorbed in the PCT's consideration of children's issues. Thirdly, on the issue of World Class Commissioning he asked when this would be known and made available to the public.

Ms McNeil responded that the PCT hoped to increase the amount of acute care as much as it could. The PCT had considered the Children's Society report and would continue to talk to and engage with young people. When the PCT received full feedback on World Class Commissioning it would be considered in the first instance by the PCT Board.

The Chairman welcomed Jill Elson, Portfolio Holder for Communities to the meeting.

Members robustly questioned Ms McNeil on a number of issues:

- The need to look more closely at the issue of car parking charges in community hospitals, particularly with regard to the need to provide car parking for GP's and health workers;
- The introduction of car parking at community hospitals in particular would push more cars onto the surrounding roads, causing dangers to other road users and was unfair to those people who had supported their local hospital over the years;

\*54 **Devon Primary Care Trust – “The Way Ahead – The Next Steps” (Cont)**

- The reason the PCT gave for the proposed introduction of charges for car parking in community hospitals was the misuse of these car parks, such as being used by train station users at Honiton. However it was pointed out that this could be overcome by putting up a barrier and a £25 charge for irresponsible parking;
- Discussions would be held with local people before car parking was imposed on individual town's community hospitals, local circumstances would be considered and local people consulted;
- Concern expressed that the PCT would not listen the results of any consultation it held with local people;
- The good work carried out by the local League of Friends in community hospitals was acknowledged by Jenny McNeil who said that the PCT wished to involve more people in local decision making and work with local communities;
- There were a number of people who had come forward to the District Council for housing who needed specialist accommodation and these requests were increasing. This created a cost to the District Council. Would the PCT consider commissioning properties around Devon that could be kept open for these patients? Jenny McNeil stated that this would be given consideration and that she would provide a report back on this issue;
- Was the current budget sufficient to cover for all the proposals made in the plan and also how would the increasingly elderly population in Devon impact on future finances? Jenny McNeil responded that an underpinning financial plan, ensuring the agreed direction for the future was backed by achievable and sustainable resource planning, for this year the PCT was predicting a balanced budget;
- Where would future money needed, be generated? Jenny McNeil responded that there were a lot of areas that could be streamlined to save money and also areas for achieving additional resources;
- The issue of delayed release from hospital was being looked at by the PCT and that plan prepared by the PCT looked 15 years ahead;
- Health hubs would be developed in consultation with local people in order to make services more accessible;
- If a community hospital was to provide more services then it needed to have more resources available. Jenny McNeil confirmed that more resources would be made available to community hospitals;
- It was difficult to discuss some aspects of the PCT report without the financial figures and costing available, for example were there assumptions about car parking charges income in the budget for next year;
- Concern expressed over the mental health services which had always been lacking in resources. The plan did not suggest more money was to be spent in this area, which included people suffering from alzheimers and dementia;
- Concern expressed about the transition of young people from children's to adult services and the importance of ensuring that this was a smooth transition for young people;
- The promise by Dr Snee that the PULSE scheme would be looked into and he would respond to the Committee, suggesting that if it was supported by evidence then the Devon PCT would invest in such a scheme, would be investigated by Jenny McNeil;
- The PCT plan considered at the meeting, tended to be full of generalisations rather than specifics;
- That the possibility of the PCT discussing with East Devon Housing Service what housing provision they required was welcomed;
- Recognition was given of the vital importance of community hospitals in East Devon. Jenny McNeil confirmed that there was no plan to close any community hospital in East Devon.

Ms McNeil was thanked for her attendance at the meeting and she confirmed that she would take the feedback she had received at this meeting back to the PCT and that she would provide the information requested by the Committee.

**\*54 Devon Primary Care Trust – Presentation on “The Way Ahead – The Next Steps” continued**

**RESOLVED**

1. that a letter be written to the Devon PCT expressing how annoyed and concerned the Committee were about the possible introduction of charging for car parks in community hospitals, particularly when the local community and League of Friends had provided thousands of pounds to improve these hospitals with the Communications Officer being requested to send out a press release on this issue;
2. that more information be provided to the Committee on the financial viability of the plan;
3. that Dr Kevin Snee and a financial expert from the PCT be invited to attend the next meeting of the Committee to provide more robust financial information for Members;
4. that the Committee welcome the reassurances given at the meeting about the future provision of services in community hospitals.

(Councillor Pauline Stott declared a non pecuniary interest in this item as a Care Worker)

**\*55 Bathing Water Quality in East Devon**

Consideration was given to the report of Janet Wallace, Environmental Health Officer, on Bathing Water Quality in East Devon. Members noted that all Local authorities with coastal boundaries would need to comply with the requirements of a revised EC Directive on Bathing Water Quality (2006/7/EC) which came into force in 2008. The report presented to the meeting set out the requirements of the directive, the current situation within East Devon and future action required. No representative from the Environment Agency had been available to attend the meeting.

Members noted that the Environmental Health Services were working closely with the Environment Agency to improve the lines of communication between the two. There had been four incidents of poor bathing water quality on beaches in East Devon routinely monitored by the Environment Agency in 2008, these had been due to storm surges. Farm waste run off was another problem that adversely affected bathing water quality. It was emphasised that East Devon beaches were extremely clean - the four incidents reported were unusual occurrences.

Local Authorities were required to inform the public of the failures of bathing water quality on beaches that were monitored by the Environment Agency. Concern was expressed that at present there were no plans for information boards at Sidmouth or Beer until 2010.

Janet Wallace was thanked for her report and the Environmental Health Service was thanked for the hard work they undertook monitoring bathing water quality in East Devon.

**RESOLVED**

1. that the contents of the report and arrangements for future actions be noted;
2. that the Portfolio Holder – Environment be requested to find money from the budget to provide information boards for Sidmouth and Beer for the 2009/10 financial year, the wording on the signs to be similar to that contained in the report.



**\*56 Performance Indicator Reporting Issues**

Consideration was given to the report of the Management Information Officer on the different options available for clearer reporting of Performance Indicators (PIs). Members gave detailed consideration to the possible ways of improving reporting using the current SPAR (Service Performance and Risk) system. Members expressed their delight at all the options and appendices presented in the report as they felt they provided a much clearer way of presenting, often complex information.

Tessa Ryall was thanked for her comprehensive report.

