

Date: 29 April 2013
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To: The Chairman and Members of the Cabinet
Other Members of the Council for information
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Deputy Chief Executives
Heads of Service
Corporate Managers

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Cabinet
Wednesday 8 May 2013 - 5.30 pm
Council Chamber, Knowle Sidmouth

Members of the Council who do not sit on the Cabinet are welcome to attend as observers.

Members of the public are welcome to attend this meeting.

- There is a period of 15 minutes at the beginning of the meeting to allow members of the public to ask questions.
- The Chairman has the right and discretion to control questions to avoid disruption, repetition and to make best use of the meeting time. The Chairman is entitled to interrupt the speaker to ask for their question to be put.
- In addition, the public may speak on items listed on the agenda. After a report has been introduced, the Chairman will ask if any member of the public wishes to speak and/or ask questions.
- All individual contributions will be limited to a maximum period of 3 minutes – where there is an interest group of objectors or supporters, a spokesperson should be appointed to speak on behalf of the group.

Should anyone have any special needs or require any reasonable adjustments to assist them in making individual contributions, please contact Diana Vernon (contact details at top of page).

A hearing loop system will be in operation in the Council Chamber.

Councillors and members of the public are reminded to switch off mobile phones during the meeting. If this is not practical due to particular circumstances, please advise the Chairman in advance of the meeting.

AGENDA Part A

- 1 **Public question time** – standard agenda item (15 minutes)
Members of the public are invited to put questions to the Cabinet through the Chairman (Leader of the Council).

Councillors also have the opportunity to ask questions of the Leader and/or Portfolio Holders during this time slot whilst giving priority at this part of the agenda to members of the public.

- 2 To confirm the minutes of the meeting of the Cabinet held on 3 April 2013 as a true record subject to Members being made aware that the majority of the £40,000 referred to in Minute 196 (New Homes Bonus Panel) relates to Devon County Council's contribution - therefore County's approval is needed to roll the balance over to the 2013/14 Community Fund. 6-16
- 3 To receive any apologies for absence.
- 4 To receive any declarations of interest relating to items on the agenda.
- 5 To consider any items, which, in the opinion of the Chairman, should be dealt with as matters of urgency because of special circumstances.
Note: Such circumstances need to be identified in the minutes.
- If you wish to raise a matter under this item, please do so in advance of the meeting by notifying the Chief Executive who will then consult with the Chairman; and
 - If the matter is a key decision, and it has been impracticable to publicise it 28 clear days in advance [in the Forward Plan or otherwise] the Chairman of Overview and Scrutiny has been notified, with the reasons for the urgency being set out on the Council's website ; or
 - If the matter is a key decision and a case of special urgency and cannot reasonably be deferred, the Chairman of Overview and Scrutiny has agreed that the item be considered [or if unable to act, the Chairman of the Council] with the reasons for urgency being set out on the Council's website.
- 6 To agree any items to be dealt with after the public (including the press) have been excluded. There is 1 item which Officers recommend should be dealt with in this way.
- 7 To note the contents of the Forward Plan for Key Decisions for the period 1 May to 31 August 2013. 17-20
- 8 Matters referred to the Cabinet by the Overview and Scrutiny Committee for re-consideration in accordance with the Overview/Scrutiny procedure or budget and Policy Framework Procedure Rules under Part 4 of the Constitution. No items have been put forward.
- 9 To note or take appropriate action in respect of the minutes of the meeting of the Overview and Scrutiny Committee held on 28 March 2013. 21-26
- 10 To note or take appropriate action in respect of the minutes of the inaugural meeting of the Arts and Culture Forum. 27-32

Part A Matters for Decision

11	Residents' Survey Plus Appendix - Questionnaire	Corporate Organisational Development Manager	33-40
12	Freedom of Information Act requests 2012/13	Corporate Organisational Development Manager	41-45
13	Exemption from Standing Orders - In-cab technology	Corporate ICT Manager	46-48
14	Performance Monitoring Report until March 2013 The Month tracking appendix is attached – other appendices summarising performance provided as links under Background Papers in the report	Corporate Organisational Development Manager	49-51

Background Papers – listed within Part A reports with links to the documents on-line.

Private meeting: Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

Notice is given of intention to hold this part of the meeting in private as required by the Regulations. The statements of reasons for meeting to be held in private, details of any representations received why the meeting should be open to the public in response to the '28 clear days notice' already posted on the Council's website, and the Council's response to the representations, are set out against each agenda item below. Where it has been impracticable to comply with the private meeting notice procedures, the required agreement has been obtained from the relevant chairman or vice chairman that the meeting is urgent and cannot reasonably be deferred. Notice of this agreement, if relevant to this meeting, may be viewed on the council's website. The proper officer has excluded from public inspection the reports listed below because in his opinion they relates only to matters during which the meeting is likely to be a private meeting. The Local Government Act 1972 sets out the circumstances in which reports may be considered in private.

The Vice Chairman to move the following:-

“that under Section 100(A) (4) of the Local Government Act 1972 the public (including the press) be excluded from the meeting as exempt information, of the description set out on the agenda, is likely to be disclosed and on balance the public interest is in discussing this item in private session (Part B).”

PART B – Matter for Decision

15	Exemption from Standing Orders – Exmouth Regeneration Priority Project, Estuary side Transformation	1	Para 3 Schedule 12A (Information relating to the financial or business affairs of any particular person (including the authority holding that information))	Development Surveyor	52-53
		2.	The report includes budget and contractor details.		

Decision making and equality duties

The Council will give due regard under the Equality Act 2010 to the equality impact of its decisions. An appropriate level of analysis of equality issues, assessment of equalities impact and any mitigation and/or monitoring of impact will be addressed in committee reports. Consultation on major policy changes will take place in line with any legal requirements and with what is appropriate and fair for the decisions being taken. Where there is a high or medium equalities impact, Members will be expected to give reasons for decisions which demonstrate they have addressed equality issues.

Members and co-opted members remember!

- You must declare the nature of any disclosable pecuniary interests. [Under the Localism Act 2011, this means the interests of your spouse, or civil partner, a person with whom you are living with as husband and wife or a person with whom you are living as if you are civil partners]. You must also disclose any personal interest.
- You must disclose your interest in an item whenever it becomes apparent that you have an interest in the business being considered.
Make sure you say what your interest is as this has to be included in the minutes. [For example, 'I have a disclosable pecuniary interest because this planning application is made by my husband's employer'.]
- If your interest is a disclosable pecuniary interest you cannot participate in the discussion, cannot vote and must leave the room unless you have obtained a dispensation from the Council's Monitoring Officer or Standards Committee.

Getting to the Meeting – for the benefit of visitors



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

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

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The following buses all terminate at the Triangle in Sidmouth. From the Triangle, walk up Station Road until you reach the Council Offices (approximately ½ mile).

From Exeter – 52A, 52B

From Honiton – 52B

From Seaton – 52A

From Ottery St Mary – 379, 387

Please check your local timetable for times.

EAST DEVON DISTRICT COUNCIL
Minutes of a Meeting of the Cabinet
held in the Council Chamber, Knowle, Sidmouth
on Wednesday, 3 April 2013

Present:

Councillors:

Paul Diviani (Chairman/Leader)
Andrew Moulding (Vice Chairman)
Ray Bloxham
Iain Chubb
David Cox
Jill Elson
Graham Godbeer
Ian Thomas
Phil Twiss

**Also
Present:**

Councillors:

David Atkins
Peter Bowden
Geoff Chamberlain
Maddy Chapman
Deborah Custance Baker
Alan Dent
Christine Drew
Martin Gammell
Peter Halse
Tony Howard

Stuart Hughes
John Humphreys
Frances Newth
John O'Leary
Helen Parr
Pauline Stott
Peter Sullivan
Graham Troman
Tim Wood

**Also
present:**

Officers:

Mark Williams, Chief Executive
Denise Lyon, Deputy Chief Executive
Simon Davey, Head of Finance
Karen Jenkins, Corporate Organisational Development Manager
Rachel Pocock, Corporate Legal & Democratic Services Manager
Andy Wood, Projects Director
Diana Vernon, Democratic Services Manager

Apologies

**Councillors
Cabinet Members**
Stephanie Jones

**Councillors
Non- Cabinet Members**
Derek Button
David Chapman
Steve Gazzard
Steve Hall
Jim Knight
Mark Williamson
Eileen Wragg
Tom Wright

The meeting started at 5.30 pm and ended at 7.05pm.

In compliance with The Local Authorities (Executive Arrangements) Meetings and Access to Information) (England) Regulations 2012, during consideration of items on the agenda, alternative options were considered by Members when making decisions.

***189 Public Questions**

The Leader welcomed Councillors and members of the public present.

Barry Curwin said that the Council had not acted with transparency and openness in respect of the office relocation project. He challenged the officer recommendation that the notes of the Office Relocation Working Party should be considered in the private part of the meeting. He said that the project involved large sums of public money and significant officer time. The move would potentially impact the local area with a loss of a major employer and two employment sites. He gave notice of a formal challenge of the legality of taking the item in private session and said that the majority of the debate could be taken in public with only the sensitive data considered in private session.

The Leader, on legal advice, said that the item was being considered in private session as it included confidential financial information but he confirmed that the public would be kept up-to-date.

Barry Sangster asked for clarification from the Chief Executive on use of the term 'sub judice' in respect of the Graham Brown issue. He understood that this term only applied when a person had been formally charged. The Corporate Legal and Democratic Services Manager advised that the term normally applied when proceedings had been implemented but the case in question was broad and complex and the Council was now acting with caution to avoid prejudicing the Police investigation.

***190 Minutes**

The minutes of the meeting of the Cabinet held on 6 March 2013 were confirmed and signed as a true record.

