

Agenda for Overview & Scrutiny Committee

Thursday, 13 November 2014; 6.30pm



[Members of the Committee](#)

Venue: Council Chamber, Knowle, Sidmouth, EX10 8HL

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- 1 [Public speaking](#)
- 2 Minutes for 16 October 2014 (pages 3 - 10)
- 3 Apologies
- 4 [Declarations of interest](#)
- 5 [Matters of urgency](#) – none identified
- 6 To agree any items to be dealt with after the public (including press) have been excluded. There are **no** items that officers recommend should be dealt with in this way.
- 7 Decisions made by Cabinet called in by Members for scrutiny in accordance with the Overview Procedure Rules. There are **no** items identified.
- 8 **Police and Crime Commissioner**
An opportunity to question Tony Hogg, Police and Crime Commissioner.
- 9 **East and Mid Devon Community Safety Partnership update** (pages 11 - 14)
A report from the Community Safety and Anti Social Behaviour Co-ordinator on the work of the partnership. The Local Policing Commander for Exeter, East and Mid Devon will also be attending.
- 10 **Exmouth beach management task and finish forum report** (pages 15 - 24)
Report back from the task and finish forum with recommendations for consideration to recommend to Cabinet.
- 11 **Full council meeting review** (pages 25 - 28)
Recommendations back from the joint Think Tank meetings for debate.
- 12 **Performance monitoring second quarter 2014/15** (pages 29 - 42)
- 13 **Portfolio Holder for Finance update** (pages 43 - 44)
Including asset management forum update.
- 14 **Viewpoint survey results** (pages 45 - 52)
- 15 **Overview and Scrutiny Forward Plan** (page 53)

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EAST DEVON DISTRICT COUNCIL

Minutes of a Meeting of the Overview and Scrutiny Committee held at Knowle, Sidmouth on 16 October 2014

Attendance list at end of document

The meeting started at 6.30pm and ended at 9.19pm.

***35 Public Speaking**

Richard Thurlow outlined the need for clear scrutiny in light of recent decisions and events, including 264 FOI requests since 2008 and the Chief Executive being called to parliament to give evidence. He stated that the consultancy budget had grown and that relocation was unachievable by the target of March 2017. He alleged that management was poor, there was public anger at the leadership of the council, and that insufficient financial information on the project was available. He reminded the committee of the Local Plan being turned down by the inspectorate. He requested that more scrutiny of the project is undertaken and that the committee had a legal duty to hold the council to account.

The Chairman responded with a number of examples of scrutiny that the committee had already undertaken on the relation project, and the work of the committee through Task and Finish Forums and questioning of Portfolio Holders on a number of elements of council business. He also regarded the issue of the electoral register as a matter between the Electoral Commission and the officer they had appointed as Returning Officer, not a matter for the committee. He also outlined the constraints of the committee within the constitution for reviewing planning matters.

Marion Rixson informed the committee that Councillor Ken Potter had recently spoken at the Newton Poppleford parish council meeting about a recent LGA meeting he had attended, where it had been suggested that there would be no district councils left in ten years time. In light of that, she urged the committee to explore the costs of the relocation project and asked how much it would cost to refurbish the existing building, funded by sale of the "hotel" part of the site.

***36 Minutes**

The minutes of the Overview and Scrutiny Committee meeting held on 11 September 2014 were confirmed and signed as a true record.

***37 Declarations of Interest**

Councillor Vivien Duval Steer; personal interest; member of Development Management Committee, and therefore would not take part in item 9 on the agenda.

Councillor Claire Wright; personal interest; member of Devon County Council health scrutiny committee.

Councillor Frances Newth; personal interest; trustee of organisation affiliated with Sidmouth Hospital.

38 Broadband scrutiny review report

Two submissions had been made by members of the public who were unable to attend the meeting in person, relating to the report.

A statement was circulated from Graham Long, parish councillor for Upottery. It outlined how his rural parish had been taken out of the broadband programme and therefore those residents would not benefit from the scheme. The last possible action in order to secure superfast broadband for the parishes was to request that the Phase 2 Superfast Extension

Programme (SEP) tender documents require that potential suppliers bring in additional investment to the programme in order to achieve as close as possible to 100% coverage. Anything less, in his opinion, than 100% was not acceptable to rural taxpayers. Having a reduced coverage would adversely affect those homes that did not receive superfast broadband, such as affecting house price and businesses.

A statement was circulated from Mr S J Horner, a parish councillor for Yarcombe. He noted the difficulty of gaining any meaningful information from the CD&S team. Parishes in the area had also been deemed “out of area” despite the efforts of a number of councillors, including Councillors Diviani, Twiss and Leadbetter, alongside councillors from other parishes in a similar position. He felt that the report was too late to affect the programme at this stage but urged the committee to recommend that wholesale changes were made to the CD&S organisation.

Emily McGuinness, Scrutiny Manager of South Somerset District Council, outlined the report to the committee. She explained the frustration of the Forum over the access to information and recognised that the report was not as revolutionary as the members would have wished at the outset of the task. South Somerset District Council Scrutiny committee had agreed the recommendations in the report and these would go forward to the Executive in November.

The Chairman reiterated his frustration at the reluctance of CD&S to provide information, as set out in his foreword to the report.

In response to a question, Councillor Phil Twiss informed the committee that he would know more about the SEP funding shortly but the timescales were not expected to be kept. Work was being undertaken to see if the SEP could be extended to open to other providers other than BT.

RECOMMENDED

1. that clarification is sought from the Connecting Devon and Somerset team, and reported to members, at the earliest opportunity as to whether the SSDC/EDDC element of the potential £22.75 million SEP funding can be redirected to an alternative provider outside of the Connecting Devon and Somerset Programme;
2. that clarification is sought from the Connecting Devon and Somerset team, and reported to members on whether the original objectives of the BDUK project was to provide improved access for rural residents to Superfast Broadband, in recognition of the fact that such access is now seen as essential in modern domestic and business life, or was it also to support cheaper provision to small and medium enterprises (SMEs) in more urban areas. Members would also like to have the position on state aid to businesses clarified in relation to this point;
3. that whatever decision are taken corporately to address providing Superfast Broadband to “the final 10%”, there is a commitment to openness, transparency and accountability from all those involved and there will be no further use of non-disclosure agreements or similar.

***39 Office relocation update**

Richard Eley, a local resident, outlined his concerns about the complexity of the relocation project and his estimate on the final cost of the project being double the amount of the build cost of a new office. He stressed the importance of a robust procedure and that the project must be open to scrutiny, as well as the ability to reassess the value and viability of the project. Following the Scottish referendum, he questioned the logic of pursuing relocation

when the future of district councils was in doubt with local government reforms pending, and the significant depreciation in his opinion of any new office building.

In response to Mr Eley and the public speaking earlier in the meeting, the Deputy Chief Executive, Mr Richard Cohen, outlined:

- Assessment of the sale of the “hotel” part of the existing offices had been made and the conclusion reached that: the remaining office space was insufficient for the council to run its business; the chamber would be lost, which is required for the holding of council meetings; close proximity of council premises to a redeveloped hotel section would impact significantly on any sum offered by a developer.
- Mr Eley’s calculations were not recognised and members were reminded of confidential reports and figures presented to them at past meetings under Part B conditions. The Council had already agreed a series of recommendations in February 2014.
- Capital receipts for the assets of the Knowle and Manstone depot would not be known until the results of the marketing exercise had been completed.
- Process of local government reform had been ongoing for over 40 years and the council should not use present uncertainties as a reason to fail to act on the current needs of the council.

The Deputy Chief Executive outlined recent developments of the relocation project to the committee, including:

- Marketing of the Knowle and Manstone sites
- Outcome of the town and village green inquiry
- Objections to rights of way orders lodged, pending with the planning inspectorate
- Heathpark - continued contract negotiations with Terrace Hill – the supermarket commitment to the site had changed due to a revised retail shopping strategy that has reduced the size of the required floor area that is required and has therefore reduced the offer price. The impact on users of the East Devon Business Centre was also a consideration.
- Business space review – a study has been commissioned using external contractors, to provide information to help inform a case for the future of serviced business spaces in the district, and the Council’s role in that provision
- Transformation and modernisation of how the council conducts its business continues, including the roll out of mobile devices to better equip a mobile workforce; and review of facilities across the district. Now that Devon County Council had vacated Exmouth Town Hall, he was looking at how that resource could be developed to expand and evolve the services offered from Exmouth.
- The budget for the preliminary implementation costs stands as £705,568, of which £475,669 has been spent up to the end of August 2014.

A number of questions were asked by the committee, including:

- What the required office floor space was for the council? The current space at the Knowle was approximately 7000sqm; the requirement was approximately 3,300sqm.
- Had there been expressions of interest in the Knowle building? Yes, considerable interest but the extent of actual offers will only be known at the point that that tender process closes.
- Were options other than Skypark as the preferred location still open? Yes, there is always the possibility that the council will not relocate to Skypark.
- If the supermarket now wanted a smaller site, why not protect the East Devon Business Centre rather than lose an asset; it cannot be assumed that the private

sector will take up the slack to provide business units – Negotiations with the developer on the Heathpark site, which are still ongoing, will still provide a capital receipt worthy of consideration. Honiton was recognised as an important town for business provision, but review was needed of the best way to deliver support to small and medium enterprises. The traditional approach of providing such a form of business centre may no longer be the best method of serving the business community. Consultant work was underway to evaluate the best way forward for the council.

- Had any further staff surveys been carried out on staff preference for location? No; costs had been calculated and included in the project, looking at a period of time for allowances for staff that would have to travel longer distances. Green travel plans had also been factored in.
- When would the detail of capital receipts from the main assets be released to the public? Currently the information was commercially sensitive. There was an expectation of publication either at the end of the project or when the information became no longer commercially sensitive.

SWAP involvement in the project was confirmed and the officer from that partnership was fully aware of the confidential project information and figures. Councillor Howard suggested that a project management spreadsheet would be helpful to members, to demonstrate the progress of the project and where gaps in knowledge existed.

It was confirmed that both internal and external legal advice has been provided to the project team while external professional advice in terms of planning advice has been provided on the Knowle site (published on Savills website). There has been a conscious decision not to involve the planning department in discussions given their role as the local planning authority. In response to debate on the loss of 400 jobs from the town of Sidmouth, the committee was informed that around 30% of the current workforce lived in or in close proximity to Sidmouth.

The Chairman highlighted that, as a report on relocation was due to Cabinet at their December meeting, there was an opportunity for members to question the content of the report at that time. Officers also outlined to the committee that any recommendation to sell sites would be subject to delivery of a new location.

A proposal by Councillor Claire Wright seconded by Councillor Roger Giles and amended by Councillor Mike Allen, with agreement of the proposer and seconder, was as follows:

- that no decision on the sale of the assets Knowle building, Manstone depot and the Heathpark site be made until complete certainty on the council's new relocation;
- that no decision on the sale of the assets Knowle building, Manstone depot and the Heathpark site be made until all costs, expenditure and new build costs are published;
- any decision is not made at the December Cabinet meeting but deferred until after the Christmas period, as it is too close to the Christmas period for a decision of that magnitude.
- instant notification if the Skypark option was known by officers to have become unviable

The proposal was put to the vote and lost.