**RESOLVED** that options 1 and 2 as contained in the report be approved and the possible future developments be welcomed in due course

**\*57 Quarterly Monitoring of Performance – Third Quarter 2008/09**

Members considered the performance measures for the third quarter, raising queries on some of the indicators, including:

- L102 on calls answered within 20 seconds. Concern expressed that no improvement could be made due to a freeze on recruitment;
- NI181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events. The Deputy Chief Executive reported that the new ways of working were beginning to have a positive effect on the time taken to process claims, but that due to the economic situation there had been a large increase in claimants, particularly in the last month. The Portfolio Holder – Resources reported on a recent visit he had made to the Housing Benefit section. Staff were thanked for embracing the new ways of working.
- NI195a, NI195b and NI195c, Improved street and environmental cleanliness. Particular concern was expressed over dog waste bin collection, particularly in the Brixington area of Exmouth.
- NI196 on improved street and environmental cleanliness – fly tipping. Members noted that 62 people had been warned for littering (mainly cigarette butts).
- BV212 Average time in days to re-let local authority housing. Staff were congratulated on improving the re-let times. Members noted that part of the Housing Service was being looked at for a systems thinking approach.
- BV66a The proportion of rent collected. Staff were congratulated on the proportion of rent that they had collected, particularly in the current financial climate.
- NI155 Number of affordable homes delivered. Concern was expressed at the low number of affordable homes delivered. It was claimed that a developer in Dunkeswell had not delivered the affordable homes that were part of his Section 106 agreement. Consideration should be given to having a target figure for the number of affordable homes delivered.

Members were pleased to see the improvement in the average time to re-let local housing and congratulated the Housing staff for their work in achieving the improvement.

**\*57 Quarterly Monitoring of Performance – Third Quarter 2008/09 (Cont)**

**RESOLVED**

1. that the Scrutiny Committee's concern about the rapidly increasing take up of benefits be noted and the explanation given by both the Deputy Chief Executive and the Portfolio Holder – Resources on the successful introduction of new working practices in the Housing Benefits Section be welcomed;
2. that the Scrutiny Committee's concern about Performance Indicator NI195, particularly with regard to dog waste bin collection be noted and Mark Reilly and the contractor be invited to attend the next meeting to address the issues surrounding dog waste.

**\*58 Scrutiny Committee Forward Plan**

Members considered the Forward Plan for the Scrutiny Committee.

**RESOLVED**

1. that the Forward Plan for the Scrutiny Committee be noted;
2. that an item for reviewing polyclinics for the March meeting be removed and replaced by an invitation to the Chief Executive of the PCT to attend and discuss the work of PCT and financial aspects in particular.

**\*59 Task and Finish Forum Status Report**

Members noted the Task and Finish Forum Status report which presented details of the current Task and Finish Forums. Concern was expressed that the Exmouth Byelaws TaFF was still on hold bearing in mind the urgent need to review these byelaws in Exmouth.

**RESOLVED**

that the Task and Finish Forum Status Report be noted.

Chairman .....

Date.....



Juliet Williams  
Chairman  
The South West of England Regional Development Agency  
Sterling House  
Dix's Field  
EXETER  
EX1 1QA

30/01/09

Dear Juliet

**Jurassic Coast Framework Programme**

We write to strongly protest SWRDA's decision to withdraw the funding allocations for some elements the Jurassic Coast Framework Programme, as outlined in Tony Bray's letter of Jan 22<sup>nd</sup> (copy attached).

This decision has been made entirely without consultation, and although we are aware, and understand, that the RDA has to find savings, we had been given no indication that potential cuts to this programme might be so drastic. As recently as a meeting on December 1<sup>st</sup> 2008, SWRDA gave project staff positive signals with regards to the progress of the very projects for which funding allocation has now been withdrawn.

All of the partners involved in these initiatives, from individual community members, District and County Councils to your own staff, have expended a vast amount of time and effort into the projects over the last five year or more. Although the project groups all vow to continue, this will be significantly more challenging without the backing of the RDA, particularly with the current economic climate and the financial calls on other public sector funds.

It is particularly galling in light of the outcomes of a recently completed Economic Social and Cultural Impact Assessment of the Jurassic Coast, in part paid for from the framework programme. These results (pre-publication copy attached) demonstrate that the Jurassic Coast has already had a positive effect on the economic, social and cultural fabric of the region, and has significant potential to offer much more.

Despite the concerns expressed here, we are pleased that SWRDA will be honouring its commitment to existing and ongoing projects within the framework.

As a result of your decision, we request a meeting with your senior representatives in order to discuss a more acceptable exit strategy for the affected projects, and would be grateful if they might contact Dr Sam Rose on 01305 228656 to make the necessary arrangements.

Yours sincerely



Miles Butler  
Director of Environment, Dorset  
County Council



Edward Chorlton  
Deputy Chief Executive and  
Executive Director of  
Environment, Economy and  
Culture, Devon County Council



Karime Hassan  
Corporate Director  
Economy & Development  
East Devon District  
Council

CC: Jane Henderson, Chief Executive, SWRDA  
Simon Williams, Strategic Manager, Weymouth and Portland Borough Council  
Trevor Hedger, West Dorset District Council  
Lesley Garlick, Devon County Council  
Don Gobbett, Chair, Jurassic Coast World Heritage Steering Group  
Tony Bray, SWRDA Regional Director, Wessex  
Cllr Angus Campbell, Leader, Dorset County Council  
Cllr Hilary Cox, Environment Portfolio Holder and Deputy Leader, Dorset County Council  
Cllr Brian Greenslade, Leader, Devon County Council  
Cllr Margaret Rodgers, Environment Portfolio Holder, Devon County Council  
Cllr Humphrey Temperley, Economy Portfolio Holder, Devon County Council  
Cllr Sara Randall Johnson, Leader, East Devon District Council  
Hugo Swire MP, East Devon  
Oliver Letwin MP, West Dorset  
Jim Knight MP, South Dorset  
Jon Bright, Regional Director, GOSW  
Dr Sam Rose, Jurassic Coast Team Leader  
Tracey Guiry, Project manager, Exmouth and Seaton Visitor Interpretation centres  
Marcus Dixon, Chief Executive, Lyme Regis Development Trust  
Hamish Murray, Project lead, Durlston Castle Project  
Jeremy Pope, Jurassic Coast Trust  
Sir Michael Lickiss, Jurassic Coast Trust

ENC:

- Letter from Tony Bray
- Confidential pre-publication draft: "Economic Social and Cultural Impact Assessment of the Jurassic Coast"



## Agenda Item 9

Scrutiny Committee

11 March 2009

MR / LW



### Civil Parking Enforcement – An Update

#### Summary

This report gives an update on the Council's current position with regard to the delivery of Civil Parking Enforcement.

#### Recommendation:

**That members consider the contents of this report.**

#### a) Reasons for Recommendation

That members of the Scrutiny Committee are made aware of the current position in managing the partnership with Devon County Council in the delivery of Civil Parking Enforcement services.

#### b) Alternative Options

Not applicable.

#### c) Risk Considerations

Not applicable.

#### d) Policy and Budgetary Considerations

Not applicable.

#### e) Date for Review of Decision

Not applicable.