***191 Exclusion of the Public**

RESOLVED: that the classification given to the documents to be submitted to the Cabinet be confirmed. There was one item which Officers recommended should be dealt with in Part B.

***192 Forward Plan**

Members noted the contents of the Forward Plan for Decisions for the period 1 April to 31 July 2013.

***193 Matters referred to the Cabinet**

There were no matters referred to the Cabinet by the Overview and Scrutiny Committee or the Council.

*194 **Overview and Scrutiny Committee meeting – 28 February 2013**

Members received and noted the minutes of the meeting of the Overview and Scrutiny Committee held on 28 February 2013.

RESOLVED that the following recommendations be approved

Minute 61 that the Council participates in gathering in and submitting further proposals under the Sustainable Communities Act.

*195 **Housing Review Board – 7 March 2013**

Members considered the minutes of the meeting of the Housing Review Board held on 7 March 2013.

Housing Review Board Chairman, Councillor Pauline Stott spoke of the positive work of the Board.

RESOLVED 1 that the following decisions be noted

Minute 63 The Forward Plan – with the addition of a report on the provision of carbon monoxide detectors in sheltered housing to be brought to a future meeting.

Minute 65 and 64(2) and 64(3) Final report and closure of the Sheltered Housing Task and Finish Forum

Minute 67(2) The progress being made in safeguarding vulnerable adults within the Housing Support Services.

Minute 68(3) Introductory tenants going into general needs properties have been told (from 7 November 2012) that they will go onto flexible tenancies after the initial introductory period.

Minute 69 ‘Get Digital’ Project up-date.

Minute 70 The variances identified as part of the HRA revenue and capital monitoring process up to month ten.

Minute 71 The progress made by officers undertaking Fire Risk Assessments in Council owned blocks of flats.

Minute 72 Housing Service Quarterly Performance Indicator report.

RESOLVED 2 that the following recommendations be approved

Minute 64 that the commencement of the new Targeted Support Spot Contract from April 2013 be approved;

*195 **Housing Review Board – 7 March 2013 (continued)**

RESOLVED 2 that the following recommendations be approved
(continued)

- Minute 66**
- (1) that the upgrade or replacement programme over the next five years to scheme equipment in sheltered housing that is linked to Home Safeguard be approved;
 - (2) that EDDC work with the Northern Housing Consortium using their Procurement Framework solution to purchase equipment;
 - (3) that the provision of smoke alarms in sheltered housing be retained and these continue to be monitored through Home Safeguard.

Minute 73 that expenditure of up to the amount identified in the report on a new housing management software system be agreed, with delegated authority being given to the Housing and Sustainable Communities Portfolio Holder and the Head of Housing to agree the final supplier.

RESOLVED 3 that the following recommendations be referred to Council for determination

Minute 67(1) that the updated Safeguarding Vulnerable Adults policy be approved.

- Minute 68**
- (1) that the changes to the Tenancy Policy be approved;
 - (2) that the length of time the Council would store any items left at a property be reduced from 3 months to 28 days for flexible tenancies and secure tenancies granted after 1 April 2013;

*196 **Meeting of the New Homes Bonus Panel held on 13 March 2013**

Members considered and approved the recommendations of the New Homes Bonus Panel which had met on 13 March 2013.

Councillor Ray Bloxham, Chairman of the Panel, reported that 14 projects had been approved and the submissions had clearly illustrated the ability of parishes to work together for the benefit of their communities. One of the projects had involved 9 parishes working together.

Councillor Bloxham believed that even more bids would be made in the next round and supported the recommendation of the Panel to carry over the surplus fund to be used in the next financial year.

He particularly thanked the Council's Community Engagement and Funding Officer, Jamie Buckley, and Devon County Council's Locality Development Officer, Ali Eastland, for the effective work they had carried out on this project.

*196 **Meeting of the New Homes Bonus Panel – 130313 (continued)**

- RESOLVED**
- (1) that the recommendations of the New Homes Bonus Panel in respect of applications for joint projects from local councils within East Devon be approved;
 - (2) that the £40,000 under-spend from 2012/13 be rolled into 2013/14 as a separate fund to spend in supporting good local community projects.

197 **Emergency Plan – key decision**

Members considered the joint report of Denise Lyon, Deputy Chief Executive and the Civil Contingencies Manager on the Council's Emergency Plan. The Plan had been fundamentally reviewed to ensure that it was compliant with the requirements of the Civil Contingencies Act 2004.

The Civil Contingencies Manager had recommended that plans of the various agencies working with the Town and Councils should be co-ordinated as a 'Parish Emergency Response Plan' and this had been well received by the local parishes. Devon County Council would lead on this and the resultant Plan would be included within EDDC's Emergency Response Plan for the District and help ensure that the Council gave effective support in a local crisis.

Members noted that the Emergency Plan would be added to the Policy Register and formally reviewed each year. A draft emergency plan in respect of risk to the Council's business operation would be referred to a future meeting of the Cabinet.

Members discussed the content of the Plan and made the following suggestions:

- The Plan needed to include animal notifiable diseases. (The Council could benefit from being involved in a joint exercise with DEFRA).
- The value of training exercises and post-emergency meetings to assess performance was acknowledged.
- The Plan should be easily accessed on the Council's website
- The document needed to be useable, practical and concise – particularly for front-line users in an emergency.
- The Plan co-ordinated current best practice and covered all eventualities – the Council had a good record of responding effectively in local emergencies.
- The Plan would be available electronically, on a memory stick, and on paper.
- There were benefits in using 'cloud based' technology so that the information could be accessed from any electronic device subject to having an internet connection. Further work would be undertaken to research such options and best practice elsewhere.
- All Councillors had a role in encouraging their local councils to put an emergency plan in place.
- Actions to be taken after the emergency should be included.

197 **Emergency Plan – key decision (continued)**

RECOMMENDED that the Emergency Plan be adopted, , subject to minor amendments, added to the Council’s Policy Register and formally reviewed annually.

REASON To keep the Council’s Emergency Plan relevant and legally compliant.

*198 **Cranbrook - Community Governance Review – key decision**

Members considered the report of the Chief Executive in respect of a proposed consultation (Community Governance Review) of all households and interested parties in the Cranbrook area in respect of draft proposals for a new parish council for Cranbrook.

The review would seek feedback on a number of options:

- creating, merging, altering or abolishing parishes;
- the naming of parishes and the style (whether to call it a town council or village council) of new parishes;
- the electoral arrangements for parishes – the ordinary year of election, the size of the council, the number of councillors to be elected and parish warding;
- grouping parishes under a common parish council, or de-grouping parishes.

The District Council was required to ensure that the community governance of the area under review:

- reflected the identities and interests of the community in that area
- was effective and convenient
- took into account any other arrangements for the purpose of community representation or community engagement.

The report set out the stages involved in the Community Governance Reviews and Members were asked to consider the proposed terms of reference, timetable and arrangements.

Councillor Peter Bowden, Broadclyst Ward Member and Devon County Councillor referred to issues around the Cranbrook development boundaries – Phase 1 had planning permission and was being developed. However there would inevitably be further phased development and he questioned whether it was appropriate to include Phases 2 and 3 within the consultation.

The existing parish of Broadclyst largely encompassed the Growth Point Area – governance issues needed to be addressed to clarify ownership of assets and potential Community Infrastructure Levy allocations. Broadclyst Parish Council wished to develop a Neighbourhood Plan for the entire parish and the associated consultation process was agreed at the Development Management Committee on 2 April 2013. The fact that the parish area currently included the initial phase of Cranbrook and potential further expansion to the east meant that there was an immediate tension between the development of the Neighbourhood Plan and completion of the community governance review which would need to be carefully managed.

***198 Cranbrook - Community Governance Review (continued)**

- RESOLVED**
- (1) that the Council undertake a Community Governance Review of Parish arrangements for the parishes of Broadclyst, Clyst Honiton, Rockbeare, Whimble with a view to establishing a new parish of 'Cranbrook';
 - (2) that the Terms of Reference of the Review be agreed, including the timetable and arrangements for public consultation;
 - (3) that further reports be brought to Cabinet in order that decisions may be made in respect of draft proposals and final recommendations of the Review.

REASON In accordance with the provisions of Part 4 of the Local Government and Public Involvement in Health Act 2007; the principal legal framework within which councils must undertake these reviews.

199 Development of the Cranbrook new community– key decision

The Projects Director presented his up-date report on the delivery of the Cranbrook new community. The approach to-date had been infrastructure-led; this had proved to be effective. The report set out a range of critical infrastructure that needed to be delivered in step with housing and other development.

Members supported the establishment of an internal working group. This would consider the issues raised by the transfer of assets under the current section 106 agreement for Cranbrook and anticipated under future agreements.

Councillor Peter Bowden spoke of the valued work of the Minister for Cranbrook whose efforts were effectively helping to build a community.

- RESOLVED**
- (1) that progress made with delivering the Cranbrook new community to-date be noted;
 - (2) that a corporate working group be set up to assess the issues raised for the Council by the future transfer of assets to be provided under the existing section 106 agreement and the preferred approach to asset transfers linked to future agreements and the further expansion of Cranbrook; (The outcome of this work would be referred to a future meeting of the Cabinet.)

- RECOMMENDED**
- (1) that a supplementary estimate of £20k be endorsed to deal with costs and fees to be incurred in managing the transfer of assets in relation to the first phase of development.

REASON To ensure that the issues associated with the transfer of assets are fully analysed and reported to Cabinet for consideration.

*200 **Proposals to balance the 2014/15 to 2016/17 General Fund budget**

Consideration was given to the joint report of the Chief Executive and Head of Finance based on the intention, already agreed by Cabinet, to commence work early in preparing the 2014/15 – 2016/17 budgets.