RESOLVED

The report on relocation update be noted.

***40 The Beehive**

The Chairman opened debate into how the committee could reasonably scrutinise the project from the view of the capital investment made by the council. The facility was operated by a separate body and it was not the intention of the committee to scrutinise the operational methods of the facility or the business of Honiton Town Council. An update of the council's commitment to the project was outlined to Cabinet in June 2014, where it was resolved (amongst other resolutions) that updates from Honiton Town Council in future regarding the effective use, operation and management of the Centre be sought.

Councillor Mike Allen, who had called the item for discussion at the committee, outlined his reasons for bringing the topic forward for debate.

He outlined two main issues:

- Additional funding provided by the district council to help implement sufficient drainage should have been met by the partnership running the Beehive, who had taken responsibility for the project at that point;
- Evaluation of how contracts are drafted should be undertaken to safeguard district council grants, including how the contract can be enforced, how monies can be clawed back on breach of contract, and that the money is being used in accordance with the purpose intended.

In response, advice was given that a review would be possible to look at how current safeguards could be improved. The specific terms of the grant between the district council and Honiton Town Council were not available at the meeting and therefore could not be discussed in any detail.

In response to concerns about the recent decision of the Honiton Town Council to hand over the running of the facility to a third body, the committee were informed that it was up to the Town Council how to facilitate delivery of the community resource and they would have to rely on their contract with the third party on the delivery. Any action by the district council, if deemed necessary, would have to be taken against Honiton Town Council as per the agreement between the district and the town – the district council had no jurisdiction over any contract with which they were not a part of.

Members agreed that the resolution by Cabinet on receiving regular update reports from Honiton Town Council in the future would be beneficial to be presented to the committee as well.

41 NHS consultation members briefing notes

Notes of the CCG consultation briefing held on 24 September outlining the questions raised and answers given were noted. A press release from Northern Devon Healthcare NHS Trust had also been circulated to members following publication late the previous day.

Members voiced their concerns on a number of issues, including:

- Actions already taken by the Northern Devon Healthcare NHS Trust in moving inpatient beds from Axminster to Seaton hospital for the winter period with an end

result of a permanent move with a total of 18 beds, despite the New Devon CCG consultation still being open until December;

- Actions already undertaken at Ottery St Mary hospital in the setting up of stroke beds, evident by changes within the building despite the consultation period still being open;
- Concern that consolidation of beds in the district's community hospitals would lead to future bed reductions, at a time of increasing need for beds for RD&E cases to be discharged to;
- The fact that not all GPs agreed with the New Devon CCG proposals;
- Local MPs shared concerns and sought to meet with the Health Secretary;
- No clear costs set out in the consultation documents by New Devon CCG and concern that the changes would lead to an increase in overall costs, not a decrease;
- Shortage of carers in the district, and travel implications for sending carers to homes that may adversely impact on the time that carers can spend with their patients;
- Availability of services driven by the providers, such as Northern Devon Healthcare NHS Trust and the RD&E, that the New Devon CCG has to be mindful of in reaching a final view on their proposals. The proposals as they stand currently allow for all the community hospitals to remain open, although with some no longer providing in-patient beds;
- Poor communication between NHS England and the New Devon CCG which is to the detriment of the local community;
- Impact of closure/movement of Minor Injury Units on both local people and tourists to the area.

The committee felt that strong recommendations should be put forward on behalf of the Council.

RECOMMENDED

1. that anger be expressed at the apparent changes already being made to local hospitals, namely Axminster, Seaton and Ottery St Mary hospitals, despite the consultation process still being underway;
2. that more regard should be paid to the costs, burdens imposed, and time taken to travel and support patients either in their own homes or in fewer in-patient community hospitals;
3. that the New Devon CCG be asked to consider not only the retention of the current in-patient bed provision, but should look to the future expansion of each hospital, in light of the growing pressure on the RD&E and it being unable safely to discharge patients in a timely manner;
4. that there should be improved communication between the providers and commissioners of health services in order to benefit the local community;
5. that the provision of Minor Injury Units in the proposal be reconsidered in light of the considerable needs of certain communities in busy tourism periods and the growing pressure on the RD&E;
6. that the providers and commissioners of the local health services take an active role in the formulation of the council's Local Plan in order to better understand the need of a growing population, particularly in the growing towns in the area.

***42 Environment Portfolio Holder update**

Councillor Iain Chubb, portfolio holder for environment, outlined the recent work in preparing for the new waste and recycling contract. The committee had received an update report that detailed the options considered, and the decision to twin-track the approach, keeping an interest in the Integrated Devon (ID) option, whilst being ready to procure the council's own collection contract should the ID option not prove viable.

Discussion has already taken place in the form of a think tank held in August about what the service should cover, and a recycling and refuse commissioning group has been set up that will meet in November. It is intended for representatives of the overview and scrutiny committee to be part of this commissioning group. A report is pending from Eunomia, now expected in December, alongside advice of specialist procurement solicitors before a recommendation is made to Cabinet.

The Portfolio Holder and his Deputy had also attended that day the opening of the Exeter Energy Recovery Facility, and described the operation of the facility, which generated up to half of Exeter's electricity needs.

Members praised the quality of the work of the service of refuse and recycling collection and asked that their thanks be passed onto the relevant teams.

***43 Overview and Scrutiny Forward Plan**

The committee noted the forward plan. The Exmouth beach management task and finish forum had met and completed their task in one meeting and would report back to a future meeting of the committee. The Trees TaFF has a start date of 5 December 2014 and members of that forum would be notified with an agenda in due course.

Attendance list

Present:

Tim Wood (Chairman)
Graham Troman (Vice Chairman)
Mike Allen
Claire Wright
Roger Giles
Frances Newth
John Humphreys
Deborah Custance Baker
Vivien Duval Steer
David Chapman
Sheila Kerridge
Tony Howard

Also present:

Ray Bloxham
Christine Drew
Graham Godbeer
Pauline Stott
David Cox
Iain Chubb
Tom Wright
Phil Twiss

Emily McGuinness, Scrutiny Manager SSDC
Richard Cohen, Deputy Chief Executive
Debbie Meakin, Democratic Services Officer
Henry Gordon Lennox, Principal Solicitor

Apologies:

Jill Elson

Peter Bowden

Andrew Moulding

Eileen Wragg

Stephanie Jones

Maddy Chapman

Peter Sullivan

Chris Wale

David Key

Brenda Taylor

Chairman

Date.....

The East and Mid Devon Community Safety Partnership

A Partnership between East & Mid Devon District Councils, Devon & Cornwall Police, Devon County Council, Northern, Eastern and Western Devon Clinical Commissioning Group, Devon & Cornwall Probation Service and Devon & Somerset Fire & Rescue Service.



Update on the work of the Community Safety and Anti Social Behaviour Co-ordinator (November 2014)

My last report to East Devon District Councillors was in September 2014 and this is just an update in respect of my work and that of the East and Mid Devon Community Safety Partnership (CSP). The current priorities of the Partnership are as follows:

- **Raise Awareness of Domestic Abuse and the Support Services Available**
- **Deliver consistent messages re Substance Misuse**
- **Make Local Communities aware of the new Anti Social Behaviour Legislation**
- **Promote the activities of the Local Action Groups and arrange positive news stories**
- **Tackle Rural Crime**
- **Other Community Safety Activities**

Shown below are the current East Devon crime statistics which I obtain from the Police Performance and Analysis Department. The figures cover the period from 1st October 2013 until 30th September 2014.

Total Crime increased from 4345 offences to 4371 offences (0.6%)
Criminal Damage increased from 728 offences to 812 offences (11.5%)
Vehicle Offences decreased from 380 offences to 331 offences (-12.9%)
Burglary Non-Dwelling decreased from 368 offences to 254 offences (-31.0%)
Violent Crime increased from 1027 offences to 1058 offences (3.0%)
Burglary Dwelling decreased from 191 offences to 181 offences (-5.2%)
Reports to the Police of rowdy, nuisance behaviour have increased 0.2% from 1760 reports to 1763 reports.

In terms of the priorities listed I now give examples of some of the work which is current or which has taken place. This of course is not an exhaustive list:

Raise Awareness of Domestic Abuse and the Support Services Available

For several years SAFE (Stop Abuse for Everyone), a registered charity, has provided invaluable advice and support for people in the Exeter, East and Mid Devon areas regarding all aspects of domestic abuse. In April this year the contract to provide a Devon wide service was awarded to Devon Domestic Abuse Support Services whose umbrella agency is called SPLITZ. SAFE still exists and works closely with the new agency but is not the official or main provider of the service.

Since April we have tried to raise awareness not only of domestic abuse issues but also of this new service and their helpline number, namely 0345 155 1074. It should also be noted that regrettably the Exeter Refuge for women and families fleeing domestic abuse

has closed as SAFE used to provide this service and due to funding constraints it cannot be maintained.

The Devon wide Domestic Abuse Awareness Week this year commences on 24th November. In view of the change of service provider and the different helpline telephone number I will again be writing to a number of employers across the district together with GP surgeries and dentists giving them supplies of leaflets and posters advertising the new service. I will also have a small display in the reception area at the Knowle and endeavour to put a suitable message on the plasma screen in reception.

I am currently engaging with both Clyst Vale Community College at Broadclyst and King's School at Ottery St Mary who have agreed to take part in a project highlighting the issues of domestic abuse. If this proves to be a success it will be repeated in future years.

Deliver consistent messages re Substance Misuse

Funding has been provided from various sources in order to commission the Solomon Theatre Group to perform a play called 'Last Orders' to 15 year old students at some secondary schools across Devon. The play which is very impactful and hard hitting is followed up by a workshop with the students. 'Last Orders' was last performed in our area some four years ago and was very well received.

In early November productions will take place at Honiton Community College and King's School Ottery St Mary and in March they will take place at both Sidmouth and Axe Valley Community Colleges.

Make Local Communities aware of the new Anti Social Behaviour Legislation

The tools and powers subject of the new Anti Social Behaviour, Crime and Policing Act 2014, which has been in the planning process since the coalition Government took office, finally came into force on 20th October 2014. Anti Social Behaviour Orders (ASBO's) will be abolished and replaced by something similar but not the same. Also, the public will be able to challenge agencies using the 'Community Trigger' if they feel that their reports of anti social behaviour have not been dealt with satisfactorily. If certain criteria is met a full review of the case will then take place.

I, together with my colleagues from the Environmental Health, Housing and Legal Departments have prepared a paper for Cabinet regarding the potential impact of the new act on the council including recommendations regarding which officers should have delegated powers when it comes to decision making.

In terms of training, my colleague from Mid Devon and I arranged training for the many practitioners in both districts who are involved in tackling anti social behaviour. The training was free to attendees and took place at venues in both East and Mid Devon on two different days in October. It was delivered by a man who works for a firm of solicitors and who was part of the consultation process when the act was in its draft form. In excess of 120 practitioners were trained in the various aspects of the act.