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### Civil Parking Enforcement – an Update

#### 1 The Service to Date

- 1.1 The Council commenced on-street Civil Parking Enforcement responsibilities, through an Agency Agreement with Devon County Council on the scheduled start date of 5 May 2008.
- 1.2 Prior to this date the Council had an establishment of 5 Full Time and 4 Seasonal Car Park Inspectors to carry out enforcement in the Councils Car Parks. Devon County

Council had agreed to fund 6 full time Civil Enforcement Officers to carry out the duties for on-street parking enforcement. There were 2.5 FTE (Full Time Equivalent) - of these 6 full time positions were occupied by former Traffic Wardens who transferred to the District Council under TUPE. This left 3.5 FTE positions to be filled. These posts were filled by the 16 June 2008, which meant that the District Council had its entire Civil Enforcement Officer team in place.

- 1.3 All officers of the Parking Services Team including administration assistants and managers were sent on a City & Guilds course for Civil Parking Enforcement. The Council realised a 100% pass rate.
- 1.4 The Council recognised that, prior to the 5 May 2008, there had been a lengthy period where little or no on-street parking enforcement had taken place in East Devon. This was following the announcement made by the police some 18 months or so prior to the 5 May 2008, that they would relinquish on-street parking enforcement responsibilities from that date. As a result of this position the Council decided that for the whole of May 2008 its Civil Enforcement Officers would issue warning notices rather than Penalty Charge Notices to vehicles believed to be parked in contravention of the regulations. This action was well received by the general public and assisted in the smooth renewal of on-street enforcement patrols. The Civil Enforcement Officers began issuing Penalty Charge Notices to vehicles from the 1 June 2008.
- 1.5 The administration of Penalty Charge Notices and payments remained within the Finance department during the first 4 months of the Civil Parking Enforcement operations.
- 1.6 The bespoke Spur back-office computer programme system and the handheld Penalty Charge Notice devices were delivered on 21 May 2008. All administration staff and front line Civil Enforcement Officers received training to allow use of the system and devices from the 1 June 2008. This coincided with the commencement date for the issue of Penalty Charge Notices to vehicles believed to have been parked in contravention of the regulations.
- 1.7 Initially, the renewal of on-street parking enforcement patrols was the subject of some public discontent in certain areas. However, comments received from the general public both by letter and telephone calls indicate that the vast majority of the public are in support of the Council's intent to enforce on street parking regulations.
- 1.8 The transfer of the Parking Services back office administration from Finance to Street Scene took place over the weekend of the 6<sup>th</sup> & 7<sup>th</sup> September 2008. This was completed by a co-ordinated operation involving Property Services, Information Communication Technology and the Parking Services Administration Team. There were no major problems and the transfer was smoothly and efficiently carried out by all concerned.

## **2 Things That Went Well**

- 1.2 The recruitment and appointment of both administration and front line operational staff went very well. In addition, the transfer of former Traffic Wardens to the District Council went much smoother than was anticipated.
- 1.3 Whilst the Council experienced a number of teething problems with both the Spur back-office system and the handheld Penalty Charge Notice dispensers, in general these have operated very well. In the main, any problems have been quickly identified and resolved.
- 1.4 The back-office administration team have had to undergo a steep learning curve in making themselves conversant with the legal processes of both the Traffic Management Act 2004 and



the Traffic Management Representations and Appeals Regulations 2007. The latter of these two pieces of legislation is specifically designed to protect the motorist against unfair or unreasonable enforcement. The Council must comply fully with these regulations. If it fails to do so, the motorist can appeal on the grounds of impropriety by the Council, irrespective of the circumstances of the contravention that they have allegedly committed. To date, only one motorist has taken the Council to the totally independent Traffic Penalty Tribunal for Penalty Charge Notices that have been issued in its off-street car parks. Only three motorists have done so for Penalty Charge Notices issued for alleged contraventions that took place on-street. Of these the Tribunal found in favour of the District Council on one occasion and in favour of the motorist on the other. The remaining two appeals (this includes the one concerning the off-street car parking) are still under consideration by the independent adjudicator.

- 1.5 The staff employed as Car Park Inspectors by the Council prior to 5 May 2008 have also undergone a steep learning curve due to on-street parking enforcement being very different to off-street enforcement. Off-street enforcement is more straightforward, whilst on-street enforcement is very complicated and complex in comparison. The fact that there have been no major incidents is indicative to the way in which the Civil Enforcement Officers have carried out their duties.
- 1.6 The public at large have demonstrated full support of the Council's intention to enforce on-street parking regulations. Apart from a few minor isolated complaints the service has operated without controversy.
- 1.7 From the 5 May 2008 to date the Council has not experienced any turnover of Civil Enforcement Officer positions. Some of the other Councils in Devon have reported an increase of turnover in these positions and one has reported a 100% turnover since May 2008.

### **3 Things That Have Not Gone Well**

- (a) In order to legally enforce on-street parking restrictions in East Devon, Devon County Council's on-street Traffic Order must be totally accurate. In addition its lines and signs must also fully comply with the legal requirements. The defects existent in these areas has meant that the Council has not been able to issue as many on-street Penalty Charge Notices that it could have issued, and it would not have had to cancel as many that it has done. Devon County Council has recognised these failings and they have set up and appointed specific management teams to rectify the defects in these areas.
- (b) The number of Civil Enforcement Officers that Devon County Council have allocated and agreed to fully fund has indicated that this is inadequate for the level of service that the public and members expect to receive. They have allocated 6 full time positions to patrol the priority streets of the 8 principal towns in the district. Because of scheduled rest day requirements the number of Civil Enforcement Officers available for on-street enforcement duties on any one day is 4. This means that each Officer will be responsible for the enforcement of streets in a minimum of two towns, which on average will be 8 to 10 miles apart. There is no cover for absences due to annual leave and sickness. When these absences take place the minimum number of towns that an Officer has to police each day will be 3. This has meant that the resource that is available is being stretched thinly across the district. Devon County Council has agreed to fund overtime payments in order to try and redress this situation. They have also stated that there is scope to increase the number of Officers available for on-street enforcement.
- (c) The after sales service of Spur Solutions, the provider of the back-office system and the handheld Penalty Notice dispensers, has been poor. It has been difficult to make contact with key personnel and messages that have been left have not always been answered. Unfortunately, the District Council has no contract with Spur Solutions. The contract is between Spur



Solutions and Devon County Council, and the District has to rely on the County to apply pressure for outstanding issues to be rectified. The County Council have been very supportive in this area.