The report set out the projected financial position following the setting of the 2013/14 budgets, how the New Homes Bonus (NHB) would be used and proposals to balance the budget from 2014-2017. A proportion of the NHB had been used to maintain services in the current budget and a strategy was proposed going forward whereby a balance would be set aside to pay for services for a two year period as a contingency in case the NHB scheme was reduced or stopped.

It was suggested in the report that a Working Party be set up to consider proposals from Senior Management Team and staff suggestions. The recommendations of the Working Party's meetings would be referred each time to Cabinet. At the same time the Chief Executive would undertake work on a management restructure and report proposals to a future meeting of the Cabinet for consideration.

This work on future budgets would be supported by a Corporate Peer Challenge at East Devon that was focussed on financial sustainability. The Local Government Association (LGA) had agreed to work with the Council in this way as a 'pilot'. The scope, timing and make-up of the peer team were set out in a letter from the LGA, attached to the report.

- RESOLVED**
- (1) that the approach and processes being suggested in balancing the 2014/15 to 2016 /17 General Fund Budget be endorsed;
 - (2) that the Chief Executive in consultation with the Leader and Deputy Leader of the Council consider a management restructure with discussions/negotiations to be held with those affected and to make final proposals to Cabinet;
 - (3) that the Council engages with the LGA to work together on a "pilot" approach to a peer challenge with a focus on the "future financial viability of a Council".

REASON

In setting the 2013/14 budget it was with the understanding that this would be a two year process with further work necessary in order to meet a projected deficit for 2014/15. Work has started at officer level to address the projected budget shortfall and now Members would progress the steps necessary for the Council to adopt balanced budgets for future years.

201 **NNDR – Rate Relief policies**

Members considered the joint report of the Revenues and Benefits Manager and Head of Finance setting out two policy areas relating to rate relief in response to requests, or anticipated requests, from businesses in the district.

The Localism Act gave authorities the power to lower the business rate burden in certain circumstances and the Local Government Finance Act 1988 gave authorities discretion to apply to the Valuation Officer to grant equivalent empty relief for a short period for 'part occupied property'.

Rate relief was met from Council Tax and therefore difficult decisions would have to be made. The criteria within the policies would help achieve consistency and fairness on a case by case basis and would enable financial costs to be weighed against longer term economic benefit. Clear records would be made of decisions under the policies and their justification.

Members discussed the benefit of rate relief to start up businesses and the importance of creating the right business environment to promote economic growth.

RECOMMENDED that the following policies be adopted:

- Local Discretionary Rate Relief Policy
- Part Unoccupied Property Rate Relief Policy

REASON To clarify relief that could be given to business and to ensure that individual requests are considered in a consistent manner.

202 **Discretionary Housing Payment (DHP) Policy**

Members considered the report of the Revenues and Benefits Manager in respect of proposed up-dates to the Council's Discretionary Housing Payment policy to reflect changes under the Welfare Reform Act that came into effect on 1 April 2013. The changes were highlighted in the report.

Members noted that the Council was working closely with housing and welfare agencies to provide a joined up/holistic approach.

Councillor Jill Elson, Sustainable Homes and Communities Portfolio Holder said that there were not enough properties available locally to enable people to down-size.

Councillor Elson congratulated the EDDC teams which had visited or contacted all East Devon residents who would be affected by the welfare changes; they had given valued help and advice.

Councillor Bloxham referred to the Equalities Impact Assessment as a key document when dealing with such a high risk issue. He commended the Revenues and Benefits Manager for undertaking the assessment and the clear analysis and conclusions.

202 **Discretionary Housing Payment (DHP) Policy (continued)**

- RECOMMENDED**
- (1) that the up-dated Discretionary Housing Payment policy be adopted;
 - (2) that delegated authority be given to the Head of Finance, in consultation with the Finance Portfolio Holder, to make amendments to the policy to reflect changes in legislation, Government guidance and policy.

REASON To ensure that the Council deals with customers fairly, reasonably and consistently.

*203 **Knowing East Devon – a community profile**

The Corporate Organisational Development Manager presented a community (place and people) profile: Knowing East Devon. This covered a range of statistical information about East Devon. It would give the Council as decision makers a clear factual understanding about the place, people and economy of East Devon.

RESOLVED: that the Knowing East Devon community profile be welcomed and used to help inform decision making going forward.

REASON To provide helpful, factual information; this will support Council decision making.

*204 **Monitoring of formal complaints and Local Government Ombudsman complaints – Quarter 3 2012/13**

Members considered the report of the Information and Complaints Officer setting out information on formal complaints for the period September – December 2012.

The report also highlighted the way housing complaints would be considered with effect from 1 April 2013.

- RESOLVED:**
- (1) that the nature of complaints dealt with and learning points arising be noted;
 - (2) that the new arrangements for dealing with housing related complaints be noted.

REASON To continue to improve the way this Council handles complaints and to learn from them.

***205 Performance Management report February 2013**

Members considered the report of the Chief Executive setting out performance information for the 2012/13 financial year for February 2013.

Councillor Jill Elson, Sustainable Homes and Communities Portfolio Holder, anticipated that the Council's rent collection performance would be adversely affected by the Welfare Reforms and Universal Credit arrangements. Delays in payment of benefits could result in people being unable to pay their rent, losing their homes and effectively becoming 'intentionally homeless'.

Councillor Phil Twiss, Deputy Environment Portfolio Holder, referred to the drop in the recycling rate and believed this was due to collection of side-waste over the Christmas period.

Councillor Iain Chubb, Environment Portfolio Holder had noted the increase in instances of fly-tipping and would take these concerns to Devon County Council which had increased the municipal tip charges.

RESOLVED that the progress and proposed improvement action for performance measures for the 2012/13 financial year for February 2013 be noted.

REASON The monthly monitoring was to highlight performance and help identify any trends. Additional information to support this monitoring was provided on line – SPAR performance indicators and systems thinking measures in key service areas – Streetscene, Housing, Development Management and Revenues and Benefits.

***206 Exclusion of the Public**

RESOLVED that under Section 100(A) (4) of the Local Government Act 1972 and in accordance with the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the public (including the press) be excluded from the meeting as exempt and private information (as set out against each Part B agenda item), is likely to be disclosed and on balance the public interest is in discussing the items in private session (Part B).

***207 Office Accommodation Working Party – action points**

Members noted the action points from the meeting of the Office Accommodation Working Party held on 20 February 2013.

Chairman Date

EAST DEVON DISTRICT COUNCIL

Forward Plan of Key Decisions - For the 4 month period 1 May 2013 to 31 August 2013

[In addition Key Decisions and other decisions which are proposed to be taken in a private meeting are identified to comply with the Local Authorities (Executive Arrangements)(Meetings and Access to information)(England) Regulations 2012).

A public notice period of 28 clear days is required when a decision making body is to hold a meeting wholly or partly in private This document includes notice of those matters the Council intends, at this stage, should be considered in the private part of the meeting and the reason why. Any written representations that a particular decision should be moved to the public part of the meeting should be sent to the Democratic Services Team [address at the end] as soon as possible.

Key Decision		List of documents to be submitted to Cabinet [so far as known at present]. Other documents may be submitted to the Cabinet in addition.	Lead Member	Lead/reporting Officer (Strategic Officer: DL or RC indicated in bold)	Proposed Consultation and meeting dates (Committees, principal groups and organisations) Members of the public are given the opportunity to speak at meetings unless shown in italics.	Operative Date for decision (if no call-in)	Part A = Public meeting Part B [private meeting] (and reasons)
1	CIL Charging Schedule and Governance arrangements		Strategic Development and Partnership Portfolio Holder	Head of Economy/ New Growth Point Manager (RC)	Overview & Scrutiny Committee 6 June 2013 Development Management 11 June 2013 Council 24 July 2013	25 July 2013	Part A
2	Information Management Strategy		Corporate Services Portfolio Holder	Corporate ICT Manager (DL)	Information Management Group Cabinet 17 July 2013 Council 24 July 2013	25 July 2013	Part A
3	Revised Partnership Policy and Compact		Strategic Development and Partnership Portfolio Holder	RC	Cabinet 17 July 2013 Council 24 July 2013	25 July 2013	Part A

Key Decision		List of documents to be submitted to Cabinet [so far as known at present]. Other documents may be submitted to the Cabinet in addition.	Lead Member	Lead/reporting Officer (Strategic Officer: DL or RC indicated in bold)	Proposed Consultation and meeting dates (Committees, principal groups and organisations) Members of the public are given the opportunity to speak at meetings unless shown in italics.	Operative Date for decision (if no call-in)	Part A = Public meeting Part B [private meeting] (and reasons)
4	Dog Warden Contract		Environment Portfolio Holder	Environmental Health & Parking Services Manager (DL)	Cabinet 13 June 2013	21 June 2013	Part B [if commercially sensitive]
5	Business Continuity Plan/Disaster Recovery Plan		Communities Portfolio ~Holder	Head of Housing	Cabinet 13 June 2013	21 June 2013	Part A
6	CIPFA reports on Asset Management		Finance Portfolio Holder	Principal Estates Surveyor (RC)	Cabinet 8 May 2013	16 May 2013	Part A
	Other decisions to be taken in Part B						

Table showing potential future key decisions which are yet to be included in the current Forward Plan

Future Key Decision		Lead Member	Lead Officer (Strategic Officer: DL or RC indicated in bold)	Consultation and meeting dates (Committees, principal groups and organisations) To be confirmed	Operative Date for decision To be confirmed
1	Integrated waste Strategy for Devon	Environment Portfolio Holder	Head of Environment (DL)	Initial work being undertaken to work towards an outline business case -Dec 2012 at which time options will be initially consider probably reducing to 2 or 3 and a final business case by June 2013 at which time authorities will have to decide whether they go with any or none of the options put forward.	
2	Provision of carbon monoxide detectors in sheltered housing.	Communities Portfolio Holder	Head of Housing		

This plan contains all the key decisions that the Council’s Cabinet expects to make during the 4-month period referred to above. The plan is rolled forward every month. Key decisions are defined by law as “**an executive decision** which is likely –

- (a) to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council’s budget for the service or function to which the decision relates; or
- (b) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the Council’s area

In accordance with section 38 of the Local Government Act 2000, up-dated by the Local Authorities (Executive Arrangements)(Meetings and access to Information)(England) Regulations 2012 in determining the meaning of “significant” in (a) and (b) above regard shall be had to any guidance for the time being issued by the Secretary of State in accordance with Section 9Q of the 2000 Act (guidance).. The Cabinet may only make a key decision in accordance with the requirements of the Executive Procedure Rules set out in Part 4 of the Constitution and the Regulations. A minute of each key decision is published within 2 days of it having been made. This is available for public inspection on the Council’s website <http://www.eastdevon.gov.uk>, and at the Council Offices, Knowle, Sidmouth, Devon. The law and the Council’s constitution provide for urgent key decisions to be made without 28 clear days notice of the proposed decisions having been published . A decision notice will be published for these in exactly the same way.