Promote the activities of the Local Action Groups (LAGs) and arrange positive news stories

Over the last few months attendance at the LAGs has been good despite a number of

agencies who are restructuring or who are in the process of major changes etc. I have also tried to get speakers to attend the groups and update members on various aspects of their work. Inputs have been given on environmental health issues, Homestart and the 'Safe Places' scheme which is for people with learning disabilities.

Tackling Rural Crime

The Police have been doing a great deal in both districts in an attempt to catch and deter travelling criminals from committing rural type crime. They carry out regular multi agency stop check operations working alongside officers from Trading Standards, HM Revenue and Customs, the Vehicle and Operator Services Agency (VOSA) etc and most have been successful. These other agencies have far reaching powers which have been used to good effect.

The Community Safety Partnership has funded the production of a number of high visibility signs which have been put into various car parks warning the public to remove all valuables from their vehicles. This was as a result of a spate of such offences.

Other Community Safety Activities

In August I prepared a number of packages to be delivered to various parts of Seaton warning residents of scams. Back in the summer an elderly person paid a grossly inflated price to a cold caller for some gardening work. The information contained in the packs informs people of the do's and don'ts when dealing with possible scams.

Every year in the lead up to Halloween and November 5th I send a letter to all secondary schools asking for it to be forwarded to parents. This is part of our annual Autumnal Safety Strategy whereby we request that parents are mindful of the types of anti social behaviour associated with these two events and to monitor what their children are doing. I also prepared letters for the Police to deliver to shops who sell flour and eggs and to those who sell fireworks, each letter carrying a request for assistance in tackling such behaviour.

I have been doing some work on the Government's Prevent Strategy which is about tackling violent extremism and I am in the process of completing an action plan in respect of this. For me the challenge in districts like East Devon is to get people to take the issues seriously and for them to accept that this is not something that happens just in the big cities.

Once again our Partnership Annual Meeting took place at the Broadclyst Victory Hall in April where for the last 3 years we have held very successful events. This year was no exception with some 100 people in attendance and these comprised members of the public, town, district and parish councillors and representatives from a variety of agencies.

A copy of our CSP annual newsletter was also emailed to all district councillors after the meeting and this details the work undertaken by the CSP and its member agencies. Many thanks to my colleagues in Mid Devon for producing such a detailed, informative and interesting document. For those who have not yet seen the newsletter please follow the below link.

http://www.eastdevon.gov.uk/csp_newsletter_2014.pdf

In terms of funding, each Community Safety Partnership across Devon and Cornwall received a total of £20,000 from the Police and Crime Commissioner for this current financial year. In East and Mid Devon we have split this evenly between the two districts and my allocation enables me to fund various projects and initiatives some of which are generated through Local Action Group work.

Gerry Moore,
Community Safety and Anti Social Behaviour Co-ordinator
Telephone: 01395 273802,
Email: gmoore@eastdevon.gov.uk

Exmouth Beach Management Task and Finish Forum



**Cllr Maddy Chapman
Chairman**



Cllr Deborah Custance Baker



Cllr Alan Dent



Cllr Steve Gazzard



Cllr Pauline Stott



Cllr Eileen Wragg

**Report
October 2014**

Overview and Scrutiny Committee

Preface

Councillor Maddy Chapman

Chairman of the Exmouth Beach Management Task and Finish Forum

Members: Deborah Custance Baker, Alan Dent, Steve Gazzard, Pauline Stott, Eileen Wragg

Also present: John Humphreys and Tom Wright

Members of the Overview and Scrutiny Committee asked for this Task and Finish Forum to be set up because Exmouth members were not satisfied that local concerns about the loss of beach material had been fully taken into account in the consultants' technical assessment. Members felt that a site visit was important and should be included within the work of the Task and Finish Forum.

Also the Beach Management study being led by Teignbridge District Council had its focus on Dawlish; having Exmouth in the Plan title was raising public expectation that Exmouth's issues would be dealt with as a priority - at the same time as those in Dawlish.

The September Cabinet report included detailed technical information. However Members of the Overview and Scrutiny Committee wanted the opportunity to speak directly with experts. That way they could highlight their concerns about the changes to Exmouth beach topography and sand loss and accretion - this was particularly noticeable since the exceptional 2013/14 winter storms.

I would like to extend special thanks to the experts who attended the Task and Finish Forum meeting and site visit on 14 October 2014 – John Golding, (Strategic Lead for Housing, Health and Environment), Andrew Hancock (Service Lead - Streetscene), Keith Steel (Senior Engineer), Paul Canning (VBA) and Martin Davies (EA). They were informative and respectfully listened to the views of the Taff and local councillors. As a result of the meeting and site visit, members of the Taff were satisfied that Exmouth issues had been clarified and felt reassured that appropriate consideration was being given to local concerns.

It was a very useful and productive Forum – thanks to all involved.

Maddy Chapman

October 2014

Recommendations

The Forum recommends the following, based on their interviews, presentations, analysis of technical and scientific data, findings and consultation:

- (1) To understand that the current Beach Management of Exmouth beach is in respect of protecting its amenity value – there is no identified risk of flooding and therefore any works will not attract government funding. Any emergency resulting from an exception storm would justify government funding to repair damage but not to undertake improvements.
- (2) Consideration should be given to raising funds from commercial enterprises and new development to use for future beach management specific to maintaining the amenity value of the beach area and address problems of sand erosion and accretion.
- (3) To undertake consultation with beach users – including RLNI, fishermen and Stuart Line cruises – as an important means of local intelligence in determining any change to the beach and estuary profile. This local information could be used to support the 6 monthly monitoring being undertaken by the Plymouth Coastal Observatory on behalf of the Environment Agency, and also to immediately flag up any problems/significant changes.
- (4) The Dawlish and Exmouth Beach Management Study to be renamed ‘The Dawlish Beach Management Plan’ to be more factual and to avoid raising Exmouth residents’ expectations.
- (5) The beach trends and sand movement to be closely monitored to inform the Exmouth Beach Management Plan and to potentially bring forward action should the sand loss/accretion indicate an accelerated trend. The drafted Plan to be referred to the Task and Finish Forum and/or Exmouth Town Council for consideration before being referred to Cabinet.
- (6) Immediate improvement works to be carried out - including removal of sand from the Esplanade and road, clearance of exposed gun emplacement debris and alerting South West Water to problems arising from the exposure of the sewerage drainage pipe at the Maer.

Review Approach

How does the review relate to the Council Plan?

The Council Plan states that the Council will conserve and enhance our finest assets and keep East Devon an outstanding place, increasing people’s enjoyment of its wonderful natural

assets. The Plan is forward-looking with realistic and resilient priorities arrived at through consultation, listening and drawing on expert advice.

Scope of the review

The Forum agreed the scope at their first meeting, making clear what was included; but also just as crucially, what was not. The agreed scope of the review is set out below:

Broad topic area:	Consider changes to Exmouth beach in relation to the Shoreline Management Plan and plans for the recharge of Dawlish Warren beach.
Specific area to explore within topic area:	<p>Review the technical and scientific data leading to the consultant's recommendation that we do not need to consider major coastal protection works to the Exmouth beach until 2020;</p> <p>Consider the alternative options and costs associated with beach recharge and engineering solutions designed to restrict movement of beach material;</p> <p>Scan for funding opportunities that might contribute towards beach management and coastal protection works on Exmouth beach;</p> <p>Consider the benefits of producing a Beach Management Plan for Exmouth;</p> <p>Consider, if a beach management plan for Exmouth is viable, application to other coastal beaches in the district of individual beach management plans that work in harmony with the Shoreline Management Plan.</p>
Areas NOT covered by the review:	Technical data for other coastal areas in the District.
Desired outcomes of the review:	<p>Clear understanding of technical data relating to Exmouth beach</p> <p>Good engagement with partners and agencies to ensure all relevant stakeholders understand and support recommendations made for Exmouth beach management.</p> <p>Clearer understanding for Members of relating funding to evidence base.</p> <p>Robust recommendation to Council on what action to take on Exmouth beach management.</p>
Who should be consulted for evidence	<p>Environment Agency</p> <p>Devon County Council</p> <p>Exe Estuary Partnership</p> <p>EDDC engineers</p>

	Consultants Ward Members Member with relevant experience to the topic
What evidence already exists (consultation, good practice examples)	Technical data provided by VBJ JV Ltd and Halcrow – the report to 3 September 2014 Cabinet’ which was further discussed by Overview and Scrutiny at its meeting on 11 September 2014’ was based on this technical data.
What experts are needed to help with the review:	Environment Agency Devon County Council Exe Estuary Partnership EDDC engineers Consultants
What other resources are needed:	Democratic Services to service.
Timescale including start date:	One meeting (14 October 2014) to include site visit of Exmouth beach. Potential for a follow up meeting of the Forum to discuss the draft Exmouth Beach Management Plan and outcomes from regular beach monitoring.

The photograph below shows the loss of sand dunes by the Maer



Evidence sources

The Forum took into account contributions from:

- EDDC Officers
- Local members
- Deputy Portfolio Holder - Environment
- Environment Agency
- Consultants – VBA JV Ltd

Existing reports were also considered, including:

- Report to Cabinet – 3 September 2014.
- Technical analyses within the Baseline Assessment and Option Assessment reports for the Dawlish Warren and Exmouth Beach Management Scheme
- Exe Estuary Flood and Coastal Erosion Risk Management Strategy
- Briefing note on beach geography

A site visit along Exmouth Beach was undertaken by the Forum together with EDDC technical officers, the VBA consultant and Environment Agency representative. This gave the Forum the opportunity to highlight changes in the beach profile particularly evident since the exceptional winter storms.

Site visit

14 October 2014. Members noted the beach levels and profile, exposed areas and loss of sand dunes. The effect of beach erosion was noted but the site visit also showed no undermining of the flood and coastal defences despite possible acceleration of sand loss. The sewerage pipe at the Maer end of the Esplanade was exposed at times - South West Water needed to be made aware of work required to address health and safety and amenity issues.

Findings

Context for the Task and Finish Forum

- The September Cabinet report set out the known position on the Dawlish Warren and Exmouth beach management study.
- A joint study has been commissioned for an expert opinion on flood and coastal erosion risks at these locations and what actions could or should be taken to address them.
- The Environment Agency is a key partner in the study which was undertaken by VBA JV Ltd. This builds on earlier work undertaken by Halcrow.
- The study links to the Exe Estuary flood and coastal erosion risk management strategy the Shoreline Management Plan 2, and the ongoing coastal observatory work.
- Essentially the science says that we are gaining beach material on the Esplanade, Beach Gardens and Queens Drive and losing beach adjacent to the Maer.