The District Council was informed by Spur Solutions that they would have the Global Positioning Relay Satellite (GPRS) facility within 3 weeks of delivery of the handhelds. This facility would have allowed instantaneous downloading of data from the handheld into the back-office system. To date this facility is still not available to the District Council. Spur attempted to put GPRS in place in September 2008, however, due to Microsoft migration, the Council's ICT dept were fully committed and the introduction of GPRS was postponed. Furthermore, the roll out of the Spur system across the whole of the county was slow in its delivery, particularly in respect of East Devon District Council due to their county wide commitments. This issue is still outstanding and we are awaiting instruction from Spur and Devon County Council with regard to progressing GPRS. GPRS connectivity must also fit with the security requirements of Government Connect. Work is currently being undertaken by ICT to meet the minimum Gov Connect requirements for April to enable the Benefits team to communicate with DWP. There are likely to be a number of follow-up actions required after April, and so GPRS connectivity could be examined during the Summer. This means that should a motorist enquire about a Penalty Charge Notice within a day or two of the date that it was issued, the information may not be available to the Administration Team until after the data on the hand-held has been downloaded onto the system. This can be up to 7 days after the date of issue of the Penalty Charge Notice.

## **5 Conclusion**

Taking a balanced viewpoint of the enforcement service as a whole, the introduction and start up of the service has gone well. A very good open and honest working relationship has developed between the officers of East Devon District Council and those of Devon County Council.

## **6 Highway Authority Traffic Order Committee (HATOC) Report**

A copy of this report is shown as appendix 1. Amongst other things it indicates how the Council has performed when compared to other Local Authorities in Devon that have entered into an Agency Agreement with Devon County Council for on-street parking enforcement.





## Statistical Information

### 6.1 Penalty Charge Notices – position as at end of December 2008

#### On-Street

Month	Total No. Issued	Issued at £50	Issued at £70	No. Paid 50% Disc Rate	No. Paid Full Rate	No. Paid After 56 Days	Income Recovered
June	375	117	258	247	25	3	£ 9,581
July	609	122	487	404	54	4	£ 17,175
August	703	146	557	477	45	2	£ 19,050
Sept	452	102	350	307	25	3	£ 11,940
Oct	302	50	252	194	17	5	£ 8,195
Nov	357	93	264	225	24	1	£ 9,110
Dec	220	1	219	135	5	0	£ 4,885
<b>Totals</b>	<b>3018</b>	<b>631</b>	<b>2387</b>	<b>1989</b>	<b>195</b>	<b>18</b>	<b>£ 79,936</b>

#### Off-Street

Month	Total No. Issued	Issued at £50	Issued at £70	No. Paid 50% Disc Rate	No. Paid Full Rate	No. Paid After 56 Days	Income Recovered
June	297	282	15	143	13	6	£ 4,759
July	401	383	18	205	25	5	£ 6,871
August	418	406	12	218	34	3	£ 7,522
Sept	427	411	15	259	27	1	£ 8,080
Oct	486	473	13	306	27	6	£ 9,176
Nov	443	428	15	265	26	1	£ 8,105
Dec	292	281	11	188	11	0	£ 5,381
<b>Totals</b>	<b>2764</b>	<b>2664</b>	<b>99</b>	<b>1584</b>	<b>163</b>	<b>22</b>	<b>£ 49,892</b>

#### Legal Implications

There are no issues disclosed in this progress report which require legal comment.

#### Financial Implications

There are no financial implications contained within the report.

#### Consultation on Reports to the Executive

Reports to the Executive re the budget/policy framework must detail the nature, extent and outcome of consultation with stakeholders and relevant Overview Committees. Reports about other matters must give details and outcome of consultation as appropriate.

## **Background Papers**

- Scrutiny Committee 5 March 2008
  - Executive Board 28 November 2008
  - Agency Agreement for Civil Parking Enforcement with Devon County Council
  - Highway Authority Traffic Order Committee (HATOC) report attached in Appendix 1
- 

Mark Reilly  
Head of Street Scene

Scrutiny Committee  
11 March 2009

Len Wright  
Car Park Services Manager



## **Civil Parking Enforcement**

Report of the Executive Director of Environment, Economy and Culture

***Please note that the following recommendation is subject to consideration and determination by the Committee before taking effect.***

**Recommendation:** It is recommended that the contents of the report and progress with Civil Parking Enforcement is noted.

### **1. Summary**

Civil Parking Enforcement (CPE) was introduced across Devon on 5 May 2008 and is being delivered via an agency agreement with our district partners. This report details the progress made since 5 May.

### **2. Background/Introduction**

Civil Parking Enforcement (CPE) is the term given to powers that enable a local authority to take over responsibility for parking enforcement from the local police authority under the Traffic Management Act 2004. Following approval by Executive, 6 November 2007 - report of the Director of Environment, Economy Culture (EEC/07/306/HQ) refers; CPE was introduced across Devon on 5 May 2008. The enforcement service is being delivered via an agency agreement with our district partners. One of the resolutions at the meeting of the Executive was for a report to be submitted to all HATOCs 12 months after the November report, on the operation of the Civil Parking Enforcement scheme and that those reports are brought to the Executive as the basis of any review of progress.

CPE enables Devon County Council to ensure its parking policies are implemented effectively, with benefits through improved traffic flow, fewer crashes, a fairer distribution of available parking places and a more pleasant environment. The integration of enforcement and parking policy responsibilities should provide better monitoring of the effectiveness and value of parking controls, allowing parking provision to become more responsive to the needs of the people of Devon. CPE is another tool that aids Devon County Council meet the network management requirements of the Traffic Management Act 2004. The delivery of CPE across Devon is still evolving and developing and this should be kept in mind when considering this report.

### **3. Proposal**

It is proposed that the following contents are noted.

#### **(i) Progress to date.**

An agency agreement has been set in place with each district partner to provide a parking enforcement service for on-street restrictions that complies with the requirements of the Traffic Management Act, since 5 May 2008. The agreement is for the provision of civil enforcement officers (CEOs) who carry out the enforcement duties on-street and for the processing of penalty charge notices (PCNs), including consideration of challenges and appeals as well as processing payments of the charge.

In order to deliver this service, an IT system has been installed in each council to effectively manage PCN progression. Each CEO carries a hand held computer which is used to issue a penalty charge notice and is linked to the main IT system to ensure evidence of each

contravention is correctly logged and progressed through the different stages. Prior to issuing a PCN the CEO must enter the time of first observation of a contravention. The hand held computer will only allow a PCN to be issued after the appropriate observation period. During this time the CEO must make it obvious which vehicle is being observed. CEOs have been instructed to approach motorists if they are still with a vehicle parked illegally to advise them to move it, rather than ignore them and issue a PCN.

20 traffic wardens transferred across to their respective district council from the police authority and the remaining posts were filled by newly recruited officers. All CEOs, including the ex-traffic wardens, have received training in CPE to the appropriate City & Guilds standards, as per Government guidance. They are currently receiving additional training in conflict resolution to aid them in their duties.