Obtaining documents

Committee reports made available on the Council's website including those in respect of Key Decisions include links to the relevant background documents. If a printed copy of all or part of any report or document included with the report or background document is required please contact Democratic Services.

The members of the Cabinet are as follows: Cllr Paul Diviani (Leader of the Council and Chairman of the Cabinet), Cllr Andrew Moulding (Strategic Development and Partnerships Portfolio Holder), Cllr Ray Bloxham (Corporate Business Portfolio Holder) Cllr Ian Thomas (Corporate Services Portfolio Holder) Cllr Graham Godbeer (Economy Portfolio Holder), Cllr Iain Chubb (Environment Portfolio Holder) Cllr David Cox (Finance Portfolio Holder), Cllr Jill Elson (Sustainable Homes and Communities Portfolio Holder), and Deputy Portfolio Holders – Cllr Stephanie Jones (Deputy – Sustainable Homes and Communities) and Cllr Phil Twiss (Deputy – Environment) Members of the public who wish to make any representations or comments concerning any of the key decisions referred to in this Forward Plan may do so by writing to the identified Lead Member of the Cabinet (Leader of the Council) c/o the Democratic Services Team, Council Offices, Knowle, Sidmouth, Devon, EX10 8HL. Telephone 01395 517546.

16 April 2013

EAST DEVON DISTRICT COUNCIL
Minutes of a Meeting of the
Overview and Scrutiny Committee held
at Knowle, Sidmouth on 28 March 2013

Present:

Stuart Hughes	Tony Howard
John Humphreys	Sheila Kerridge
Mike Allen	David Key
Peter Bowden	Brenda Taylor
Peter Burrows	Graham Troman
Derek Button	Tim Wood
David Chapman	Eileen Wragg
Deborah Custance Baker	Claire Wright
Vivien Duval Steer	Tom Wright
Roger Giles	

Officers:

Mark Williams, Chief Executive
Matt Dickins, Policy Manager
Andrew Wood, Projects Director
Diana Vernon, Democratic Services Manager

Also Present

Councillors:

David Atkins	Douglas Hull
Ray Bloxham	Ben Ingham
Iain Chubb	Andrew Moulding
Alan Dent	Frances Newth
Paul Diviani	Helen Parr
Christine Drew	Pauline Stott
Jill Elson	Ian Thomas
Graham Godbeer	Phil Twiss
Peter Halse	Mark Williamson

Apologies:

Committee Members:

John O'Leary

Councillors:

David Cox
Stephanie Jones
Steve Hall

The meeting started at 6:30pm and ended 9.32 pm.

***64 Public Question Time**

The Chairman welcomed Councillors and members of the public to the meeting and invited questions.

Barry Curwen referred to the Office Relocation project up-date report that the Committee had considered at its meeting on 26 July 2012. Mr Curwen said that the Committee's scrutiny had been superficial and he questioned the scope, management (including the risk management process) and monitoring of the project. He advised that the scope included the Manstone Depot employment site. He believed that the loss of two key employment sites would have a significant impact on the economy of the local area, particularly in the current time of recession. He questioned the benefits of the project and budget involved. He asked the Committee to undertake serious scrutiny urgently.

***64 Public Question Time**

Barry Sangster asked if the Committee was aware of any gagging orders for Contractors, Officers or Councillors leaving the Council. The Chief Executive replied that there had been no such orders in respect of Contractors or Councillors but in very specific cases and in certain circumstances, compromise agreements had been reached with a small number of staff.

Robert Crick questioned whether the Chief Executive's advice given to this Committee and the Business Taff constituted a conflict of interest. He said that the Chief Executive, as line manager to the Economic Development Manager, had failed to take up concerns in respect of abuse of EDDC's resources.

The Chairman advised that he would send a written reply to Mr Curwen and Mr Crick with a copy sent to the Committee members.

***65 Minutes**

The minutes of the meeting of the Overview and Scrutiny Committee held on 28 February 2013 were confirmed and signed as a true record.

***66 Declarations of Interest**

Councillor/ Officer	Minute number	Type of interest	Nature of interest
Peter Halse	67	Personal	Previous member of the East Devon Business Forum.

***67 Referral from Business Task and Finish Forum**

Richard Thurlow referred to a recent publication by Investigative journalist, Anna Minton: 'Scaring the Living Daylights out of people'. This included a section on conflicts of interest at East Devon District Council, and the East Devon Business Forum in particular, and recent controversial planning decisions made. Mr Thurlow said that it was essential for planning matters to be included in the scope of the Task and Finish Forum. This would help to allay public concern in respect of conflicts of interest.

Alan Darrant spoke of widespread disquiet over EDDC's management of the planning process. He said that the Council had doubled the quota of employment land without clear justification. He questioned who would benefit from the increase in allocation. He asked that the Business Task and Finish include planning processes in its scope. If there was a possible conflict of interest, it was EDDC's duty to undertake a full examination.

Damien Mills asked if the Council had sought independent legal advice on the scope of the Task and Finish Forum and if so what advice had been given. He referred to the importance of exploring the relationship between the Business Forum and the Council. The Chief Executive confirmed that independent legal advice had not been sought.

***67 Referral from Business Task and Finish Forum (continued)**

Councillor Mike Allen asked for a typographical error to be corrected in the Business Task and Finish Forum notes of 12 March 2013: Paragraph 2 of 5 should read 'object' and not 'objection'. Councillor Giles advised that his name needed to be added to those present.

The Chief Executive replied to a question about whether the questionnaire (referred to in the notes of the 12 March 2013 meeting) had been sent out to businesses and Chambers of Commerce in East Devon. The purpose of the questionnaire was to ask what benefit the East Devon Business Forum was to business and to find out why business people who could attend did not. The Chief Executive advised that this had yet to be actioned; a budget would first need to be identified in order to carry out this additional work.

The Chairman invited Councillor Graham Troman as Chairman of the Business Task and Finish Forum (TaFF) to address the Committee. Councillor Troman said that this was a difficult Forum because of the resignation of Graham Brown as Chairman of the East Devon Business Forum and the withdrawal of the Economic Development Manager's support from that Forum. He believed that the Task and Finish Forum needed to interview both the former Chairman and the Economic Development Manager but that this was not possible due to Police investigation into the affairs of Graham Brown and associated planning issues.

Points raised included:

- Which aspects of the TaFF were affected by the investigation - what could be considered/scrutinised without interfering with the Police process? Should the TaFF be put on hold in the meantime? The Police investigation needed to run its course.
- Emphasis of the TaFF should be to learn lessons from the interaction between the Business Forum and the Council and how the Council can support the local business community.
- Concern over the Business Forum should have been addressed years ago.
- The remit/scope of the TaFF should include planning issues/processes (not individual applications) and business engagement.
- Increase the membership of the TaFF.
- The integrity of the Council's planning function had been brought into question through recent press revelations and it was important now for the Council to act openly and clearly and address concerns raised. The importance of an effective, transparent decision-making process was essential.
- Reference was made to the Council policy in relation to its work on the Local Plan of the target ratio of one job to one household. This was used as the basis for housing numbers and employment land calculations.
- It was vital not to delay the Local Plan process

The Chief Executive reminded Members of his advice as minuted at previous meetings of the TaFF. The TaFF had accepted that previous planning application decisions were outside their proper scope. The issue therefore was the ability of the TaFF to consider planning issues independently and impartially. To include planning issues within the scope of the TaFF could 'go behind' the Local Plan process and cause significant delays.

*67

Referral from Business Task and Finish Forum (continued)

He referred to the Council's employment land policy and questioned how the TaFF could examine land included in the Local Plan without stalling the process. He explained that the Local Plan had been out for final public consultation and the Council could now only make minor amendments/ alterations and clarify narrative before submitting it to the Inspectorate. If the Council wanted to make allocation changes, it would have to go out for further public consultation and this would result in further delays.

A proposal to suspend the work of the TaFF was put to the vote and lost (7:9)

The proposal to widen the remit of the Business Task and Finish Forum to include employment land planning issues (but not individual planning allocations) without delaying the development of the Local Plan or impinge on the Police investigation was seconded and put to the vote. The Committee voted to have a recorded vote.

Councillors in favour of the proposal (10): Peter Burrows, Derek Button, David Chapman, Roger Giles, Stuart Hughes, Sheila Kerridge, Brenda Taylor, Graham Troman, Eileen Wragg and Claire Wright.

Councillors against the proposal (9): Mike Allen, Peter Bowden, Deborah Custance Baker, Vivien Duval Steer, Tony Howard, John Humphreys, David Key, Tim Wood, Tom Wright.

RESOLVED

that the remit of the Business Task and Finish Forum include employment land planning issues (but not individual planning allocations) without delaying the development of the Local Plan or impinging on the Police Investigation currently being carried out.