- This rather crude assessment is explained more scientifically in the consultant's summary report included with the TaFF papers.
- The study has considered a variety of options for beach management including recycling & recharge of beach, use of groynes and hard engineering solutions to maintain beaches.
- The technical report says that "the magnitude of annual beach volume loss was not found to justify the cost of beach recharge, for example linked to the Dawlish Warren works".
- The recommended option for Exmouth was recycling of beach materials post 2020.
- In other words, the toe of the seawall, the coastal defence in Exmouth is not threatened by beach erosion until the 2020s.
- This is a 'hold the line' approach consistent with the Shoreline Management Plan where we maintain sea defences in their current location.
- The reason for bringing the report to Cabinet is that we need to decide whether we do more extensive work and join with Teignbridge on a Dawlish Warren beach recharge project likely to start next year.
- This option would cost us an estimated £4-£6m and not be eligible for grant.
- A workshop event was held in Exmouth in June where an explanation of the study and options were given and there was general agreement for our approach.
- Since drafting the Cabinet report we have received beach monitoring data from the Plymouth Coastal Observatory following last winter's storms. This is telling us that we have seen a build up of sand opposite the Octagon and loss of beach by the Maer – a consistent picture with VBA's findings.
- It is important to distinguish between the coastal and flood protection issues and the amenity value of the beach. Where there is a coastal/flood risk grant is typically available. With the technical assessment saying there is no immediate risk in Exmouth, no financial support is currently available.
- We will continue to monitor beach levels and working with the EA on an offer they have made to pay for monitoring.
- The Cabinet report concluded that on current information we can confidently postpone any major work in terms of coastal defence for five years, but this is for you to review and satisfy yourselves.
- We have colleagues from the Environment Agency and our own Senior Engineer who can explain to science more precisely.
- We have also discovered that our consultants Halcrow who are working on the Sidmouth Beach Management Plan will also produce a Beach Management Plan for Exmouth for no additional cost.
- To help assess the issues we have included on your agenda:
 - A briefing note on SMPs, simple beach geography and coastal erosion controls;
 - An extract from SMP 2 relating to Exmouth;
 - SMP leaflet;
 - Recent beach profile observations;
 - September cabinet report;
 - Consultants VBA LV Ltd summary report.

Regional Coast and Flood Committee

Eileen Wragg had attended an extraordinary meeting of this Committee the previous day and reported on emerging plans for Dawlish and Exmouth beach management. Exmouth was not considered to be a serious risk until 2020 and so the Committee focus was on Dawlish. The management of Dawlish Warren and Exmouth beach was led by Teignbridge District Council. It was vital that defence and repair work carried out at Dawlish did not create further problems for Exmouth.

It was noted that an EA scheme was being worked up to reduce the risk of flooding from overtopping at the Estuary Car Park, Camperdown & Shelly Beach and the Victoria Wall between Mamhead Slipway and the Octagon.

Flood defence

Dawlish was a priority due to the importance of Dawlish Warren to the whole estuary as it acted as a wave barrier. Concerns raised about the Exmouth sea wall were being addressed by a separate, more traditional, flood defence scheme for which government funding was in place.

Changing patterns and trends over time

Exmouth beach had been affected by the winter storms (the worst for over 60 years) but there had been some recovery over the summer. The Environment Agency recorded sand movement over time - the Esplanade and Queens Drive sections of the beach were relatively stable or marginally eroding, the Beach Gardens section was gaining sand and the Maer was gradually losing sand and represented a trend of on-going loss.

Monitoring sand movement and storm patterns helped determine trends. Any increased acceleration of beach movement could result in priorities changing and schemes being brought forward. Current monitoring of trends indicated minimal loss of beach and a change in beach profile.

Options

- Adding extra sand (beach recharge) – EA advice was that the loss of sand was not significant enough to justify this very expensive option
- Transferring existing sand (beach recycling) (as recommended in the 3 September 2014 Cabinet report)
- Timing of sand placement on current trends estimated to be 2020-2025
- Groyne field arrangement – groynes had a limited life and were no longer a favoured solution but had proved effective in holding sand levels (Orcombe Point example). Refurbishment and repair of groynes could be an option.

- Dredging the channel had not taken place since the 1990s. It was an expensive option but could benefit water users and businesses reliant on the beach. As this was an amenity option, government funding would not be available.

Effective beach/water management

Meetings with Exeter City and Teignbridge District Councils have considered possible dredging and at the same time have considered the antisocial behaviour of jet skiers.

Beach management in place was to manage erosion and mitigate the danger of flooding.

Consultation

Members felt that consultation with beach users – including RLNI, fishermen and Stuart Line cruises – was a very important way of determining any change to the beach and estuary profile.

Funding

Government funding was not available to maintain the amenity value of the beach. It was not helpful that Exmouth's name had been included within the Defra Shoreline Management Plan as it had raised local expectations; Dawlish would receive funding and Exmouth would not. The Plan gave a high level view of the Exe Estuary. The Exe Estuary Study looked at the Estuary in more detail and identified Dawlish Warren as requiring work to make it sustainable long term. In the preliminary build up it was thought Exmouth might be able to benefit from FDGiA funding but as investigations progressed this turned out not to be the case. The line on the Defra Medium Term Plan for £8.23m was only for Dawlish. In October 2013 EDDC piggybacked the Dawlish scheme in order to take advantage of significant savings and to go into more detail about what was required for Exmouth beach in the future.

As funding was not currently available, consideration should be given to raising funds from commercial enterprises and new development. There was a possible opportunity to create such a fund from developers which could be used for future beach management specific to maintaining the amenity value of the beach area. It was anticipated that businesses which were reliant on the amenity of the beach would be supportive.



Joint Corporate Business and Corporate Services Think Tank

29th October 2014

Present:

PHCB; PHCS; Chairman and Leader of the Council; Cllrs Alan Dent; Frances Newth; Pauline Stott; Christine Drew; Susie Bond; Roger Giles; Ben Ingham; Tim Wood; Tony Howard; John O'Leary

Apologies received from;

Diana Vernon, Debbie Meakin, Peter Halse; Sheila Kerridge.

The PHCB had drafted recommendations arising from the three previous think tank meetings and these were debated and amended. It was agreed that these would be presented to the forthcoming Overview and Scrutiny Committee meeting.

The draft recommendations for discussion by Overview and Scrutiny Committee are as follow:

Agendas and decisions by council.

- That there is timely and early involvement of Chairman in production of the draft Council agenda;
- Councillors have a responsibility to contact the Chairman at their earliest opportunity about any inaccuracy or other concern over a minute that will become part of the minute book;
- Councillors have a clearer understanding of the procedures for “calling in” a decision and “calling” a minute;
- Councillors to have a clearer understanding of the decisions that can be made by Cabinet (resolutions) and those which are referred to Council (recommendations);
- Councillors have a clearer understanding of the significance of starred and un-starred minutes;
- that recommendations to council from other meetings include a link to the officer report on which the recommendations were based. Where the officer report was in Part B of the agenda, councillors will be given a supplementary list of agenda links to these officer reports
- That when the issue is within the remit of Council to make a decision, in making its recommendations, Cabinet or other decision making committee,

adds the wish that this matter is shown as a separate item on the Council agenda.

Reasons for these recommendations

- To ensure that the Chairman of the Council is more involved in production of the agenda.
- That decisions made by council are properly informed.
- That Councillors fully understand the procedures for “calling in” a decision, “calling” a minute in the minute book and the significance of starred and un-starred minutes.

Presentations to Council

- Presentations will be made to full council only in the following cases
 - o Where the matter relates to the health and wellbeing of the district;
 - o Where the matter relates to a change to national policy and/or legislation which affects the Council’s core business;
 - o Where the matter relates to a key decision that the council will be asked to make;
- AND
- in all of the above cases, it is considered necessary that all members of the Council be briefed
- that the presentation of long service awards and other awards such as Best Kept Village be retained at full council;

Reasons for these recommendations

- That presentations are made to Council only when absolutely necessary.
- That the Member Development programme is used to provide routine information to Councillors;
- That Council is the appropriate recognition for awards.

Minutes of meetings

- As soon as possible, (normally within five working days) draft minutes are publicised to councillors via e-mail or knowledge newsletter with link;

Reason for the recommendation

To ensure that members can review minutes at the earliest opportunity.

Called minutes

- councillors should notify democratic services by no later than 6pm on the Monday preceding full council of their intention to “call” a minute from the minute book;

Reason for the recommendation

To provide sufficient time for Democratic Services to inform members ahead of the Council meeting that a minute is to be called.

Questions to the Leader and Portfolio Holders

- that the period of notice of questions be increased to midnight on Thursday prior to the Wednesday full council;
- that questions provided for council are circulated prior to the meeting for members to consider them;
- that the initial question and answer is projected on the screen so that members of the public may be aware of the question and answer;
- that the questions and answers (and supplementary questions and answers if made) are included as part, or as an appendix to, the minutes of the meeting.

Reasons for the recommendations

To provide sufficient time for Democratic Services to inform members of the questions and written answers ahead of the Council meeting.

To ensure that members of the public attending the meeting are informed of the initial question and written answer - so that they may place any related supplementary question and answer in context.

To ensure that both initial and any supplementary questions and answers are fully minuted

Information on Public Speaking

- that the website be reviewed and improved in setting public speaking rules and what to expect.

Reasons for the recommendation

To ensure that there is clarity about Public Speaking rights.

Other Matters

The following other matters were debated:

- The member development programme should include a glossary of terms;
- That there should be further debate about the constitution insofar as it sets out those decisions which are made by Cabinet and those which are made by Council;
- There should be further debate about the right of a Committee Chairman to have a second casting vote. Whilst the meeting recognised that this is set out by the Local Govt. Act and contained in the constitution, members felt that there was an overriding etiquette that ought to be observed. There was also concern that there is a reputation issue when controversial decisions are taken in this way. The point was made that the Chairman was part of the overall political balance of Committees which would be changed if the chairman did not vote unless there was a tied vote;
- Should the the Chairman of Development Management Committee have the same voting rights when the Chairman is also the ward member of the relevant application?
- Should there be a note that a member is not present in the meeting room at the time of a vote being taken?
- Should electronic voting be explored?
- Should the quorum for the Planning Inspections Committee (currently two) be reviewed?

Report to: **Overview and Scrutiny Committee**

Date of Meeting: 13 November 2014

Public Document: Yes

Exemption: None



Agenda item: 12

Subject: **Quarterly monitoring of performance – 2nd quarter 2014/15 July to September 2014**

Purpose of report: This report provides performance information and progress against our promises and priorities as outlined in the Council Plan. This cumulative quarterly information will be used to provide an annual review of our performance against the Council Plan in the Annual Report.

Recommendation: **1. It is recommended that Members consider performance against delivery of the promises/priorities in the Council Plan, key service objectives from service plans and performance measures for the 2nd quarter of 2014/15 so that issues can be addressed in a timely way.**

Reason for recommendation: So that Members can gain a clear view of progress against what we said we would deliver in the Council Plan and deal with performance issues arising.

Officer: Karen Jenkins, Corporate Organisational Development Manager
kjenkins@eastdevon.gov.uk
ext 2762

Financial implications: There are no direct financial implications.

Legal implications: No legal comments are required

Equalities impact: Low Impact

Click here to enter text on impact level relating to your report. Link to an equalities impact assessment form if necessary.

Risk: Low Risk

A failure to monitor performance may result in customer complaints, poor service delivery and may compromise the Council's reputation.

Links to background information:

- [Appendix A – Performance against Council Plan and our key performance indicators](#)
- [Appendix B – Performance against Service Plans and their objectives](#)
- [Appendix C - Explanations and definitions.](#)

Link to Council Plan: Living, working, enjoying and outstanding Council

Report in full

1. Appendix A gives an overview of the performance against measures in the form of gauge charts for the council promises taken from the Council Plan 2014 Refresh, key performance indicators and objectives from the service plans. The report also provides detailed information on the status of the council promises and key performance indicators.