Uniforms have been provided, in accordance with TMA regulations, this is consistent across the county through sourcing all uniform items from the police authority stores based in Exeter. A service level agreement has been set up with the police authority to manage the uniform service which takes advantage of their expertise and the savings offered by their existing uniform contracts.

Upon commencement of enforcement on 5 May, district partners with the exception of North Devon District Council, issued warning notices to motorists parked illegally, with a leaflet produced by Devon County Council to inform the public of the change to parking enforcement. At the same time a publicity campaign was run across the county to raise awareness of the change of responsibility from the police to the local councils.

After a few weeks, "live" PCNs were issued for on-street contraventions. Devon County Council has issued instructions with regard to the priority for on-street enforcement, but has allowed the Districts to manage the day to day service, as per the agency agreement, giving opportunity for flexible and effective enforcement, by combining the new service with their existing off-street car park enforcement.

The table below shows the number of CEOs currently employed by the districts and the amount of PCNs issued in each District for on-street contraventions. When considering the table it should be kept in mind that the service was under development over these first few months and some of the districts were unable to recruit the full complement of CEOs for the commencement of the service.

Council	CEOs funded by DCC	CEOs funded by Districts	PCNs issued on –street between June & September 2008
Exeter City Council	13	13	4076
East Devon District Council	5	5	2161
Teignbridge District Council	5.5	5.5	1733
South Hams District Council	5	6	2592
West Devon Borough Council	3	1	787
Torridge District Council	5	6	1538
North Devon District Council	5	7	1357
Mid Devon District Council	3	3	1289

In general the service has been received positively by the public. Many locations had little effective enforcement for some time and local residents have welcomed its return. In other

locations motorists had been parking illegally for a number of months prior to the start date and the message is now filtering out amongst highway users that this is no longer permitted.

(ii) **Future Proposals and Reports**

It is proposed that an evaluation is made on the current CEO establishment and how effective enforcement has been over the first twelve months of service, in effect an annual report. It is recognised that the service was introduced with a minimum resource and is still developing. In order to effectively enforce parking restrictions in some areas the number of CEOs employed may require increasing, especially if the hours of enforcement are to be extended, but we must first ensure that the current service is working efficiently.

The evaluation will inform the County Council of the future funding requirements to run the CPE service. Any increase in numbers will also mean an increase in revenue required to fund the service. Work is currently being progressed on the predicted revenue requirements over the next year.

A requirement of the TMA regulations is that all authorities within a civil enforcement area must submit a report to the Department for Transport with details of the number of PCNs issued, the number challenged and taken to adjudication, and details of how revenue from these charges has been used by the council. This report will be submitted to Executive in the summer of 2009, prior to submission to the Department for Transport, and published on the council's website.

In the long term, new regulations may give the County Council opportunity to enforce other moving traffic offences, such as bus lane violations, yellow box markings and banned movements.

**4. Legal Considerations**

CPE is a service currently undertaken by Devon County Council. This report is only an update of the existing service therefore does not change the legal consideration previously reported.

**5. Options/Alternatives**

The agency agreement with each of our district partners is in place until such time as one party gives reasonable notice to the other. As the service is still evolving and is in the development stage, no alternatives for the delivery of this service are being considered at this time. Within the agreement there is a requirement to review after an 18 month period.

**6. Reason for Recommendation/Conclusion**

Executive resolved in November 2007 that a report be submitted to all HATOCs after 12 months on the operation of the Civil Parking Enforcement service and that those reports and any comment for HATOCs are brought to the Executive as the basis of any review of progress.

It is recommended that the contents of this report be noted and any comments sent to Executive for consideration.

Edward Chorlton

**Electoral Divisions: All**

Local Government Act 1972

List of Background Papers

Contact for enquiries: Lester Willmington

Room No. AB1, Lucombe House

Tel No: (01392) 383379

Background Paper	Date	File Ref
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gp101108 multiple  
sc/civil parking enforcement  
2 hq 131108

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Edward Chorlton

**Electoral Divisions: All**

Local Government Act 1972

List of Background Papers

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Background Paper	Date	File Ref
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gp101108 multiple  
sc/civil parking enforcement  
2 hq 131108

## Agenda Item 10

Scrutiny Committee

11 March 2009

SPs Q3 2008/09



### Quarterly Monitoring of Service Plans – 3rd quarter 2008/09

#### Summary

Progress on the actions in the Service Plans for the period 1 October – 31 December 2008 is supplied to allow the Scrutiny Committee to monitor performance and identify any service areas where improvement is necessary.

#### Recommendation

That the Scrutiny Committee considers progress against the actions in the Service Plans for the third quarter of 2008/09.

#### a) Reasons for Recommendation

The appendix demonstrates our progress in implementing actions in the Service Plans and highlights areas of concern. Addressing these areas will ensure the continuous improvement of services and the Council overall.

#### b) Alternative Options

None.

#### c) Risk Considerations

A failure to make satisfactory progress in addressing the areas of concern may lead to the Council being criticised in a future inspection and could also compromise the Council's reputation and budgets.

#### d) Policy and Budgetary Considerations

Quarterly performance monitoring conforms with existing Council policy and the Council's current budget. However, any consequent improvement action could have policy and financial implications.

#### e) Date for Review of Decision

The actions in the Service Plans are monitored at the end of each quarter.

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## **Main Body of the Report**

1. Heads of Service have provided details of progress with the actions in their Service Plans for the period 1 October – 31 December 2008.
2. The appendix sets out actions in each Service Plan that have been classified as red, amber or green:
  - Red highlights targets with serious problems or significant delays.
  - Amber indicates actions with mild concerns or minor set backs.
  - Green displays special achievements or early completions.
3. The 'Officer Notes' column allows officers to explain anything, particularly when start/completion dates are slipping. For example, the reasons for the slippage, the action being taken to rectify matters and when things are expected to be back on track.
4. Members are invited to comment on progress against the actions in the Service Plans.

## **Legal Implications**

None

## **Financial Implications**

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## **Background Papers**

Relevant background papers are set out in the appendix.

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Bob Darboume ext. 2618  
Policy Manager

Scrutiny Committee  
11 March 2009



## QUARTERLY MONITORING OF SERVICE PLAN IMPROVEMENTS PLANNED FOR 2008/11

ENVIRONMENTAL HEALTH

Third Quarter 2008/09 (October-December)

Portfolio Holder: Jill Elson

Head of Service: Simon Smale/John Collins

<b>GREEN</b>						
IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES	
Strive towards becoming one of the first organisations in the Country to obtain the 'New' Charter Mark Award for Excellence in Service.	April 2008		Jan 2009		Achieved Customer Service Excellence Award as one of the first Environmental Health Services in the Country	
<b>AMBER</b>						
IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES	
We will carry out our regulatory function for businesses in an open and proportionate manner	April 2008		On-going		Slight slippage from inspection programme resulting from extra work in CAPS IT system changeover process. Arrangements in place to meet shortfall. Returns from business satisfaction questionnaires are positive. Enforcement Policy under review in line with new national Compliance Code	
Effectively progress the Council's EDGE Ahead Award to recognise business excellence and in particular promote commercial contribution to the 'green' agenda and responsible drinking.	On-going		On-going		First tranche of 10 Gold, 6 Silver and 5 Bronze awards presented on 17 <sup>th</sup> July. Programme for this year delayed by migration to CAPS system and preparation for impending Food Standards Agency Audit.	