68

Five Year Land Supply in East Devon

Dr Margaret Hall of the Campaign to Protect Rural England challenged the base housing need figure used which she said was now out of date – this being evidenced through the Census which showed a lower population than had been predicted. She said it was important for the Council to also acquire an up-dated strategic housing assessment, as there had similarly been a fall in housing requirements compared with that predicted. Dr Hall said that the Council should include a disaggregated 5-year land supply within its policies so that this approach would have more weight.

The Planning Policy Manager advised that the Inspectors, who had considered planning appeals recently, had attached limited weight to the Council's disaggregated housing requirement approach. He emphasised the importance of progressing the Local Plan through the necessary processes to adoption.

The 5-year land supply was a rolling requirement. It was anticipated that Housing and Development statistics would be rigorously challenged when the Local Plan was at the enquiry stage.

The Development Management Committee (Minute 51 of 5.02.13) had endorsed the requirement for a 6-year land supply (5 years plus a buffer of 20%).

68 **Five Year Land Supply in East Devon (continued)**

The Audit and Governance Committee had considered the 5-year land supply issue at its meeting on 27 February 2013 from a governance/reputation point of view. The Committee had identified the lack of a 5-year land supply as a risk to the Council and recommended that the Council put in place processes to ensure that it had a rolling valid 5-year housing land supply.

The Portfolio Holder – Sustainable Homes and Communities had serious doubts that the Council would be able to meet its affordable housing target of 250 per year. Affordable accommodation was essential for balanced communities.

House building was particularly difficult in a time of recession but development allocation within an agreed Local Plan would help the Council to encourage development where it was most needed and most appropriate.

Councillor Roger Giles circulated a paper which emphasised that planning applications should continue to be determined on their merits. He asked the Committee to:

- recommend that Government be asked to extend the period allowed for Councils' Local Plans to be adopted,
- formally endorse the Council's disaggregated approach to housing provision,
- ask the Development Management Committee to make a condition in respect of progressing strategic housing planning approvals.

The proposal, subject to some amendment to wording, was seconded by Councillor Claire Wright.

- RECOMMENDED**
1. that Cabinet support the Local Government Association's current lobbying of Government to extend the period allowed for Councils' Local Plans to be adopted;
 2. that the Cabinet be requested to agree to the adoption of a disaggregation approach to housing provision;
 3. that the Development Management Committee consider a policy to require strategic housing planning approvals to be commenced within two years.

(Councillors Vivien Duval Steer and David Key abstained from voting due to their membership of the Development Management Committee).

*69 **Portfolio Holder up-date – Strategic Development & Partnerships**

The Chairman invited Councillor Andrew Moulding, Portfolio Holder Strategic Development and Partnerships to up-date the Committee on his recent work and forthcoming plans.

Councillor Moulding referred particularly to the exciting development of Cranbrook and its popularity. He said that Cranbrook new community was a success story for the Council. It was a good example of partnership working. Whenever possible he 'flew the flag' for East Devon.

*69 **Portfolio Holder up-date – Strategic Development & Partnerships**

The Clyst Honiton Bypass was critical to Cranbrook and the Growth Point – it was due to open in May. Councillor Moulding recognised the importance of improved rail and motorway links to the vitality of the district.

Other partnership working was in respect of the Local Enterprise Partnerships – the Council would develop projects with business partners and then bid for major funding. Currently EDDC had no seat on the LEP Board and would therefore need to be particularly proactive in working with its partners.

*70 **Forward Plan**

Members noted the forward plan.

The legal position of 20mph zones with the County Council would be reported to a future meeting.

Chairman Date

EAST DEVON DISTRICT COUNCIL

Minutes of the inaugural meeting of the Arts and Culture Forum held at Knowle, Sidmouth, on Thursday 14 March 2013

Present: Councillors:
Vivien Duval Steer – Equalities Champion
John O’Leary – Culture Champion
Phil Twiss – Deputy Portfolio Holder Environment

Town representatives:
David Chapman - Exmouth
John Dyson - Sidmouth
Douglas Hull – Axminster
Vernon Whitlock - Honiton
Tom Wright – Budleigh Salterton

Community representative:
Gerri Bennett

Also Present: Councillor:
Geoff Chamberlain (substitute for Exmouth)

Officers: Angela Blackwell, Thelma Hulbert Gallery Curator
Steve Edmonds, Nature Conservation Officer
Denise Lyon, Deputy Chief Executive Transformation and Systems Thinking
Charlie Plowden, Countryside and Leisure Manager
Alethea Thompson, Democratic Services Officer
Graham Whitlock, Manor Pavilion Theatre Manager
Roger Werner, Villages in Action

Apologies: Town representatives:
Stephanie Jones - Seaton
Graham Liverton (substitute)
Andrew Moulding (substitute)
Claire Wright – Ottery St Mary
Community representative:
Nikki Milican

The meeting started at 10.10 am and ended at 1.15 pm.

Councillor Phil Twiss welcomed all those present to the inaugural meeting of the Arts and Culture Forum and invited everyone to introduce themselves.

***1 Election of Chairman**

RESOLVED: that Councillor John O’Leary be elected Chairman of the Forum.

***2 Appointment of Vice Chairman**

RESOLVED: that Councillor Douglas Hull be appointed Vice Chairman of the Forum.

***3 Declarations of interest**

Forum Member	Minute number	Type of interest	Nature of interest
David Chapman		Personal	He was a member of the Exmouth Pavilion Advisory Forum and the Manor Pavilion Theatre Steering Committee.
John Dyson		Personal	He was on the sub committee of Sidmouth Town Council considering the Manor Pavilion and he was a member of the Manor Pavilion Theatre Steering Committee.
Douglas Hull		Personal	He was a member of the Axminster Drama Club.
Denise Lyon		Personal	She belonged to Friends of the Thelma Hulbert Gallery.
John O'Leary		Personal	He was a member of the Manor Pavilion Theatre Steering Committee and he belonged to Friends of the Thelma Hulbert Gallery.
Vivien Duval Steer		Personal	She was a member of the Exmouth Pavilion Advisory Forum.
Vernon Whitlock		Personal	He belonged to Friends of the Thelma Hulbert Gallery.

4 Remit

Members considered a draft constitution which set out proposed terms of reference of the Forum. The constitution also set out the membership of the Forum and it was noted that members of the Forum included District Councillors, Town Councillors and Community Representatives. For the purpose of the minutes all members of the Forum would be referred to as 'members'. The Forum suggested the following amendments:

- To specifically include towns and surrounding villages under 1.
- The ability to set up smaller working groups if necessary to deal with particular issues under 9.
- To include other arts and culture organisations in East Devon under 1.

The Forum discussed setting up a website which all town and parishes could publicise events and activities, so that all events in the district were available on one website. This would be a user generated website and provide links to other organisations. This could be set up as a stand-alone platform to sit beside the EDDC platform. Other organisations to work with included Heart of Devon, Devon County Council and the Tourist Information Centres.

4 **Remit (cont'd)**

RECOMMENDED:

- 1 that the following amendments be made to the constitution of the Forum:
 - To specifically include towns and surrounding villages under 1.
 - To include other arts and culture organisations in East Devon under 1.
 - The ability to set up smaller working groups if necessary to deal with particular issues under 9.

- 2 that consideration be given to creating a website to advertise all arts and culture events across East Devon.

*5 **East Devon's Arts and Cultural offer**

The Forum discussed East Devon's arts and cultural offer and considered event programmes for the:

- Thelma Hulbert Gallery
- Manor Theatre
- Countryside Team
- Villages in Action

Officers then made presentations.

Thelma Hulbert Gallery

Angela Blackwell, Curator of the Thelma Hulbert Gallery (THG) outlined events and exhibitions that the gallery had recently produced, and provided visitor numbers for the exhibitions. It had been 100 years since the birth of Thelma Hulbert and events were planned to celebrate the centenary year. Other forthcoming events included:

- A free valuation day sponsored by Honiton auctioneers.
- Beekeeping exhibition, demonstration and workshops.
- Evolver prize exhibition.
- Lace exhibition.

As well as the exhibitions the THG would continue its community based work with Millwater School, youth groups, MIND (a charity for mental health), St Paul's homework club, East Devon housing tenants, schools and many other local groups. Angela went on to outline the awards that the gallery had recently received.

The Chairman thanked Angela Blackwell for attending the meeting and demonstrating the range of activities provided at the THG, which the Forum agreed was more than simply an art gallery. Members felt that the THG was a valuable community service and that Angela's presentation provided a strong case for the gallery.

*5 **East Devon's Arts and Cultural offer (cont'd)**

Manor Pavilion Theatre

Graham Whitlock, Manor Pavilion Theatre Manager explained to the Forum events that had happened at the Manor Pavilion Theatre (MPT) over the last six months, and what was planned for the next twelve months. The Theatre was going from strength to strength and the future was very exciting, with some major events planned for the forthcoming financial year.

Graham reported that the MPT had been closed for six weeks during January and February 2013 for an upgrade on the building's heating and air conditioning systems. This work had come in under budget so it had been possible to carry out more maintenance than anticipated. The Box Office area was a huge improvement and was now twice the original size. Since the Theatre had reopened, many people had made positive comments and no hirers disrupted by the work had been lost.

Audience figures were increasing and a new company to operate the summer season had been appointed. This would enable the Box Office to be run for 12 months of the year. The Theatre had achieved well over its target figures for the current financial year and was a popular choice for artists.

The Manor Pavilion Theatre Manager summarised his presentation in the following way:

- There were exciting times ahead
- There was a new summer rep season
- There were 18 shows in the year ahead
- There was a newly refurbished building
- Audience figures were increasing
- There was a wide range of programmes on offer.

The Forum congratulated Graham on his enthusiasm and success and thanked him for his presentation and all his hard work.