2. Appendix B shows progress against service plan objectives linked to the council aims in the form of gauge charts with the reports from SPAR.net detailing the progress of all objectives from the service plans.

3. Most of the council promises for 2013/14 are showing as achieved or on track. There is one showing as concern and eight reporting variation the detail of which can be found at appendix A.

- **Continue development at Cranbrook and elsewhere to ensure best quality of build and design of homes, high street and public spaces.** - While development continues apace there are concerns about the future of Cranbrook and the need for a masterplan to guide development moving forward to ensure that the best quality of build and design is achieved.

4. Detailed progress of all of the council promises can be found at [appendix A](#)

5. There are no service objectives showing a status of concern although there are 6 showing as variation the detail of which can be found in [appendix B](#).



Quarter 2 Performance Report 2014-15

Performance Overview, Council Promises and Key Performance Indicators

October 2014

Document Key

Promise Status classification

- Red (Concern) highlights targets with serious problems or significant delays.
- Amber (Variation) indicates actions with mild concerns or minor setbacks.
- Green (Achieved) displays special achievements or early completions.

Performance Indicators (PI)

- The 'Previous Year End' column reports performance at the end of 2011/12, if that information is available.
- The 'Current Target' column represents the annual target some measures no longer have targets or are not suitable for targets.
- The columns 'Q1 Act', 'Q2 Act', etc. show the actual year to date situation for each Performance Indicator. The key for the colours is as follows:
 - Red (Concern) – if the PI is 10% or more below the target.
 - Yellow (Variation) – if the PI is between 10% and 0.1% below the target.
 - Green (Achieved) – if the PI and the target match exactly or the PI is above the target.
- The Direction of Travel column shows if the PI has improved since the same period last year. An up arrow showing improvement, a down arrow showing deterioration and a level arrow showing a static trend.

Overview of our performance – Quarter Two 2014/15

Chart a. Performance against our Council Plan 2014-16 – for more detail see the following pages

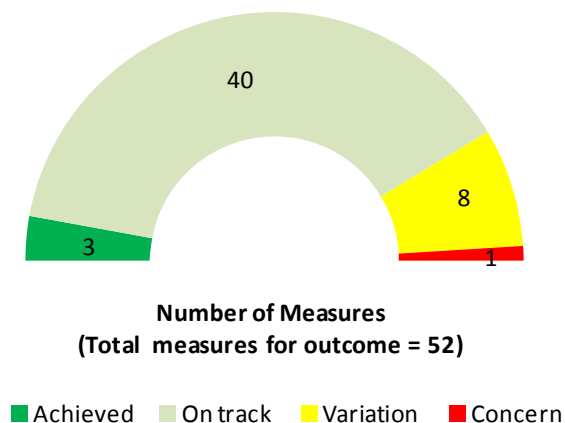


Chart c. Performance against Key Performance Indicators - for more detail see the following pages

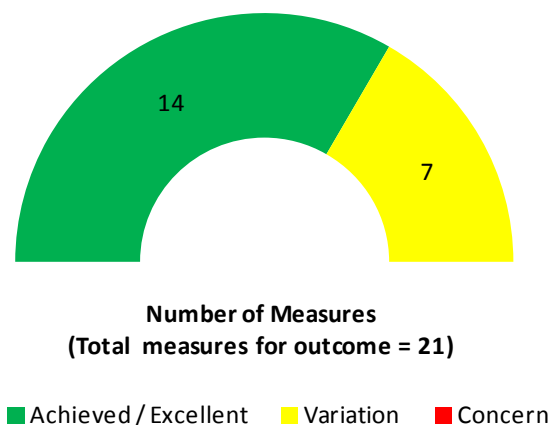
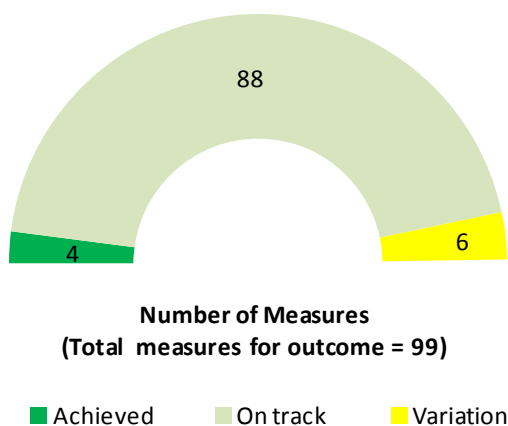


Chart b. Performance against our Service Plan Objectives – for more detail see appendix B



Council Promise - Living in an outstanding place

Outcome - Make more affordable, good quality homes available for our residents

Council Promise 2014-16	Status	Comments
Build at least 100 affordable new homes each year.	On track	Expected to significantly exceed this target in 2014/15
Deliver a new local plan which meets the district's aspirations and needs in terms of housing and employment provision whilst protecting the natural environment.	Variation	There have been slight delays in the work progressing but we are getting closer to conclusions on the consultants study.
Invest in excess of £7 million each year in maintaining and improving the council's housing stock.	On track	HRA budget for the year contains provision for £7 million to be spent on tenant's homes.
Invest in supporting communities to plan their future by helping them create neighbourhood plans and by continuing to develop our neighbourhood initiatives.	On track	This important work continues with the Neighbourhood Planning Officer who is now in post and we now have 25 designated neighbourhood areas who are in the process of preparing local plans.
Produce at least one rural affordable housing scheme each year.	On track	
Work in partnership to deliver a second primary school and secondary school at Cranbrook.	On track	Campus under construction ready for opening for the 15/16 academic year. The Tedd Wragg Trust has been confirmed as the sponsor and a head teacher is to be appointed shortly. Community engagement events are being undertaken.

Performance Indicator	Prev Year End	Current Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Direction of travel	Management Notes
Number of affordable homes delivered	310	50 (2/4)	68	86			↑	

Outcome - Maintain residents' high satisfaction with their area and home as places to live

Council Promise 2014-16	Status	Comments
Continue development at Cranbrook and elsewhere to ensure best quality of build and design of homes, high street and public spaces.	Concern	While development continues apace there are concerns about the future of Cranbrook and the need for a masterplan to guide development moving forward to ensure that the best quality of build and design is achieved.
Continue to be in the top ten areas in the country for producing the lowest amount of waste that goes to landfill and aim to have a recycling rate of at least 50 percent.	On track	We continue to perform highly when benchmarked against other areas.
Continue with our acclaimed participatory budgetary work allowing communities to decide and develop play and leisure facilities.	On track	This process continues to be successful and has been accelerated to reflect the need to spend some of the existing S106 monies prior to the implementation of CIL next year when monies from 5 or more agreements will not be able to be spent on a single piece of infrastructure.

Deliver the new waste and recycling contract to expand the recyclable materials we collect including cardboard and mixed plastics and negotiate a new contract that represents best value for the residents of East Devon.	On track	Performance is reported and monitored by the Recycling and Refuse Partnership Board. We have seen some management change at SITA and have intervened where performance has dropped or complaints have highlighted issues.
Continue to deliver street cleansing and grounds maintenance services that meet residents' expectations and keep satisfaction high.	On track	We continue to prioritise our operations as we recognise the importance of this work to the people who live and visit East Devon. Monthly performance monitoring is carried out to track numbers of service issues in the cornerstone areas of; Request to clear litter, flytipping, Overdue or long grass and toilet cleaning requests.
Make sure that new developments are supported with the right level of investment in infrastructure to benefit the community.	Variation	There remains a concern that viability issues with developments is making it difficult to secure the full level of investment in infrastructure that is necessary to meet the needs of the development, however it is hoped that as the economy continues to grow that viability will improve.
Monitor bathing water quality and work closely with other agencies and local landowners to reach long term and sustainable solutions to the issues arising.	On track	
Undertake more detailed planning across the district in partnership with Devon County Council to enable us to deal with extreme flooding events and ensure that the appropriate flood defences are delivered such as the scheme at Feniton.	On track	We have participated in a DCC Flood and Waters Act audit. The objective of this was to ensure districts were working with County in the best possible way to plan and prepare for flooding and deliver flood defence schemes. The outcome of this was positive. Agreed actions included using an existing drainage board multi district meeting as a forum to plan multi agency flood defence work to ensure money is directed to places of most need. EDDC have already begun a fact finding mission with Parishes, seeking responses on flood affected areas. These responses will feed into a prioritisation and plan which will become part of a DCC plan (as Lead Local Flood Authority). We will then begin working up schemes for the worst affected areas and delivering in conjunction with DCC. We have recently signed up to the DCC Local Flood Risk Management Strategy.
Update our plan for best use of the council's portfolio of assets so that we achieve best value for money and community benefit.	On track	The priority actions of the Corporate Asset Management Plan continue to be progressed through the Asset Management Forum which next meets on 6th November.
Work with our partners to improve public health and well being across the district.	On track	Public Health Plan adopted. Local Public Health Steering Group established. Public Health Projects Officer appointed. Progress document sent to Devon County Council.

Performance Indicator	Prev Year End	Current Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Direction of travel	Management Notes
Number of households living in temporary accommodation	8	20 (2/4)	6	4			↑	
Percentage of Household waste sent for reuse, recycling and composting	45		47	47				Estimated figure of 47% for Q2. We won't have an audited figure until the national Waste Data

								Flow service complete calculations later this year.
Residual household waste in kg per household	289		290	508				Estimated figure of 290 for Q2. We will only receive audited confirmation of data from national Waste Data Flow service later this year. Cumulative total of 580 for Q's 1 and 2.
Percentage of Municipal waste for disposal (incineration and landfill)	55		53	53			↓	Waste now sent for incineration - estimated figure to be updated with an audited figure from the national Waste Data Flow service later this year.
Improved street and environmental cleanliness – fly tipping	3	3 (1/4)	2	2			↔	At the end of the second quarter this year the total number of flytips recorded was 254, compared to 261 in the corresponding period last year. When Defra weightings are applied (to cater for different size of fly-tips) the figures are 1,188 and 1,270 respectively. This equates to a very minimal decrease in fly-tipping incidents compared to last year - in the region of 6%. The number of enforcement investigations in the first two quarters of this year were 185, compared to 186 in the corresponding period last year, which is essentially no change. So far this year we have achieved a grade 2 on Defra's performance scale, which means our fly-tipping response is classed as 'effective'.