**HOUSING**

**Third Quarter 2008/09 (October-December)**

Portfolio Holder: Jill Elson

Head of Service: John Golding

<b>GREEN</b>	<b>IMPROVEMENT</b>	<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>	<b>OTHER ORGANISATIONS</b> (Joint work with other bodies, e.g. if an action is dependent on the performance of partners)
	Continue to reduce void periods below the 30 day target.	July 2007	July 2007	April 2008	On-going Monthly review	We are still reporting a position significantly below our 28 day average void target.	Contractors.

<b>AMBER</b>	<b>IMPROVEMENT</b>	<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>	<b>OTHER ORGANISATIONS</b> (Joint work with other bodies, e.g. if an action is dependent on the performance of partners)
	Deliver more affordable homes.	April 2008	April 2008	March 2011	On-going Quarterly review	The downturn in the housing market has directly impacted upon affordable housing delivery.	We are dependent upon developers, Registered Social Landlord partners and the Homes and Communities Agency.
	Improve rent collection and debt management performance.	April 2008	April 2008	March 2009	On-going Quarterly review	Our 'stretch target' for rent collection is proving hard to achieve in the current economic climate.	
	Improve on targets for responsive repairs (96%) and getting it 'right first time'.	April 2008	April 2008	March 2009	On-going Monthly review	Several contractors are struggling to achieve the target set.	Responsive repair contractors.

**PLANNING AND COUNRTYSIDE**

Third Quarter 2008/09 (October-December)

Portfolio Holder: Ray Franklin/Graham Liverton

Head of Service: Kate Little

GREEN IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES
We will put in place the mechanisms to ensure that development control performance is improved to prevent any remittance of the Housing & Planning Delivery Grant on the delivery of housing numbers.	Jan 2008		June 2008		The average planning application processing time has fallen from 75 to 45 days during this quarter.
We will progress the Axe Wellands Nature Reserve project with a view to securing a High Level Steward Scheme for the whole site from Natural England and the National Lottery funding bid.	Ongoing		Sept 2008		High Level Stewardship Scheme award secured. Business Plan written and Project Officer working on National Lottery Bid for March 2009

**STREETSCENE**

Third Quarter 2008/09 (October-December)

Portfolio Holder: David Cox

Head of Service: Mark Reilly

GREEN IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES
To conclude successfully all outstanding elements of the contracting process for the delivery of Refuse Collection and Recycling.	Work ongoing	April 2007	June 2008		Deed of Variation agreed and documentation completed in November 2008.
The main improvements in Cleaning Services to be introduced in 2008/11 are: <ul style="list-style-type: none"> <li>Increase in enforcement of environment legislation.</li> </ul>	Work ongoing	Sept 2007	Dec 2010		Respond Enforce and Clean Team (REACT) continue to carry out enforcement.  An education initiative was carried out up to 31 Dec. 2008. Since 1 Jan. 2009 a number of fixed penalty notices (FPN) have been issued; 1 for Fly-tipping

<b>GREEN IMPROVEMENT</b>						
	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES	
<ul style="list-style-type: none"> <li>Containerisation of household waste</li> </ul>					and 5 for littering (incl. cigarette butts). Additionally 25 general warning letters and 92 "duty of care letters" (to commercial properties) have been sent.  Containerisation of household waste will continue with the second phase of the new recycling and refuse service.	
Coast Protection – Exe Estuary Coastal Management Study	Work ongoing	March 2007	March 2009		The draft report is now completed and Consultation is currently taking place with the relevant Local Authorities. This will inform Public Consultation in March 2009.	
Coastal Defence <ul style="list-style-type: none"> <li>Repair to Beer Pier</li> </ul>	April 2008	June 2008	March 2009	October 2008	Work has been completed.	
Coastal Defence <ul style="list-style-type: none"> <li>Water diversion at Steamer Steps, Budleigh Salterton*</li> </ul>	April 2008	April 2008	March 2009		Work is expected to be completed in March 2009.	
Promotions and New Initiatives in Street Cleaning Services to increase public awareness. This includes the development of the REACT team.	April 2007	April 2007	March 2008	February 2008	Completed.	
Shared service with Devon CC for the delivery of on-street and off – street car parking enforcement.	April 2008	January 2008	March 2010	October 2008	Completed.	
Integration of Property Services with Street Scene Services to improve service delivery and seek service efficiencies.	April 2008	Nov 2008	March 2010	October 2008	Completed	



<b>AMBER IMPROVEMENT</b>							<b>OFFICER NOTES</b>
	<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>			
Pollution prevention scheme at Imperial Recreation Ground, Exmouth *	Work ongoing	April 2007	March 2009				The required works have been identified and agreed with the Environment Agency (EA) and Natural England. A detailed remediation scheme is now being prepared before being submitted to planning, this will include appropriate assessments, before being submitted to planning.
Flood alleviation schemes <ul style="list-style-type: none"> <li>Dewdney's Court, Upton Pyne *</li> </ul>	April 2007	April 2007	March 2008				Appraisals (which include lengthy technical, economic and environmental assessments) backing a particular way forward have been submitted to the EA but no financial support has been awarded.
Flood alleviation schemes <ul style="list-style-type: none"> <li>Budleigh Salterton – trunk drain outfall*</li> </ul>	April 2008	April 2008	March 2009				As above.  Legal obligations have been reviewed and the Council has a responsibility to keep the outfall clear in a reasonable manner.
Flood alleviation <ul style="list-style-type: none"> <li>Budleigh Salterton – Western Outfall*</li> </ul>	April 2008		March 2009				Appraisals have been submitted to the EA but no financial support has been awarded.
Flood alleviation schemes <ul style="list-style-type: none"> <li>Farway, Woodbridge*</li> <li>Gittisham*</li> <li>Pencepool, Plymtree *</li> </ul>	April 2009	April 2007	March 2010				As above.
Axmouth Harbour repairs to Road and Sea Wall *	Work ongoing		March 2009				South West Water has stated that they are not going to lay a new foul sewer along the road adjacent to

<b>AMBER IMPROVEMENT</b>						
	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES	
					the harbour wall. There are implications to the properties which would have benefitted to this new sewer. We are currently awaiting their proposed alternative solutions to their foul water disposal problems before carrying out works to the harbour road and wall.	
Feasibility on Surface Water Drainage, Dowell Street Car Park, Honiton*	January 2008	Sept 2006	April 2008		The drainage of the Car Park is currently monitored on a regular basis. Drains are cleared frequently.  There is a legal duty for the Council to reasonably maintain the Car Park to alleviate potential flooding to adjacent houses.	
Bridges – Specifications and Plans for Repairs Capel Lane Railway Bridge*	January 2008	April 2007	June 2008		Work still expected to commence in March 2009.	
Waste Management Licensing in Camperdown and Manstone Depots	April 2006	April 2006	March 2008		In general the Depots comply 95% with Waste Licensing legislation. There is an expectation that amended legislation will be shortly issued that will change licensing requirements. We are awaiting further details.	