Countryside Team

The Countryside and Leisure Manager introduced Steve Edmonds, Nature Conservation Officer and described him as enthusiastic, motivated, experienced and knowledgeable. Steve explained the educational programme of events, looking back at last year's events and the development of this year's events.

He reported that last year's events had had mixed successes, mainly due to the weather and the economic climate, as well as the distraction of the Olympics. There had been a number of successful events which included:

- Annual bluebell day
- Heath Week – reptile rambles, bug hunts and mammals of the marshes
- Christmas on the wetlands wreath making
- Exmouth beach cleans
- Tree walks
- Wet and Wild festival.

***5 East Devon's Arts and Cultural offer (cont'd)**

Steve explained the educational offer and reported that figures for these were improving. He was working with schools in the area to develop a resource learning pack and trying to tap into the curriculum. The Countryside Team were hosting a teacher training day on 15 April 2013. The Junior Rangers programme was fully booked last year and there was a full waiting list of this year. The John Mills week was also very popular and a price increase was being investigated.

Two events guides (spring/summer and autumn winter) would be published in order to allow greater flexibility in terms of what was offered. It gave officers the chance to review events' success and what worked well. Events on offer this year included:

- Seasonal activities – apple pressing, Halloween activities
- Food themes
- BBQs on the wetlands
- Tree walks
- National Tree Week events.

The Nature Conservation Officer was thanked for his interesting and informative presentation.

Villages in Action

Roger Werner from Villages in Action (VIA) reported that it was now in its 20th season. There was a menu launch event to which all village promoters were invited and two show case events. Achievements in the past twelve months included:

- Jurassic journey project.
- Working with three new communities in East Devon.
- Young promoters' project.

Villages in Action had won a contract with Devon County Council for three years of funding to provide performances across Devon and had also secured Arts Council funding. This allowed much greater freedoms and flexibilities in the future. VIA were looking to provide afternoon performances in residential homes, reaching people who found it difficult to get out.

Events planned for East Devon in the forthcoming year included:

- At least 28 village performances.
- Residential home performances.
- Exhibitions with Devon Guild of Craftsmen.
- Threads project – a textile project for older people.

The Forum agreed that local village hall events brought people together and improved the lives of people in East Devon. On behalf of the Forum the Chairman thanked Roger for his presentation and gave the Forum's support to Villages in Action.

***6 The future of the Thelma Hulbert Gallery**

Members considered a progress report on the Thelma Hulbert Gallery which had been presented to Cabinet on 6 March 2013.

The Forum agreed that the gallery offered a valuable community service. However, some members felt it needed to be more mainstream in terms of the exhibitions it offered. It needed to attract more visitors and raise more revenue. The gallery had made impressive progress but needed to show further valuable progress this year. Volunteers were critical to the success of the gallery.

Members of the Forum had many ideas on how to raise the profile, revenue and visitor numbers to the Thelma Hulbert Gallery, and discussed these in detail. The Forum agreed that the gallery needed focus from the Forum and that another meeting should be held soon. It was agreed that a small group meet to urgently consider options for the Thelma Hulbert Gallery and actions to take, with the aim of producing a summer action plan to increase footfall to the gallery and income.

RESOLVED: that Councillor O’Leary, Councillor Twiss, Councillor Whitlock, Councillor Tom Wright, Angela Blackwell, Denise Lyon and Gerri Bennett meet at the Thelma Hulbert Gallery at 4pm on Thursday 21 March 2013.

***7 Date of next meeting**

The Chairman thanked all those present for attending the meeting and gave particular thanks to the curator of the Thelma Hulbert Gallery.

RESOLVED: that the next meeting of the Arts and Culture Forum be held at 3.30 pm on Thursday 25 April 2013.

Chairman Date

Agenda Item 11

Cabinet

8 May 2013

Residents' Survey



Residents' Survey

Summary

One of the coalition government's early cost cutting measures was to abolish much of the regime of inspections and targets for local authorities. This reduced the burden placed on councils allowing them the freedom to concentrate on finding new and better ways of measuring success.

A Residents' Survey such as this represents an important opportunity to identify areas for improvement, act on specific feedback from our customers and offer residents greater local accountability.

The Local Government Association recently reported that levels of trust in councils have risen significantly over the last decade according to the sector-led improvement. A survey such as this also helps inform residents about the services we provide.

In order to find out what East Devon residents think, we are sending out a questionnaire to 3,000 randomly selected households throughout the District in May and June 2013.

Recommendation

Members consider the format of the survey and provide feedback and comments.

a) Reasons for Recommendation

The key driver for this approach is improvement.

b) Alternative Options

Not to pursue this course of action.

c) Risk Considerations

-

d) Policy and Budgetary Considerations

A budget has been set aside for carrying out the Residents' Survey.

e) Date for Review of Decision

November 2015. Allowing three residents' surveys to be carried out before reviewing the decision is recommended as this will allow for trends to develop and the results of any improvements to services to be seen.

1 Main Body of the Report

1.1 A key finding of the Communication and Reputation review in 2011 was that East Devon District Council is not regularly asking its customers what they think of EDDC and its services and how they think we can improve.

1.2 Our last survey was conducted in 2008.

1.3 The Local Government Association endorses the use of surveys like this to facilitate sector-led improvement.

1.4 In order to keep the survey as brief as possible, we have limited the survey to questions on services which MORI research highlights as being most important to council tax payers.

1.7 MORI research highlights a strong link between resident satisfaction with their council and how well the council keeps them informed. The Residents' Survey is an opportunity to reinforce to residents the services for which we are responsible.

2. How will the survey be sent out?

2.1 The questionnaire will be sent out in May/June to 3,000 randomly selected households throughout East Devon.

2.2 It will be distributed by post as this is the best way to get a higher response rate and to reach a random selection of people but will also be available on line. Average response rates nationwide can vary over factors which we cannot predict. However, with the nature and type of this particular survey a response rate of 35% (just over 1,000 of all people receiving the questionnaire completing and returning them) should probably be considered as good. Various publicity and other methods will be employed to try to ensure as high a response rate as possible within the budget.

3 Action and feedback

3.1 Just as with our staff engagement survey, it is extremely important that we report back the survey findings and what action we propose to take as a result of the feedback.

3.2 The results of the survey will be presented to Elected Members and the Senior Management Team for them to state what action they will take as a result of the survey.

4. Future Surveys

4.1 The survey is proposed to be sent out every year at the same time to allow for continuity. The majority of the questions will have to remain the same every year to allow the tracking of trends over time.

Legal Implications

No legal observations are required.

Financial Implications

A supplementary estimate of £6,500 was agreed by cabinet on 2 May 2012; this was to be added to the base for future years but was subsequently removed during the 2013/14 budget process.

However the £6,500 for 2012/13 has not been spent and will be rolled over into 2013/14 to cover the cost of this survey in 2013/14.

For 2014/15 onwards a special item bid will need to be made in line with the normal budget process.

Background Papers

- Appendix : Questionnaire (This will be issued with a covering letter).

Karen Jenkins kjenkins@eastdevon.gov.uk
Corporate Organisational Development Manager

Cabinet
8 May 2013

Viewpoint Survey- tell us what you think! 2013



We would like to hear your views about our services so we can keep improving. We plan to ask for views from a random selection of households each year and we'll let you know about the action we take as a result.

The questionnaire can be completed by anyone aged 18 and over living at this address. Once you have completed the questionnaire please send it back to us in the pre-paid envelope provided by ??

In this survey we will be asking you what you think about 'your local area'. When responding, please think about your local area as being within 15- 20 minutes' walking distance from your home or your nearest village or town if you are one of our very rural residents.

A. Collecting your waste

Q1 How satisfied or dissatisfied are you with your:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ unsure
Landfill waste collection (black wheelie bin or gull sack)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Green box recycling collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blue food caddy collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What would you change about our waste collection service if you could?

We will investigate collecting cardboard and mixed plastics when we renew the waste collection contract in 2016.

B. Keeping East Devon an outstanding place

Q2 How satisfied or dissatisfied are you with the following services provided by East Devon District Council:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ unsure
Parks, public gardens, play areas and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Off street council car parks (on street car parking is managed by Devon County Council)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 Is there a problem in your local area with litter, rubbish, vandalism or graffiti?
 A very big problem A fairly big problem Not a very big problem Not a problem at all Don't know/unsure

Q4 What would you change about the services mentioned in Section B if you could?

Q5 In East Devon we have lower wages and higher house prices than most other places. To counteract this we've been trying to encourage businesses with higher skilled jobs that pay more into the area.

To what extent do you agree or disagree that we should keep doing this?

Strongly agree Tend to agree Neither agree nor disagree Tend to disagree Strongly disagree Don't know/unsure

If you disagree please tell us why:

C. Your wellbeing and safety

Q6 How satisfied or dissatisfied are you with the following services provided by East Devon District Council:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/unsure
Being able to trust food hygiene when you go out to eat (we inspect cafes and restaurants)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing advice and housing services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing benefit and council tax benefit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7 How safe or unsafe do you feel when outside in your local area:

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know/unsure
...during the day	<input type="checkbox"/>					
...after dark	<input type="checkbox"/>					

Q8 Thinking about your local area, how much of a problem do you think each of the following are:

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/ unsure
People being drunk or rowdy in public places	<input type="checkbox"/>				
Noisy neighbours or loud parties	<input type="checkbox"/>				
Levels of pollution - for example traffic fumes, noise, bathing water, contaminated land	<input type="checkbox"/>				

Q9 What would you change about anything mentioned in Section C if you could?

D. East Devon District Council Overall

Q10 Overall, how satisfied or dissatisfied are you with the way East Devon District Council runs things?