Council Promise - Working in an outstanding place

Outcome - Deliver a thriving, competitive local economy

Council Promise 2014-16	Status	Comments
Campaign with our partners to secure improved infrastructure especially road and rail to improve the overall accessibility to and through the district.	On track	News of the Governments Plans for strategic highways investment is expected to be announced as part of the Autumn Spending Statement. M5 review progressed. A30/A303/A358 recognised as a priority by the Local Enterprise Partnership and LTB collective local authority lobbying continues.
Continue consultation with the East Devon chambers of commerce to keep the present regime of parking and charges in East Devon under review.	On track	Further meeting to take place during the autumn
Continue to successfully pursue future funding opportunities to support incoming housing and commercial development in the district.	On track	The Local Enterprise Partnership has secured £270 million under Growth Funding round one for projects across the area. Specific investment in the Science Park included in the priority list. Regional Growth Fund round 5 projects underway totalling £8 million including new road infrastructure (Tithe Barn link road and Long Lane passed airport) NGP invited to bid for Regional Growth Fund by the Government . Bid to Dept for Communities and Local Government submitted for funding of Cranbrook area action plan. Ongoing discussions with interested investors regarding commercial development on Exmouth seafront.
Continue to work in partnership with Devon County Council on the roll-out of super-fast broadband internet connections so that East Devon gets the benefit.	On track	Discussions with the County Council and potential delivery partners continue.
Explore the construction of new business units around the district to cater for the high level of demand.	On track	The Council has commissioned a district wide assessment of the demand for and ways of encouraging the delivery of serviced workspace for small and medium sized businesses. Cabinet updated by report in Sept 2014 final consultancy report awaited.
Facilitate strategic and practical workshops with town and parish councils to work together in understanding budgetary issues for 2015/16 onwards.	Variation	We are currently working on 2020 strategy looking to balance the Council's budgets up to 2020/21, this includes how the Council will engage with Town and Parish Council's. Once this has been completed and approved by members (Jan/Feb 2015) then actions will be progressed, it is likely this focus on 2016/17 budget process.
Find ways to promote inward investment and new business growth.	On track	Specific agreement between us with Exeter and Teignbridge Councils to develop a marketing and investment strategy. Study into serviced business space requirements in East Devon nearing completion with action plan to follow. Practical project options for work space delivery under consideration.
Increase job opportunities by encouraging the strategic employment site development in the west of the district.	On track	Active promotion by us of the West End sites. GeoPost and Skypark development approved, Science Park Centre under construction. Discussions underway with the Met Office re their super computer. Action to promote Inter-Modal Freight Terminal site development promotion.
Invest in further regeneration in our priority towns and look for opportunities in all our towns to invest in their economies and	On track	Exmouth regeneration programme continues with the Premier Inn to be completed by Feb 2015. Queens Drive marketing concluded and bids under consideration. Seaton Jurassic Centre construction underway and tramway redevelopment in

make best use of our assets.		discussion. Honiton Premier Inn development approved and new supermarket contract in negotiation
Work with partners to improve and diversify the skills on offer to the district's workforce.	On track	Ongoing discussion with Bicton Collage re the future of the collage and provision. Construction skills and apprenticeships agreements in development including Honiton supermarket development and GeoPost. Joint working with Exeter, Teignbridge and Local Enterprise Partnership to identify ways of promoting higher skills and local workforce growth.
Work with the Heart of the south West local Enterprise Partnership to deliver economic growth.	On track	Our Leader is now a board member of Local Enterprise Partnership (LEP) representing the district's interests. Officer engagement to assist LEP policy funding management. We are individually and with Growth Point partners continuing to offer investment opportunities to action LEP growth agenda. Science Park will benefit and we will explore other opportunities including business support and infrastructure improvement in the district.

Performance Indicator	Prev Year End	Current Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Direction of travel	Management Notes
Creditor days - % of invoices paid within 10 working days	New measure		97	95				
Creditor days - % of invoices paid within 30 days	99	99 (3/12)	99	98			↓	

Council Promise – Enjoying this outstanding place

Outcome - Provide cultural and leisure activities accessible to all residents and visitors

Council Promise 2014-16	Status	Comments
Appoint a part-time arts development officer to underpin the work of the arts and culture forum.	Variation	Deferred decision on this appointment due to clarification on THG's long term future.
Complete a programme of visitor infrastructure improvement at the Axe Estuary Wetlands to coincide with the opening of the Stop Line Way cycle routes.	On track	Interpretation works due to commence winter 2014 on the site and proposals for new car park, info centre all being worked up by Property Services for delivery early 2015.
Develop ideas and income-generating projects to keep creative art workshops and international art exhibitions available and accessible in our district.	Variation	To be held due to delay in appointing Arts Development Officer post.
Develop the business case and governance arrangements for setting up a trust for the Thelma Hulbert Gallery.	Variation	This is no longer being pursued - LED had been asked to look at the possibility of running the THG but had decided against taking the gallery under their operations.
Implement a new policy relating to motor homes to welcome day visitors to East Devon's towns.	Achieved	The new policy agreed with Members and implemented in a revised Parking Places Order
Work with Exmouth Town Council to bring back the land train for the enjoyment of our residents and visitors.	Achieved	Land train service commenced operations this summer. Garaging provided in EDDC's Maer Road car park.

Outcome - Protect and enhance East Devon's natural environment and its habitats and wildlife

Council Promise 2014-16	Status	Comments
Appoint a Cranbrook Country Park ranger engaging with the local community and schools to establish events, projects and volunteering initiatives.	Achieved	Appointment successfully made and Ranger is now in post and helping to deliver the Country Park scheme.
Complete a beach management plan for Sidmouth to assess what future sea defences or beach replenishment may be required.	Variation	There has been a delay due to collection of historic information which is taken more time than anticipated. The Steering Group meeting when a further update will be given has been re-scheduled for February 2015
Complete a programme of habitat creation works to 10 hectares of newly acquired land at sheep's marsh.	On track	Interpretation works due to commence winter 2014 on the site and proposals for new car park, info centre all being worked up by Property Services for delivery early 2015
Complete and promote the Axe Estuary Wetlands as a regionally important wildlife destination.	On track	Linked to development of new facilities and Stop Line Way etc all on track, however there is a delay in new cycle path by Devon County Council now due to commence Spring 2015.

Take part in a multi agency study of the Exe Estuary, Dawlish Warren and Exmouth beach to plan for future delivery of sea defence and beach replenishment that may be required over the coming years.	Variation	Report submitted to Cabinet September 2014. This was taken to Overview & Scrutiny who set up a TAFF to review the options within the study.
Deliver an open space strategy which will provide a robust plan to make sure East Devon's open spaces are used to their full potential.	On track	Report to October Cabinet meeting to approve development of the Strategy secured, internal working group set up to progress its development.
Establish a monitoring programme for key habitats and species across all our nature reserves.	On track	On going winter survey work commenced across LNRs.
Work with partners to help make sure we protect the Exe Estuary and Pebblebed Heaths from the impacts of new development.	On track	On going commitment.

Council Promise – Outstanding Council

Outcome - Efficiencies: financial and time-saving

Council Promise 2014-16	Status	Comments
Creation of a shared ICT service for East Devon, Exeter and Teignbridge. If approved, implementation will begin in July 2014.	On track	Shared service is going through its final checks and approvals before being launched on 1 Nov. The Chief Operating Officer and senior management posts are being decided in the next few weeks.
Deliver a 2020 vision transformation strategy that will prepare us for continued reductions in government funding. This will outline the criteria that we will use to direct our financial and other resources so that we can continue to be an outstanding council despite the financial constraints.	On track	
Implement new technology giving customers the option to access more of our services directly over our website whenever they wish whilst reducing costs for the council.	On track	
Plan carefully the office relocation so that we minimise any potential service disruption and issues for customers and officers.	On track	Office relocation project include opportunities for service provision in locations across the district as well as a transition to more effective mobile working and transfer of files to IT. Some service disruption is a potential and managed risk in the project.

Performance Indicator	Prev Year End	Current Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Direction of travel	Management Notes
Percentage of Council Tax collected	98.60	57.91 (6/12)	30.84	58.47			↑	
Percentage of Non-domestic rates collected	98.4	60.73 (6/12)	30.89	58.06			↓	The collection rate is still down. This is in part due to, * Deferred payment dates on a large charge * A large charge being under dispute * An increased number of ratepayers now paying over 12 months rather than 10.
Proportion of outstanding debt that is more than 90 days old from date of invoice	30		15	39			↑	
Working days lost due to sickness absence	8.44	4.25 (6/12)	2.31	4.61			↓	
Total average headcount (quarterly	518	N/A	504.33	506.17			↓	

total)								
Cumulative Staff Turnover as a percentage of all staff (voluntary leavers)	6.4	N/A	1.79	3.77			↓	
Employee Satisfaction	89		N/A	N/A				Yearly figure due Q3/4
Number of Level 2 complaints (year to date)	18	N/A	9	18			↑	
Number of Freedom of Information Requests (year to date)	563	N/A	107	236			↓	
Percentage of planning appeal decisions allowed against the authority's decision to refuse	26.3	30.0 (6/12)	30.0	30			↓	
Number of random general licence checks	214	93 (2/4)	46	106			↑	
Number of random vehicle licence checks	112	75 (2/4)	15	75			↓	The team have been through a busy time with licensing renewals but it is expected to catch up during the summer months.
Percentage of councillors accessing electronic information		100	94	94				56 out of 59 councillors have undertaken transfer to Office 365 with relevant training and security briefing. Follow up training on 365 is being planned with ICT based on Councillor needs.
Proportion of Councillors trained in regulatory functions	100	100	96	100				There were minor changes of committee membership at annual council meeting in May. Additional training now being undertaken
Missed bin collections per 1000 households	New measure		0.05	0.04				

Outcome - Improved service through understanding our customers and making good use of web & mobile technology

Council Promise 2014-16	Status	Comments
Make sure that people are supported in making the culture change to mobile working, paperless environment and new ways of working.	On track	
Continue to ask our customers what they think of the services we provide through the viewpoint survey and act on what they tell us.	On track	
Deliver a new system for our	On track	The Open for Business Programme is launched and working.

council tenants, business rate payers and council tax payers to make sure that our services are more easily available online for our customers who prefer to use the internet to do business with us		Specific projects for Revs and bens and Housing are also underway to provide the required on-line services.
Identify office spaces that officers can use to meet customers across the district or to 'touchdown' without the need to come back to the office creating a more efficient way of working.	On track	
Use systems thinking principles to redesign processes where service improvements are required as agreed by SMT.	On track	
Make sure that we provide the right technology for officers to be able to work in a mobile and flexible way across the district for the benefit of our customers.	On track	The mobile working programme is being combined with the Windows 7 programme to make the most of the technology change. The first mobile technology trials are in place with full roll out expected from Jan 2015.