\* A number of the engineering schemes have been affected by recent flooding events taking priority. This coupled with the post of Principal Engineer being on hold and lack of funding from the EA for flood alleviation schemes and coast protection schemes have and will continue to delay progress on schemes in the foreseeable future.

**ECONOMIC DEVELOPMENT**

Third Quarter 2008/09 (October-December)

Portfolio Holders: Peter Halse

Corporate Director: Karime Hassan

<b>GREEN IMPROVEMENT</b>						
	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES	
Facilitate delivery of a new railway station at Cranbrook with public transport provision to all major development sites.	On going		2009		Successful bid to CLG (Department for Communities and Local Government) for Growth Funding. Station design proceeding to final design stage. Estimated time of delivery spring 2010.	
Support the acquisition of land to provide the expanded Wetland Nature Reserve project.	On going				Discussions on the acquisition of additional land for the Axe Wetlands project are on-going.	
Use opportunities provided by the Local Authority Business Growth Incentive (LABGI) Scheme to reinvest in economic development initiatives in consultation with East Devon Business Forum.	On going		2011		This work continues and a report on future LABGI investment will be presented to the Executive Board during the March 2009 cycle.	

<b>GREEN IMPROVEMENT</b>						
		START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES
Work with businesses to implement the Better Regulation Framework and ensure a fair and consistent approach to regulation.	Better customer satisfaction and encouragement of business growth	On going				Collaboration with the East Devon Business Forum continues. The Forum's Annual General Meeting took place on 5 <sup>th</sup> February 2009.
Continued support to the Honiton Street Market	A vital and vibrant town centre	On going				The operational management of Honiton Street Market was successfully transferred to Honiton Town Council on 1 <sup>st</sup> January 2009. Accordingly the future delivery of this service is no longer a responsibility of East Devon District Council.

<b>AMBER IMPROVEMENT</b>						
		START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES
Support development of a strategically important business park (Sky Park) providing business accommodation and knowledge based jobs.	The first building is built on site by 2011	On going				Skypark – section 106 Agreement outstanding and planning permission not issued. Delays relating to appointment of Joint Venture Partner and other legal issues.

AMBER IMPROVEMENT		START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES
Support Seaton youth projects such as an improved youth facility and sports fields with changing rooms at Harepath Road	Improved youth facilities by 2009	On going		2011		The council continues to support efforts to progress the realisation of East Devon Local Plan policy LSE2 but the limitations of its own capital resources are likely to inhibit early progress.
Bring forward employment site at Harepath Road by entering into joint venture agreement with developer	Agree terms of joint venture agreement Prepare master plan and Outline planning permission secured by 2010	On going		2011		The council continues to support efforts to progress the realisation of East Devon Local Plan policy LSE2 but the limitations of its own capital resources are likely to inhibit early progress.
Work with Exmouth Town Council to secure major private sector investment to improve the variety of shops in Exmouth Town Centre to target markets not currently catered for and provide a major convenience store.	A rich variety of shopping provision reflecting the best performing towns in the country	On going		2011		The Council continues to support town centre management in Exmouth and will continue to look for ways of bringing new investment to the town. However, the recent decision by ASDA not to progress investment in the Royal Avenue site necessitates a careful review of town centre investment options.

<b>AMBER IMPROVEMENT</b>						
		START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES
Support the Jurassic Coast Visitor Centre projects at Exmouth	Delivery of centre by 2011	On going		2011		The South West of England Regional Development Agency has withdrawn its offer of financial support to facilitate the delivery of the World Heritage Coast Visitor Centre proposal in Exmouth and Seaton.
Continued support to the East Devon Business Centre at Honiton	Full occupation of the business centre to support business growth	On going				In the period since the start of the new calendar year, three new businesses have taken office space at the East Devon Business Centre. Three vacancies remain but the level of enquiries received since the start of the year provide grounds for greater optimism.

#### INTERNAL AUDIT AND RISK MANAGEMENT

Portfolio Holder: Andrew Moulding

#### Third Quarter 2008/09 (October-December)

Head of Service: Tanith Clark

<b>AMBER IMPROVEMENT</b>						
		START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES
To deliver the new Strategic Audit Plan over the next 5 years incorporating any new areas for review within the contingency allowed within the plan.		April 2008	April 2008	March 2009	Ongoing	The audit section has been depleted of all audit staff over the last few months, but has now managed to retain the services of audit contractor staff who are beginning to make some headway. I expect there will be some work within the audit plan for 2008/09 that will be rolled over into the following years' plan.

ICT

Third Quarter 2008/09 (Oct-Dec)

Portfolio Holder: Stuart Hughes

Head of Service: Chris Powell

GREEN IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES	OTHER ORGANISATIONS (Joint work with other bodies, e.g. if an action is dependent on the performance of partners)
Measure and improve IT literacy within the Council through courses, on-line testing and ECDL	April 08	April 08	Ongoing	-	The on-line course for Microsoft was very successful and an on-line new starter induction programme has just been released.  The Microsoft workshops are still ongoing and an on-line test for all computer users is planned for April.	
Update the Information Security Policy to manage latest risks, including mobile and organise and deliver training to all computer users.	May 08	Jan 08	May 09		The current Information Security Policy will be replaced by a Devon-wide model in April that is compliant with CoCo.	Devon security partnership working jointly on a new Information Security Policy.
Run the IMPACT process for ICT to drive continuous performance improvement	April 08	April 08	Ongoing		Working and effectively pointing out the priorities for improvement action.	
Investigate running Print and Post service in-house	ongoing	Jan 08	April 08	April 08 but changes to scope	Decision made to bring service in house and to TUPE staff over to the Council by April 2009.	