- Very satisfied
 Fairly satisfied
 Neither satisfied or dissatisfied
 Fairly dissatisfied
 Very dissatisfied
 Don't know/ unsure

If you are not happy with the way we run things, please tell us what we could do to improve:

Q11 To what extent do you agree or disagree that the council responds quickly when asked for help?

- Strongly agree
 Tend to agree
 Neither agree nor disagree
 Tend to disagree
 Strongly disagree
 Don't know/ unsure

Q12 On balance, which of the following statements comes closest to how you feel about East Devon District Council and the services we provide?

- I speak positively of the council without being asked
 I speak positively of the council if I am asked about it
 I have no views one way or the other
 I speak negatively about the council if I am asked about it
 I speak negatively about the council without being asked
 Don't know/ unsure

Q13 To what extent do you think East Devon District Council acts on what local residents say?

- A great deal
 A fair amount
 Not very much
 Not at all
 Don't know/ unsure

If you do not think East Devon District Council acts on what residents say, please give us examples:

For every £1 you pay in Council Tax, only 8 pence of that £1 (8%) comes to East Devon District Council. The other 92% goes to Devon County Council, the police, fire service and to your town or parish council. So our services cost you an average of £2.33 per week.

This is the lowest district council tax in Devon. It covers all the services mentioned in this survey and more.

Q14 To what extent do you agree or disagree that East Devon District Council provides value for money?

Please think about the range of services East Devon District Council provides to the community as a whole, as well as the services your household uses.

- Strongly agree Tend to agree Neither agree nor disagree Tend to disagree Strongly disagree Don't know/unsure

E. Communication with East Devon District Council

Q15 Overall, how well informed do you feel East Devon District Council keeps residents about the services it provides?

- Very well informed Fairly well informed Not very well informed Not well informed at all Don't know/unsure

Q16 How would you prefer to deal with East Devon District Council's services in the future?

Please tick ALL that apply

- Through the council's website (www.eastdevon.gov.uk)
 Through the council's social media accounts e.g. Facebook and Twitter
www.facebook.com/eastdevon and www.twitter.com/eastdevon or @eastdevon if using an app.
 By e-mail
 Using an online form
 By telephone
 Face to face, in person
 By letter
 Through a local Councillor
 Don't know/ unsure
 Other, please write in here:

Q17 Do you have regular access to the internet for personal use?

- Yes No

F. About You

Q18 Are you:

Male

Female

Other, such as transgender, please write in here:

Q19 Which age group are you in?

24 and under

25 - 39

40 - 54

55 - 69

70 and over

Q20 We are asking this question as it may affect how you use our services

Do you have a long-standing illness, disability or infirmity that limits your day to day activities in any way? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)

Yes

No

Thank you for taking the time to complete this survey, please send it back to us in the pre-paid envelope provided by ???

Agenda Item 12

Cabinet

May 2013



Freedom of Information Act requests 2012/13

Summary

This report provides information on requests received under the Freedom of Information Act between 1 April 2012 and 31 March 2013. It also looks at the subject matter and origin of requests.

Recommendation

That Cabinet considers the number and type of requests received under the Freedom of Information Act and its impact on the operational activities of staff.

That Cabinet notes that the Freedom of Information Act does provide a charging schedule and that this will be used where time taken equates to over 18 hours of officer time.

a) Reasons for Recommendation

To continue to improve the way we deal with requests for information.

b) Alternative Options

To deal with requests as they are received with no further consideration of numbers or service areas affected.

c) Risk Considerations

Potential criticism, deterioration of reputation and failure to improve. Lack of credibility in the process for handling requests.

d) Policy and Budgetary Considerations

Policy implications are contained in the report. There are no significant budget considerations.

e) Date for Review of Decision

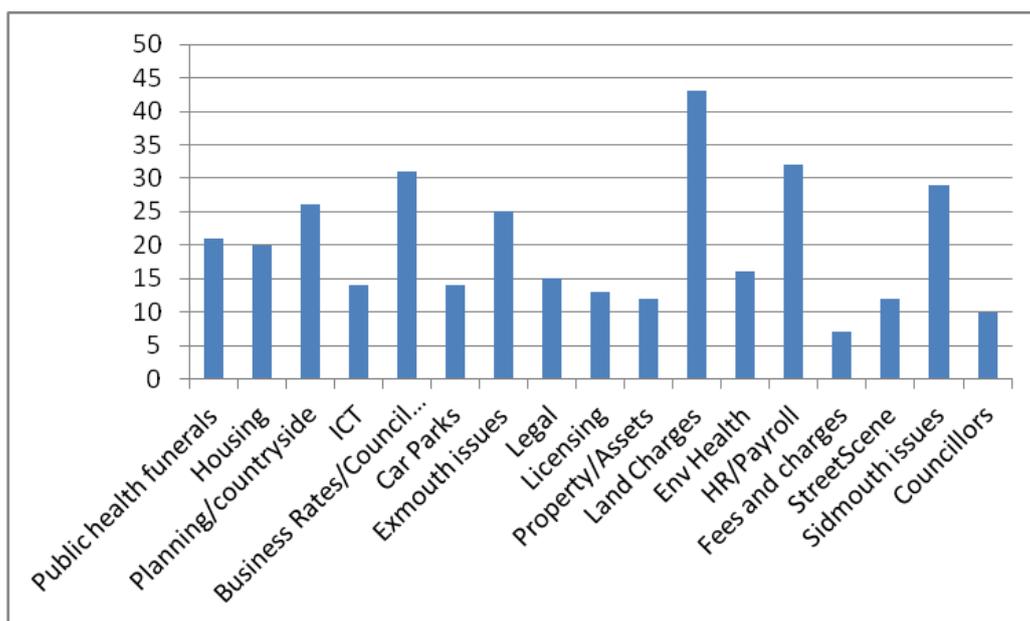
The number of requests is considered annually.

1 Summary of requests received

- 1.1 340 requests have been dealt with under the Freedom of Information Act during the year 2012/13 compared with 252 during 2011/12.

- 1.2 The increase in the number of requests is due to a number of factors including:
- A number of major projects being undertaken during the year such as the proposal to re-locate the Council offices and the re-generation of Exmouth seafront
 - Changes in the rules governing property searches meaning that some information can now be provided free of charge
 - An increase in the number of “heir hunters” requesting regular detail on public assistance burials
 - An increasing number of commercial organisations seeking contractual information with a view to selling their products to the Council in the future.
- 1.3 As well as the number of requests increasing, we are now receiving many more complex requests, some of which involve officers devoting a significant amount of time in retrieving information and answering very detailed questions. This detracts from day to day work and places significant burdens on particular officers in particular service areas.
- 1.4 The Freedom of Information Act states that a fee can be charged if complying with a request will exceed the appropriate time and cost limit which equates to 18 hours of officer time and over £450 in cost. This is costed on the basis of a flat rate of £25 irrespective of actual salary.
- 1.5 Where responding to a request is likely to be particularly onerous or time consuming, our practice is to help the customer refine their request in order that we can provide them with as much information as possible, within the appropriate time and cost limit. This may mean, for example, providing data over a shorter time period than originally requested. The Authority is obliged to provide reasonable advice and assistance to requestors in this respect.
- 1.6 In order to justify charging a fee, the Council must be able to clearly demonstrate (and evidence) that a sensible and realistic estimate of the time involved in complying with the request has been made and not simply a general assumption that the request will take too long. Clearly, for charging to apply we must be able to demonstrate that the request will take longer than 18 hours.

The subject matter of requests has been broken down in this graph to show how the requests are distributed by service area:



1.7 In terms of the origin of these requests, fewer requests are now coming in from individual members of the public (41%). 155 requests (46%) were received from organisations including commercial enterprises, not-for-profit organisations, campaign groups, MPs and broadcast and press journalists. 13% of the requests this year were generated from a website called www.whatdotheyknow.com which enables individuals to submit requests publicly so that responses are instantly in the public domain and requestors are able to comment on each other's requests if they want to.

1.8 Major projects to regenerate East Devon towns and the proposal to move the Council's Knowle headquarters have generated many formal requests for information such as:

How much does it cost to heat and light the Knowle offices?

What qualifications and experience does the Consultation Officer have?

Bookings, income and expenditure for Elizabeth Hall

What are the costs for consultancy work on the Knowle re-location project?

What has the Knowle re-location project cost in officer time?

1.9 The Council's finances have also come in for some close scrutiny in these difficult economic times with questions raised including:

What are EDDC's financial reserves?

Spending on foreign translation services

Council spend on off-site storage

Money paid to Trade Unions

Staff bonuses

Council spend on iPads

Cost of maintaining skate parks in East Devon

1.10 Stories in the press have also generated requests for further information:

Has the Council received requests from Local Authorities in London to house individuals who have to find alternative accommodation due to the benefit caps?

Can the Council estimate how many tenants might fall into arrears as a result of the introduction of the "bedroom tax?"

How many houses in Cranbrook have been sold to organisations/Councils outside Devon?

How many laptops have been lost by EDDC staff?

1.11 Some of the more diverse requests this year have included:

Has the Council paid RADA in Business for staff training sessions?

Costs to the Council of any visits to the area from the Royal family during the year

How many licences have been issued for dangerous wild animals in the area?

How many statutory notices were issued for abandoned trolleys?

Information on the last two cases of cockerel noise that were served with noise abatement notices

2 Responding to requests

2.1 The law states that authorities should respond to requests for information within 20 working days of receipt. Our average response time to requests during 2012/13 was 12 working days. This is well within the statutory time limit, and in view of the increase in number and complexity of requests, is very encouraging.

2.2 If a requestor feels dissatisfied with the way we have responded to a request for information, they have the right to complain to the Information Commissioner (ICO). One case was considered by the ICO during the year but no decision notice was issued as the complainant agreed that the matter could be resolved informally.

The complainant was surprised that certain information was not held as part of a planning application and complained to the Information Commissioner as he felt sure the requested documents should have been made available to him.