Performance Indicator	Prev Year End	Current Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Direction of travel	Management Notes
Percentage of minor planning applications determined within 8 weeks	46.62	32.5 (2/4)	50	42.63			↑	
Percentage of other planning applications determined within 8 weeks	79.01	80.0 (2/4)	80.77	78.45			↓	
Days taken to process Housing Benefit/Council Tax Benefit new claims and change events	5.61	6.87 (6/12)	5.78	6.04			↑	
% of residents who pay their Council Tax by Direct Debit	74		75	75			↑	

Performance Indicator not linked to any aims	Prev Year End	Current Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Direction of travel	Management Notes
Number of redundancies (year to date)	4	N/A	1	3			↓	

Chairman's report from the Asset Management Forum

- 1.0 A refreshed Corporate Property Asset Management Plan (CAMP) was published this year by the Asset Management Forum. In consultation with SMT, Audit & Governance and Cabinet; the tasks outlined for delivery to meet our strategic asset management objectives were prioritised over the 3 year life span of the plan.
- 2.0 This report sets out a brief outline of those projects for 2014/15 and progress to date:-
- 3.0 Cranbrook - additional land and buildings management**
 - 3.1 A Cranbrook Asset Working Group has been established to consider the transfer and future property asset implications for the council as the new town evolves.
 - 3.2 Darren Summerfield is currently working on a report which will include setting out the implications for the council in terms of the staffing and cost of taking on the running of property to be transferred under the 106 agreements, along with alternative delivery options such as the new town council and community organisations. Initial discussions are due to be held at the December meeting of AMF.
- 4.0 Tenanted non residential review (TNRP) of leisure assets**
 - 4.1 Much of the CAMP establishes the need for a systematic review of the council's property assets so that we can understand better how they are helping to deliver not only the council's asset management objectives, but also our wider priorities. The outcomes will arrive at a decision to either retain or dispose of an asset. Where they are to be retained, we look to ensure best value and operational efficiency, and also to gain a good understanding of the overall cost of retaining the asset to deliver the service. Having a better understanding of the whole life cost of retaining our property, will of course help to inform decisions about budget setting and overall service delivery.
 - 4.2 The review of our leisure service and associated assets is being undertaken by the LED joint working party established by the Overview & Scrutiny Committee.
- 5.0 TNRP Review - Beach Huts & Chalets**
 - 5.1 AMF has discussed their initial recommendations. They hope to finalise these at the December meeting and subsequently report to Cabinet in the New Year.
- 6.0 TNRP Review - Private Clubs and Sports Clubs**
 - 6.1 AMF is well advanced in terms of this review. One of the key parts of the work is to find a way to instil a clear rationale where rents paid are to remain subsidised by the council. This is likely to include a requirement for clubs to apply for a rent subsidy or grant funding on a similar basis to how NNDR relief is considered. AMF will next be discussing this review on 6 November.
- 7.0 Estates Team Systems Thinking Review**
 - 7.1 The team have been looking at the various types of work they undertake in relation to the day to day management of the estate, along with the professional valuation

work. With the ambition to make processes more transparent, less time consuming and ultimately less expensive, extensive work is currently being undertaken to deliver these ambitions through the implementation of new ICT systems. The first key piece of software is the property management programme (including a new asset register) which will be in use by the New Year, and will continue to be developed over the next 12 months or so.

8.0 Asset Management incorporation into Service Planning

- 8.1 While all service plans inform and are informed by the CAMP, there is deemed a need by SWAP to formalise this practice. Given the current management restructuring process, work on this task has been put on hold for the moment.

9.0 Whole life costing appraisal

- 9.1 AMF presented a report on WLC appraisal to Cabinet and we'll start to embed the practice in our decision making. This will principally be for larger projects in the first instance, but once the reviews are completed, we should have an understanding of the whole life cost of all retained property assets.

10.0 Beaches

- 10.1 This task seeks to improve the use of our beaches. Through consultations with local town and parish councils, we're looking to deliver Beach Development Plans - promoting the Jurassic Coast and healthy lifestyles, and also seeking opportunities to increase revenue income streams. Andrew Hancock and his team will be reporting on progress to the January meeting of AMF.

11.00 Additional work arising

- 11.1 **East Devon Serviced Workspace Demand and Delivery Appraisal.:** Members will be aware of the report to Cabinet in October detailing the work of Carter Jonas in helping to inform the council's decision making in relation to its participation in the future delivery of workspace for the self employed and small businesses in the district. Further work is being undertaken and this will be reported back to Cabinet later in the year. In the meantime, redevelopment of the Seaton sites and Manstone has been put on hold pending a final decision on the approach to be adopted.
- 11.2 **Unauthorised occupation of council owned land:** A corporate cross service policy has also been established this year to ensure a clear protocol for dealing efficiently with travellers and gypsies trespassing on council owned land.

12.0 Summary

- 12.1 There is of course continued activity on major projects established by earlier work of the AMF such as the office relocation programme and the Seaton and Exmouth Regeneration. Smaller projects emanating from work such as the Car Parks Review and TNRP review of the industrial portfolio also continue.
- 11.2 All these tasks and projects are helping to keep the council on a clear path to reducing costs, ensuring best value, and finding efficiencies while maintaining the quality of key services for the residents of East Devon and delivering our wider corporate priorities.

Report to: **Overview and Scrutiny Committee**

Date of Meeting: 13 November 2014

Public Document: Yes

Exemption: None



Agenda item: 14

Subject: **Viewpoint Surveys 2014**

Purpose of report: This report outlines the feedback from our 2014 Viewpoint Surveys. These surveys are vital to our aim to provide opportunities for people to give the council feedback so that we can continue to transform, develop and improve our services. We have used the Viewpoint Survey approach to gain feedback from our residents, towns and parishes and our equalities groups which includes children and young people.

Recommendation: That members note the contents of the report and agree that the actions and responses are delegated to the Chief Executive and SMT in conjunction with their portfolio holders.

That members note that the results of the residents' survey are very similar to last year. On that basis, we have identified where responses show a 5% difference or more compared to last year. We would expect some fluctuations year on year.

That members agree that due to the similar nature of the feedback to the 2013 Viewpoint Surveys these will next be carried out in 2016. It is envisaged that we will have many more customer email addresses at this time due to various system implementations and this will facilitate a largely electronic survey.

Reason for recommendation: Our Viewpoint Surveys form a fundamental part of the commitment made in Communications Plan. The first residents' survey was carried out in 2013 and provided us with vital feedback to help us evaluate and plan our services. Every participant received individual feedback regarding the actions we took in relation to the 2013 survey and this will be replicated for the 2014 surveys.

Officer: Karen Jenkins Strategic Lead – Organisational Development and Transformation kjenkins@eastdevon.gov.uk

Financial implications: In total we have spent £5530 to gain this feedback from a total of just under 1000 individuals and 38 Town and Parish councils. This was agreed as part of the 2013/14 budget process.

Legal implications: This survey work supports the discharge of Council functions by providing customer feedback. It is the responsibility of Cabinet to submit an annual Performance Plan to monitor its effectiveness and to establish the Performance Assessment Framework within which the Council will operate.

Equalities impact: Low Impact

The views of equalities groups have been specifically sought through a Viewpoint Equalities Survey, a focus group and the Viewpoint Children and Young People Survey. Following our commitment to our Equalities Partner Group to specifically gain the views of residents with protected characteristics, we used this group to help us carry out these surveys.

Risk: Medium Risk

There is a risk to council reputation if we do not seek feedback from our customers and stakeholders. Additionally, there is a risk to our reputation if we ask for feedback and do not take action or provide feedback as a result of what people tell us in the survey. We have mitigated this risk by making sure that every participant received individual feedback regarding the actions we took in relation to the 2013 survey and this will be replicated for the 2014 surveys. Additionally we widely published the results of the 2013 survey and detailed the action we are taking using our Annual Performance Report, electronic magazine, press releases and social media. This will be repeated for the 2014 surveys.

Links to background information:

Link to Council Plan: Links to all our values, ambitions and priorities outlined in the Council Plan.

1 Introduction

1.1 The Corporate Organisational Development Management developed the current Communications Plan in 2012 following a review of the communications function. This plan introduced our commitment to using surveys to improve the quality of two way communications between East Devon and various residents, customers and stakeholders in our community.

1.2 East Devon's Strategic Management Team determined the questions in the surveys for our residents, town and parish councils and equalities groups (including children and young people). The surveys were co-ordinated by Jamie Buckley, our Funding and Engagement Officer.

1.3 This report seeks to outline the key messages for East Devon District Council and the actions that we will take to respond to this feedback and improve our services.

2 Resident's Viewpoint Survey summary

2.1 As in 2013, this was sent out in May 2014 to 3,000 randomly selected households through East Devon and we received 774 responses. This is considered to be a good response rate and enough to be statistically reliable. (Ipsos MORI the leading UK research company uses polls just over 1000 to infer the opinions for the UK population as a whole).

2.2 Key outcomes from our residents' Viewpoint Survey are as follows; please note scores may not add up to 100% as sometimes people do not express a view either way.

The council overall:

- 71% satisfied overall with the way EDDC runs things (13% dissatisfied)
- 79% feel that they are kept informed (21% did not). There has been a negative change since 2013; 5% fewer people now feel they are kept informed and 6% more people don't feel informed.
- 66% feel that the Council provides value for money (14% do not). 7% more people said this time that they feel the Council does not provide value for money.
- 53% say the Council acts on what residents' say (47% disagree)
- 56% that the Council acts quickly (12% disagree). There has been a positive change in the percentage of people that agree we respond quickly when asked for help (+7%)
- 44% would speak about the Council (17% negatively)

Council priorities:

- 68% agreed the council were capitalising on the districts natural landscape and countryside to attract visitors.
- 49% agree that the Council is doing well on town regeneration. The percentage of people that agree the council is doing well on town regeneration has fallen 9% since 2013.
- 47% agree the Council is doing well in delivering jobs in the west of the district.
- As in 2013, concerns were around the need to retain the distinctiveness of the district's towns and improve the quality of retail on offer, to try to deliver more jobs across the whole district and to protect the AONB and Greenfield sites from development. The main concern around planning is the same as in 2013 which is that people feel more weight should be given to local views.

Safety

- 96% of people feel safe in the daytime and 77% after dark (although this is a fall from 84% in 2013). Those who don't say they would feel safer with a greater police presence and if there were more street lights.
- When asked how much of a problem levels of pollution were – for example traffic fumes, noise, bathing water 19% say it is a very or fairly big problem, compared to 13% in 2013.
- When asked how much of a problem litter, rubbish, vandalism or graffiti are 23% say it's a very or fairly big problem, compared to 11% in 2013.

Services

- 88% satisfied with their household waste and blue food caddy collections
- 84% happy with green box recycling.
- 79% of people are satisfied with parks, public gardens, play areas and open spaces.
- 87% are satisfied with the food hygiene service feeling confident about eating in cafes and restaurants.
- 55% satisfied with off street car parking.
- 50% satisfied with housing services.
- 53% satisfied with housing benefit and council tax services. Satisfaction has risen 7% since 2013 and dissatisfaction has fallen the same amount.

- 42% satisfied with planning (25% dissatisfied).
- As in 2013, comments show that residents are keen to be able to recycle more with many expressing that they want to be able to recycle cardboard and mixed plastics earlier than the 2016 date. As in 2013, people also want a garden waste service.
- In car parking, key issues are around the cost of parking and the need for more parking spaces.
- There were few comments about the housing, benefit or council tax services.

3 Towns and Parishes Viewpoint Survey summary

3.1 This survey was sent to all 66 Town and Parish Councils in East Devon and 38 responded (58%).

3.2 Key outcomes from our Towns and Parishes' Viewpoint Survey are as follows; please note scores may not add up to 100% as sometimes people do not express a view either way.

- 54% satisfied overall with the way EDDC runs things (16% dissatisfied with 30% neither satisfied nor dissatisfied).