<b>GREEN</b>						
IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES	OTHER ORGANISATIONS (Joint work with other bodies, e.g. if an action is dependent on the performance of partners)
Develop a reporting mechanism for achievement of customer service through all channels that use the CRM	April 08		April 09	Feb 09	Completed...The Lagan system is able to provide all the information needed and staff have been trained on how to produce reports.	
Maintain continuous improvement in Programme Board processes including adding Information Security reviews.	ongoing		ongoing		Information security is reviewed as a standard agenda item.	

<b>AMBER</b>						
IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES	OTHER ORGANISATIONS (Joint work with other bodies, e.g. if an action is dependent on the performance of partners)
Develop effective customer feedback mechanisms for monthly measurement and improvement of service including: <ul style="list-style-type: none"> <li>- sampled feedback of all ICT jobs</li> <li>- "smiley" survey of customers</li> <li>- regular feedback sessions with all key managers</li> </ul>	ongoing	April 08	Aug 08		ICT Customer Service Manager has resigned which could delay getting all of the required processes completed.	



AMBER IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES	OTHER ORGANISATIONS (Joint work with other bodies, e.g. if an action is dependent on the performance of partners)
Complete the standardisation and linking of the LLPG into all systems that use addresses, and develop a management team for continually improving this data quality	ongoing	Jan 08	Dec 09		<p>The matching and cleaning of data continues at a steady pace and continues to improve our data quality and reduce errors. We will soon be in a position to check the electoral roll against the council tax list to see if there are interesting discrepancies.</p> <p>The biggest benefit from data matching could come from the Business Rates system where it is very possible that we will find commercial addresses that are not paying any rates.</p> <p>This work is likely to be hampered by the lack of resource to investigate the data.</p>	

<b>RED IMPROVEMENT</b>	<b>START BY</b>	<b>STARTED ON</b>	<b>COMPLETE BY</b>	<b>COMPLETED ON</b>	<b>OFFICER NOTES</b>	<b>OTHER ORGANISATIONS (Joint work with other bodies, e.g. if an action is dependent on the performance of partners)</b>
Increase apprenticeships within ICT to two	April 08	April 08	April 2010	May 08	Budget has not been approved.	
Manage selection and implementation of asset management systems ensuring adherence to a corporate asset numbering scheme.	ongoing		Dec 09	Suppliers have presented to business parties and the overall project is being presented to the Programme Board in December.	LGR has stopped the implementation of a new Housing system.	

**LEGAL & DEMOCRATIC SERVICES**

**Third Quarter 2008/09 (October-December)**

**Portfolio Holder:** Andrew Moulding

**Head of Service:** Rachel Pocock

<b>GREEN</b>					
IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES
Effective and satisfied councillors fitted for the challenges of the future through the Councillor Development and Training Strategy	Nov 2007		2011		Councillor Personal Development Reviews are currently taking place. An application for Member Development Charter Status is under preparation.

<b>RED</b>					
IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES
Successful implementation of an effective case management system	January 2008		April 2008		ICT Programme Board has decided there are insufficient resources to complete this project in house. The options available will need to be reviewed by the Board in consultation with the Head of LLDS
Retain Lexcel Quality Mark and gain Chartermark for Licensing	Ongoing		April 2009		Lexcel Quality Mark was retained in 08/09. In line with the service plan, further work on these quality marks is under review because of resource issues (linked to case management; above) and Local Government Review.

**ORGANISATIONAL DEVELOPMENT**

**Third Quarter 2008/09 (October-December)**

**Portfolio Holder:** Andrew Moulding/Stuart Hughes

**Head of Service:** Karen Jenkins

<b>GREEN</b>						
IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES	
Reduce sickness absenteeism to reach the upper quartile for Best Value Performance Indicators.	April 2008	April 2008	April 2009		Physiotherapy now to be considered in relation to muscular –skeletal issues which is cited for a large proportion of absence. It is hoped that this will assist with an earlier return to work or in some cases prevent absence. We will trial initially for 3 months.	
Achieve successful re-accreditation of Investors in People.	April 2008	April 2008	January 2009		Achieved on 3 <sup>rd</sup> Feb 2009.	

<b>AMBER</b>						
IMPROVEMENT	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES	
Work with ICT to introduce workflow to automate key HR and Payroll forms for starters and leavers, staff requisitions, sickness certificates (including on line authorisation processes).	April 2008		April 2009		ICT have agreed to look at using Sharepoint to develop electronic forms. Awaiting feedback from ICT on presenting a draft electronic version of existing forms.	
Research potential of Flexible Benefits implementation and make appropriate recommendations.	April 2008	April 2008	December 2008		Initial work has been commenced, but on hold pending outcome of LGR.	
Work with ICT and OD to deliver a more accessible intranet site for OD branded as 'EDDC and me'	April 2008		Nov 2008		Scope of the 'My East Devon' project is now defined and some progress is being made.	
Maximise development of SPAR reporting tool and establish use of the Customer Protocol recommended by IDEA.	April 2008	April 2008	April 2009		Report on SPAR reporting tool to be made to Scrutiny Committee on 11 <sup>th</sup> February. Work on Customer Protocol held over to 2009/10 because of the significant time that had to be spent on SPAR	

<b>AMBER IMPROVEMENT</b>						
	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES	
Delivery of a Welcome Pack to people moving into the District.	April 2008	June 2008	April 2009		and new NIs. Some progress is now being made.	

<b>RED IMPROVEMENT</b>						
	START BY	STARTED ON	COMPLETE BY	COMPLETED ON	OFFICER NOTES	
Lead on Equalities to ensure the Council reaches Level 2 of the Equality Standard.	April 2008	April 2008	April 2009		Not on target. Equality Impact Assessments behind target and EDDC not yet at level 2. Meeting of Equality Working Group to assess progress on 5 <sup>th</sup> March 2009.	



## Agenda Item 11

### Scrutiny Committee Forward Plan 2008/09 and Task and Finish Forum update

Month	Topic	Lead
8 April 2009	Review of Refuse and Recycling Phase 1  Place Survey results  Review of Scrutiny annual report format including review of work achieved in past year to check if implementation had been achieved	Portfolio Holder for Streetscene  Jamie Buckley  Debbie Meakin
13 May 2009	Report on Five Year Land Supply for Housing TaFF	Karime Hassan
June 2009 tba	Review of Benefits service following systems thinking approach and the results of the Audit Commission inspection.	Simon Davey

**Note:**

1. Review of Procurement Officer six months after appointment.
2. Suggest moving item on Place Survey Results on to the May meeting

#### Task and Finish Forum Update:

Engaging and Involving Young People TaFF next meet on the 25 March 2009 at 10.00am (postponed from 6 February 2009 due to bad weather) for fourth meeting.

Land Supply for Housing TaFF met on 27 February 2009; next meeting scheduled for 3 April 2009 at 2.00pm.

Exmouth Byelaws TaFF on hold until resources available.

For more information on the current status of other task and finish forums, please contact Democratic Services.