The Information Commissioner accepted that *“In this case it appears inherently unlikely that the Council holds other information relevant to the request that is not available on the Council's website. Although there can seldom be absolute certainty that some information may be held undiscovered; I consider that the reasoning provided by the Council, its explanation of the searches undertaken and the circumstances surrounding the case, on balance, lead me to conclude that no further information within the scope of the request is held.”*

3 Moving forward

- 3.1 It is difficult to accurately measure the quantity or cost of time spent dealing with requests under the Freedom of Information Act. There has clearly been an increase in the number of requests, and indeed, in the complexity of requests in some cases which implies that a greater amount of officer time has been needed both in terms of the Information and Complaints Officer who responds directly to requests and also in terms of officers within the services which are the subject of the requests.
- 3.2 Similarly, it is difficult to estimate whether numbers of requests are likely to continue to increase during the coming year. This depends on a number of factors. The situation will be monitored to ensure that the process is as efficient as possible whilst maintaining the quality and timeliness of responses.
- 3.3 The Information and Complaints Officer is working with ICT with a view to improving the Freedom of Information pages on our website. It is hoped that we will soon be able to provide some form of disclosure log to outline the number and type of requests received.

Legal Implications

Legal advice is given as and when required on Freedom of Information legislation.

Financial Implications

Although the direct costs are minimal, some printing and postage, an increasing amount of officer time is being spent on these requests. This reduces time available for other duties.

Kate Symington ksymington@eastdevon.gov.uk
Information and Complaints Officer

Cabinet
8 May 2013

Agenda Item 13

Cabinet

8 May 2013



Exemption from Contract Standing Orders

Purchase of SITA In-cab technology and Citizen smartphone app.

Summary

Exemption is being sought to purchase IT for use within SITA vehicles from the same vendor that produced the technology for our website electronic forms. The technology will produce cashable efficiencies in administration as well as improved information and communication to assist with customer satisfaction.

The technology used is proprietary but is an extension of our known and trusted existing IT framework and is produced by a vendor that understands our systems in detail. The solution is also much cheaper compared to other solutions on the market.

A smartphone Citizen app will be delivered as part of the overall solution. This again uses the existing IT framework.

Recommendation

That Cabinet waive the competition requirements of contract standing orders to allow the purchase of the in-cab technology and the citizen smartphone app for the reasons set out in the report.

a) Reasons for Recommendation

The solution will be designed by an existing and trusted vendor, and be built using an extension to our existing IT infrastructure. Third party systems for this type of in-cab technology all appear over-engineered and expensive. The Council has minimal functionality requirements but a strong need for integration with existing systems to ensure a joined-up process.

The vendor is also the only one to deliver a smartphone customer app, based on the same technology, which will enable the Council to create a completely joined-up process between customers; SITA vehicles; the Customer service Centre and Waste and Recycling Officers.

b) Alternative Options

To go through a procurement for both in-cab and smartphone app solutions.

c) Risk Considerations

Investigations show that any other solutions will be more expensive and will be less likely to integrate well with our existing IT framework and skill-set.

Adding another vendor and a different set of technology will add workload to ICT

d) Policy and Budgetary Considerations

Project is budgeted for in this financial year

Project has a conservative ROI of less than 4 years.

e) Date for Review of Decision

1 Main Body of the Report

- 1.1 Streetscene and ICT have investigated a number of IT solutions on the market and also taken advantage of information from the procurement exercise carried out by Exeter City Council.
- 1.2 The proposal is to purchase a low-cost, no-frills solution proposed by one of the Council's existing vendors, Cloud 9, for £40,000.
- 1.3 Cloud 9 is a small company who have helped successfully engineer the Council's CRM and transactional website systems.
- 1.4 Ready built solutions cost typically more than three times our current vendors solution, are complete back-office systems and do not come with a smartphone citizen app (which itself could cost £10,000).
- 1.5 These solutions are typically over-engineered in that they are built with a lot of functionality that Streetscene consider non-essential and "clutter".
- 1.6 The solutions proposed for the in-cab and citizen app are all based on familiar technology and integrate tightly with the Council's existing systems. Other systems would need significant engineering to enable this integration.
- 1.7 The Business Case for the In-cab Technology, approved by the Waste and Recycling Board in November 2012, relies upon the low cost technology solution to produce a return on investment through cashable savings by year 4.
- 1.8 There are some risks associated with the Cloud 9 solution
 - While the citizen app already exists as a product, the in-cab solution will be bespoke development...payment to be paid on results; all monies returned if solution deemed a failure.
 - Small company, could fail...technology is known and all code will be made available to EDDC in escrow.
 - Input from EDDC required to design end-to-end process...negotiate "royalties" in case development results in a saleable product for Cloud 9.

Legal Implications

Cabinet has the discretion to waive contract standing orders for the reasons set out in the report

Financial Implications

There is an approved capital budget for this scheme.

Consultation on Reports to the Executive

Waste and Recycling Board

SITA

Corporate Services Portfolio Holder

Background Papers

- Waste Collections Mobile Solution Business Case

<http://www.eastdevon.gov.uk/bp080413exemptiontechforsita.pdf>

Chris Powell cpowell@eastdevon.gov.uk
Corporate ICT Manager

Cabinet
8 May 2013

Agenda Item 14



Cabinet

8 May

Performance Report March 2013

Monthly Performance Report March 2013

Summary

Performance information for the 2012/13 financial year for March 2013 is supplied to allow the Cabinet to monitor progress with selected performance measures and identify any service areas where improvement is necessary.

Recommendation

That the Cabinet considers the progress and proposed improvement action for performance measures for the 2012/13 financial year for March 2013.

a) Reasons for Recommendation

This performance report highlights progress using a monthly snapshot report; SPAR report on monthly performance indicators and system thinking measures in key service areas including Streetscene, Housing, Development Management and Revenues and Benefits.

b) Alternative Options

None.

c) Risk Considerations

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

d) Policy and Budgetary Considerations

None

e) Date for Review of Decision

Performance information is provided on a monthly basis. In summary all measures are showing satisfactory performance for the performance year end.

1. A monthly Performance Snapshot is attached for information in Appendix A. Last month members enquired as to the reasons for the increase in fly tipping in February. The reasons for this are not clear however there was a marked increase in the number of building rubble being tipped.

There was also an enquiry as to the dip in the recycling rate reported in February. This was actually January's figure which was lower as it was the first collection after Christmas where we allow the collection of side waste and it meant we collected about 350 tonnes more of landfill waste which brought the recycling figure down.

2. A full report showing more detail for all the performance indicators mentioned above appears in Appendix B.
3. Rolling reports/charts for Housing, StreetScene, Planning and Revenues and Benefits appear in Appendix C.
4. An explanation and definitions of these measures can be found in Appendix D.

Legal Implications

There are none arising from the recommendations in this report.

Financial Implications

There are no direct financial implications.

Consultation on Reports to the Executive

Relevant Heads and officers have contributed to the appendices.

Background Papers

- ❑ [Appendix A – Monthly performance snapshot for March 2013](#)
- ❑ [Appendix B - The Performance Indicator monitoring report for the 2012/13 financial year for March 2013.](#)
- ❑ [Appendix C – System Thinking Reports for Housing, Streetscene, Planning and Revenues and Benefits](#)
- ❑ [Appendix D - Explanations and definitions.](#)

Karen Jenkins kjenkins@eastdevon.gov.uk
Corporate Organisational Development Manager

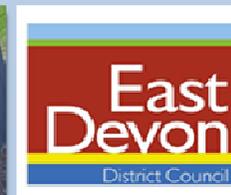
Cabinet
8 May 2013

Exclusion of the Public

The Vice-Chairman of the Committee to move the following:-

“that under Section 100(A)(4) of the Local Government Act 1972, the public (including the press) be excluded from the meeting as exempt information, of the description(s) set out on the agenda is likely to be disclosed and on balance the public interest is in discussing this item in private session (Part B).”

Monthly Performance Snapshot - March 2013



This monthly performance snapshot shows our performance over the last month:

- **99.72%** of rent due on council owned homes collected – Best ever collection rate!
- **6 days** to process your Housing or Council Tax Benefit claims
- **2.5 days** to clear fly tipping cases, dealing with 48 cases this month, down from 58 cases last month
- **99%** of invoices received by us are paid within 30 days
- **44.56%** of all waste collected was recycled in March.
- Sales in the Thelma Hulbert Gallery Shop for March 2013 were up **40%** up on March 2012

Latest headlines:

- Otter Rotters are about to start garden waste collections in Exmouth – 1st collection 12th April then fortnightly
- Every 1st Saturday there is Sustainable Saturday at Mackarness Hall Honiton where there is the Waste Not Want Not event where householders can take items from home for the bring and take stall run by Karen Berger Devon's Recycling Champion
- We let 26 council homes (11x1 bed, 10x2 bed, 5x3 bed) of which 20 applicants were in high need, 4 in medium need & 2 in low need.
- We held an amnesty at Lower Brook Meadow in Sidford one day this month for free removal of rubbish & bulky household items.
- We housed 15 families and 2 singles in temporary accommodation in March.
- Estate walkabouts in Stoke Canon, Nether Exe and Poltimore.
- BBC Countryfile coverage of the Axe Estuary Wetlands on March 17th and March 24th came to a total of 24 minutes - as national TV coverage is worth £30,000-£40,000 per minute in advertising terms, this means that the EDDC Countryside team and volunteers notched up an impressive £720,000 – £960,000 worth of advertising.
- Thelma Hulbert Gallery was featured in the Telegraph newspapers Lifestyle section, over the Easter Weekend, after being nominated for the 'Telegraph Family Friendly Museum Award'
- Manor Pavilion Theatre have had 5 Sell Out performances of The Sound of Music.