Keeping East Devon an outstanding place

- 80% are satisfied with the refuse and recycling service, 12% are not. Of those the majority want us to collect cardboard and all plastics.
- 43% are satisfied with off street council car parks, 35% are not mainly because they want more off street car parking for residents and more free car parking.
- 37% are satisfied with planning services and 42% are not, mainly because they want us to act on what they say about planning applications and planning issues.
- 64% are satisfied with parks, public gardens, play areas and open spaces, 7% are dissatisfied.
- 11% feel litter, rubbish, vandalism and graffiti is a big problem, 89% feel it is not a big problem or not a problem at all.
- 57% agree we are using East Devon's natural landscape and countryside to encourage more visitors and tourists to come here, 15% disagreed.
- 35% agreed we are increasing job opportunities in the west of the district by encouraging new businesses to base themselves near the new town of Cranbrook, 24% disagree.
- 41% agree we are making towns better places to live by regenerating them, 12% disagree.

Wellbeing and safety

- 91% feel levels of pollution are not a very big problem or not a problem at all - for example traffic fumes, noise, bathing water, contaminated land is a big problem.
- 53% say we are good at helping to improve general housing conditions, 6% feel we are poor.
- 27% say we are good at meeting local housing needs by enabling new affordable housing, 33% feel we are poor at this as more affordable housing is needed for local people.
- 84% say we are good at managing and maintaining Council homes, 15% say we are poor at this.

- 45% say we are good at dealing with homelessness, and none think we are poor at this.

East Devon District Council overall

- 65% agree that we respond quickly when asked for help, 9% disagree.
- 75% feel that we do not act on what they say about planning matters (either not much or not at all); they feel their local knowledge and input is ignored.
- 13% say we act on what they say about issues other than planning a great deal, 71% feel we act on what they say about issues other than planning a fair amount and 17% say we do this either not very much or not at all.
- 65% say we provide value for money, 8% say we don't.

Parishes Together Fund and Section 106

- 62% say the Parishes Together Funding has been effective and 82% agree we should keep contributing to it.
- Of those that had been involved in spending Section 106 money on sport and play 69% are satisfied with the way it is done.

Communication with East Devon District Council

- 84% say we keep their Town and Parish Council well informed.
- 64% say the website is good, 17% that it is poor.

You as a Town or Parish Council

- 81% are confident in using their powers, 3% are not.
- 89% know what powers their Town or Parish Council has, 3% don't.

4 Equalities partners' Viewpoint Survey summaries

4.1 As many people with 'protected equalities characteristics' (such as disability, age, race, sex, transgender etc.) are difficult to reach and have particular needs we conducted this consultation in a variety of ways:

- a questionnaire for general distribution to equalities groups
- a workshop group with people with protected equalities characteristics
- a questionnaire sent out to children and young people

4.2 A questionnaire was sent out to the 26 equalities organisations we are aware of within the district representing the equalities characteristics we wanted to target. These were: Lesbian, gay, bisexual and transgender; minority ethnic groups; disability groups including people with physical disabilities.

4.3 The questionnaire was also sent to EDDC Elected Members and Town and Parish Councils for them to send onto equalities groups in their areas. It was also sent to EDVSA who have a list of community and voluntary groups in the district and they advertised this opportunity to their members. We received 48 completed questionnaires back.

Key outcomes from our equalities survey are as follows:

- 89% are happy with the landfill waste collection.
- 86% are happy with the green recycling box collection and 90% were happy with the blue food caddy collection.
- 81% are satisfied with parks, public gardens, play areas and open spaces.
- 43% are satisfied with off street council car parks.

Your wellbeing and safety

- 54% are satisfied with housing advice and housing services, 15% are dissatisfied.
- 56% are satisfied with housing benefit and council tax benefit, 25% are dissatisfied.
- 68% are satisfied with the Homesafeguard service, 21% are dissatisfied.
- 93% feel safe outside in their local area during the day.
- 74% feel safe outside in their local area after dark, 14% feel unsafe.
- 18% feel noisy neighbours or loud parties are a very or fairly big problem in their local area. 82% feel this isn't really a problem.
- 30% feel people being rowdy or drunk in public places is a very or fairly big problem. 69% feel this isn't really a problem.

East Devon District Council overall

- 63% are satisfied with the way we run things. 15% are dissatisfied; most who are dissatisfied mentioned planning issues.
- 68% feel we treat them fairly, 9% feel we do not treat them fairly.
- 66% feel we respond quickly when they ask us for help, 13% disagreed.
- 34% feel we act on what local residents say either a great deal or a fair amount, 66% feel that we don't act on what local residents say. This is mainly due to planning matters.

Communication with East Devon District Council

- 62% feel we keep them very or fairly well informed, 38% feel we don't keep them well informed.
- 51% agree that information they need from us is easy to understand, 23% disagree.
- 53% agree that information they need from us is easy to get hold of, 11% disagree.
- The majority of respondents would rather deal with us by phone, in person or by letter.

Services we support

- 60% are satisfied with Leisure East Devon, 20% are dissatisfied.
- 64% are satisfied with the Pavilion Theatre in Exmouth, 21% are dissatisfied.
- 36% are satisfied with the Thelma Hulbert gallery in Honiton, 36% are dissatisfied.
- 60% are satisfied with the Manor Pavilion Theatre in Sid mouth, 13% are dissatisfied.

4.4 We commissioned an organisation that regularly works with people with protected equalities characteristics to carry out a face to face consultation with us. There were seven people with a range of physical, sensory and learning disabilities from throughout East Devon, and one resident from East Devon's deaf community.

Key outcomes from this workshop are as follows:

Overall users were generally positive about the services EDDC provides and welcomed the chance to voice their views.

- On the whole service users feel they were treated fairly by EDDC. They feel EDDC does its best.
- Generally they feel they were helped quickly and that Council staff were polite.
- There is mixed opinion with the question 'is information from EDDC easy to find and understand' with a feeling that they didn't always know how to access the information, or they couldn't access online information.

Safety - The majority feel safe in their communities. Generally the group didn't think anti social behaviour to be much of a problem. When they did experience anti social behaviour it is mainly related to noise and intimidating behaviour from neighbours. On the whole they agreed EDDC deals well with these complaints.

Access to services

- The majority found that contacting EDDC on a variety of issues is easy to do.
- Online access to services is seen as good. However, they feel that information should be available in other ways as some did not have access to a computer.
- Some concerns were raised that to access some services face to face they had to travel to Sid mouth. They suggested outreach services should be available across East Devon.
- There were concerns raised about the limited availability of face to face meetings for the deaf community with a BSL interpreter present. They said this is the most effective way to communicate with the deaf community.
- There were requests for more equalities awareness training for EDDC staff to help them better understands what access issues are and how to resolve them.
- They agreed postal communication has greatly improved over the last decade.

Influencing decisions - Generally they did not feel as if they had any influence on major decisions made by EDDC. They feel that when EDDC asked for residents opinions they had already made the decisions.

Housing Advice - Generally they feel there is limited housing advice and information. There were requests for written information to be in bigger font sizes. The deaf community would prefer more face to face meetings with a BSL interpreter to reduce the amount of misunderstandings. More use of BSL would be seen a positive move.

Housing and Council Tax Benefit - Most of the group were confused about the new rules for Council Tax Support. They feel the literature is not particularly clear and most were confused by the rules for people who have savings.

Home Safeguard - There were suggestions about better training for staff to show them what to do if they come across an alarm call and also training on what to do if service users ask for information or assistance due to their particular equalities need, particularly if they are a member of the deaf community.

Waste and recycling – Assisted collections were seen as a very good service and the EDDC staff linked to them are always helpful. There were some comments that people had asked for assisted collections and needed them but they were turned down by EDDC.

Car parking – Car parks in East Devon are seen to be very expensive, there are not enough disabled parking bays and the bays are not wide enough.

Sports and leisure – LED are seen as giving a good amount of disabled sports opportunities in the district but there were comments that these should be more widely publicised.

Arts and culture – The hearing loop in Exmouth Pavilion is not very good and it isn't near a bus stop if you have mobility issues. The Thelma Hulbert Gallery is good.

Public toilets – Some have closed in East Devon which creates issues for some people with equalities needs.

4.5 A questionnaire sent out to children and young people via all schools in the District. A paper copy was sent out to each school with an accompanying letter, and a link to the questionnaire online. Reminder letters and a further copy of the questionnaire was sent out towards the closing date. Schools that completed the questionnaire were given the opportunity to enter a prize draw. We received 110 completed questionnaires back.

Key outcomes from this survey are as follows:

Outdoor activities

- 79% feel playgrounds and play areas are good, 22% feel they are poor. Those who feel they are poor mostly wanted new and improved equipment.
- 68% feel skate parks are good, 32% feel they are poor. Those who feel they are poor mostly live in Axminster and Colyton where we do not run the skate parks.
- 85% feel playing fields are good, 15% feel they are poor
- 88% feel country parks, countryside and wildlife are good, 12% feel they are poor.
- 96% feel it is important to look after the environment. The most common suggestions on improving it are picking up litter, stopping people littering, stopping building houses and putting more litterbins on the streets.
- 24% feel there is a problem with vandalism and graffiti (mainly in Exmouth and Axminster), and 34% feel there is a problem with litter and rubbish.

Wellbeing, safety and services

- 74% say the weekly recycling service we provide is good, 25% say it is poor. Of those that say it is poor most want to be able to recycle cardboard, and want the bin operatives to stop dropping rubbish on the floor and if they do drop it to pick it up.
- 93% feel safe during the day, and 45% feel safe after dark with 32% feeling unsafe after dark. When asked what would make them feel safer most say they want more street lights or some street lights. They also want fewer drunk people.
- 83% feel levels of pollution are not really a problem, 84% say noisy neighbours or loud parties are not really a problem. 77% say people being drunk or rowdy in public places is not really a problem, 24% feel it is.

Planning for the future

- 54% feel there is not enough to do in the town/ village where they live. They mostly want more parks, youth clubs/ after school clubs, a skate park and nicer parks.
- 61% would not live in their town/ village when they grew up. Mainly because they want to explore the world and want to go to University. Some also said they would have to move to get a good job, it's too noisy where they live and there is nothing to do.

Agenda Item 15**Overview and Scrutiny Committee****13 November 2014****Overview and Scrutiny Committee Forward Plan 2014/15**

Date of Committee	Report	Lead
14 Jan 2015	Draft budget and service plans for 2015/16	Simon Davey
22 Jan 2015	Playing pitches strategy (tbc)	Graeme Thompson
	National Parks proposal and Member Champion for Tourism update	Councillor Sheila Kerridge/Debbie Meakin
	Environment Portfolio Holder update (excluding Streetscene)	Councillor Iain Chubb/Andrew Hancock
26 Feb 2015	Economy Portfolio Holder update	Councillor Ian Thomas
	Performance monitoring report quarter 3	
26 Mar 2015	Draft Overview and Scrutiny Annual Report	Debbie Meakin

Work for scoping and allocation to the Forward Plan:

Proposed date	Topic
	Review of production process of Local Plan
Jan/Feb (tbc)	New homes bonus update
When available	NHS England to discuss the provision of GP services
pending	Honiton Town Council update on the Beehive Centre
On completion of TaFF	Business Task and Finish Forum final report
ongoing	Budget Task and Finish Forum reports
pending	Trees Task and Finish Forum – first meeting set for 5 Dec 2014